HILLSIDE®

Healing and Hope for Children and Families

Healing and Hope for Children and Families

Annual Report | 2018

A Letter from the President & CEO

Hillside has a 130 year history of responding to the needs of children and their families. Over the years, the needs have changed, and the most effective ways to serve those needs have changed as well.

In 2005, Hillside adopted Dialectical Behavior Therapy (DBT) as its primary clinical model. It was selected due to its intensively researched and effective results for people struggling to regulate emotions and behaviors. Each year since, Hillside has invested in DBT training for employees, deepening our commitment to providing DBT with fidelity. In this report, you will read about our recent DBT Certification, a further testament to Hillside's commitment to providing impactful treatment services.

In addition to DBT, our Community Programs utilize another evidence-based model. Positive Parenting Programs, or Triple P, provides effective and lasting educational tools to parents challenged with their children's emotional and behavioral issues. Triple P is proven to decrease a child's disruptive behavior by helping the parent develop vital skills. This program allows children to make progress while remaining safely in their homes, schools, and communities. Families are strengthened and empowered.

At Hillside we are committed to providing Healing and Hope to all who need our support and care. This commitment requires us to adhere to effective, well-researched methods of education and treatment and to stay informed about promising practices. Please consider making a financial gift to ***hside.org*** to support our continued service growth and professional training. Your support helps us positively impact lives every day.

Sincerely,

Emily R. Acker
President & CEO

Letter from Board Vice-Chair

It is my great pleasure to report on another year of progress and success at Hillside. In 2018, we worked diligently to ensure an even brighter future of Healing and Hope for children and families. Among the year's biggest milestones, we were honored to be the first child and adolescent residential treatment facility to receive DBT-Linehan Board of Certification, Program Certification™.

Beyond this recognition, I am particularly excited about Hillside's continued expansion beyond the gates of our Midtown campus. Our Community Programs and Connections Therapeutic Foster Care increase the reach and scope of our mission by providing and advocating for mental health services within the broader community. Our collaborative efforts with Emory University will push Hillside to the cutting edge of research in our field.

Many thanks to the Executive Team and staff at Hillside for all of your hard work and determination in 2018. I am confident my fellow Board Members agree that Hillside and the community it serves will enjoy a bright future because of the great work you do every day.

Sincerely,

Mr. Lance Stafford
2018 Vice-Chair, Board of Directors at Hillside

DBT Certification

Hillside® is honored to be the first child and adolescent residential treatment facility awarded the highly coveted and professionally respected DBT-Linehan Board of Certification, Certified Program™ (dbt-lbc.org).

The DBT-Linehan Board of Certification is an international organization devoted to ensuring programs and individuals offering Dialectical Behavior Therapy (DBT) meet rigorous standards and demonstrate adherence to this evidence-based treatment model. Program certification confirms Hillside's commitment to provide DBT with effectiveness and fidelity as developed by Dr. Marsha Linehan and colleagues.

In its 130th year of service, Hillside is one of Atlanta's oldest not-for-profit organizations dedicated to the mission of helping children and families thrive by providing outstanding residential and community mental health services. From its main campus in Midtown, professional trainings and a full continuum of mental health services are offered to meet varying levels of clinical needs, spanning from outpatient therapy, community based services, and residential treatment for children, adolescents, and their families. Hillside specializes in using DBT to treat clients who struggle with anxiety and mood disorders such as General Anxiety Disorder, Depression, and Disruptive Mood Dysregulation Disorder. DBT is proven effective in helping clients who struggle with unmanageable and intense emotions as well as ineffective communication and coping behaviors.

It is an honor to receive the program certification from the DBT-Linehan Board of Certification and be recognized as a leader in providing excellent clinical care for children and teens. Hillside owes special thanks to Dr. Adam Silberman, Medical Director, Lori Hogeman, LCSW, and Dr. Kimberly Vay, Ed.D, LPC, NCC, CPCS, the first clinical professional in Georgia to earn DBT-Linehan Board of Certification, Certified Clinician™. These talented professionals and their colleagues guided Hillside through the rigorous certification process.

Hillside Presents... Radical Kindness

The world could use a little more kindness! We all know kind people: a relative who graciously shares a gift; a friend who always offers a compliment; a neighbor who does a kind deed for your family. But the Radical Kind are very different: they are empowered by kindness; they treat themselves and complete strangers with kindness; they are always kind and expect nothing in return! Hillside helped spread Radical Kindness by hosting an afternoon of entertainment, tasty treats, and an immersive, interactive Radical Kindness experience for adolescents, teens and those who love, support and guide them!

In November, Hillside welcomed author and inspirational speaker Michael J. Chase, *"The Kindness Guy."* As founder of The Kindness Center, Michael is considered an expert on the subjects of kindness, resilience and positive behavior. Thanks to many kind sponsors and guests, Hillside was able to share the importance of daily kindness with an energized audience.

Volunteer Spotlight: Women Impacting a Nation

For over a decade, Hillside has been fortunate to benefit from the dedication and enthusiasm of Women Impacting a Nation (WIN). This group of volunteers provides bi-monthly opportunities for our young people to envision a life worth living. Topics have included "Focusing on the Positive," "Visualizing the Future," and "Overcome Limiting Beliefs." WIN's compassion for Hillside clients translates into the activities they facilitate such as writing cards of inspiration to those diagnosed with breast cancer. Ms. Decethia McCreary reflected on this activity and commented, "the cards are given to actual patients who are dealing with cancer. The love the girls put in the cards brings tears to my eyes. The words they use are so uplifting. For them (Hillside clients) to be where they are and can share such loving words fills my heart with joy." We are honored to serve families from diverse spiritual backgrounds, and this non-denominational volunteer session is designed to accommodate all beliefs and provide our children with opportunities to nurture their individual spiritual growth. None of this would be possible without the selfless commitment of the women of WIN.

Minister Lisa Tyler, who has been a volunteer with Hillside through WIN for approximately four years notes, "it was essential for me to be a part of a remedy that would enhance the dynamics of change within this community." One of her most memorable experiences on our campus occurred in 2018. "Last summer, I vividly recall mentoring two students who desired spiritual intervention. This opportunity served as a vehicle to help them ...[find] their meaning and purpose in life. Their enthusiasm, perseverance and fortitude... left an indelible impression on my experience with each of them."

Hillside, Ms. Tyler underscores, "is a phenomenal institution designed to deliver quality services where life learning principles can be achieved."

Educating Our Future Leaders: STEAM

Hillside's Conant School has remained at the forefront of specialized education services since it first opened on campus. The school offers targeted curricula for young people with an array of unique challenges, opportunities, and goals. Our staff of Special Education teachers, led by Dr. Christina Kennedy, Principal, continually seeks innovative and effective programming that ensures our students recognize and realize their potential.

This commitment led our Education department, with the generosity of the Wells Fargo Foundation, to incorporate a special summer curriculum, rooted in STEAM, helping our students broaden their horizons while deepening their understanding of material presented during the traditional school year. The value and efficacy of STEAM (which integrates Science, Technology, Engineering, Art and Mathematics) programming has been underscored by professionals across the field of child and adolescent education.

Volunteer Engagement

AmeriCorps Mural Painting

162 volunteers provided 1400 hours

Building a Bench: Action for Healthy Kids Volunteer Day

Salesforce Group Mural Painting

BOMA Field Day

AGC Christmas Gift Drop Off

Action for Healthy Kids Volunteer Day

Atlanta Opera

Turkish artist Baris Karayazgan
taught kids how to create art out of recycled bottles

BOMA Holiday Party

Atlanta School of Photography Workshop

New Faces Contribute to a Lasting Legacy

Eddie Dowdell

Laura Sellers

One key to sustaining growth and success over many decades has been our commitment to recruit and foster excellent professional talent.

Hillside was thrilled to welcome Mr. Eddie Dowdell as our Residential Program Director in the summer of 2017. Mr. Dowdell has brought a wealth of experience and the desire to build strong teams while enhancing Hillside's programming.

Prior to Hillside, he spent 13 years in the adolescent mental health field and held leadership roles at agencies in Georgia and Florida. Throughout his career, he has been advocating for care and services for clients, and he understands the complexities of the mental health environment. With a positive outlook, clear communication style, and a focus on developing and empowering employees, he has led many teams to success. Mr. Dowdell's leadership has challenged and invigorated all of us at Hillside, including the kids and families we serve.

We were also incredibly fortunate to add another exceptional talent to our staff. Laura Sellers joined the Hillside team in August of 2017 as our Vice President of Quality Improvement and Risk Management.

She brings over 25 years of leadership experience in behavioral healthcare, with a background in information technology, quality assurance, regulatory compliance, facilities management, and medical records.

Upon her arrival, Laura enthusiastically began learning about Hillside and recognizing opportunities for continued growth and improvement across our campus and programs. Thanks to her dedicated work and collaboration, we are able to share the some of the data she compiled and assessed throughout the year.

2018 Transformation:
Developing Coping Skills that Last

Each year, we like to highlight a story that exemplifies the life-changing services our donors helped to provide. This year our Community Intervention Program provided intensive in-home care to Jessica Brandon and her family, who were referred to our program due to ongoing emotional and behavioral difficulties.

Jessica and her family first connected with Michelle Pintado, Hillside Therapist, at a special DBT group. They were searching for a way to effectively cope with Jessica's behaviors, including frequent, uncontrollable outbursts and physical aggression.

For ten weeks, Michelle worked with the family in their home. During this time, she introduced new skills to the family, including Planned Ignore and Diffusing Situations before escalation. According to Jessica's mother, Katherine Brandon, Michelle "was so patient… so detailed, very specific. It was a life-saver and a game-changer."

While the in-home services concluded after ten weeks, Mrs. Brandon is grateful to share that the impact remains. "The dynamic is better – much, much better," she explains. Jessica no longer resorts to physical aggression. "We know the interventions before weren't working. We haven't stopped using Michelle's skills." Mr. Brandon shared that Hillside's Community Intervention Program "helped… more than taking [Jessica] to therapy for the past six years!"

The Numbers

Residential Treatment Program

Service Revenue	12,485,309	85.15%
Department of Education	1,329,432	9.07%
Contributions, Grants, and Other Sources	536,480	3.66%
United Way	167,840	1.14%
USDA	143,738	0.98%
	14,662,799	100.00%

Community Intervention Program / Outpatient

Service Revenue	1,132,900	85.32%
United Way	44,740	3.37%
Contributions, Grants, and Other Sources	150,252	11.32%
	1,327,892	100.0%

Treatment Foster Care Program

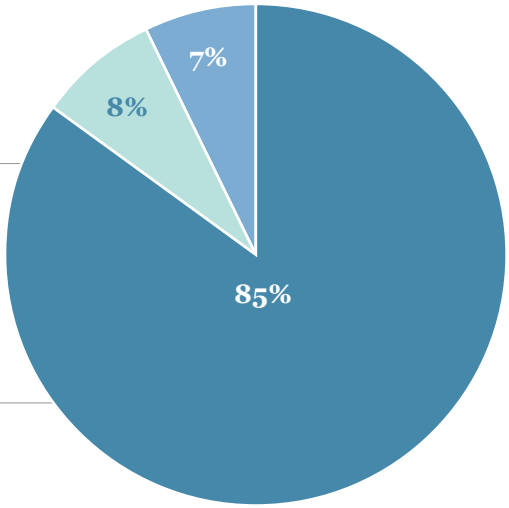
Service Revenue	1,269,592	96.67%
Contributions, Grants, and Other Sources	43,731	3.33%
	1,313,323	100.00%

Total

Intensive Residential Treatment Program	14,662,799	84.74%
Community Intervention Program / Outpatient	1,327,892	7.67%
Treatment Foster Care	1,313,323	7.59%
TOTAL SUPPORT AND REVENUE	17,304,014	100.00%

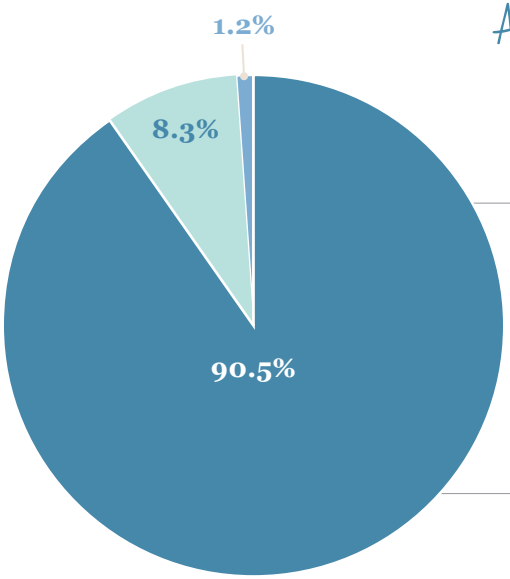
Total Revenue by Program

FY 2017/18



Agency Expenditures by Type

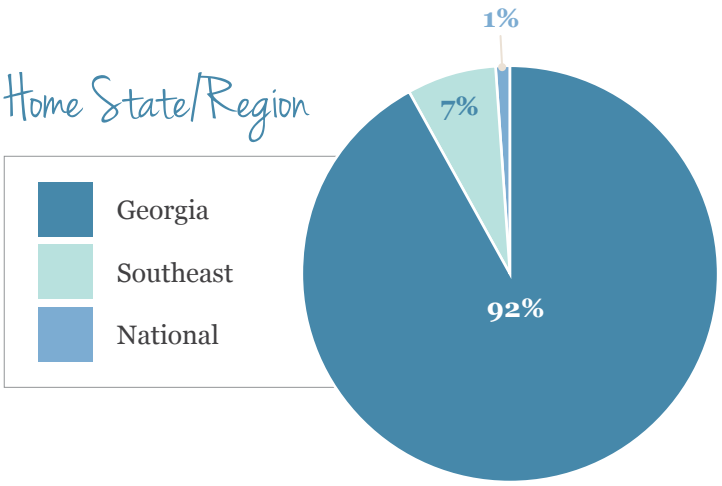
FY 2017/18



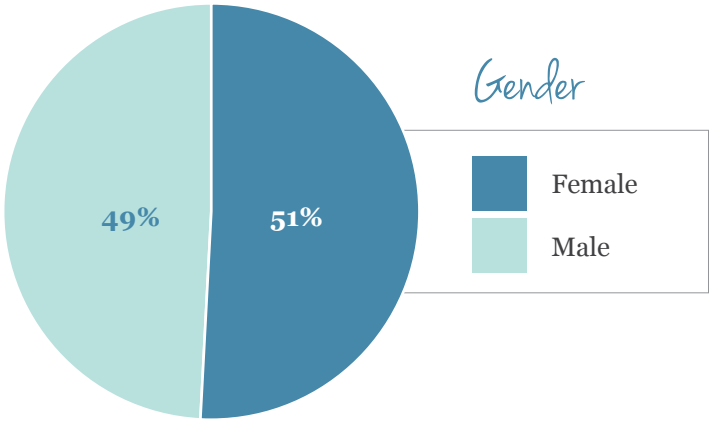
Program Services	15,760,307	90.5%
Management & General	1,454,144	8.3%
Fundraising	200,926	1.2%
Total Spending	17,415,3770	100.0%

The Hillside Kids

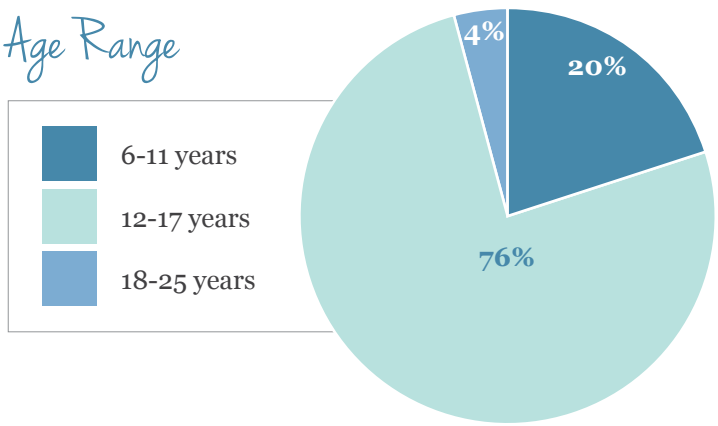
Home State/Region



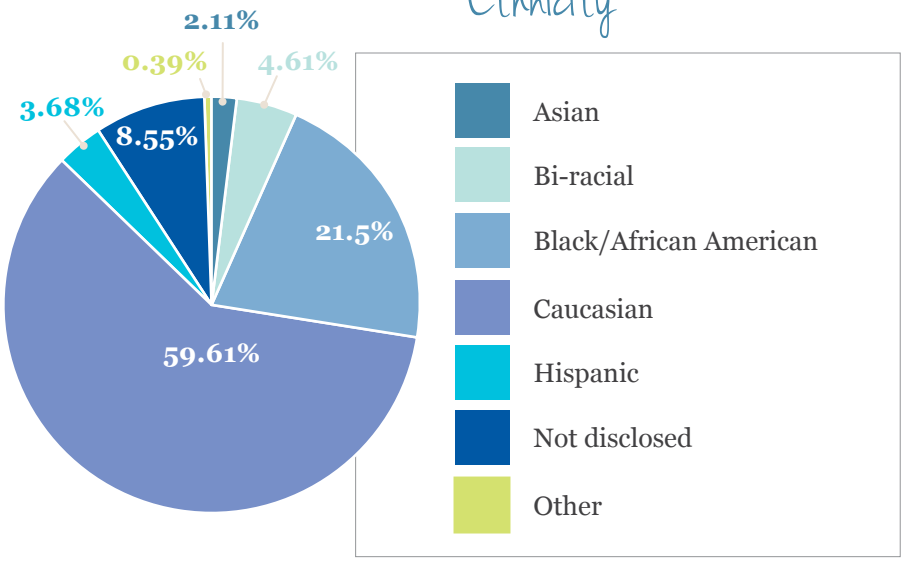
Gender



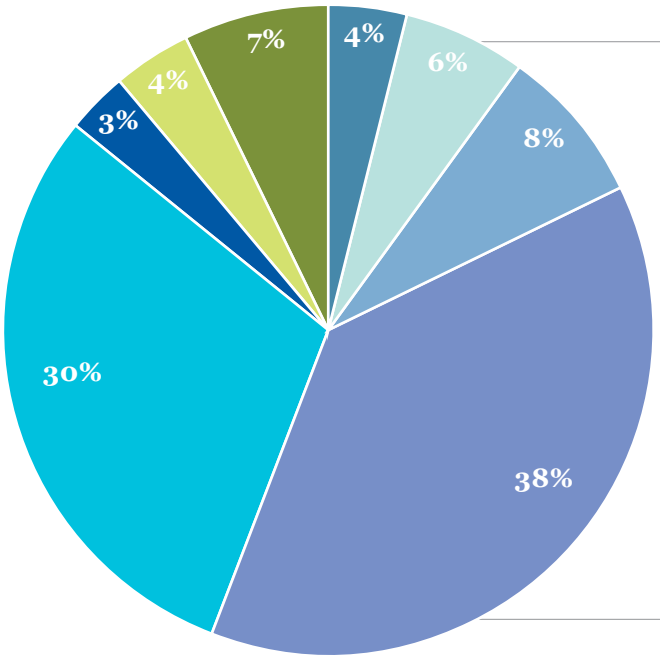
Age Range



Ethnicity

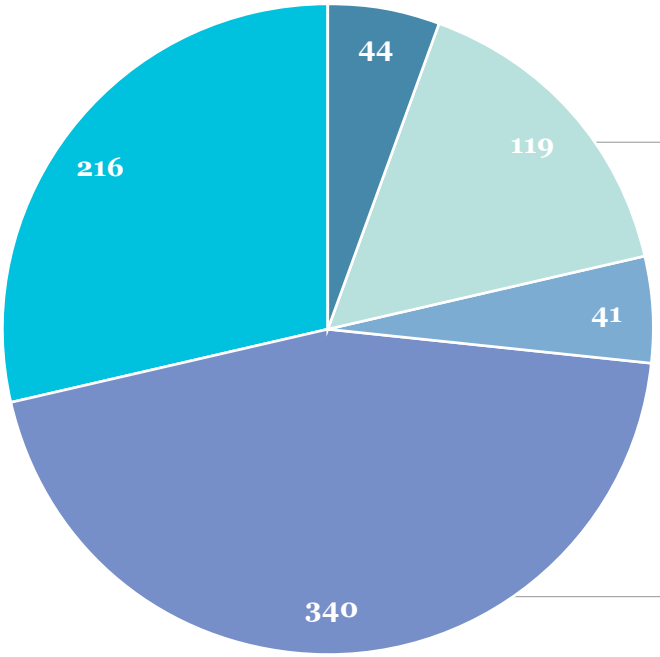


Primary Diagnosis



- Attention Deficit Disorder
- Anxiety
- Bipolar Disorder
- Depression
- Disruptive Mood Dysregulation Disorder
- Other
- Post Traumatic Stress Disorder
- Psychosis

Clients Served by Program

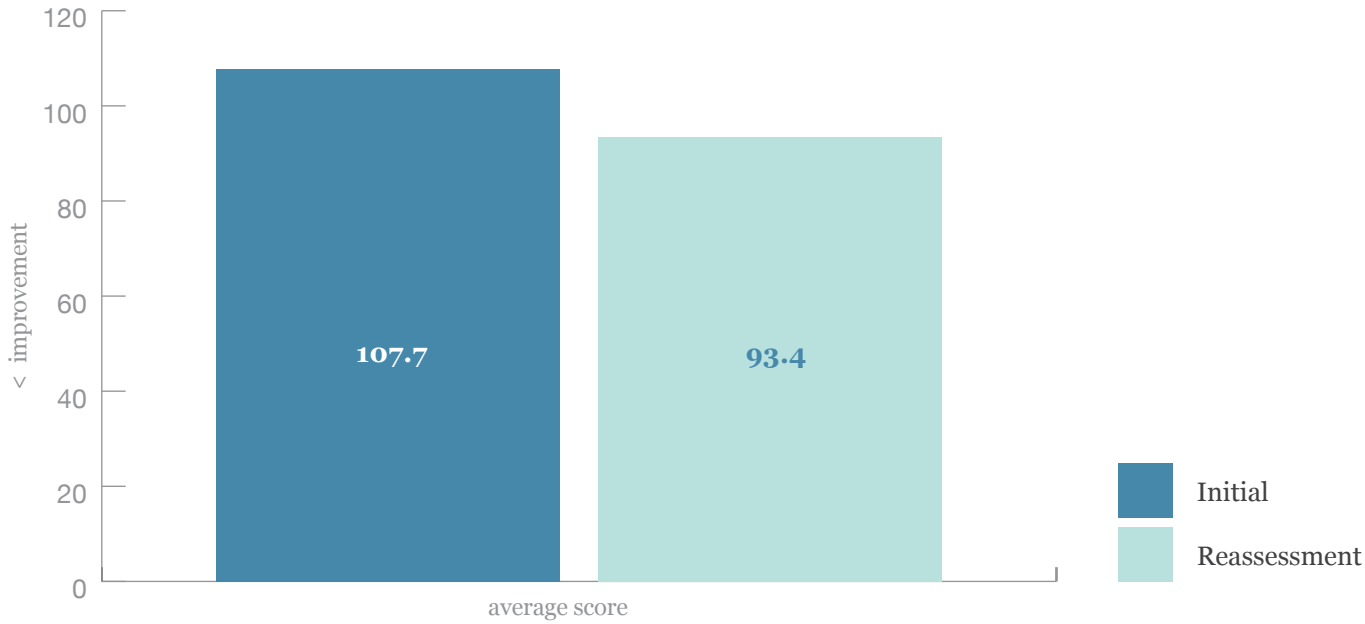


Foster Care	44
Outpatient	119
Partial Hospitalization Program	41
Residential Program	340
Community Intervention Program	216
Total Served	760

Impact and Outcomes

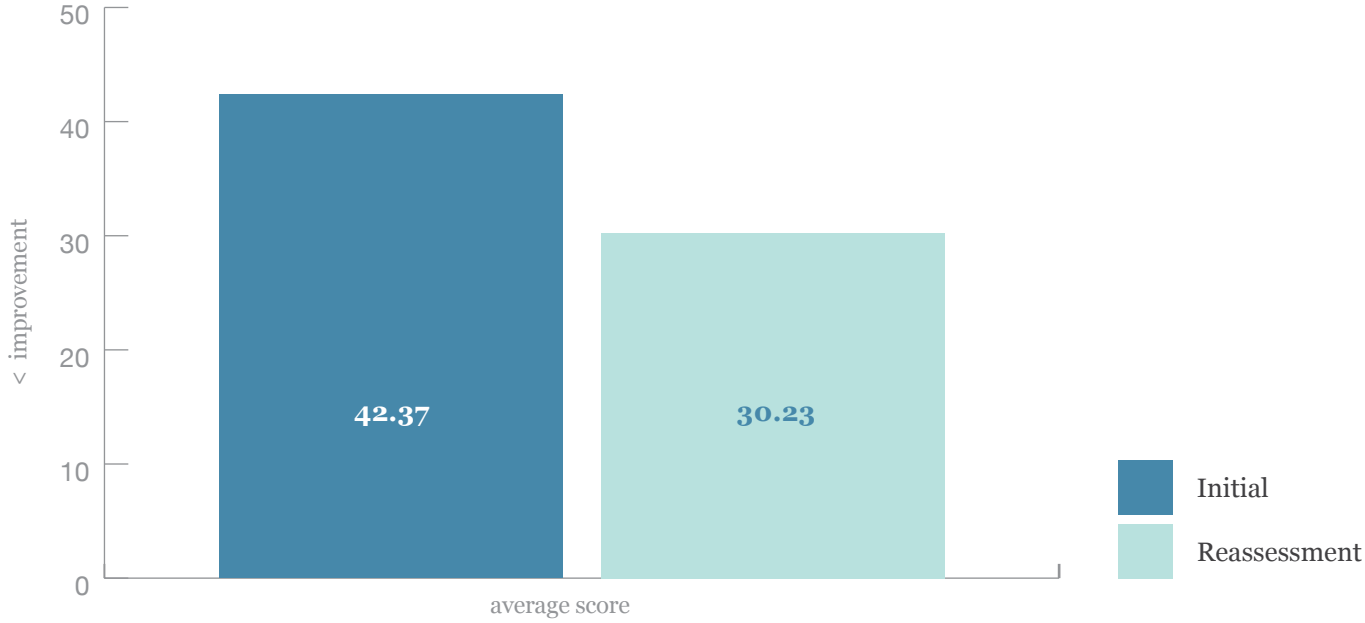
The Difficulties in Emotion Regulation Scale

is a self-report measure that assesses emotion regulation and dysregulation, in particular, how individuals identify, accept and manage their emotional experiences

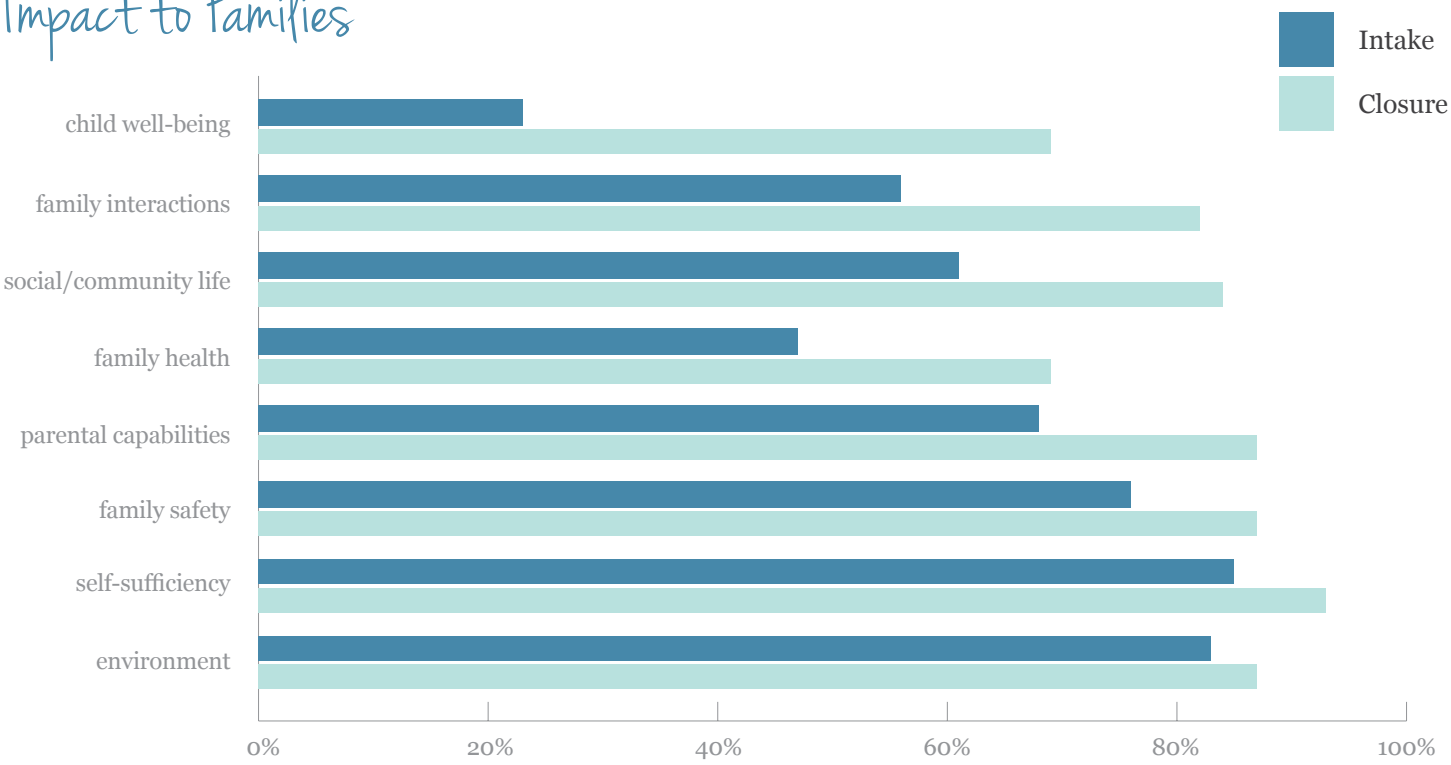


The Borderline Symptom List

is an assessment used to monitor the severity of a client's symptoms and to track changes in symptoms across time. Higher scores indicate more symptoms.

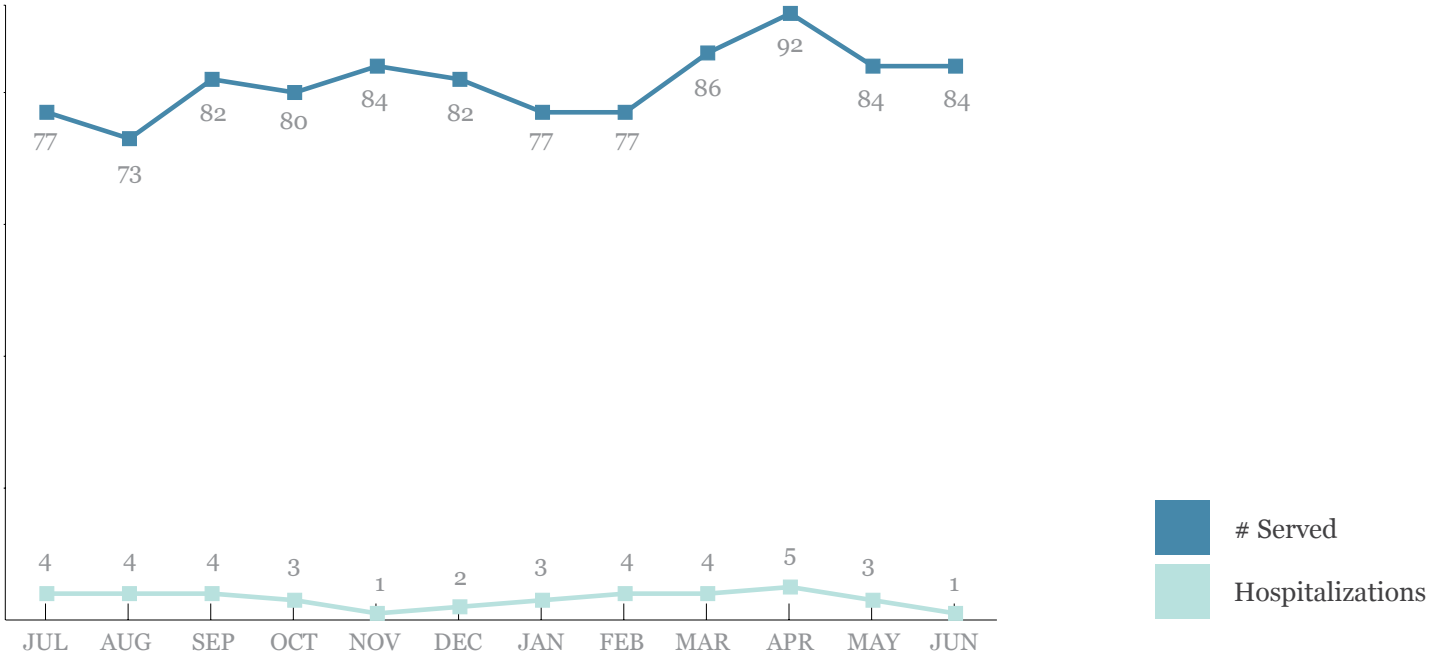


Impact to Families



The chart above shows the FY 2018 gains made by families receiving services in the community as measured by the North Carolina Family Assessment Scale (NCFAS), administered at intake and closure. "Baseline or Better" indicates that a child or family is functioning adequately (or better) in a particular life domain. As can be seen in the chart, significant gains were made in our Community Intervention Programs in the domains of: Child Well Being, Family Interactions, Social/Community Life, Family Health and Parental Capabilities.

Acute Hospitalizations & Numbers Served



One of the primary goals of the services we provide to families in the Community Intervention Program is to keep children stable in the home and reduce the need for hospitalizations. The chart above shows that over the course of FY 2018, while serving a population at great risk for hospitalization, our average rate of hospitalization was less than 4% (3 hospitalizations per month out of an average of 82 children served per month).

Quotes of Success

"Julia is wonderful. She has been very helpful in guiding and motivating [my daughter] in staying safe and addressing her anxiety. Her suggestions to the teachers on how to redirect and identify her signs of distress have enabled [my daughter] to stay in school. It has also given her comfort in knowing she has someone she can trust and process with. I am so grateful for this program and that my family has been blessed to work with Julia. She has been able to help her be successful and achieve her goals. She has been harm-free since her release and has been able to attend and stay in class more this year than all of last school year."

— parent

"Clinethia was one of the most supportive staff I have come across throughout my years in Social Work. She is truly a great individual and a great team player. It was a complete pleasure having her as part of our child's treatment/supportive team."

— parent

Satisfaction

93%
of clients

felt Hillside helped them deal more effectively with their problems

92%
of families

were satisfied with their child's treatment

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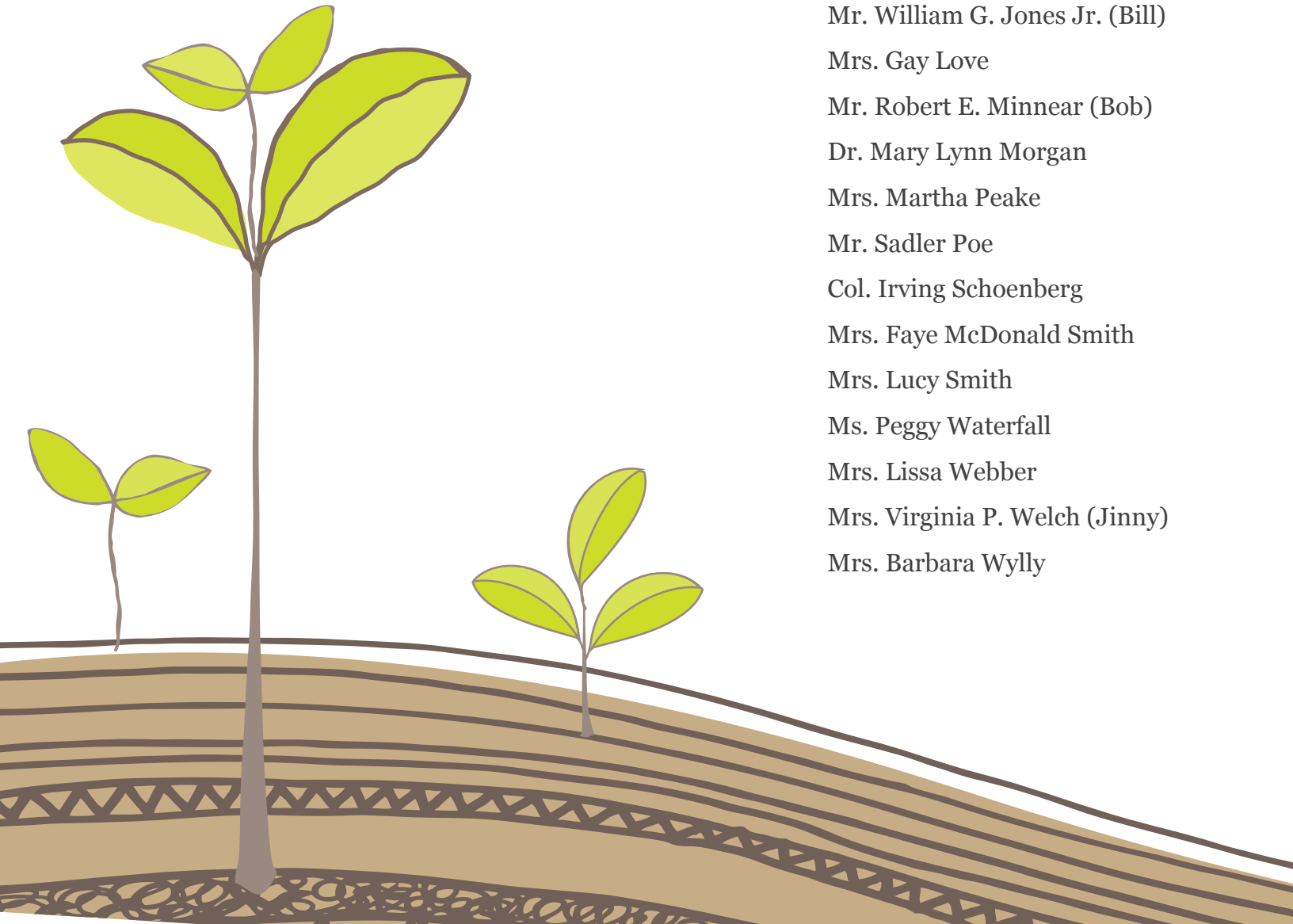

Business and Foundation Support

$100,000 and Above
Kaiser Permanente of Georgia
Lattner Family Foundation, Inc.
United Way of Metropolitan Atlanta

$25,000 - $99,000
AGC of Georgia Foundation
Buckhead Rotary
Fulton County Dept. of Human Services
Georgia Department of Human Services
John and Polly Sparks Foundation
Kiwanis Club of Atlanta
The Luther and Susie Harrison Foundation, Inc.

$10,000 - $24,999
Atlanta Foundation
BOMA Georgia
Foundation For A Better World
Gertrude and William C. Wardlaw Fund

$5,000 - $9,999
CLC Foundation, Inc.
Dove Contracting, Inc.
Frances Hollis Brain Foundation
Frances Wood Wilson Foundation, Inc.
United Way of Metropolitan Atlanta CFC
Wells Fargo Foundation
Whitehead Children's Christmas Fund

$1,000 - $4,999
Aetna Foundation
Atlanta Northlake Elks Lodge 78
Bell Family Foundation for Hope
Bright Wings Foundation
Building Cleaning Solutions, Inc.
Burke Painting
Critical Systems
Davey Tree Company
Deloach Painting, LLC
Dollar General Literacy Foundation
EY
Global System of America Corp.
Kings III Emergency Communications
Lanier Parking Solutions
Mitsubishi Electric
Northside Kiwanis Foundation
OLM
Paragon Services, LLC
Parker Young Construction & Firestar, Inc.
SERVPRO of Decatur
Sightline

$1,000 - $4,999 (continued)
SunTrust Bank Foundation
Tull Charitable Foundation, Inc.
Virgil P. Warren Foundation

$500 - $999
Action For Healthy Kids
Datawatch Systems, LLC
Everclear Enterprises
Gene Lynn Electric, Inc.
HighGrove Partners, LLC
MOPAC Plant and Building Services
Northwood Garden Club
Parker Hannifin Foundation
Square Feet Studio Architects

$1 - $499
Amazon Smiles
American Express Foundation
Apollo Roofing
BELFOR Property Restoration
Best Friend Gifts
Box Tops for Education
Brightview Landscape Services, Inc.
Burkett Burkett & Burkett CPAs
Capital Restoration
Colliers Retail Atlanta Team
Forsyth Family Counseling, LLC
General Paper Goods
Goodshop
Imagine Nation Books
Kendall Law Group
Kroger Corporation
Mayberry Electric, Inc.
Northside Gutter Cleaning, Inc.
Popcorn Palooza
Publix Super Markets Charities, Inc.
Roof Partners
RooterPlus, Inc.
Rose Garden Club
Royal Flush Plumbing
The Mad Matter
Walden Security
Yellowstone Landscape

Individual Support

$20,000 and Above

Hillside Staff

$10,000 - $19,999

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Mr. & Mrs. George E. Case III
Mrs. Catherine W. Dukehart
Mr. Richard Schweitzer

$5,000 - $9,999

Ms. Teresa Claugus

$1,000 - $4,999

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Mrs. Irving Schoenberg
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Mr. Kenneth Wilder
Mr. James Williams
Ms. Jenifer Wright
Ms. Mary Allyson Young

Support Us

For children and families struggling with mental and behavioral challenges, Hillside provides the most powerful antidote: Healing and Hope.

We need your support to continue providing children and families Healing and Hope. Your donation is vital to Hillside's ability to expand, enhance and evolve our impactful services. We rely on generous support from the community to deliver life-changing care to Georgia's children and families. Thank you for contributing to our important work!

HillsideATL @HillsideATL hillside-inc hillsideatl hside.org

Hillside prohibits discrimination in all its programs and activities on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation and marital or family status.

HILLSIDE
Healing and Hope for Children and Familie

In support of Hillside, I/we hereby pledge:

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Card No: _____

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Contributions are tax-deductible.
Please make checks payable to: Hillside Inc. | 690 Courtenay Drive, NE, Atlanta, 30306
Donate online at hside.org/support-hillside/donate-to-hillside

pledge form

☐ Enclosed is my contribution of $ _____

☐ I would like to make a pledge of $ _____

☐ I would like to make a monthly donation of $ _____

☐ Please bill my credit card each month on the ☐ 1st or ☐ 15th in the amount of $ _____ / month

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