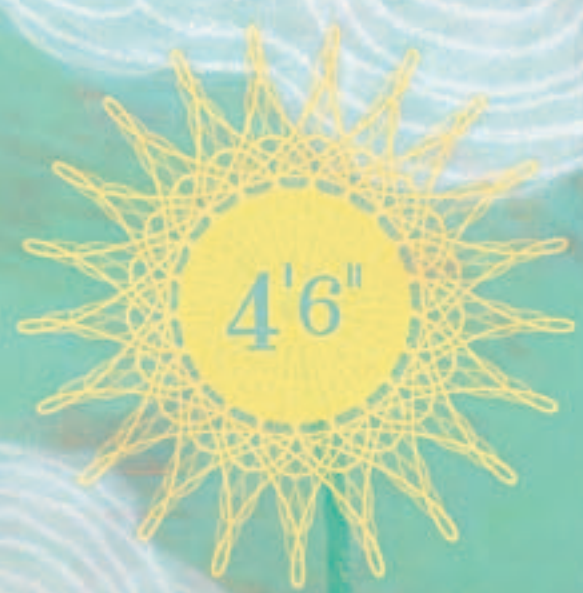


Believing is growing.



Hillside
Family of Agencies

ANNUAL REPORT 2008





Our family grows stronger together.

At Hillside, our people take home more than a paycheck. They often carry with them the memory of a child's smile...news of a struggling student's first "A"... or the knowledge that they made a profound difference in the life of a child.

These are the people who believe in Hillside...who belong at Hillside. They're the people whose individual growth powers our collective progress. Make no mistake, Hillside needs these folks to grow as much as a butterfly needs its wings to fly.

In this year's report, we'd like to share a few of their stories.

MARIE GULLO
Hillside Sociotherapist
Human Resources



"At Hillside, we welcome people from all backgrounds. The main requirement is a burning desire to help children in need. Degrees...training...those can be achieved over time. But that essential sense of caring and compassion simply can't be taught."

In the late '80s, when Marie was working as a teaching assistant at BOCES, she saw a child who became so agitated that he needed to be removed from the classroom and placed in a Hillside program. When she saw how caring and patient the Hillside folks were with this child, she knew then that this was where she wanted to be. She applied and was on board in no time.

Marie is versatile, and a fast learner who quickly gets to the root of any issue. Over the years, she has moved through lots of positions—some meant working directly with the kids 100% of the time, while others involved complex administrative work. For a while she did residential systems assessment, spending time with every program in Rochester and Buffalo fine-tuning processes and people's skills.

In her current position as a Career Development Manager, she helps Hillside employees plan their continuing career path. It's another job she loves.

As Marie puts it, "It doesn't matter what your job title is at Hillside—you're always making a difference for children. If I can help bring in the best quality people...train them to reach their full potential...help them plan their growth and progress in the field...well, all of those things benefit the kids. And that's what matters."

JIMMIE EDDINGTON
Hillside Sociotherapist
Licensed Master Social Worker



"It amazes me how often, years later, I meet children or parents of children I served at Hillside, who are so intensely grateful for my help at a time of crisis. To me that makes it all worthwhile."

Jimmie started as a teaching assistant in one of Hillside's campus schools. From the beginning, he showed great skill and compassion in taking children in crisis out of the classroom and using therapeutic techniques to prevent escalation to physical aggression.

His supervisors noticed his empathy and aptitude. With their support and flexibility, he went on to earn a B.A. in Social Work at SUNY Brockport and an M.S. in Social Work at SUNY Buffalo—often working full time during the day and attending classes at night. He graduated with numerous distinctions and honors.

Because of Jimmie's dedication and tremendous work ethic, he rapidly rose to the position of School Liaison, then Assistant Cottage Supervisor, and then to his present position of Residential Clinician. He works one-on-one with children who have experienced great trauma in their lives.

Employees like Jimmie are the heart and soul of Hillside. It's clear he's there for the children in everything he does. If you ask Jimmy, it's really no big deal, "Hey, sometimes it's spending some extra time with a kid going through a rough period—other times it's as simple as a kind word and a smile. The littlest things can make a huge difference."

GERALD BRADY
Hillside Work-Scholarship Connection
Student — Youth Advocate



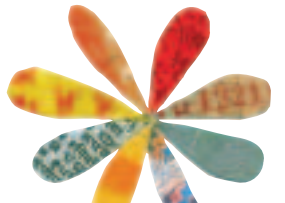
"When I was younger, Hillside helped me find my way. Now, Hillside has empowered me to help others find theirs."

As a teenager, Gerald thought college was out of the question. When his Hillside Work-Scholarship Connection Youth Advocate showed him how good grades and financial aid could literally change his life, it was a revelation. His Advocate helped him through the college application process, and Gerald thrived in school.

When he graduated, he came right back to Hillside Work-Scholarship Connection—but this time he was the Youth Advocate, helping at-risk urban kids remain in school and achieve academic success. It was difficult at first. These were tough kids who'd seen hard times. However, Gerald was from the neighborhood and knew some of their brothers or cousins. Most of all, he was there for his boys 24/7 for whatever they needed—a ride, a talk, a friend to count on.

Thanks to professionals like Gerald, Hillside Work-Scholarship Connection is succeeding—receiving national recognition for helping create productive, self-sufficient adults. And Gerald's point of view? He doesn't mince words. "Without Hillside," he says, "there's no way this life I've built would be possible."

TED SNAVLIN
Crestwood Sociotherapist
Crestwood Education Leader



"When students who graduated years ago stop in to tell me about their careers, their families, and how I made a difference in their lives...well, there's just no better feeling than that."

Ted candidly admits he first began volunteering at Crestwood Children's Center to impress a young lady who'd caught his eye. No matter, it quickly became clear that he'd found his calling. He loved interacting with the kids from day one. He became a Senior Sociotherapist after a year, and his supervisors encouraged him to go to school and become certified in both Secondary and Special Education. They then promoted him to a Residential Cottage Head position.

Residential cottages, headed by highly trained professionals like Ted, are an ideal resource for children and adolescents in need of care 24-hours-a-day, 7-days-a-week. To Ted, trained as an educator, moving from the cottage environment to the campus schools seemed like a natural progression. He went back to school for his Masters in Administration.

Now, as Crestwood Children's Center's Education Leader, Ted oversees two schools—serving as Principal of the Early Childhood Center and supervising the Principal of the Early Childhood Center. In his newest role, Ted works more directly with other staff members. He uses his experience to teach them skills and techniques for interfacing with the kids. In Ted's words, "It feels great when something I've learned can help a younger educator."

JUDY BELLAFAIRE
Office Manager
Community-based Clinician



"The most gratifying aspect of my work is the time I spend with kids and families. They're the best. Hillside's trust and support has made this all possible."

Fifteen years ago, Judy applied for an Office Manager's position with Hillside's new Therapeutic Foster Care Program in Niagara County. She never dreamed what a rich journey she was embarking on. Maybe it's her innate curiosity, or her inner drive to find new and different ways of helping people—whatever the reason, Judy has progressed through a series of positions at Hillside like a dynamo. And she always leaves the lives she touches better than she found them.

From rolling out our Therapeutic Foster Care program and helping it flourish...to earning a new Social Work Degree and becoming a highly successful Foster Family Specialist...to her latest position in the Niagara County Intensive In-Home Parenting Program, Judy is a boundless bundle of energy and a true source of inspiration.

And how does Judy feel about working at Hillside? "I've been blessed with the greatest co-workers anywhere," she says. "I can't imagine a more supportive, nurturing organization."

GROWTH CHART—Use the artwork on the front of this poster to measure the growth of your child. Measure two feet up from the floor and place the poster on a wall or door so that the "2' leaf" on the chart aligns with your measurement.