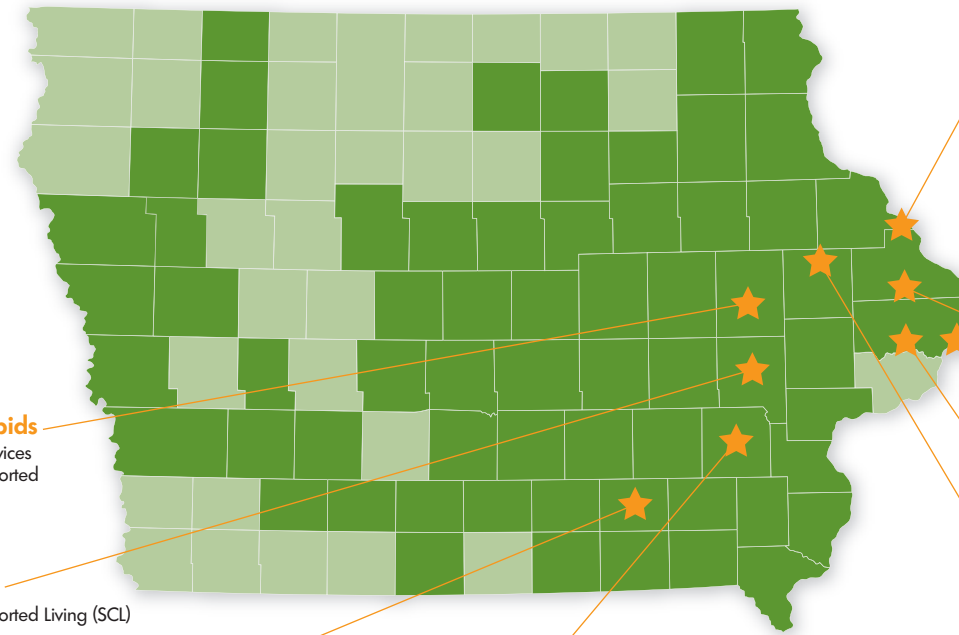
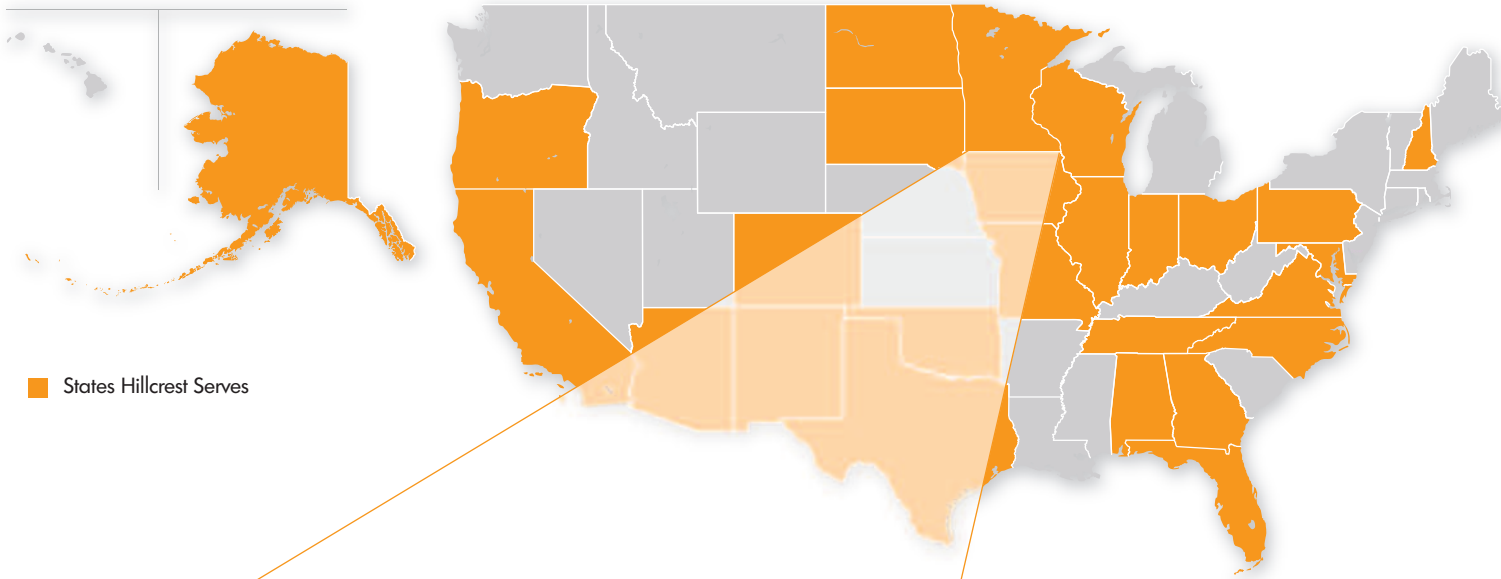


In 2011, Hillcrest served 27 different states, and 66 counties in the state of Iowa.



Cedar Rapids

Adoption Services
Hillcrest Supported Living (SCL)

Iowa City

Hillcrest Supported Living (SCL)
Birch House

Ottumwa

Hillcrest-Highland Place
(Adult Mental Health Facility)
Intensive Psychiatric
Rehabilitation

Washington

Washington Mental Health Center

Dubuque

Adolescent Pregnancy Prevention
Program (Y Club)
Adoption Services
Adult Residential Homes
Anna B. Lawther Academy
(residential and school)
Big Brothers Big Sisters
Crisis Stabilization Support Services
Emergency Youth Shelter
Family Centered Services
Hillcrest Mental Health Center
Hillcrest Professional Health Clinic
Hillcrest Supported Living (SCL)

Maquoketa

Anna B. Lawther Academy (school)
Hillcrest Mental Health Center
Family Centered Services

Thomson, Illinois

Anna B. Lawther Academy (school)

Clinton

Anna B. Lawther Academy (school)
WIC (Women, Infants, and Children)

Monticello

Anna B. Lawther Academy (school)

Hillcrest-Mercy Maternal Health Center
Intensive Psychiatric Rehabilitation
PATH Program for Homeless Prevention
Peer Support Services
School Based Youth Services
Supervised Apartment Living
Tobacco Prevention Program
Transitional Housing for Homeless Families
Vocational Services
Wellness Center
WIC (Women, Infants, and Children)



2005 Asbury Road, Dubuque, IA 52001
563-583-7357 | 877-437-6333

Directions to all locations are
available through our website:
www.hillcrest-fs.org

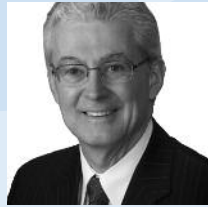


2011 Annual Report





Gary Gansemer
President/CEO



Mel Miller
Hillcrest Board Chairman

The Hillcrest Family Services Mission Statement reads, “Hillcrest Family Services **enhances** the lives of **children, families and adults** in need by **teaching** skills and providing information and resources. We **advocate** on their behalf and work **collaboratively** with local communities to provide a **range of quality** and innovative services. We share a historical relationship in our service to others with the **United Methodist Church and the Presbyterian Church (USA).**”

Most non-profit and many for-profit organizations have mission statements. Some are required to have them. Some print them on their business cards or employees can cite them from memory. In many organizations, however, they thrive on a shelf but not in implementation.

We believe that we live out our mission everyday at Hillcrest Family Services. As we reflect back on 2011, we see that the words, highlighted above, are reflected in action and summarized within this annual report.

Enhances and Quality – Hillcrest’s commitment to fulfill six promises to all who are served and all who serve is evident in our outcomes. We are proud of the culture change that has occurred at Hillcrest where we can now point to measurements of the change in people’s lives as compared to just listing the numbers served and their demographics. We are also proud of our outcome measurements for staff as we strive to enhance the lives of people called to service.

Children, Families, and Adults – We are proud of our impact across the majority of the life span and stages in life. Many think of Hillcrest as a children’s provider but we are so much more as evidenced by the number of people served and services provided. Our info graphic reflects how our wide array of services impact thousands of people of all ages from all over the country.

Teaching – Education is vital in everything we do, not just in our special education program. In late 2011 the foundation of the new school and gymnasium was laid, upon which a new site for learning and recreation will rest. Our staff lay foundations each day in young and old minds and bodies upon which future success will rest.

Advocate – The examples of where Hillcrest board and staff are involved in advocating for personal and system change are too numerous to mention. We are especially proud, however, of the Board of Trustees’ courageous decision in March 2011 to move ahead with the construction of the Hadley Chapel, new classrooms, and first-ever gymnasium. They did it because it was right.

Collaboratively – Partnerships with churches, governmental bodies, other providers, and donors make our quality and financial successes possible. In spite of very difficult financial times, Hillcrest experienced the best financial year in our history. This is the result of the collaboration of quality and sound business practices.

United Methodist and Presbyterian Church – Our commitment to the sixth promise is a fulfillment of the bedrock values of these denominations. The start of construction on the new Hadley Chapel is evidence that donors and Hillcrest value the opportunity for all to grow spiritually. We are proud of our foundations with these denominations and our partnership with people of all faiths.

We hope that as you read through this 2011 Annual Report you will join us in being proud that together we are fulfilling the mission of Hillcrest Family Services.

God Bless,
Mel and Gary

founder's circle

Wesley/Calvin
Exceeding \$1,000,000.00
Reflections in the Park

Dr. Nancy Hill
\$500,000.00 - \$999,000.00
Anonymous

Anna Blanche Cook
250,000.00 - \$499,999.00
Butler Foundation
Jerre Lee & Mary Joy Stead
Kresge Foundation
Leonard and Marlene Hadley
Roy J. Carver Charitable Trust

Anna B. Lawther
\$100,000.00 - \$249,999.00
Augusta Clapp
Bernilda Britt
Dubuque Bank & Trust
Dubuque Racing Association
Frank Brownell
Iowa Conference of the United Methodist Church
Iowa Finance Authority
IWI Motor Parts
Mark and Cheryl Falb
Robert and Ruth Kehl
Season of Lights, Cedar Rapids
U.S. Department of Housing & Urban Development

Donald Osbourne
\$10,000.00 - \$99,999.00
7G Distributing LLC
A.Y. McDonald Mfg. Co. Charitable Foundation
ACDelco
Alliant Energy Foundation
American Trust & Savings Bank
Anderson Weber, Inc.
Anonymous - Church
Barbara and Kevin Kehl
Beck Construction, Inc.
BIG Event Big Brothers Big Sisters of Siouxsland
Bird Chevrolet
Bob and Anne Chesterman
Carolyn and Larry Collins
Carrie and Loras Bleile
Chad and Rita Leitch
City of Dubuque
Conlon Construction Co.
Cottingham & Butler Insurance, Inc.

Crawford Quarry Company
Dan and Kathy Link
Dave and Barb Robbins
Dave and Maureen Engle
David and Shirley Day
Diamond Jo Casino
Dick and Brenda Hartig
Dubuque Anesthesia Services, P.C.
Dupaco Community Credit Union
Dutrac Community Credit Union
Eagle Window & Door, Inc.
East Central District of the United Methodist Church
East Dubuque Savings Bank
Ed and Shirley Babka
Ed Bock
Eldon and Marge Herrig
Eleanor Osland
Falb Family Foundation
Finnin Motors
Fern Randolph Estate
Flexsteel Industries, Inc.
Gary and Kay Gansemer
Global Ministries of the United Methodist Church
Goodmann Family of Services
Greater Cedar Rapids Community Foundation
Gretchen Isenberg
Hall-Perrine Foundation
Happy Joe’s Pizza & Ice Cream Parlor
Hawkeye Boat Sales, Inc.
Hoffman House Restaurant - Midway Hotel
Hoffmann-Schneider-Kitchen Funeral Home
Iowa City First Presbyterian Church
Iowa City First United Methodist Church
J & R Supply, Inc.
Jan and Bill Stoffel
Janet Groh and Floyd Efferding
Jeld-Wen Foundation
Jim and Marita Theisen
John & Ve Vermazen
John and Beverly McGowan
John and Joy Oberhausen
John and Pam Adams
John Deere Dubuque Works
John Deere Foundation
John N. Bergstrom Endowment Fund Comm.
Julie and Tom Johnson
Katheryn Whitlow
Keith Cook and Sharon Kress
Kendall-Hunt Publishing Company
Klauer Charitable Foundation

The Founder’s Circle honors donors whose cumulative giving has exceeded \$10,000. Every possible effort has been made to insure accuracy. If your listing is incorrect, please contact the Mission Advancement Office at 563-583-7357. The Legacy League donors are friends that have included Hillcrest Family Services in their wills. Each gift, large or small, helps Hillcrest carry out its mission to individuals and families. Thank you for your support.

Len and Diane Eberhart
Loren and Kim Larson
Louis Norris
Marilynne and David Field
Mario’s Restaurant
Marty and Nancy McNamer
McDermott Excavating
McElroy Trust
McGraw Hill Companies
McKesson Foundation
McKesson Information Solutions
Medical Associates Health Plans & Health Choices

Medical Associates Health Plans Foundation
Michael and Jeanie Donohue
Michael and Sharon Faley
Mike and Judy McCoy
Miller Electric Supply, Inc.
Mystique
Northeast District of the United Methodist Church
Nordstrom Distribution Center
Ora S. Rice Trust
Parco, Ltd.
Phil and Judy Ruppel
Premier Bank
Presbyterian Church (USA) Foundation
Presbyterian Women - Louisville
Presbytery of Missouri River Valley
Quality Chef Foods, Inc.
Quebecor World
Robert and Donna Miller
Robert and Donna Wahler
Rockwell Collins
Ronald McDonald House Charities of IA and Southern Minnesota
Rotary Club of Dubuque
RSM McGladrey, Inc.
Russell Knight
Sanford M. Furrow , Jr.Trust
Sharon and Mike Finnin
Sharon Center United Methodist Church of Kalona
Spahn & Rose Lumber Co.
St. Andrew Presbyterian Church of Iowa City
St. Luke’s United Methodist Church of Dubuque
St. Paul’s United Methodist Church of Cedar Rapids
Stephanie Savage
Steve and Barb Bonnet
Straka Johnson Architects P.C.
Susan and Ed Riitts

TJ and Janet Faley
Thermo Fisher Scientific
Tim and Christine Conlon
Times Mirror Corporation
Tom and Rosella Van Duzee
Tri-State Independent Physicians Assn Inc.
Truck Country of Iowa, Inc.
US Bank
US West Communications
Variety The Children’s Charity of Iowa
Very Special Arts of Dubuque
Wahlert Foundation
Webber Metal Products Inc.
Wesley and Lisa Huisinga
Westmark Enterprises, Inc.
Woodward Foundation

Legacy League
Coleman and Susan Baker
Mabel W. Beach
Virginia Beach
Steve and Barb Bonnet
Don Caspers
Stanley Clinton
Keith Cook and Sharon Kress
Norma Denlinger
Mrs. Margery D. Dodge
Geraldine Heeb
Marge and Eldon Herrig
Sheldon and Judy Isely
Julie and Tom Johnson
George and Joanne Kesler
Roberta Kinnamon
Deane and Marion Maddocks
Carolyn Mather
Louise McCoy
Robert and Irene McQueen
Louis Norris
Donald and Karen Osborne
Laura Plambeck
James and Marlys Potter
Don Ruden
Larry and Carol Sharpe
Jan and Bill Stoffel
Roger and Sally Stutsman
John and Shirley White
Doris Zimmerman
Anonymous 3



L to R: Cindy Hess, 20 years
Rita O'Connell, 25 years



Robyn Shelby, 20 years



L to R: Delphine Bergfeld, 20 years
Ronald Lucas, 20 years
Carrie Ann Preston, 20 years

our promises TO OUR STAFF

CARING ADULTS

- 93% of Hillcrest staff feel they have someone at work who encourages their development.

SAFE PLACES

- 82% of Hillcrest staff feel they work in a safe and healthy environment.

HEALTHY STARTS

- 56% of Hillcrest staff actively participates in the "Working on Wellness" program.

EFFECTIVE EDUCATION

- 94% of Hillcrest staff feels they have opportunities at work to learn and grow.

OPPORTUNITY TO SERVE

- 93% of Hillcrest staff feel the mission/purpose of Hillcrest makes them feel their job is important.

OPPORTUNITY FOR A SPIRITUAL CONNECTION

- 100% of Hillcrest staff are given the opportunity to participate in spiritual activities on campus.

[107 people received longevity recognition in 2011]

the honor in giving

Hillcrest has pursued its mission and vision for 115 years by answering the call to serve where needed. From our start as a home for unwed mothers, we've grown to meet the expanding needs and social concerns of our community and society at large by providing premier health and education services.

We will continue to grow in order to meet the ever-changing challenges and transitions that children, families and adults face throughout their lives.

TOTAL EXPENSES

Personnel Expenses	\$13,265,922	75.18%
Contracted Services	\$1,096,234	6.21%
Supplies/Equipment	\$916,847	5.20%
Occupancy	\$1,041,943	5.91%
Depreciation	\$426,305	2.42%
Other/Special Events	\$543,715	3.08%
Professional Insurance	\$54,420	0.30%
Travel/Conference/Meetings	\$299,517	1.70%

\$17,644,903 100.00%

TOTAL INCOME

Government/Private Insurance	\$15,491,142	83.36%
Grants	\$644,219	3.47%
Federal Grants	\$1,208,404	6.50%
Direct Client	\$252,878	1.36%
Contributions	\$572,802	3.08%
United Way	\$129,596	0.70%
Investment Income (loss)	(\$5,612)	-0.02%
Other	\$288,950	1.55%

\$18,582,379 100.00%



At Hillcrest Family Services We Measure Outcomes

But the real joy is in making a real difference for all the people behind the numbers.

