

*Celebrating Ten Years of Forming
Promise People and
Planning for Our Future!*

Hillcrest Family Services
2017 Annual Report

*Integrated Health (Mental & Physical)
Adoption ~ Community Support ~ Education
Mentoring ~ Residential Care ~ Spirituality*



Education

85% of Anna B. Lawther Academy students persevered on their Measures for Academic Progress standardized tests! Additionally, 25% of our students increased their reading percentile, 9% increased their math percentile, 38% increased their language arts percentile, and 41% increased their science percentile.

– Anna B. Lawther Academy School



Community Support Services

The Hillcrest Support Services for Veterans & Families ranked #1 out of the 11 counties providing services for resources referrals and meeting VA benchmarks. 85% of the veterans we assisted maintained stable housing after financial assistance ceased.

– Support Services for Veterans & Families

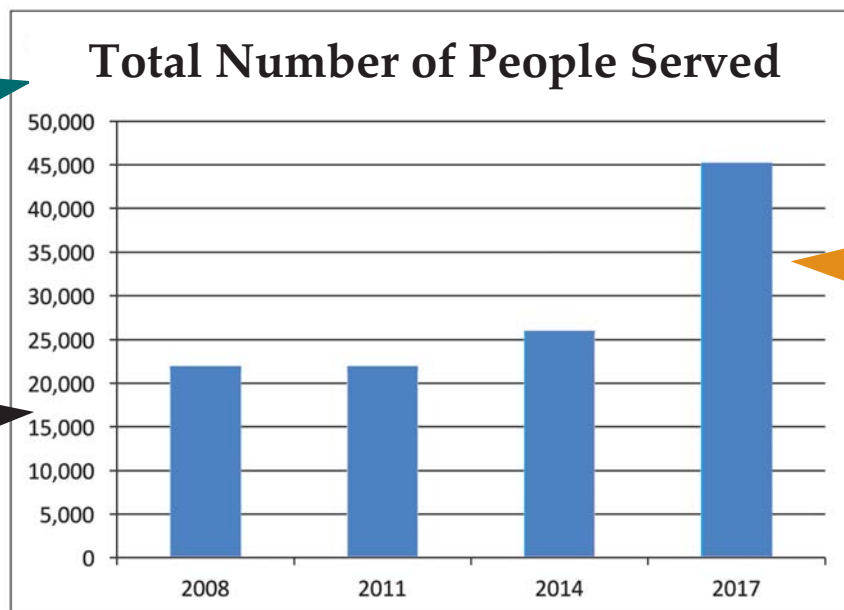
89.6% surveyed caregivers reported information they received from WIC dietitians and nurses on the “Patience Works Better Than Pressure” message helped them to improve their family mealtime experiences.

– Women Infants & Children (WIC)

Spirituality

During the course of just four months of weekly worship services with our adult residents, the silent reflection time grew from 30 seconds to a full three minutes before participants started to get restless. It appeared that the participants were getting more comfortable being alone with their own reflections, thoughts and insights.

– Spiritual and Health Integration Program



Integrated Health (Mental & Physical)



“If it wasn’t for Hillcrest, I wouldn’t be here.”

– Integrated Health Home & Mental Health Center Client

“If it wasn’t for you people, I wouldn’t be in my own house.

I’m getting out more. Before I just didn’t want to go anywhere.”

– Client receiving Integrated Health Home, Supportive Living, Medication Management & Therapy Services



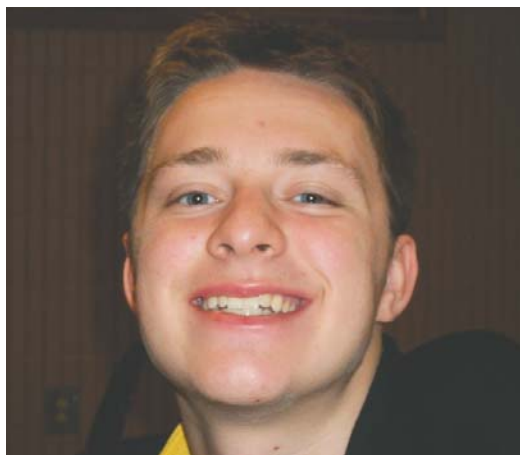
Adoption

Hillcrest facilitated 21 adoptions between our local, domestic, and international adoption program. That is 12 more than last year and more than a 200% increase!

– Adoption Program



419
Staff
Members



Residential Care

“6 months ago I was a bad kid. I didn’t know my dad and my mom and I didn’t have a good relationship. I did alot of bad things. Then my mom said to me that she wanted me out of the house to get some help. I went to Hillcrest. They [staff] said ‘have an open mind’ and I did. Then I changed. I stopped getting mad at everything and I got a job in the kitchen. I got to know my dad and my relationship with my mom and brother is good now. Hillcrest changed my life in so many ways.”

– Adolescent Resident, Bobby

Mentoring

802 outings reported for a total of 2173 hours together! 17 matches celebrated 5+ years together!

– Mentor Dubuque





Promise Persons



During fiscal year 2017, Hillcrest Family Services dealt with the realization that change is the new constant. The primary continuous thread throughout the year was the ongoing “battle” to receive proper payment for services we provide. Struggles with system and contractual issues continued, not only with the three Managed Care Organizations (MCO) awarded contracts for administration of Medicaid in the State, but with Iowa Medicaid Enterprise (IME), whom we have been a historic provider for as well.

With any change comes confusion. As confusing as Hillcrest viewed some of the changed requirements for reimbursement, when looking at it from the perspective of someone dealing with mental and/or physical service needs, it was apparent that those we strived to serve, had it even worse. As the year progressed, it became more apparent that major systemic issues existed with the privatization of managed care in Iowa. The proposed cost savings unraveled and if less money was paid on claims, it was most likely due to providers not being properly compensated to provide the services, or even worse, due to confusion creating a barrier to seeking services on the part of those who needed us more than ever.

Uncertainty makes it difficult to keep a smile on your face at all times and display top-notch customer service, but we must be an example for all those who we serve. We must remain steady in our focus to be a “promise person” setting our troubles aside to provide encouragement and hope for those seeking our help.

I look forward to fiscal year 2018 from the perspective of the glass half-full, and am optimistic that some semblance of stability may be realized. To staff and supporters I thank you for everything you have done in the past to keep Hillcrest a viable human services agency, and implore you to continue your dedication to ensure success in the future.

Julie Heiderscheid, President/CEO

