The data presented in this Outcomes Report represent the collective results of thousands of highly trained staff connecting each day with youth, families, clinical partners and community members. That’s millions of engagements each year, with a shared commitment among Hillside teams to turn those encounters into measurable, positive outcomes. That goal is made possible through strategy.

Any complex and high-functioning organization requires a strong strategic foundation to turn mission and vision into actionable reality. At Hillside Family of Agencies, our Practice & Performance Excellence Group (PPEG) is responsible for developing and maintaining a five-year strategic plan, refreshed annually, with initiatives that support organizational objectives and touch all aspects of our performance-based work. Central to this plan is Hillside’s commitment to evidence-based practice, research, data analytics and quality. With this keen adherence to a consistent strategic framework, our programs and people are offered ongoing opportunities for improvement and growth. Strategy shines a bright light on new and emerging practices that can be integrated into our work—which allows that work, over time, to yield increasingly positive outcomes for individual lives and whole communities.

Indira Paharia, PsyD, MBA, MS
Chief Practice & Performance Officer
Hillside Family of Agencies
**Youth, Adults and Families Served**

FISCAL YEAR 2018 AT A GLANCE

Upon admission to a Hillside Family of Agencies program in FY 2018, clients presented with the following risk factors:

- Mental Health Disorders or Diagnoses: 82%
- Adverse Experiences & Trauma: 81%
- Education Challenges: 74%
- Violent Behaviors & Exposure: 72%
- Suicidal Attempts, Ideation, Self-Harming Behaviors: 60%
- Runaway/Wandering Behaviors: 44%
- Sexually Harmful Behaviors: 37%
- Substance Use/Abuse: 25%
- Legal Challenges (arrests, incarceration, involvement with legal system): 25%

**Demographics**

GENDER
- 54% Female
- 46% Male

ETHNICITY
- 44% African-American
- 29% Caucasian
- 15% Hispanic/Latino
- 8% Multi-Racial
- 5% Other

AGE
- 11% 0-10
- 68% 11-18
- 8% 19-26
- 14% 27+

**Risk Factors & Adverse Childhood Experiences**

Upon admission to a Hillside program, youth and families complete an ACE Questionnaire. Research has shown that Adverse Childhood Experiences (ACEs) can have significant long-term impact on health outcomes as children grow into adulthood. Frequent or prolonged ACE exposure can affect a developing brain, but early intervention can help to reduce the risk of long-term effects.

Among youth entering Hillside services in FY 2018, the most frequently indicated ACEs included:

- Parental Separation or Divorce: 72%
- Household Substance Abuse: 44%
- Emotional Abuse: 43%
- Household Mental Illness: 41%

**AVERAGE ACE SCORE AMONG HILLSIDE CLIENTS**

A score of 4 or higher indicates substantially increased lifetime risk.

*Includes enrollment in multiple services by some youth, adults and families.

**Excluding Hillside Work-Scholarship Connection.
Outcomes at Discharge

By partnering with Hillside programs and staff, youth and adults can expect to enjoy safer, healthier lives within their families and communities.

Positive Results
At the time of leaving select Hillside programs in FY 2018:

- 91% of clients were living with their families, in adoptive homes or independently
- 79% were able to transition to less intensive levels of care

Family Satisfaction
Based on surveys conducted with clients served by Hillside in FY 2018:
- 74% of families were highly satisfied with services received
- 86% strongly agreed they would recommend Hillside programs to family or friends

Long-Term Outcomes

Tracking longer-term results helps to indicate the success of Hillside clients after they return to their homes, families and neighborhoods.

Healthier Lives and Communities
These outcomes were noted by youth and families in surveys completed 6, 12, and 18 months after leaving select Hillside programs during FY 2018.

- 90% Enrolled in/Graduated from School
- 74% Permanent Living Situation
- 88% Avoided Incarceration Since Last Survey or Discharge
- 81% Avoided Hospitalization Since Last Survey or Discharge

These two questions were revised in FY 2018 to ensure a more accurate understanding of long-term youth outcomes.
Measuring Assets and Permanency

Developmental Assets, first discussed in the FY 2017 Outcomes Report, are essential building blocks in positive youth development. Research shows a link between a youth’s developmental assets and their likelihood of presenting pro-social behaviors and avoiding high-risk behaviors.

HFA now uses the strength-based Developmental Assets Profile (DAP) as one form of standardized measurement across most programs. Initial results of this process indicated the following trends between each client’s admission and their discharge in FY 2018:

- 54% of clients increased their overall number of assets
- 70% of clients in the “challenged and vulnerable” range at admission increased their overall number of assets
- 76% of clients increased their connections and permanency from admission to discharge in FY 2018

Improved On-Time Graduation Rates

Students who remained in Hillside Work-Scholarship Connection during four years of high school graduated on time at the following rates in the 2017-2018 academic year:

- Western New York Region: 89%
- Monroe County, New York Region: 91%
- Prince George’s County, MD Region: 96%
- Central New York Region: 99%

These rates are significantly higher than the overall graduation rates seen by students in their districts.

Sustained Well-Being

These changes were noted by surveyed parents of youth formerly served by Hillside.

- 90% “My child has strong family supports”
- 71% “My child feels hopeful about the future”
- 67% “My child is thriving behaviorally”
- 67% “My child is making progress in life skills that he/she needs to become more independent”

Because permanency and connections are critical to long-term youth success, Hillside uses the Youth Connections Scale (YCS) to measure connections and relational permanency.

Results from the YCS can inform pathways of care by determining whether a youth receiving services should be connected with other relevant permanency-resource programs within Hillside (e.g., the Institute for Family Connections™, Permanency Specialists, Family Finding and Permanency Roundtables). These and other resources can support positive outcomes for children and youth.

- 76% of clients increased their connections and permanency from admission to discharge in FY 2018
For additional information about our commitment to research-based practices and innovation, visit [hillside.com/research](http://hillside.com/research) or contact Indira Paharia, PsyD, MBA, MS, at research@hillside.com.