

Hillside Family of Agencies

With the BSC in its management toolkit, Hillside Family of Agencies is well equipped to serve children and families for generations to come.

Founded as an orphanage in 1837, Hillside Family of Agencies (HFA) today provides behavioral health and youth development services to youth and families in central and western New York. With a budget of \$101.9M and 2,000 employees, HFA serves 7,100 youth and their families annually. Hillside began managing with the BSC in 2000, to coordinate strategy formulation, execution, and alignment. By using the BSC to take a more business-like approach to achieving its mission, Hillside has significantly increased its revenue, served many more families, and, over the last two years, reduced by 56% the waiting time between getting a referral and receiving service.

"The BSC provides a discipline for us as we look forward. As a 168-year-old organization, we have the advantage of being able to look back and learn from our experiences. Our longevity isn't just something we're proud of; we use lessons from our history to make decisions about our future. With the BSC, I feel confident that I am making decisions about an organization that will be going strong in 100 years. The BSC helps us translate our aspirations into concrete, measurable objectives. It can help us carry out our responsibility for generations to come."