Technology Infrastructure Enhancements That Support Hillside's Mission of Care

For years, technology has played a steadily increasing role in Hillside's effective delivery of vital services to the youth and families we serve. That steady increase accelerated dramatically with the onset of the COVID-19 pandemic. In one example, demand for remote TeleCare sessions—encrypted telehealth technology that enables HIPAA-compliant engagement between staff, youth and families—increased from 20 sessions per week before the pandemic, to a current rate of approximately 350 per day.

The unprecedented demand for high-tech solutions could not have been anticipated and cannot be ignored—and this "new normal" is expected to remain in effect even after the pandemic eventually ends. Strong philanthropic support is needed to augment existing budgeted expenses in areas including the following:

With a dramatic surge of telehealth sessions and long-distance connectivity for youth, families and staff, Hillside must meet new and increasing technology standards for computing devices and support for encrypted, HIPAA-compliant software.

The realities of student computing necessitate keeping up with demand and usage of adaptive technology tools in Hillside's schools, in support of a NYS-endorsed curriculum that includes a wide array of digital learning components.

Remote capabilities for Hillside staff require expanding technology resources to meet the constantly evolving demands of their work, particularly in community-based programs where mobility is an unavoidable part of the job.

Hillside's network infrastructure, the backbone of our technology architecture, must be continually assessed and enhanced to keep pace with the incremental burdens of supporting growing digital activity.

Hillside

STRONGER FUTURES TOGETHER

Benefits of Technology Investments

- Conducting therapeutic sessions via encrypted TeleCare technology keeps youth and families safe and enables more frequent staff check-ins to ensure stronger and more consistent connections.

- Youth in out-of-home residential treatment settings have improved access to remote check-ins with families, maintaining strong linkages over any distance.

- Reduced travel time between sessions allows staff to broaden their outreach to clients in need.

- With the increasing incorporation of technology tools into educational curricula, a stronger technology investment allows Hillside's schools to better serve the academic needs of youth in our care—and prepare them for their eventual return to their home districts.

- The multi-year transition toward a more community-based program array requires a stronger emphasis on mobile technology tools for staff—allowing them to do their best work in a rapidly changing service environment.

During the COVID-19 pandemic, Anthony's need for therapeutic support didn't go away—just his ability to meet in-person with his Hillside youth care professional. Remote sessions via Hillside's TeleCare technology enabled virtual connectivity that made all the difference. "It would be difficult juggling all this and having to leave the house and meet the providers face-to-face," said April, Anthony's mom.

The Impact of Your Support

Hillside programs and services make a powerful, proven difference for vulnerable young people and families. Your philanthropic support of Hillside's mission makes you a partner in our work. Giving to Hillside changes individual lives and strengthens whole communities.

Your donation in support of enhancements to Hillside's technology infrastructure will enhance the safe and effective delivery of essential services, and improve Hillside's ability to connect more youth in need to the stronger futures they deserve.

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