

MESSAGE FROM THE BOARD CHAIR, KIM KLIETHERMES

For 125 years, Crittenton Centers has been working quietly behind the scenes to protect and nurture at-risk children and families in the Peoria area. Perhaps today, we are best known for our Crisis Nursery, which experiences over 5,000 admissions for emergency and respite care each year, but this is not how we started out. Crittenton Centers started in 1892 as a home for unwed mothers. Visionary leaders of that time recognized the need for a safe and private shelter for pregnant women. As with all successful organizations, the services provided at Crittenton Centers evolved with changes in societal views and needs. Today, we operate as a multi-service, not-for-profit child welfare organization providing three core services: the Crisis Nursery, our Child Development Center and a wide range of Family Services.

At Crittenton Centers, we believe every child should have the opportunity to reach his or her full potential. We work to accomplish this by providing parents the tools to provide a safe, stable and loving environment for their children. Our Crisis Nursery which is open at all times and at no cost to families, is often the open door parents need to move beyond crisis and on to strengthening their family. Our Child Development Center helps families become self-reliant by providing a high-quality educational daycare and preschool for children whose parents are working or attending school full-time. Our Family Services programs provide generational change through parent education classes, support groups, and individualized home visits.

As you read through this Annual Report, you will see some notable outcomes over this past year:

- There were over 5,000 admissions to the **Crisis Nursery**. The staff provided over 33,000 crisis care hours and nearly 4,000 hours of counseling for the children and families in our care. As a result of these services, 100% of our parents were able to maintain safe environments by preventing child abuse and neglect.

- There were 119 children enrolled in the **Child Development Center**. Approximately 70% of their parents actively participated in various parent activities. Through the United Way Success by 6 program, we distributed 436 books to promote literacy and parent/child bonding. As a result, 93% of our children were able to demonstrate age-appropriate social and academic skills.

- Through our **Family Services Stepping Stones Program**, there were 23 teen moms that participated in services. Of these 23 teen moms, 96% did not experience a second pregnancy and 91% had custody of their children when services were completed. In our **Milestones Program**, we completed 486 home visits and achieved increased participation in parent groups, leading to 98% of parents reporting a positive change in their parenting skills.

These positive outcomes would not have happened without your generous support and continued dedication. Please mark your calendars and plan to attend our 125th Anniversary Celebration at the Par-A-Dice Hotel on Saturday, April 29, 2017. You will find a save-the-date card with this newsletter. If you are interested in becoming a sponsor, please call Sandy Garza at 309-674-0105x202 or email her at sandyg@crittentoncenters.org. Your sponsorship dollars stay in our community as they have for the last 125 years providing protection and nurturing education to strengthen each child and family we serve. We believe strong families build strong communities.

Thank you and I wish you all continued blessings and a beautiful holiday season!



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WHO WE SERVED IN FY16

July 1, 2015 – June 30, 2016

Crisis Nursery

- 580 children birth through 6 years of age from Peoria, Tazewell and Woodford counties received short term crisis care and family enhancement services.
- 452 parents/caregivers used Crisis Nursery services. The top three reasons for admission include: parental stress, access to public support services and job/school related crisis..
- 14,553 referrals were made to additional community resources in the Tri-County area.
- \$48,007 worth of basic need supplies provides to children and families such as formula, diapers and wipes.

Child Development Center

- 119 children age six weeks to six years received high-quality early education services including: developmental screenings, developmental assessments, individualized lesson planning, and school readiness activities.
- 93% of children, demonstrated age-appropriate math, literacy and social emotional skills.
- 77 families receiving early childhood services in FY16 qualified for Child Care Subsidy through the Department of Human Services.
- 69% parents participated in a center-based family or group activity.
- 100% of parents reported an increase in parenting skills.

Family Services

- 40 children from birth to 3 years old and 31 parents received intensive, comprehensive child development and family support services through the Milestones Program. This program helps parents understand that they are their child's first and most important teacher. Additionally, the program focuses on activities and skill development that will provide a jump start toward later school success.
- 486 home visits were completed through the Milestones Program in FY16.

- 23 pregnant and/or parenting at-risk youth, under the guardianship of DCFS, received intensive and specialized supportive services.
- 70 parents participated in a parenting class offered within the Tri-County area.
- 98% of those parents increased their parenting skills and knowledge of child development.

Community Volunteers

Every year, dedicated volunteers donate thousands of hours to Crittenton Centers and perform a myriad of tasks such as office work, classroom and Crisis Nursery assistance and helping with special events, just to name a few. While their services are considered "priceless", we can attach a monetary value of \$23.07 per hour, which has been established by our federal government as the "National Volunteer Rate".

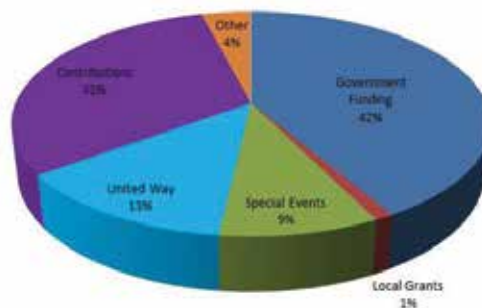
During FY16, 1,279 volunteers donated 14,286 hours to our agency valued at \$329,578! A BIG thank you to all our volunteers!

Significant Accomplishments

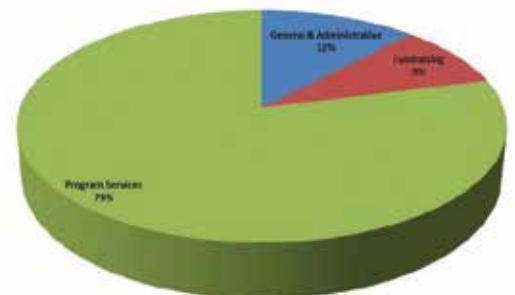
- 33,522 hours of emergency and respite care were provided to children and families in crisis through the Crisis Nursery.
- 3,933 hours of parental crisis counseling were provided in the Crisis Nursery.
- Crisis Nursery provided 2,082 follow up activities. In addition, 215 homes visits were provided by Crisis Nursery Parent Educators.
- 100% of parents reported crisis resolution with assistance of the Crisis Nursery.
- 100% of parents reported Crisis Nursery Services help to keep their children safe.
- 100% of parents utilizing the Child Development Center report the child care is safe and affordable.
- 100% of parents reported an increase in parental skills or knowledge as a result of receiving services in the Child Development Center.
- 436 books were distributed to children in the Child Development Center through partnership with the Heart of Illinois United Way's Success by Six Program.
- 96% of Teen Parents enrolled in the Stepping Stones Program prevented a second pregnancy.
- 93% of parents enrolled in the Milestones Program demonstrated an increase in parental skills or knowledge.
- 100% of the children participating in the Milestones Program exhibited advancement toward age-appropriate developmental milestones.

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Operating Support & Revenues



Operating Expenses



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