

MESSAGE FROM THE BOARD CHAIR, TAMI MEISTER

Crittenton Centers has been serving Peoria since 1892, and thanks to support from volunteers and donors like you, has consistently evolved to fit the needs of the community. At Crittenton we believe that strong families build strong communities, and we help to raise each family up to be the strongest they can be. We provide a variety of crisis intervention, education and parenting services through our three core programs: Crisis Nursery, Child Development Center and Family Services. In everything we do, we are ever mindful of our mission to protect and nurture children and families.

The Crisis Nursery provides child abuse prevention services for young children from birth through age six by providing emergency intervention and respite care. Open 24 hours a day, 365 days a year, crisis counseling and supportive services are offered to families who are experiencing extreme stress. In FY 19, there were 4,291 admissions to the Crisis Nursery and over 2500 hours of counseling provided for children and families. As a result, 100% of parents were able to experience crisis resolution and keep their children safe during a time that otherwise would have placed their children at risk.

The Child Development Center offers quality child care and early education services in a family-focused environment. The Crittenton Child Development Center provides the only Gold Quality of Excellence rated daycare and preschool in the 61605 zip code. Additional service enhancements offered in this program include developmental screening, ongoing developmental assessments, individualized lesson plans, a lending library, community garden and walking trail.

Our Family Services division provides a range of vital education and support programs for parents to help them improve their parenting skills, achieve family goals, and prevent child abuse and neglect. The Milestones program offers a strengths-based model and supports parents by developing collaborative relationships to teach parenting skills. Frequent home visits are a vital part of the program, and in FY 19 over 475 home visits were completed. In the Family Advocacy Center, Crittenton staff serves families with children in the welfare system, and supports reunification and the prevention of substitute care placement by promoting safety, permanency, and the well-being of children. Last year, 96 families were supported by Crittenton Family Advocates.

The long-term sustainability and growth of Crittenton Centers would not have been made possible without your generous support. Whether one contributes through volunteering at the Center or at one of our events, by donating diapers and formula to the Crisis Nursery, or by a monetary donation, it is always much appreciated. Your support stays in our community and helps to strengthen every family in our care. By building strong families, we create a strong community, and can further our mission to protect and nurture children and families.

Thank you and have a wonderful holiday season!



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Crittenton Centers' Board of Directors Chair



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WHO WE SERVED IN FY19

July 1, 2018 – June 30, 2019

Crisis Nursery

- 666 children birth through 6 years of age from Peoria, Tazewell and Woodford counties received short term crisis care and family enhancement services.
- 489 parents/caregivers used Crisis Nursery services. The top three reasons for admission include: parental stress, job/school related crisis, and medical related crisis.
- 11,187 referrals were made to additional community resources in the Tri-County area.
- \$58,003 worth of basic need supplies provided to children and families such as formula, diapers and wipes.

Child Development Center

- 110 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.
- 92% of children, demonstrated age-appropriate math, literacy and social emotional skills.
- 76 families receiving early childhood services in FY19 qualified for Child Care Subsidy through the Department of Human Services.
- 96% of parents reported an increase in parenting skills.

Family Services

- 43 children from birth to 3 years old and 20 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.
- 475 home visits were completed through the Milestones Program in FY19.

- 24 pregnant and/or parenting at-risk youth, under the guardianship of DCFS, received intensive and specialized supportive services.
- 84 parents graduated from parenting class offered at Crittenton Centers.
- 100% of those parents increased their parenting skills and knowledge of child development.

Community Volunteers

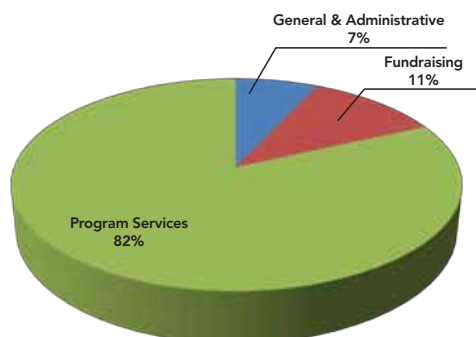
Every year, dedicated volunteers donate countless hours to Crittenton Centers and perform a myriad of tasks such as office work, classroom support, Crisis Nursery assistance, and helping with special events, just to name a few. **During FY19, over 994 volunteers donate their time to our agency.** A BIG thank you to all our volunteers!

Significant Accomplishments

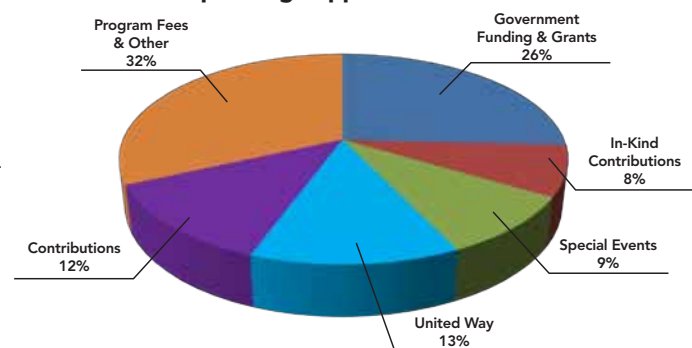
- 30,033 hours of emergency and respite care were provided to children and families in crisis through the Crisis Nursery.
- 2,102 hours of parental crisis counseling were provided in the Crisis Nursery.
- Crisis Nursery provided 1,539 follow up activities. In addition, 124 home visits were provided by 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.
- 100% 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.
- 57 home visits with the father present and participating were completed through the Milestones program.

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