

## MESSAGE FROM THE BOARD CHAIR, KATIE KAPPES

Crittenton Centers has been serving Peoria and the surrounding areas for over 125 years. Originally operated as a maternity home for unwed mothers, Crittenton Centers has evolved into a multi-service, not-for profit child welfare organization. The Center provides three core services to meet the changing needs of the community: Crisis Nursery, Child Development Center, and Family Services. In everything we do, we are ever mindful of our mission of protecting and nurturing children and families.

The **Crisis Nursery** provides child abuse prevention services for young children through emergency intervention and respite care. Crisis counseling and supportive services are offered to families experiencing extreme stress. In FY 17, there were over 5,000 admissions to the Crisis Nursery and nearly 4,000 hours of counseling provided for children and families. As a result, 100% of parents were able to experience crisis resolution and keep their children in a safe and nurturing environment.

The **Child Development Center** offers quality child care and early education services. With 122 children enrolled in FY 17, our full-service day care center and preschool provides a nurturing environment where children can learn and grow while receiving an excellent educational foundation. As a result, 85% of children enrolled in our day care center demonstrated age-appropriate social and academic skills. In the past year, over 600 books were distributed to children through the United Way Success by 6 and Books for Kids Programs, helping children learn at school and at home.

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. In the Stepping Stones Program, which serves pregnant and/or parenting teens, 26 teens were served in FY 17 with 96% of teen parents able to provide a safe and nurturing environment for their children. In the Milestones program, over 500 home visits were completed with 100% of parents experiencing a positive change in parenting skills.

In May of 2017, we opened the **Family Advocacy Center (FAC)** under the Family Services umbrella. This vital program focuses on serving families involved in the child welfare system. The goal of the Family Advocacy Center is to give families the tools and resources needed to make positive parenting decisions and achieve family permanency. We currently serve 20 families through the FAC.

These significant outcomes would not have happened without your generous support. Crittenton Centers offers many different opportunities for individuals and organizations to donate. Whether one donates their money or time, it is much needed, and always appreciated. Any financial support provided to Crittenton Centers stays in our community as it has for the last 125 years! Providing protection and nurturing children to strengthen every family we serve is our mission and our commitment. We at Crittenton Centers believe that children come first and strong families build strong communities.

Thank you and may you have a wonderful holiday season!

Katie Kappes  
Crittenton Centers' Board of Directors Chair



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# WHO WE SERVED IN FY17

July 1, 2016 – June 30, 2017

## Crisis Nursery

- 541 children birth through 6 years of age from Peoria, Tazewell and Woodford counties received short term crisis care and family enhancement services.
- 494 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.
- 7,442 referrals were made to additional community resources in the Tri-County area.
- \$41,924 worth of basic need supplies provided to children and families such as formula, diapers and wipes.

## Child Development Center

- 122 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.
- 85% of children demonstrated age-appropriate math, literacy and social emotional skills.
- 80 families receiving early childhood services in FY17 qualified for Child Care Subsidy through the Department of Human Services.
- 70% of parents participated in a center-based family or group activity.
- 100% of parents reported an increase in parenting skills.

## Family Services

- 39 children from birth to 3 years old and 29 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.

- 534 home visits were completed through the Milestones Program in FY17.
- 26 pregnant and/or parenting at-risk youth, under the guardianship of DCFS, received intensive and specialized supportive services.
- 74 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.
- 99% of parents are able to respond to their children in appropriate ways after completing parenting class.

## Community Volunteers

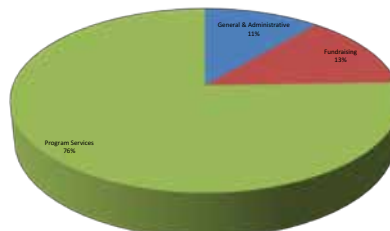
Every year, dedicated volunteers donate thousands of hours to Crittenton Centers and perform a myriad of tasks such as office work, classroom and Crisis Nursery assistance, and helping with special events, just to name a few. While their services are considered "priceless", we can attach a monetary value of \$24.14 per hour, which has been established by the federal government as the "National Volunteer Rate". **During FY17, 1,315 volunteers donated 16,263 hours to our agency valued at \$392,589!** A BIG thank you to all our volunteers!

## Significant Accomplishments

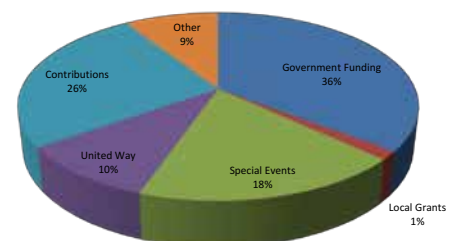
- 31,114 hours of emergency and respite care were provided to children and families in crisis through the Crisis Nursery.
- 3,826 hours of parental crisis counseling were provided in the Crisis Nursery.
- Crisis Nursery provided 2,014 follow up activities. In addition, 94 home visits were provided by the Crisis Nursery Parent Educator.
- 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.
- 630 books were distributed to children in the Child Development Center through partnerships with the Heart of Illinois United Way's Success by Six Program and Books for Kids.
- 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.
- 40 home visits with the father present and participating were completed through the Milestones Program.

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Operating Support & Revenues



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