



Our mission: To prevent child abuse and neglect in our community

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Dear Friends,

This report highlights the programs of Crisis Nursery from July 1, 2002 through June 30, 2003. It has not been a good year for children in Arizona.

The horrific incidences of child abuse and neglect in Maricopa County dramatically increased this past year. These occurrences will undoubtedly continue due to the growing number of families who are ill-equipped and unprepared to care for their children. Public outcry that 'something must be done to protect these children' was heard throughout the Valley, but placing them out of harm's way is one step - not the only step.

For the past 27 years, the core of Crisis Nursery's mission is the prevention of child abuse and neglect.

This year, through the provision of services in our two programs, we have touched the lives of over 500 children and their families. Our Children's Shelter is where children, who have had to leave their homes, can find a safe, comfortable place to live until the crisis has passed or they will be placed in a different home with relatives or foster families. Our FACES (Families and Children Experiencing Success) Program provides for at-risk children who are able to live at home with their parents, yet whose home environments pose a risk to their well-being.

Crisis Nursery has brought together a talented and committed group of employees and volunteers who have helped some of our most vulnerable children and their families. The following list will give you an idea of some of what was needed to take care of these children:

243 Pounds of Formula	1,460 T-Shirts
416 Bottles of Shampoo	36,692 Diapers
539 Pairs of Shoes	9,742 Hours of Volunteer Time
941 Boxes of Wipes	155,050 Staff Hours of Direct Child Care

But it has been said that "it takes a village to raise a child". We need the significant involvement of our community to continue to provide this high quality of care.

This year we hope you will consider supporting us as we continue making a difference, one child and one family at a time.

Marsha Porter
Executive Director

Bruce Hart
President



Children's Shelter

Every day in Maricopa County, 56 reports of suspected child abuse and neglect will be assigned to CPS Specialists for investigation, resulting in 9 children being placed in shelters or foster homes for their own protection... – Arizona Department of Economic Security, semi-annual report, 10/1/02 - 3/31/03

Megan, aged 7, and Andy, aged 2, were two of these children. They arrived at Crisis Nursery's Children's Shelter in the middle of the night in a police car. Officer Thomas came to their apartment after a neighbor reported that their mother was missing for over a day and Megan was asking neighbors for food.

Officer Thomas assured the children that they would be going someplace safe until they could find their mother. Even though it was late at night, the lights were on at Crisis Nursery and Megan and Andy were welcomed by a caregiver who brought them into the kitchen to give them something to eat. Megan and Andy felt safe for the first time all day.

Over the next weeks and months, Megan and Andy quickly adapted to the routine at the Children's Shelter. Andy participated in the toddler program where he learned how to sing, dance and play with others, as

Megan attended 2nd grade at Pappas Elementary School. While they saw each other every day, Megan was free to be a seven-year-old again, instead of constantly taking care of Andy.

Their mother, Sharon, was located shortly after Megan and Andy were removed from their home and, with the assistance of CPS, she entered into a substance abuse treatment program. Soon, she began having regular phone contact and visits with her children at the Shelter. Due to her long history of substance abuse and neglect, more time was needed before Megan and Andy could return to their mother. While their stay at the Shelter was over four months, Meagan and Andy adapted positively to their temporary home. In the meantime, Sharon was able to address her personal issues.

After Sharon's completion of the program, Crisis Nursery's Social Worker helped with the children's smooth transition back home.

Months later, Sharon thanked the staff at the Shelter for not only caring for her children when she could not, but for treating her with respect and dignity during a time when she needed it most. While Sharon faces challenges ahead, she knows that Crisis Nursery will continue to be a resource in the future.



Since 1977, over 12,000 children like Megan and Andy have come to Crisis Nursery. Every day 36 children, from birth to age ten, who are at risk of abuse, neglect or homelessness find a home at our Children's Shelter.

They arrive in one of two ways:

through voluntary placement by their parents due to a temporary crisis or respite or through the custody of Child Protective Services (CPS).

The primary reasons for shelter placement were:

♥ Child neglect	28%
♥ Homelessness	19%
♥ Parental medical emergency	15%
♥ Abuse prevention	12%

During their stay, each child:

- ♥ Is taken care of by well-trained, nurturing staff and is provided with a warm bed, clothing, healthy meals and a child friendly environment
- ♥ Receives services from our Clinical Team that respond to their medical, emotional and behavioral needs

- ♥ Attends a daily educational program suited to their age and developmental stage where they can begin to experience success
- ♥ Is given guidance and learns how to form trusting relationships with our caring staff, other children and volunteers, as they begin the healing process
- ♥ Their parents are provided with information and opportunities to learn new skills, receive crisis counseling and community referrals that will strengthen their families.
- ♥ Children and their parents, relatives or potential foster parents are assisted so that transition to their next home goes smoothly and needed services are in place.

This year:

- ♥ A record 11, 893 days of shelter care was provided to 395 children.
- ♥ The average length of stay at the Shelter was 31 days, with stays ranging from one to 309 days. For children waiting for foster families, the average stay was 81 days.
- ♥ Upon leaving the Shelter, 54% of our children returned or were placed with their parent(s), 27% were placed with relatives and 19% were placed in family foster homes.



FACES: Families and Children Experiencing Success

Every day in Phoenix, four girls under the age of 18 will deliver a baby, too often diminishing opportunities for both mother and child... Annie E. Casey Foundation, Kids Count 2003 (Arizona ranks 48th worst out of the 50 states in teen pregnancy.)

One of those girls was Cynthia. At 16, she was kicked out of her parents' home and reluctantly living with her boyfriend and his parents. She dropped out of high school when she discovered she was five months pregnant. Shortly after the baby's birth, she realized that she had no idea how to care for her new infant, Angel. Although he was developing well physically, the chaos in his father's home was taking a toll on both he and his mother.

Through Healthy Families, Cynthia was referred to Crisis Nursery's FACES Program, where Angel could attend full-day childcare while Cynthia went to classes and found work. Upon his enrollment, Angel tested below average in his motor skills. Several months later, Angel was retested and the results showed significant improvement.

In nine short months, Cynthia earned her GED, found full-time employment and moved into an apartment with another young mother she met in school. Angel has grown into a healthy, happy and active toddler and he will continue at the FACES program for the coming year. Cynthia volunteers at FACES on her day off and plans to attend Phoenix College this fall to pursue a paralegal degree.

Cynthia and Angel represent the families of 91 infants, toddlers and preschoolers served by FACES of Crisis Nursery this past year. This unique, NAEYC accredited program targets at-risk children and families in south-central Phoenix. Like Angel, most of the children enrolled live with one or both parents, but often have experienced chaotic home environments, frequent moves and inconsistent parenting due to various risk factors that include substance abuse and mental illness.

Children receive:

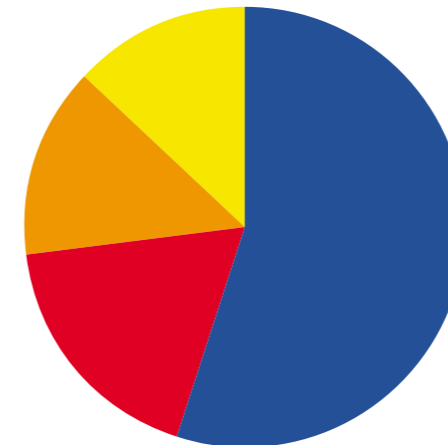
- ♥ Developmental child care, Early Head Start and Head Start Services with low teacher-child ratios and small class sizes
- ♥ Individualized curricula that promotes resiliency skills and growth
- ♥ Health and developmental screenings and referrals
- ♥ Mental health, special education and speech and language services as needed
- ♥ Daily transportation
- ♥ Two meals and two snacks to meet their daily nutritional requirements



Parents receive:

- ♥ Regular home visits that enhance their parenting skills and relationship with their child
- ♥ Guidance in developing goals for their child and family
- ♥ Encouragement to volunteer in the program to strengthen their commitment to their child's education
- ♥ Referrals to additional community service organizations

The services offered through FACES are unique compared to other child care programs in that there is involvement with each family over an extended period of time. And, over time, what a difference we have seen!



Progress of FACES' Families

Collectively, these families have shown marked improvement in their housing stability, financial situation, dynamics in the home and their children's development. Most of these children now are on target developmentally and are steadily learning the social and emotional skills that will prepare them to succeed in school and through life. Most importantly, they see school as a safe and fun place and "our graduates" have transitioned well into their neighborhood kindergartens.

In June 2003, FACES of Crisis Nursery earned accreditation from the National Association for the Education of Young Children- the nation's leading organization of early childhood professionals. This NAEYC accreditation provides families with the knowledge and comfort that children in our program are receiving the best care and early learning experiences.



Ethnicity of FACES' Children

Hispanic	55%
African American	18%
Native American	14%
Bi-racial	13%



Never doubt that a small group of thoughtful, committed citizens can change the world; indeed it is the only thing that ever has. -Margaret Mead



Community Volunteers

Crisis Nursery would not be the organization it is today without the tireless efforts of community volunteers:

- ♥ Our visionary founders, whose tenaciousness and persuasion convinced the skeptical public that child abuse was a real threat in our community.
- ♥ Our Board of Directors, who govern the organization and carry the message that child abuse and neglect can be prevented.
- ♥ Our Friends of Crisis Nursery, a group of women who have served as ambassadors throughout our history and plan an extraordinary Benefit each spring. This year's event, The Cotton Club, raised over \$400,000 to support the programs and children of Crisis Nursery.
- ♥ Our community supporters who hold events throughout the year to benefit Crisis Nursery, collect "needs list" items, help sort and stock our shelves or adopt our children during the holidays.

- ♥ Our program volunteers, who rock, read, bathe, hug and in so many ways make our children feel special every day. This year, over 300 volunteers contributed 9,426 hours of direct care for our children.

Community Donors

None of what we do would be possible without the financial and in-kind support of our community donors. Countless individuals, civic groups, congregations, corporations and foundations have made it possible over the years for us to:

- ♥ Build and furnish facilities that are child-friendly, safe and welcoming
- ♥ Expand services as the needs of the children and families we serve have grown
- ♥ Attract and retain the high quality employees who are the heart of Crisis Nursery
- ♥ Develop new programs and strategies that are responsive to the changing needs of the children and families we serve

Community Collaborations

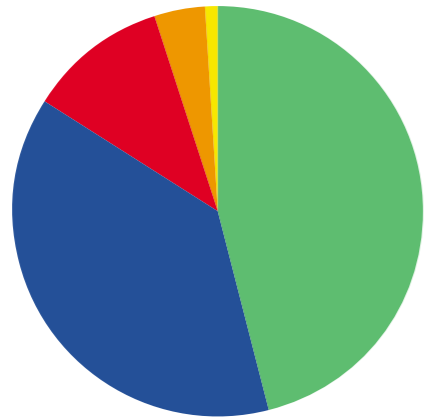
Recognizing that no one service or single agency can effectively meet the increasingly complex needs of the children and families we serve, we continue to partner with other community-based agencies to enhance our collective abilities to provide responsive services. Crisis Nursery was an active partner in these community collaborations last year:

- ♥ Southwest Human Development's Early Head Start and Head Start Programs – expands the clinical services available to high-risk children and families served by FACES and delivers Early Head Start and Head Start services to an historically underserved population.
- ♥ Maricopa County Healthy Families Consortium, coordinated by Southwest Human Development – reaches out to new parents with home visiting and support services to prevent child abuse and promote healthy development of their children.

- ♥ Portable Assessments for Kids (PAK) Project, in partnership with Child Crisis Center East Valley and West Valley Child Crisis Center – funded through a grant by the Virginia G. Piper Charitable Trust has developed and implemented standardized screenings and assessments for children entering our shelters which will be used to improve case planning and placement decisions.
- ♥ The Greater Phoenix Child Abuse Prevention Council – promotes programs in our community that prevent child abuse and neglect.

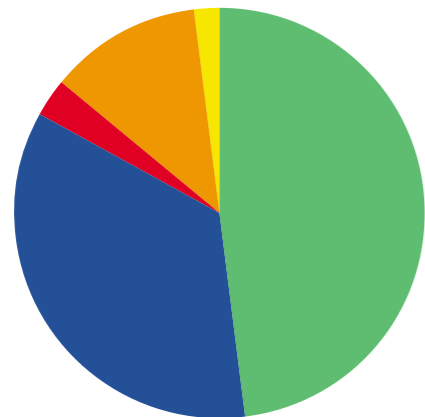


Crisis Nursery, Inc.
Revenues & Expenditures: FY 2002/03



Government Contracts/Grants	46%	\$1,657,818
Contributions	37%	\$1,318,907
Friend's Annual Benefit	12%	\$431,506
In-Kind Donations	4%	\$137,802
Interest and Other	1%	\$36,094

Total Revenues: \$3,582,127¹



Shelter - Program Expenses	48%	\$1,973,033
FACES - Program Expenses	35%	\$1,421,926
Administration	12%	\$489,581
Healthy Families	3%	\$142,810
Fund Raising	2%	\$64,106

Total Expenses: \$4,091,456

¹ A transfer of \$457,962 was originally budgeted for FY 2002/03 from the Crisis Nursery Foundation. Due to sufficient cash balances, this transfer was deferred until FY 2003/04.



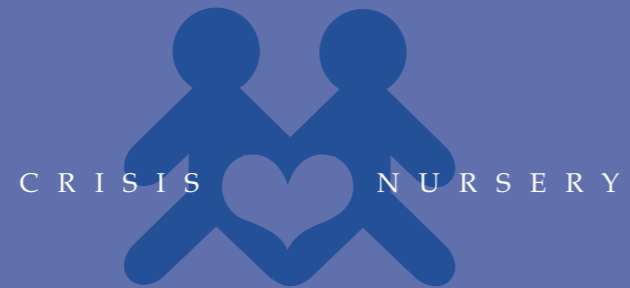
How You Can Help

- ♥ Volunteer at both programs
Read books, push swings, rock babies and so much more.
- ♥ Make a tax deductible donation to Crisis Nursery
Over half of our operating revenue comes from individuals, corporations and local businesses.
- ♥ Write us in on your United Way Campaign
 - ♥ Explore Employer Matching Gift programs
 - ♥ Earn a state tax credit of up to \$200 through your donation
 - ♥ Give an in-kind donation
Children's clothing, supplies and support services are all needed.
- ♥ Attend a special event
Please join us at our annual Friend's Benefit or other fundraisers.
- ♥ Leave a legacy
Remember Crisis Nursery in your will, estate planning or as a beneficiary in your 401K plan or IRA.

Please visit our website for current community events, needs lists and volunteer opportunities.

crisisnurseryphx.com





2334 East Polk

Phoenix, AZ 85006

☎ 602-273-7363

☎ 602-244-1316

crisisnurseryphx.com



Our major successes are the minor ones. Annual Report 2002-03