



breaking the cycle of child abuse and neglect



Annual Report

FY 2003-04



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crisisnurseryphx.com
2334 East Polk Street
Phoenix, Arizona 85006
(602) 273-7363

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

Crisis Nursery is a 501(c)(3) non-profit organization.



Annual Report July 1, 2003 - June 30, 2004

Crisis Nursery has served over 12,000 children since 1977.

It has not been a good year for children in Arizona. Unfortunately, we continue to see horrific incidences of child abuse and neglect here in Maricopa County. 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 28 years, the core of Crisis Nursery's mission is breaking the cycle of child abuse and neglect.

This year, through the provision of services in our two programs, we have touched the lives of over 300 children and their families by providing 23,812 days of care. Our **Children's Shelter** is a safe and friendly place for children who have had to leave their homes until the crisis has passed or until they are placed in a different home with relatives or foster families. Our **FACES** (Families and Children Experiencing Success) Program provides therapeutic childcare 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.

During the past year, Crisis Nursery's Board of Directors, Staff and Volunteers have undertaken the task of completing a comprehensive self assessment project under the auspices of Arizona State University's Center for Non-Profit Management. This process has taken us through a series of exercises that have reviewed our past, evaluated our present and are helping us plan for the future. This project will culminate in the creation of a new strategic plan that will sustain and enhance our efforts for a strong future.

During our 28 years, 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. Without their support, we could not do what we do best – take care our community's most valuable resource - our children.

Background in our Community...

- * in Maricopa County, 61 reports of suspected child abuse or neglect were assigned for investigation..... and 10 children entered out-of-home care because they were abused or neglected, or at imminent risk of being so... (Arizona Department of Economic Security, semi-annual report for the period of October 1, 2003 through March 31, 2004)
- * in Arizona, nearly 3,300 infants and children under the age of 6 were in out-of-home care.....(up 31% over the same period last year) (Arizona Department of Economic Security, semi-annual report for the period of October 1, 2003 through March 31, 2004)
- * each day, our Children's Shelter Social Workers had over 8 contacts with Child Protective Services about children in our care.
- * in Phoenix, more than 32,000 children under the age of 6 live in households below the poverty level (less than \$19,000 for a family of four), representing nearly one in four children in this age range... (Annie E. Casey Foundation, Kids Count Census Data Online, 2000 Census)

Our Programs

Children's Shelter

Since 1977, over 12,000 children have come through Crisis Nursery's doors. Every day 36 children, from birth to age 10, who are at-risk of child abuse, neglect or homelessness find a home at our Children's Shelter.

In 2003 - 04

A record 12,786 days of shelter care were provided to 253 children.

In 2002-03 11,983 days of shelter care were provided to 395 children.

The average length of stay was 48 days, with stays ranging from 1 to 396 days.

In 2002-03 the average length of stay was 31 days, with stays ranging from 1 to 309 days.

The average age at admission was 3 years and two months old.

In 2002-03 the average age for admission was 3 years and 8 months old.

In 2003 - 04

Primary reasons for placement were:

- * Child neglect or abandonment 33%
- * Inadequate or no housing 19%
- * Parental stress/abuse prevention 10%
- * Child physical or sexual abuse 8%

Ethnicity/Race

Caucasian	37%	African American	11%
Hispanic	33%	Native American	3%
Biracial/multiracial	15%	Asian American	1%

Once they left the Shelter: where did they go?

- ✧ 19% went to parents with community services in place
- ✧ 15% went to parents with ongoing CPS services in place
- ✧ 19% went to a relative with CPS involvement
- ✧ 33% went to a foster or adoptive home

During their stay, each child received:

- ✧ 24 hour care by well-trained, nurturing caregivers and volunteers.
- ✧ a warm bed, clothing, healthy meals and a child friendly environment.
- ✧ services from our Clinical Team that responded to their medical, emotional and behavioral needs.
- ✧ a daily educational program suited to their age and developmental stage where they could begin to experience success.
- ✧ guidance and lessons on how to form trusting relationships with our caring staff, other children and volunteers, as they started their healing process.

Their parents or new families:

- ✧ received information and opportunities to learn new skills, crisis counseling and community referrals that helped to strengthen their families.
- ✧ were assisted so that transition for the child to their new home went smoothly and needed services were in place.

Ellen's Story; Life at the Children's Shelter

Ellen came to the Shelter in February. Child Protective Services had intervened due to chronic neglect and parental substance abuse and brought Ellen to her new home. This beautiful little girl with blonde hair and freckles was so tiny; it was hard to believe that she was almost five years old.

Years of neglect had taken their toll. Ellen refused to listen to staff, she growled at and fought with other children and would often throw temper tantrums. She would horde everything she saw and refused to share. Ellen spent her days in our preschool program and was unable to sit still for circle time or follow any redirection efforts.

The combination of time and consistency of Shelter Caregivers helped Ellen to better relate to children and adults and there was also improvement in her behavior. The Shelter Multi-Disciplinary team thought that placement in a specialized kindergarten program would be the best fit, as Ellen was extremely delayed - both emotionally and developmentally.

Ellen's new teacher and Shelter Staff met to discuss her progress and possible strategies for the classroom. Ellen began to make remarkable changes. Her vocabulary grew by leaps and bounds and her social skills were improving daily. She was able to focus more on her assignments and began to comprehend color and shape concepts, becoming a typical kindergartner! Ellen was also learning to make good decisions on her own. She understood what was acceptable and what was not. Between the consistency of school and the Shelter, Ellen was blossoming.

Ellen left for a foster home last fall – equipped with the tools to help her succeed in school and in life.

FACES (Families And Children Experiencing Success)

The FACES program is available to as many as 80 children aged from six weeks old to entering kindergarten. This unique NAEYC (National Association for the Education of Young Children) accredited program targets at-risk children and their families in south-central Phoenix. The children 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.

In 2003 - 04

FACES provided 11,026 days of care to 89 children and their families.

In 2002-03 10,120 days of care were provided to 91 children and their families.

The average length of time children attended (and remained enrolled) in the FACES program was 19 months.

In 2002-03 The average length of time was 16 months.

Primary Risk Factors:

Upon enrollment		now
95%	lack of financial resources	78%
83%	were at-risk of homelessness	40%
88%	single parent/isolated/no support	60%

Ethnicity/Race of FACES' Children

Hispanic	65%	Biracial/multiracial	4%
Caucasian	17%	Native American	1%
African American	13%		

While enrolled in FACES, children received:

- ✦ therapeutic, developmental child care, Early Head Start and Head Start services with low teacher-child ratios and small class sizes.
- ✦ individualized curriculum 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 to and from school if needed.
- ✦ two meals and two snacks to meet their daily nutritional requirements.

While enrolled in FACES, parents received:

- ✦ regular home visits that enhanced 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 as there is involvement with each family over an extended period of time.

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.

Our FACES Graduates

It was a hot day in July when our third graduating class donned their blue caps and gowns. Their families and loved ones filled the Virginia G. Piper Child and Family Center waiting to see them walk down the red carpet aisle to receive their diplomas. For Carlos, Elvira, Anthony, Carlos, Kataryn, Isreal, Cinthia, JaQuan, Alexis and Brandon it was the start of a new chapter in their lives – graduating to kindergarten in their local neighborhood school.

The FACES program had served as their preschool home (some for as long as 3 years). Teachers, staff, the children and even their families had mixed feelings about seeing them move on. It was hard saying goodbye to the children and families we had come to know so well.

Nevertheless, all graduates and their guests were served cake and ice cream and had a wonderful celebration. Each child received new backpacks, school supplies and uniforms to start the school year off right. We wish our graduates the best of luck in all their future endeavors.

Many thanks to the community contributors who sponsored the purchase of our caps and gowns (we will use for many years to come) and the kind FACES volunteers and supporters who purchased uniforms, backpacks and school supplies for the children.



Volunteerism

During 2004, volunteers donated over 11,429 hours to Crisis Nursery. This represents over \$196,465 worth of services provided for our children.

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 for 27 years and raised over \$7 million for Crisis Nursery. Every spring they plan an extraordinary Benefit and in 2003 the *Safari Soiree* celebrated with over 800 people in attendance.
- ✦ 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 very special every day.

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:

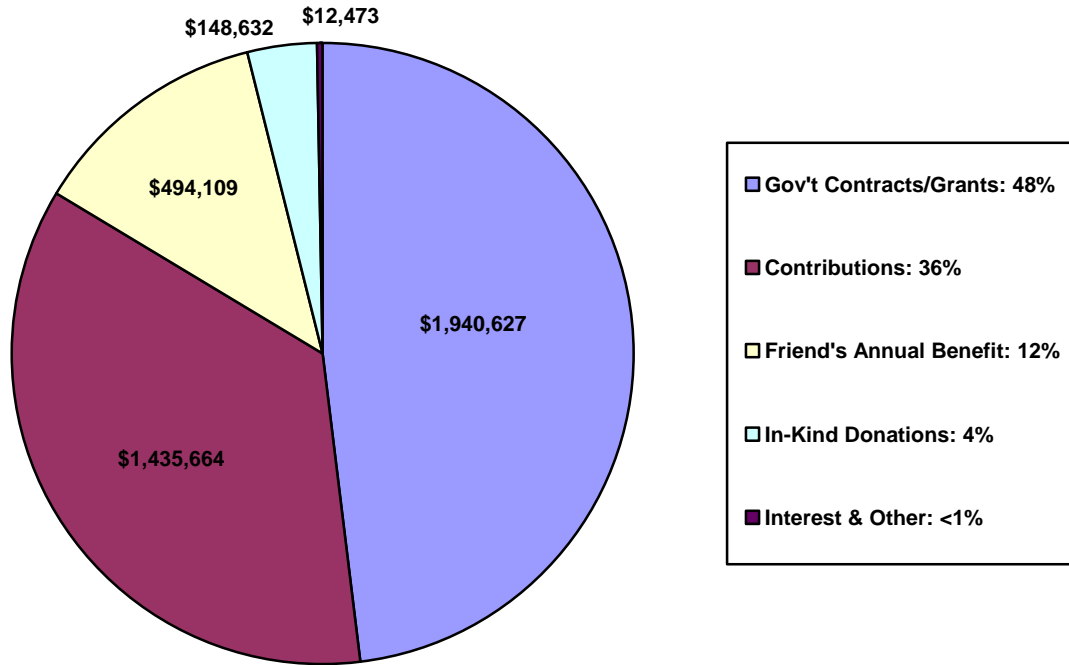
- ✦ Build and furnish facilities that are child friendly, safe and welcoming.
- ✦ Expand services as the needs of the children and families we serve have grown.
- ✦ Attract and retain the high quality employees who are the heart of Crisis Nursery.
- ✦ Develop new programs and strategies that are responsive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

Community Collaborations

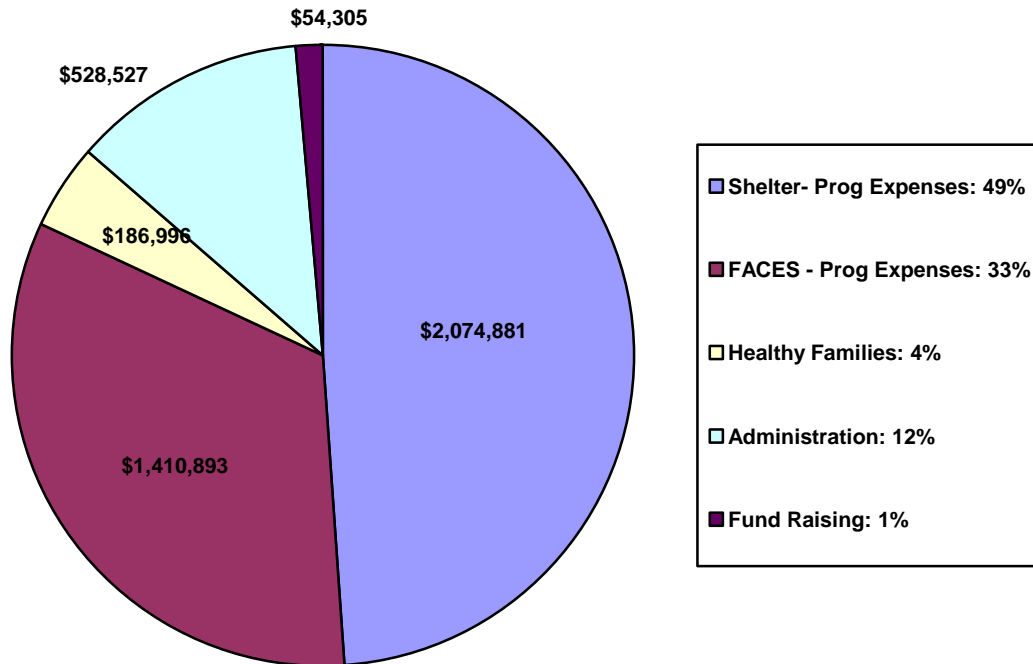
Recognizing that no one service or single agency can effectively meet the complex needs of the children and families we serve, we continue to partner with other community based agencies to enhance our collective abilities to provide responsive services. Crisis Nursery was an active partner in these community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

- ✦ Southwest Human Development's Early Head Start and Head Start Programs – expanded the clinical services available to high-risk children and families served by FACES and delivered Head Start services to a historically underserved population.
- ✦ Maricopa County Healthy Families Consortium, coordinated by Southwest Human Development – reached 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 of East Valley and West Valley Child Crisis Center, developed and implemented standardized screenings and assessments for children who entered our shelters and is being used to improve case planning and placement decisions.
- ✦ The Greater Phoenix Child Abuse Prevention Council promoted programs in our community that helped prevent child abuse and neglect.

Crisis Nursery, Inc. Revenues & Expenditures: FY 2003/04



Total Revenues: \$4,031,506



Total Expenses: \$4,255,602¹

¹ Includes \$259,249 in depreciation