one
CHILD AT A TIME

2008-09 ANNUAL REPORT

crisis nursery
breaking the cycle of child abuse and neglect

making a difference

Making a Difference, one child at a time, is what Crisis Nursery is all about. And those differences spread to their family, their neighborhood and our community.

It all starts with the child. Are they safe, fed and secure? Do they have housing? Are they actively participating in learning activities that will prepare them for success; like healthy play, early childhood education and school?

How does their family support them? Are they being subjected to repeated unhealthy practices of discipline, physical or verbal abuse or neglect? Do they need shelter or a well-trained foster family who can step in when a parent is abusive?

And what are the results from living in a neighborhood where adults are disruptive and violent and where substance abuse and crime is a daily fact of life?

These are the issues our teachers, foster family professionals, social workers, medical staff and child care specialists address each day at Crisis Nursery. Every day they are *making a difference*, not only for each child whose lives they touch; but for their family, for their neighborhood and for our community. Each part of the puzzle is important and are all interconnected.

We are pleased to share some of their stories and the numbers they represent in this report. The support of so many of you has made their successes possible. You are truly *making a difference* in the lives of the many children we serve, their families, their neighborhoods and the community we all call home.

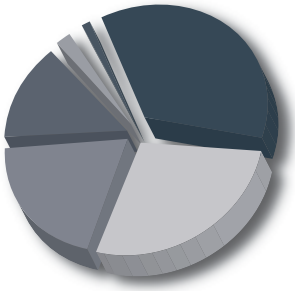
With warmest regards,

Mary Riley Michel
President

Marsha Porter
Executive Director

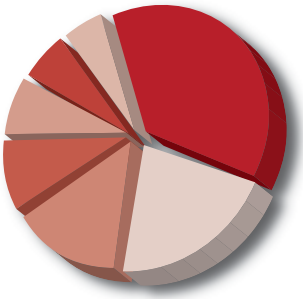
REVENUE:

Contracts	2,194,049	**36%**
Contributions	1,720,158	**28%**
Grants	1,245,185	**20%**
Special Events	836,310	**14%**
In-Kind	115,262	**2%**
Other	58,409	**1%**
Total	**6,169,373**	



EXPENSES

Shelter	2,361,534	**37%**
FACES	1,308,176	**21%**
Management	934,686	**15%**
Visitation	568,770	**9%**
Fundraising	461,331	**7%**
Foster Care	363,821	**6%**
Healthy Families	313,243	**5%**
Total	**6,311,561**	



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Crisis Nursery values the time, leadership and expertise of the Foundation to manage and oversee our investments to support our current and future operational needs.

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contributions

THE FRIENDS OF CRISIS NURSERY...

is a group of creative, dynamic women dedicated to raising funds and awareness for Crisis Nursery programs and services. The Friends provide the largest source of private funding by raising nearly 10% of our annual budget. This year, The Friends raised $400,000 at their dazzling 2009 Emerald City 'There's No Place Like Home' Benefit. For the past 30 years, the Friends have raised over $12.5 million dollars in support of our mission.

HOPE FOR THE HOLIDAYS

Crisis Nursery launched its Inaugural Hope for the Holidays Campaign last holiday season. The overwhelming support from over 100 individuals, groups and local business in our community helped raised more than $414,000 to support programs and services for at risk children and families living in Maricopa County.

ANNUAL BREAKING THE CYCLE LUNCHEON

For the fifth year, Crisis Nursery has hosted its annual luncheon fundraiser. Over 650 attendees participated in "Fall for Kids" on October 29th at the Camelback Inn. Over $335,000 was raised to help children and families break their own personal cycle of child abuse and neglect.

VOLUNTEERS MAKE A DIFFERENCE

Looking back 28 years ago, Lois "Bunkie" Ludwig remembers Crisis Nursery's humble beginning. At that time, Crisis Nursery ran its program in white cottages on Fillmore Street. The only play area for the children was a small living room. Over the years Crisis Nursery has changed, but Bunkie realizes that the situations our children experienced have not; "children still have the same plights they had twenty-eight years ago."

For nearly three decades, Bunkie has volunteered at our Children's Shelter. She has learned that as a volunteer she "can provide so much, while the kids need so little... just a hug, unconditional love and knowing that they're okay." While she says she can't count the number of times she's caught a cold or runny nose from the kids, volunteering "feels so good, it's worth it!"

"Children are the helpless ones; if someone doesn't help them, who will? As volunteers we help provide stability and foundation in their lives, things that other people take for granted."

Bunkie is a role model for other volunteers and staff members alike. She relates to children who are extremely needy in both an empathetic yet optimist way, "We provide our children comfort, security and a sense of peace they so desperately need. They're in a place where they can play and interact with adults and children without fear in a safe environment."

Besides being a good friend, we appreciate Bunkie's loyalty, devotion and dedication. We, on behalf of the staff and children and families we serve everyday, value Bunkie's lifetime volunteer commitment to Crisis Nursery!

VOLUNTEERS: MAKING A DIFFERENCE

Dedicated to improving the lives of children and families in need, volunteers help Crisis Nursery provide a safe and nurturing environment for all in our care.

Volunteers are essential to the success of Crisis Nursery and we appreciate their support, time and commitment to our mission of breaking the cycle of child abuse and neglect.

stats

This year, 184 volunteers contributed 8,003 hours of their time and talents to provide both direct and indirect care for children served by Crisis Nursery.

Over 265 congregations, groups and corporations made in-kind or financial donations to Crisis Nursery.

While there is no amount of money that can appropriately signify our volunteers contributions, their services are valued at $162,061*

*Value taken from independentsector.com

shelter

Our Children's Shelters were developed as a resource for families in crisis. Overnight shelter and day respite services are provided for those who need a safe haven for their children (birth through 10 years old) while they handle an emergency or crisis. Each child is cared for by qualified nurturing staff and provided with shelter, clothing, educational opportunities, medical attention and healthy meals in a child-friendly environment.

stats

Our Shelters provided 429 children with 9,098 days of care.

The average age at admission was 4 years old.

79% of the children who stayed at our Shelters were admitted with one or more siblings.

97% returned to parent/relative.

The primary reasons for admission were:

- Homelessness 26%
- Parent needing medical or behavioral health treatment 9%
- Planned or emergency respite 20%
- Domestic violence 17%
- Lack of resources 12%
- Child abuse or neglect 5%
- Parental incarceration 2%

Gender

- Female 43%
- Male 57%

Ethnic Make-Up

- Hispanic 32%
- Caucasian 26%
- African-American 23%
- Native American 7%
- Multi-racial 12%

HELPING TO MAKE A DIFFERENCE IN MY LIFE

I am the mother of three boys - four year old twins and an older son away at college. My twins, from my second marriage, were born 12 weeks prematurely. They had a lot of health issues and spent two months in the hospital.

With very little help or support after the birth of my twins, I found myself sleep deprived, frustrated and depressed. What made matters worse, the sole-breadwinner of our family walked out on us after 9 years of marriage. As I felt my life coming unglued I thought, if I weren't around my absence would end my misery, but I knew that my sons depended on me.

I realized that if I didn't take care of myself I wouldn't be effective in taking care of my children. I enrolled in a program that provided individual counseling, classes and life skills training free of charge. In order for me to participate, I needed reliable childcare for my twins. I had very little money and the options available to me were neither flexible nor affordable. I tried to take my boys with me to counseling, but couldn't focus. My therapist recommended Crisis Nursery.

Sofia, a social worker at Crisis Nursery, listened to me and took the time to learn about my situation. She enrolled my kids in their Day Respite Program. At first, I felt ashamed for having to ask for help, but I knew it was essential for my family's well-being and future.

I immediately knew that this was the right place for my kids. I saw my children receive kind, loving, nurturing and supportive care from staff. Where I felt negatively judged by other people in other programs, I felt thoroughly helped and supported at Crisis Nursery. I appreciate all they have given me, and I hope they continue to be in a position to help others like they've helped me.

Susan Murphy*
Shelter Parent

*name changed to protect identity of the parent

faces

stats

FACES served 84 children and their families in the 08-09 school year.

15 children graduated to local Kindergartens.

Family Support Specialists and teachers made 242 home visits to families and their children.

Staff completed 414 developmental screenings and attended 96 parent/teacher conferences.

ETHNIC MAKE-UP

Hispanic 75%
Caucasian 13%
African American..... 7%
Native American..... 5%

- Ninety-four percent (94%) of parents reported maintaining or improving their financial status.
- Eighty percent (80%) of parents reported a better relationship with their child(ren).

Despite closing a preschool classroom mid-year, the number of children served was higher than expected. By conducting assessments midway through the year, families who found stability were connected to other resources. This made room for new children and families at higher levels of risk for child abuse and neglect.

FACES an early childhood and family support program for at-risk youngsters ages 1-5. Our services help to socially, emotionally and cognitively prepare children to enter school ready to learn while helping their parents build better futures for their families.

MAKING A DIFFERENCE: LETTER FROM A FACES PARENT

If I could send my children to FACES until they are 18 years old and ready to go to college, I would in a heartbeat. FACES has provided outstanding levels of holistic support, guidance, education, creativity and caring to our children and our family.

My adopted children entered FACES at ages 4 and 22 months. They had just entered the foster care system and their lives were in turmoil. The teachers and staff at FACES provided a safe and nurturing environment as well as identified my children's psychological needs. Care was coordinated between the therapist, teachers, family support specialists, administrators and other FACES staff. Three years later and to this day their service continues.

Prior to coming to my home over a year and a half ago, my children were in and out of several abusive foster homes. We first received them as foster children and after a year, my husband and I were able to legally adopt them. This was a time of transition for us all.

FACES staff supported, guided, encouraged and helped us grow together as a loving and happy family. I think this is the epitome of their name: *Family And Children Experiencing Success*! They shared our joys and sorrows and gave us tools to support our children as they grow. Whenever we had a question or challenge, the staff was quick to respond with suggestions, handouts and resources. Staff members kept us informed of our daughter's challenges and successes, both large and small. They lead by example in positive and loving ways. They are professional, yet lighthearted and above all KIND.

Whenever we have had a question or challenge, the staff was quick to respond with suggestions, handouts and resources.

It is with both sadness and joy that my daughter will graduate from FACES tomorrow and will be going to kindergarten. There is sadness because we will miss FACES being a daily part of our lives. There is great joy that our children had FACES to help them establish a wonderful foundation to help them move forward with their lives.

Sincerely,

Beth Tripp LaCour
FACES Parent

foster care

The Foster Family Program prepares, supports and provides resources to families willing to open their hearts and homes for abused and neglected children. Our goal is to provide positive and nurturing temporary homes for children in Child Protective Services (CPS) custody until they can return to their birth families or adopted by a new family.

stats

To recruit potential foster homes, we collaborate with organizations and associations to help promote our program. Our recruitment efforts involved 38 community collaborations

48 individuals completed our eleven week PS MAPP Training Program.

Crisis Nursery's 25 licensed foster families opened up their homes and hearts to 63 children who had been removed from their biological families due to abuse and neglect.

A total of 7,434 days of care were provided to these children, many of whom had arrived with just hours notice, only the clothes on their backs and often little information about them.

Thirty-two children were reunited with family members

- 13 returned to parents
- 15 went to live with relatives
- 4 were reunited with siblings in care

4 children found a "forever family" through adoption, one with their Crisis Nursery foster family.

3 children moved to another foster family better able to meet their need

Throughout the year our staff and foster families advocated for the children entrusted in their care. Many of them received special services to help them deal with past traumas. Efforts were made to maintain contacts with siblings in other placements and many of our foster families developed supportive relationships with their birth parents.

OPENING THEIR HEARTS AND HOMES TO MAKE A DIFFERENCE

After George and Lucina Chacon moved to Arizona, they knew immediately they wanted to become a foster home. They raised five children of their own and took in numerous foster children while living in California. George knows first hand how hard and scary it was to be in foster care because he himself had been a foster child.

Finding a new foster care agency was one of the first things they researched once they settled into their new home. The couple discovered Crisis Nursery and eagerly began the licensing process. The couple knew of the critical need for foster homes that serve sibling groups, so they became licensed for up to three children ages birth to 8 years old. Within the first 24 hours of being licensed, three sisters were placed with the couple.

The children came from a severely neglectful home where both parents were addicted to methamphetamines. The parents would leave the girls home alone for days at a time with little to no food or water. They were taken into CPS custody at school and came into foster care with only their backpacks and school uniforms.

The Chacons and Crisis Nursery moved into action meeting the needs of the girls. They took them to the doctor for medical exams, registered them for counseling services, and provided them with new clothes and toys. After a few weeks, the sisters were reunited with relatives to continue care for them.

Since their first placement, George and Lucina have gone on to care for over 12 abused and neglected children in the last year alone. To this day, the Chacons have dedicated their lives to making sure children in foster care are safe and loved until they can be reunified with their biological families.

healthy families

In February 2009, Healthy Families Arizona was impacted greatly by DES budget cuts of 75%, forcing contract agencies to lay of Healthy Families staff and significantly impacting the program's work with vulnerable, high-risk families. The Healthy Families Team at Crisis Nursery had to layoff five staff members and stop services to 37 families.

Fortunately, in April, expedited funds from the First Things First Central Phoenix Regional Council made it possible for Healthy Families to slowly rebuild. Here at Crisis Nursery, services resumed to previous families and new families were assessed by re-opening and expanding services. Ten Family Support Specialists and two managers are now working the Health Families Program housed at Crisis Nursery.

From July 1, 2008 to February 27, 2009, prior to the budget cuts and with a team of five, the Healthy Families Team served 91 families. A total of 1,080 home visits done during this time period for an average rate of 135 home visits done per month.

The program resumed in April 2009 and served 133 families which included services to 291 children. To the end of the fiscal year, 487 home visits were completed. As more referral sources reacquaint with Healthy Families, the program will flourish and help strengthen more at risk families in our community.

Healthy Families is a home-based, voluntary program of Southwest Human Development housed at Crisis Nursery. The goal is to strengthen families who are at-risk of abuse or neglect during pregnancy and the first five years of a child's life. Healthy Families promotes child health and development, early literacy and family self-sufficiency.

MAKING A WORLD OF DIFFERENCE

For a family who has very little resources and support, Healthy Families is a program that many families have relied upon. With a fifth child on its way, Healthy Families was able to be a resource for the Gavu* Family.

The Gavus came to Arizona as refugees from a war torn country in Africa. After a year in America and with the birth of a new child on its way, the Gavus realized they needed help and reached out to Healthy Families. The main focus of Healthy Families' services was to provide this family with a link to local community resources to help them assimilate to culture in the United States. Katie, the Gavus Family Support Specialist, helped them to fill out the appropriate paperwork and enroll their children in school and Head Start. She also helped to get the whole family registered in english classes. With literacy as an important focus in their lives, Katie taught the family activities through songs, storytime and artistic expression.

The main focus of Healthy Families' services was to provide this family with a link to local community resources to help them assimilate to culture in the United States.

Katie was also able to help the Gavus establish a medical home. She taught them the importance of seeing the appropriate specialists for wellness checks, immunizations, dental exams and on-going medical care for their children with chronic conditions.

To date, the Gavus have been involved with Healthy Families for 3 years. They had one more child since then and all together are a family of eight. The father has taken and passed his citizenship test. He is now looking towards assisting other families through the naturalization process. Mom has returned back to school to continue her education with the English language. As she gains more confidence with the language, she hopes to take computer classes. Their children are all healthy, thriving and enrolled in school or some form of education. We wish the Gavus the best.

* name changed to protect identity of family

On behalf of the children, we thank the following donors for their 08-09 contributions.

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