

care

families

education

2010-2011
annual report

resources
health

support

heroes are
everywhere

shelter & safety

success

hope

advice



CRISIS  NURSERY

breaking the cycle of child abuse and neglect

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a message from crisis nursery

Every day at Crisis Nursery we see true acts of heroism:

- The tiny infant, substance-exposed at birth, struggling to catch his breath. The Child Development Specialist patiently rocking and singing to him as he painstakingly works to drink two ounces of formula.
- The mom, alone with two hungry children, finding the courage to ask for help. The Social Worker who provides her comfort and offers options and assistance.
- The foster parents who have room in their hearts to nurture and care for a child who is not their own. The six-year-old girl, angry and abandoned, who became part of their family and has been accepted for who she is and for the potential no one else had seen.

Our Annual Report is all about heroes like these. Every day, they converge at Crisis Nursery – creating places that are safe, nurturing and designed to give the children and families we serve the opportunities they need to grow stronger and build better futures.

Last year was a challenging one for families in our community living on the edge. Government funding cuts have left our social service safety net close to unraveling. An uncertain economy and increasing competition for dollars have left many agencies struggling to meet the growing needs of the most vulnerable among us. Crisis Nursery was no exception.

To maximize resources, we scaled back some programs and expanded others. We looked at ways to become more efficient while maintaining the quality of care that the children we serve so desperately need. And we continued to explore how we can partner with others to provide the right mix of services that are critical for fragile families to thrive and succeed.

It's been both a challenging and rewarding year for us at Crisis Nursery. Thank you to all who played a part in it. You're our heroes!



Roseann C. Dunteman

Roseann C. Dunteman,
Board President



Marsha Porter

Marsha Porter,
Executive Director



crisis nursery 1,201

children and their families helped in 2010-2011



Giving children just what they deserve: a childhood.

For more than three decades, Crisis Nursery's mission has been to break the cycle of child abuse and neglect. As the Valley's longest-serving children's shelter, we've provided a safe haven and support services for more than 18,000 children and given their families tools, resources and access to support safer, happier, and healthier lives.

Last year, we helped 1,201 children with an average age of three years with programs that addressed their social, psychological and developmental needs and strengthened their families. Our dedicated staff provided 36,180 days of care and 8,225 home visits to families in need.

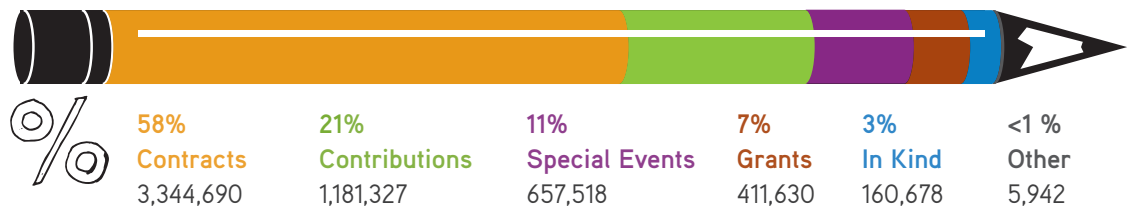
CHILDREN SERVED

Children's Shelter	505
FACES (Families and Children Experiencing Success) Early Head Start	151
Foster Care Program	101
Healthy Families	444
TOTAL	1,201

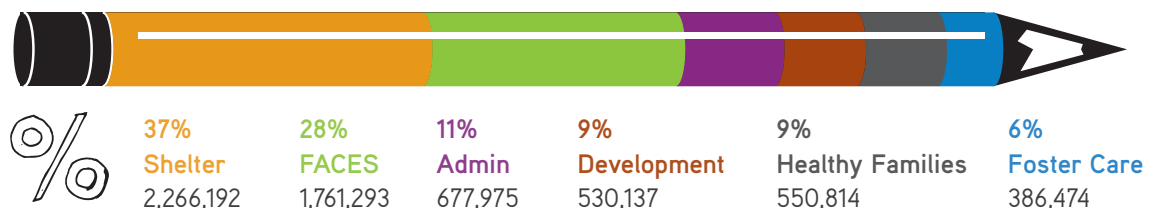
DEMOGRAPHICS

Hispanic	47%
Caucasian	17%
African American	16%
Multi-ethnic	14%
Native American	5%
Asian American	1%
<hr/>	
Male	54%
Female	46%

TOTAL REVENUE
\$5,761,785



TOTAL EXPENSES
\$6,172,885



unaudited



children's shelter safe
24/7 care nurturing





Sheltering children from all kinds of storms.

Our short-term, residential facility for children provided 8,426 days of care for 505 children aged birth through eight last year. Children were cared for in a safe, child-friendly environment by well-trained, nurturing staff. Each child received new clothes, specialized medical attention, educational opportunities and needed developmental services.



Gina was adopted when she was seven. So years later, when she and her husband Richard and their seven children were in financial crisis, the last thing she wanted to do was place her children elsewhere.

Richard lost his job, then Gina had to stop working due to complications from diabetes, so the family was evicted from their residence. A family member's referral brought them to Crisis Nursery. The four youngest children stayed at our Children's Shelter while Gina and Richard lived in their van and looked for housing. During this time, the older siblings stayed with friends and family.

Gina says, "Crisis Nursery staff treated my children like they were their own. Some of my kids have asthma and I loved their medical care. All their immunizations are now up to date. When my son came down with scarlet fever, Crisis Nursery staff kept us informed and let us visit as much as possible. We played games and stayed for dinner."

"The staff still calls us to check on the kids. They tell me they miss them and ask us to give them a hug."

Gina and her husband worked very hard doing research, using other agencies and referrals to find a low-cost apartment they could afford. Richard had difficulty finding

permanent employment to support the family, but through his connections on Facebook, he gained a full-time job. He recently received a promotion, and today, the family is able to save money to avert a future crisis.

"It was a beautiful experience. They are loving and caring people," Gina says. I wanted to keep my family together and Crisis Nursery allowed us to do that in our time of need. Without them, lots of families would be on the street – including us. Thank God for Crisis Nursery."

REASONS FOR ADMISSION

46%

Homeless



30%

Domestic violence, child abuse and neglect

33%

Parental medical, health, behavior or psychological treatment, problems or abuse

*Most families had multiple risk factors



nurture


FACES development parent & child-focused





FACES: a head start on a healthy future.

Our FACES (Families and Children Experiencing Success) program helped 151 pregnant women and children from birth through three years of age with services built to enhance each child’s growth and development; strengthen families as primary nurturers for their children; and enhance parent-child relationships. FACES delivers care within a child’s home or in a center environment that’s challenging, stimulating and safe.

 Cecilia grew up in a chaotic home life; she witnessed drugs and crime and many members of her family went to jail. She was the first in her family to get a G.E.D., aspire to have a career and make a real home for her children.

A domestic violence situation with her children’s father led her to find safety for herself and her children at UMOM New Day Center, one of Crisis Nursery’s community partners. There, Cecilia received a referral to FACES for her preschooler.

“Once I got to FACES, I asked for an evaluation for my son. He was delayed in speech and other areas,” Cecilia says. “He wasn’t acting normal; didn’t talk much and cried often. FACES did an assessment and referred him to specialists.”

“My relationship with my children was very frustrating. We couldn’t communicate. I didn’t understand them and they didn’t understand me,” Cecilia says. “FACES helped me establish guidelines and gave me tips for developing healthier relationships. Now I read to my children and talk with them, and I’m able to redirect them when needed.”

Cecilia’s oldest child received early intervention at FACES for his delayed speech. Now he’s in the fourth grade, he loves to draw and is getting straight A’s. Her second oldest child is now in the second grade and is an avid reader. Their language and vocabulary skills have increased significantly. Cecilia’s two-year-old son is now enrolled at FACES and has met all of his developmental milestones.

“FACES taught me patience and how to be a parent,” Cecilia says. “I was very young when I had children. FACES helped me be a better communicator. They gave my children the special services they needed and helped me take the first step towards where and how to get help – in and out of the classroom.”

“I’m a teacher to my kids and they learn what they see from me. I won’t give up on them the way my parents gave up on me.”

Today, Cecilia can write her own success story. She went to school to become a Medical Assistant. She’s a hospital volunteer, a board member of Crisis Nursery and chairperson of the Policy Council at FACES. Best of all, she’s the wonderful parent of three healthy, happy children.

OUTCOMES FOR PARENTS



96%

had a better understanding of their child’s development



75%

were better aware of and able to use community resources



63%

spend more time reading to and playing with their child(ren)



safety

foster
care

home

support
family



Foster Care: sharing one's heart and home.

Our dedicated foster families opened their homes and hearts to IOI child victims of abuse and neglect, providing 18,882 days of care. Children were part of a family while their birth families received services so they could safely resume their care.

When a return to a parent was not in the child's best interest, Crisis Nursery helped to transition these children to adoptive homes, many times one of our own foster families.



Susanna and Jerome are foster parents three times over – and they love it.

"It has to be in your heart to be a foster parent. I believe God put it in my heart for a reason," Susanna says. "We wanted to give back to a child with no parent to stand up for them."

The couple, with adult children and grandchildren of their own, say their experience has been "wonderful." For the last three years, they've fostered three children and currently have a 13-year-old girl in their care. "It was a roller-coaster in the beginning, but we're having a great experience now. Our foster teen understands the house rules and expectations," Susanna explains.

"Our parenting style is very direct," Susanna says. "Foster children need mothers and fathers – not friends. We conduct round-table discussions at family meetings to get facts and give opinions. Everyone has a chance to speak so our children know their opinion matters."

Thanks to the structure they provide, Susanna and Jerome have seen significant changes in all of the children in their care. They show initiative, have more capacity to do things and the confidence to push further and achieve better grades in school. "They've changed so much in our care and have become the kids they were meant to be," Jerome says.

Susanna and Jerome received extensive training and support at Crisis Nursery. They attended a Foster Care Orientation and were guided throughout the process. All the essentials were provided to ensure success: needed supplies, ongoing communication and support.

"Crisis Nursery's Foster Care Program is an exceptional program. Making these children a part of our family has enriched their lives and ours beyond what we could have ever imagined," Susanna concludes.

SUCCESSES FROM THE PAST YEAR

37 children in our foster homes found permanency



20 children were successfully reunited with their birth families

17 children found a "forever family" through adoption




healthy families
and volunteers help

Service





Healthy Families: growing stronger parent-child relationships.

 In June 2010, Martha and Alex welcomed a baby girl named Cassandra into their lives. Cassandra was born two months premature with resulting complications. Through our partnership with Southwest Human Development, the family was referred to the Healthy Families program.

Martha and Alex became concerned about Cassandra's lack of healthy sleeping patterns when she was six months old. She seemed to be alert, active and observant of her surroundings, but she wasn't getting enough sleep each day.

Crisis Nursery's Family Support Specialist (FSS) helped the family explore options and put them in touch with a sleep consultant from Southwest Human Development who visited their home. The consultant helped the family establish a unique sleeping routine for Cassandra, which has significantly improved her sleep time. Today she's a happy baby with a healthy weight and normal sleep patterns.

Alex has maintained his employment. Martha has a goal to complete her surgical technician program. Both parents have established a budget and savings plan, and want to get


an apartment of their own once Martha starts working.

Thanks to FSS help with problem-solving, goal setting, and assistance with employment, education and community referrals, Martha and Alex have made significant accomplishments this year – the one they're proudest of is providing a loving and stable home for Cassandra.

 **292** families received 6,451 home visits

 **64%** of families stayed involved in the program for more than one year

Volunteers: just one person can impact so many others.

 "I'll never forget the six-year-old boy who came to Crisis Nursery with burns and scars all over his body. He told me, 'Mom ties me up and puts her cigarettes on me.' He thought it was normal. But with the care and supervision of Crisis Nursery staff, he started to understand what 'normal' really is," says Cindy Rust, pediatric nurse practitioner and Crisis Nursery volunteer.

Cindy remembers another young boy that was admitted and was believed to be autistic. Upon investigation and further assessment, Cindy and the staff found out that he was kept in a small room all day with only a television and VCR to watch. It had limited his speech development and interaction with individuals.

While she is an emergency transport nurse by day, Cindy has been a pediatric nurse practitioner volunteer at Crisis Nursery for the past 10 years. Her passionate dedication and tender care is immeasurable as she

partners with the staff nurse practitioner to provide daily nursing support and health administration to the hundreds of children Crisis Nursery serves each year.

Her relationship with Crisis Nursery began during a clinical rotation at the Children's Shelter over a decade ago. She was so impressed by the love and dedication shown by Crisis Nursery staff that she contacted the staff nurse practitioner to ask if she could return as a volunteer.

Since that day, Cindy has provided countless hours of volunteer service. And she's rearranged her own busy schedule on a moment's notice to accommodate Crisis Nursery's needs.

"I truly believe Crisis Nursery makes a difference. It's a place where kids can be kids again. The staff works to address the entire family unit as a whole and provides critical services to help parents and children succeed.

The staff and volunteers are a cohesive unit that trust one another to do what's in the best interest of the children in our care."

Cindy is a model volunteer. She cares deeply for the health and happiness of everyone around her. She describes her philosophy as follows: "Two plus two can sometimes equal five. My favorite aspect of volunteering is being part of something much bigger than myself; something much larger than the sum of its individual parts."

Volunteers contributed 14,704 hours of their time and talents caring for and supporting Crisis Nursery children – a 10 percent increase over the last year.

The monetary value of volunteer contributions is \$314,077*.

*According to Independent Sector, http://independentsector.org/volunteer_time

community involvement **of** events

Lifesavers: supporting our community and our cause.

Thank you to all who have donated items, provided contributions and toured our facilities to learn how to make a difference. Here's just a sample of the contributions made last year.

JULY

Local author Marcia Reynolds donated 50% of all royalties received for one week from the sale of her latest book, "Wander Woman".

AUGUST

ING's Lindsey Moreno and her colleagues organized a field trip to the Arizona Science Center for Crisis Nursery's Shelter children.

SEPTEMBER

Spooner Hand Therapy's five locations promoted a diaper drive to their clients and received more than 9,510 diapers.

OCTOBER

Cox Communications provided a "play-makeover" by donating supplies. Volunteers installed wood chips at the Children's Shelter playgrounds.

For a third year, Phil Rohkohl and his American Express colleagues spruced up FACES playground with a general clean-up and installed new wood chips.

NOVEMBER

Bell Honda, Infiniti of Peoria, Acura of Peoria, Midway Chevrolet, Midway Nissan, Peoria Ford, Peoria Nissan, and Pinnacle Nissan hosted an annual used car sale benefit and raised \$26,000.

DECEMBER

More than 40 volunteers decorated the Christmas tree, donated by Camelback Toyota, and several play areas at Children's Shelter. Many donated toys, diapers, bikes and clothes for the holidays.

Virginia Worfolk and friends had their sixth annual holiday drive for Crisis Nursery collecting baby items, wipes and more than 2,000 diapers.

Bank of America wrapped gifts for the children over the holidays and helped with year-end inventory.

JANUARY

Dale W. Schaffer, CPA, from Mukai, Greenlee & Company, P.C. and his colleagues participated in a workday at Children's Shelter. Volunteers cleaned windows, the grounds and removed debris from the property.

FEBRUARY

Kris Kainass from Little Dot Big Difference delivered bags of goodies for the children on Crisis Nursery. 30 families donated items from our wish list for families in need.

Gail Ryan from Scottsdale Insurance Company and her colleagues presented a check to Crisis Nursery during their tour of the Children's Shelter and FACES building.

Wayne Cesario from Western Heritage Insurance donated 10 large boxes of new backpacks with school supplies and new clothes for the children of Crisis Nursery.

Cathy Ainesworth and other GlaxoSmithKline employees donated diapers, wipes and other needed supplies for our families.

MARCH

Trends Charitable Trust Fund members toured Children Shelter to learn how their donation of \$75,000 will provide a safe haven to nearly 500 children this year.

APRIL

Our long-time supporter, Luke Air Force Base treated the children from Shelter with tickets and lunch at their 70th Annual Open House and Air show.

More than 15 Crisis Nursery and community volunteers celebrated the Week of the Young Child with a child-focused day filled with

games, raffles, refreshments, prizes and free community resources for 75 neighborhood children and their families at Crisis Nursery's Children Shelter. Special thanks to the Association for Supportive Child Care/ Child Care Resource and Referral, Arizona Care Connect/PCH, Chicanos Por La Causa, Life Choices Women's Clinic, Alcock and Associates, Arizona Children's Center MMC Pediatrics, ASU Early Childhood Education, McGruff Crime Prevention.

Target employees provided 19 bags of puzzles and educational toys and gifts.

MAY

Tracy Vaughan and other Boeing employees cleaned up our Children's Shelter by removing debris and weeds in the parking lot and playground areas.

Youngsters Paige Pearson and Nicole Rich sponsored a diaper drive, organized a summer needs drive and donated several summer toys, much-needed sunscreen and made a cash donation.

The Peak 98.7 sponsored a "Water Day" for some fun in the sun for the children at the Shelter.

SCF Arizona's executive assistants and administrative assistants organized a Mother's Day diaper and blanket drive. Employees collected 1,385 diapers, 42 blankets, and an assortment of wipes, bibs, one-sies, baby hygiene products and a cash donation which included a SCF company donation match.

JUNE

Studio 3 Performing Arts & Mesa Art Center donated 211 free tickets to their Wizard of Oz production to FACES, Early Head Start families and Foster Care families.



One of our foster parents, Alexander Shawn of Bryman School of Arizona, donated 400 books to Crisis Nursery's programs and services.

For the second year, Ahwatukee Foothills Friends and Neighbors (AFFAN) made a cash donation from their 50/50 raffle and event ticket sales.

Phoenix Country Day School completed their two-year commitment of providing music and entertainment at the Children's Shelter.

U-Haul International donated 1.1 million credit card reward points to order playground equipment and school supplies for FACES, Early Head Start Program.

Harkins Theatres ran Crisis Nursery's Foster Care PSAs on their movie screens throughout the Valley.

For four years, the Arizona State University Doran Community Scholars provided assistance with foster care annual picnics, winter parties and foster care training.

Phoenix Squaw Peak Rotary's President Gregory Simpson presented a check from their golf tournament benefit.

For a complete list of donors visit: crisisnurseryphx.org

If your company is interested in sponsoring a wish list drive or hosting an event to benefit Crisis Nursery, visit crisisnurseryphx.org for more information.

Events to celebrate our Heroes in Action.



BREAKING THE CYCLE LUNCHEON

In October 2010 nearly 700 guests attended Crisis Nursery's 7th annual Breaking the Cycle luncheon at the Camelback Inn.

Luncheon guests were moved by Shawn and Molly's story about becoming foster parents for Josh. Board member Stan Wang delivered an inspirational address, and the audience responded by pledging more than \$280,000 to support Crisis Nursery's programs and services.

Special thanks to Presenting Sponsor The Bidstrup Foundation; Giving Hope sponsors Emerson Network Power and Donley Service Center; and Dream sponsors Casino Arizona and Prisma Graphic.



WITH A LITTLE HELP FROM MY FRIENDS

The Friends of Crisis Nursery truly delivered with a totally groovy, sold-out Beatles evening to provide operating support for Crisis Nursery. Guests were decked out in psychedelic attire, go-go boots and miniskirts, and twisted and shouted the night away to the world's most authentic and entertaining Beatles' tribute band, The Return. Guests were mesmerized by TributeArt Live artist, Randall Hedden's captivating live painting of John Lennon, performed to Beatles tunes.

Thanks to sponsors, community friends, this year's chairs, Suzanne Dickey, Roseann Dunteman and Kathi Neal, and the Friends committee members for putting heart and soul into every detail to make the benefit a huge success!

The Bidstrup Foundation continues to support Crisis Nursery because of its exceptional safe care and nurture for the children placed in its charge when their families are unable to do so.

Regina Bidstrup, The Bidstrup Foundation, 2011 Care for Children Sponsor

gifts

thank you

donors

received
from July 1, 2010
to June 30, 2011

Our heartfelt thanks to our 2010-2011 contributors.

\$100,000+

Friends of Crisis Nursery
Valley of the Sun United Way
Virginia G. Piper Charitable Trust

\$50,000-\$99,000

Cooper Family Foundation
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Joan and Richard Zecher



how can you become a hero?

- Give a gift through the Working Poor Tax Credit
- Leave a gift in your estate plan
- Become a Crisis Nursery Guardian Angel

SEE THE BACK COVER FOR MORE INFORMATION



how can you help?

YOUR GIFT MAY QUALIFY FOR A DOLLAR-FOR- DOLLAR TAX CREDIT

Your gift to Crisis Nursery may be deducted from your Arizona state taxes through the Working Poor Tax Credit, ARS43-1088. Arizona taxpayers may qualify for a state tax credit up to \$200 for individuals and \$400 for married couples. Donate online at www.crisisnurseryphx.org or mail your contribution postmarked by December 31, 2011 to:
Crisis Nursery, 2334 E. Polk Street,
Phoenix, Arizona 85006

LEAVE A GIFT IN YOUR ESTATE PLAN

Consider including Crisis Nursery's children and families in your estate plan. With careful planning, you may receive tax benefits and provide a way to fulfill your personal, philanthropic and financial goals. There are many ways you can give:

- A simple bequest
- A simple codicil
- Named beneficiary of an insurance policy, IRA or 401(k)
- Charitable Remainder Trust
- Charitable Lead Trust

CRISIS NURSERY'S GUARDIAN ANGELS

Guardian Angels are individuals who believe in our mission of breaking the cycle of child abuse and neglect. These supporters are creating a lasting legacy by leaving an estate plan or naming Crisis Nursery as a beneficiary in their will, living trust or life insurance. It is the commitment, rather than an amount, that qualifies individuals to become members.

Visit crisisnurseryphx.org for more information.

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