

Jenny



Jenny came to Florence Crittenton from juvenile detention. She is one of 3 siblings who have all been removed from home. Mom is in a substance abuse treatment center and Dad is in jail. Jenny experienced abuse and family violence, neglect, living on the streets, drug use, and gaps in education. She is too old to be adopted, 16, and only two years away from adulthood, with no family and no mentors or support systems.

Without Florence Crittenton, Jenny's options are to continue the family cycle of teen pregnancy, abuse and neglect; drop out of school, just survive. She will soon turn 18 and have no home and no plan or hope for her future.

Because of Florence Crittenton, Jenny is offered **Hope** and the **Opportunity** for a better life; a new chance to make significant life-changing decisions. She is **Safe** and living in a group home with nine other girls facing similar challenges and has meals, clothing, and a new sense of family; the basics every child deserves and needs. She can qualify to live in our Living and Learning Home and transition out of the child welfare system safely with a plan and guidance. She can continue to live in a safe environment, graduate from Crittenton Youth Academy and begin to work and live independently and successfully. She can be an integral part of her community. Jenny is no longer alone.



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Florence Crittenton
Where Hope Comes to Life

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Florence Crittenton is the intersection where at-risk youth, ages 10 to 21, discover the support of a caring community and the possibility of a bright new future.



Mission

Florence Crittenton gives every girl whose life we touch safety, hope and opportunity.

Vision

Florence Crittenton is the national leader in changing the future for girls.

We do this by...

Achieving excellence in all we do

Growing to serve all girls in need

Being the foremost expert in gender-specific services

Core Values

We treat every girl as if she were our own daughter

We keep our promises to our girls, each other and the community

We do whatever it takes to fulfill our mission and vision



Florence Crittenton
Where Hope Comes to Life



Dear Friends,

I love this quote by Charles Crittenton "Where are the girls to go?" For over a century, Florence Crittenton has been there for young women and children, when there is no where else for them to go. Usually through no fault of their own, they find themselves in incredibly difficult situations. Facing issues such as severe poverty, physical, sexual and emotional abuse, teen pregnancy, substance abuse, violence and criminal activity, and for many this occurs before the age of 13. We hear leave no child behind. Those we serve at Florence Crittenton have not only been left behind, but at times have been completely forgotten.

The majority of the girls we serve are considered to be "system-involved." They are foster children, incorrigible, pregnant, delinquent or mentally ill. In spite of these labels, they are still our community's children and are ultimately our responsibility either now when we can guide and heal them or later when they become homeless mothers, incarcerated or worse.

At Florence Crittenton, we provide hope, safety and opportunity to every girl whose life we touch. We empower and teach girls the skills necessary to break the cycle that many of these girls feel chained to. We give hope where there is no hope. We give guidance where there is no guidance and we give a future where many thought they had none.

No other local agency has this range and depth of specialized programming we provide at Florence Crittenton. We are proud that Florence Crittenton is considered the expert at serving girls with acute emotional, educational, family crisis and adjustment needs. Yet we must count on you for your continued support, and your support is more important now than ever. Girls, both present and future, need a continuum of care that moves them from delinquency and dependence on the system to security and independence, so they can achieve their full potential in a safe and stable environment. So they can then take charge of their lives and move forward on their own.

I am truly grateful to all the friends of Florence Crittenton for your devotion and generosity. Together we can change lives and make a difference, not only for this generation, but for generations to come. How blessed we are to do what we do and to have the privilege to have these girls, young women and their families in our lives.

With love and gratitude,

Linda Volhein
Chief Executive Officer

Residential Group Home – Therapeutic Group Home and Detention Alternative Program for girls ages 12-18

- Our mission is to provide safety, hope and opportunity to every girl whose life we touch. We are particularly pleased to report the following:
- Safety:** 98% of residential clients reported feeling safe at Florence Crittenton
- Hope:** 97% of residential clients reported that Florence Crittenton's programs have made a positive impact on their lives and that they were better able to solve problems after going through our program
- Opportunity:** 84% of our successfully discharged girls were reunited with their families or went to a foster family, while 5% went into the Transitional Living or Independent Living Programs of Florence Crittenton once they turned 18.
- Referrals of girls in need of our residential program totaled 299 this year, up from 240 last year
- Our residential program was able to serve 183 new clients in need of services this year
- Satisfaction surveys completed by families of our residential clients show that 94% were satisfied with the residential program at Florence Crittenton.

Crittenton Youth Academy – North Central Accreditation (NCA) charter school with an emphasis on individualized and competency-based education for students in grades 9-12

- The 2007 graduating class successfully met the AIMS testing requirements needed to receive their high school diploma.
- The absentee rate dropped to under 9% due to the utilization of strategies designed to both hold students accountable and to help them succeed. These strategies included development of a crisis intervention program for community kids, attendance contracts and mandatory make-up dates for those with poor attendance.

- A Student Academic Advisor program was implemented to provide students with the tools necessary to guide them on the path to successful continuing education.
- A proactive approach to the students' success was taken when a Crisis Management Team was developed to assist students demonstrating at least two of the following: poor attendance, poor academics, and/or behavioral concerns
- An intervention specialist developed a referral tracking system to ensure that students received needed support as soon as possible.
- A parent survey was developed and implemented in order to encourage parents to become more active participants of the educational team.

Community Based Services – individualized, home-based skill development and case management to achieve self-sufficiency

- The Independent Living (IL) program provided 108,000 hours of individualized instruction to 404 youth throughout Maricopa County.
- 100% of IL youth reported that the program not only improved their life skills, but also increased their independence.
- More than 97% of youth who graduated from the IL program demonstrated increased knowledge in the 7 core topics which include money management, educational planning, job seeking, job maintenance, community resources, legal skills and housing.
- The Life Skills (LS) Program provided 2,642 hours of individualized training to 114 youth.
- Life Skills participants who graduated from the program completed 80% of their goals.

- The LS and IL Programs provided monthly workshops to 500 youth on topics ranging from money management and employment to housing and community resources.
- Our collaboration with the Healthy Families program enabled us to provide support to pregnant women and families with children 0-5 years of age in the West Phoenix area.

Transitional Living Program – safe, affordable housing and intensive skill building for girls ages 17 to 21 that are aging out of the state's foster care system

- The Transitional Living (TL) program provided services to 42 girls, assisting them in making a successful transition toward independent living.
- The percentage of TL clients demonstrating an ability to pay bills on time increased to 80% this year from 60% last year.
- The number of TL clients attending school increased from 55.6% to 65%.
- 80% of clients in the TL program were employed.
- The rate of continuing education for TL clients was 60%.

WINGS (Women Involved in Nurturing Girls' Self-esteem) – volunteer mentor program that matches at-risk girls with responsible, caring adult women in our community

- 50 successful mentor matches were made.
- 87.5% of the girls who participate in our WINGS mentoring program reported that their self-esteem has increased and they have a positive outlook on life.
- 78% of clients surveyed reported that, since being matched with their mentor, they are "happier and more content with life."
- 84.6% of mentors surveyed feel that Florence Crittenton "supports my mentee and I."

- 75.5% of mentors surveyed reported that their mentee is enrolled in an educational program.

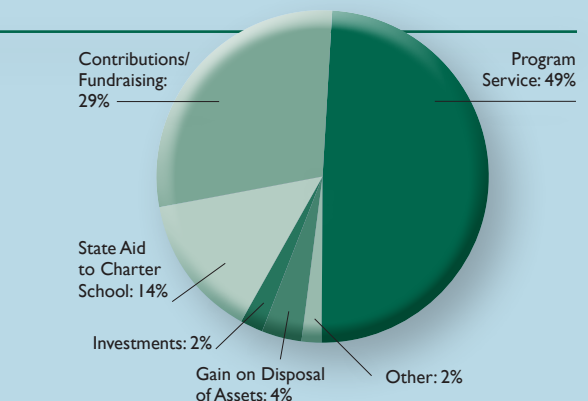
Agency

- A new five-year strategic plan was implemented that lays the foundation for the enduring success of Florence Crittenton. Key components of the plan include achieving excellence in all we do, growing to serve all girls in need and being the foremost expert in gender-specific services.
- A new online training curriculum was implemented which enables staff to meet rigorous training requirements, and improve knowledge and skills to achieve excellent outcomes.
- Through the purchase, renovation and opening of the Pierson Apartments, our Transitional Living Program is now able to provide housing and services to 18 girls per day, some with children, doubling our capacity from the previous year.
- The Florence Crittenton Community Skill Development Program, which encourages students to value community as well as individualism, was developed and implemented. This research-based model program meets the needs of abused and neglected girls who have mental health problems and/or a background of delinquency. The intent of the program is to integrate gender-specific research and culturally appropriate practice to enhance the current program at Florence Crittenton.
- Our upscale resale store, Flo's on 7th, opened with great success and a work skills program offering students an opportunity to prepare for a career in retail was implemented.

- Girls Ranch, a residential program for girls between 12-18 and their children, opened in Scottsdale. The program provides parenting, childcare and independent living skills for pregnant and parenting girls, with a focus toward reuniting young moms with their infants.

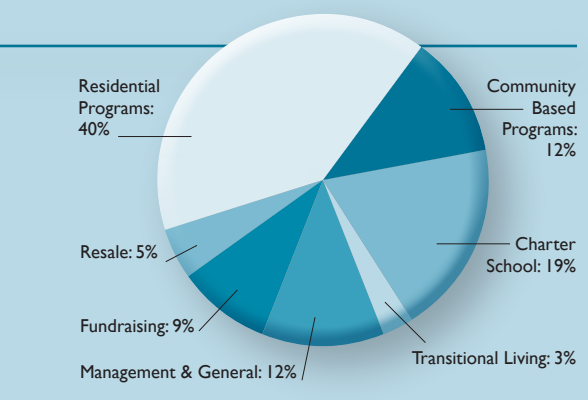
Revenue

State Aid to Charter School	14%	1,164,268
Contributions / Fundraising	29%	2,431,148
Program Service	49%	4,135,126
Investments	2%	196,284
Gain on Disposal of Assets	4%	309,530
Other	2%	203,945
Total Revenue		8,440,301



Expenses

Residential Programs	40%	3,181,412
Community Based Programs	12%	955,464
Charter School	19%	1,504,242
Transitional Living	3%	262,599
Management & General	12%	940,050
Fundraising	9%	758,173
Resale	5%	422,196
Total Expenses		8,024,136



Net Income \$416,165

Number of Children and Families Served for 2006-'07

Making An Impact

More than 1,500 youth and families received services through Florence Crittenton's programs in 2006-2007. Because of your generous support, this number continues to grow each year!

