



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

Samantha



My name is Samantha and this is my story. I came to Florence Crittenton when I was seventeen from a family filled with many struggles. I started smoking marijuana when I was in the eighth grade and began using meth when I was sixteen. I dropped out of high school. I was arrested on three occasions for different crimes and the third time, the judge had enough and told me I could go to juvenile detention or to the Therapeutic Group Home at Florence Crittenton. I chose Florence Crittenton.

When I arrived, I was scared, nervous and angry at the world for putting me there, but I knew and hoped that this program would be my escape from the life I was living. Over time I started to make friends and feel better about myself. My therapist really helped me to overcome my issues. I enrolled in Crittenton Youth Academy and started trying to do my best both in school and the cottages. I started getting a lot of respect from staff and my housemates.

A few months before my 18th birthday, I applied for the Transitional Living Program. I felt that if I returned to my mother's home I would go back to my old ways. I didn't want to do that. I moved in a couple of weeks later. After two weeks in the house I found a part-time job at Subway. I continued going to school and continued trying to do my best. I had a few struggles but did not let them get in the way of my success. The Transitional Living Program has been a great help to me, and my case manager has helped me make healthy decisions and grow to be successful.

Today, I'm a completely different person. I am a little over a month away from graduating high school. I have a closer relationship with my family. My siblings look up to me. I no longer make decisions that will get me into trouble and I strive to be all that I can be. I will be attending cosmetology school this fall and am applying for my own studio apartment. I truly believe that none of this would have been possible without Florence Crittenton.



Dear Friends,

As I think back over the past year, Florence Crittenton's mission to provide safety, hope and opportunity to every girl whose life we touch has never seemed more necessary or important than it does now. Last year, we saw our waiting lists for needed services grow. We answered more requests than ever before for help to meet basic needs such as shelter, transportation and child care. We provided over 1,500 vulnerable girls with safe housing, education, health care, counseling, independent living skills training or help finding a job.

We know the reality is that in these troubled economic times, families fragment and homes and jobs are lost. Because of this many more girls, young women and their families face overwhelming barriers that they are not able to overcome alone. At Florence Crittenton, we break down these barriers and teach at-risk girls to become champions of their own future. We give them the help not just to make it in today's tough environment, but to awaken their irrepressible spirits, smarts and drive to conquer the daunting odds stacked against them.

Without your support, we would not have been able to touch so many lives. Through grants, gifts, donations and contracts, we worked unwaveringly to make a difference for every girl whose life we touched. Our vision to change the future for girls isn't just words on paper. We give these young women the tools to take charge of their lives and move forward on their own.

I am truly grateful to you, our friends and supporters, 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 of these girls, young women and their families living in our hearts.

Warmly,

A handwritten signature in black ink that reads "Linda Volhein". The script is fluid and cursive.

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: 97% of residential clients reported feeling safe at Florence Crittenton.

Hope: 98% of girls reported that Florence Crittenton's programs have made a positive impact on their lives. 97% of girls reported that they were better able to solve problems after going through our program.

Opportunity: 87% 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 once they turned 18.

- Referrals of girls in need of our residential program totaled 312 this year, up from 299 last year.
- Our residential program was able to serve 188 new girls in need of services this year.
- Satisfaction surveys completed by families of our residents show that 99% were satisfied with the program at Florence Crittenton.

Crittenton Youth Academy – NCA accredited charter school with an emphasis on individualized and competency-based education for students in grades 7-12

- Halle Responsible Thinking Center implemented, resulting in 70% decrease in disruptive class behavior.
- Thirty-three students successfully met the AIMS testing requirements necessary to receive their high school diploma; an increase of 20% over 2007.
- Writing AIMS test scores improved 12% over the same time period in 2007.

- 72% favorable school satisfaction as measured by parent survey.
- 81% favorable student satisfaction with teachers, curriculum and staff.

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

- The Independent Living (IL) program provided 15,624 hours of individualized instruction to 554 youth.
- 100% of Independent Living youth reported that the program not only improved their life skills, but also increased their independence.
- More than 99% of youth who graduated from the Independent Living program demonstrated increased knowledge in the seven core topics, which include money management, educational planning, job seeking, job maintenance, community resources, legal skills and housing.
- The Life Skills (LS) program provided 4,844 hours of individualized training to 143 youth.
- Life Skills participants who graduated from the program completed 90% of their goals.
- The Life Skills and Independent Living programs provided monthly workshops to 298 youth on topics ranging from money management and employment to housing and community resources.
- The Healthy Families program employed five Florence Crittenton staff providing support to pregnant women and families with children 0-5 years of age in the West Phoenix area. A second site was added to serve families in the Scottsdale area. The number of families served increased by 48% from 69 to 102.
- Numbers of youth served increased 25% for Life Skills and 37% for Independent Living.

Transitional Living Program – Safe, affordable housing and intensive skill building for young women ages 17 to 21 that are aging out of the state’s foster care system

- Transitional Living Program provided services to 36 girls.
- 70% of participants demonstrated an ability to pay bills on time.
- 69% of participants attend school.
- 69% of participants were employed, 87% of clients maintained their employment for more than 90 days.
- 69% of participants continued their education.

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

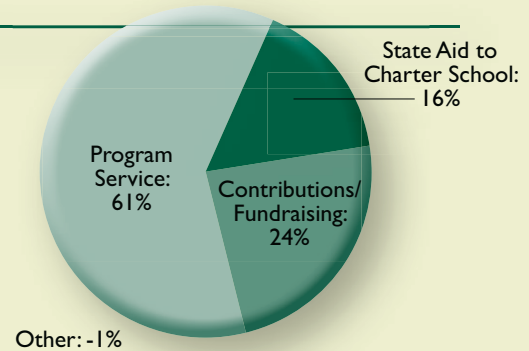
- 65 mentors were recruited and 42 successful matches were made. The WINGS Mentor Program has been extended to and utilized for Girl’s Ranch and Transitional Living girls.
- 85% of the girls who participate in our WINGS mentoring program reported that their self-esteem has increased and they have a positive outlook on life.
- 91% of girls surveyed reported that, since being matched with their mentor, they are “happier and more content with life.”
- 89% of girls surveyed reported that their mentor is most like “a friend.”
- 90% of mentors surveyed feel that Florence Crittenton “supports my mentee and me.”
- 95% of mentors surveyed reported that their mentee is enrolled in an educational program.

Agency

- The Board of Visitors awarded Florence Crittenton a \$1 million endowment gift in honor of their 100th anniversary. The endowment will be given over a four-year period on a matching-grant basis, allowing the potential of earning over \$1.4 million through the process.
- Florence Crittenton completed the Arizona Endowment Building Initiative through the Arizona Community Foundation and Stardust Foundation, preparing the agency for an endowment and planned giving campaign.
- Florence Crittenton completed a Philanthropic Market Study in preparation for the expansion of our fund development, endowment and planned giving program to guarantee the viability of Florence Crittenton in the future.
- Florence Crittenton received its official announcement of reaccreditation through COA (Council on Accreditation.) COA partners with human service organizations worldwide to improve service delivery outcomes by developing, applying and promoting accreditation standards.
- National Crittenton Foundation celebrates its 125th Anniversary. Together, the Crittenton family of agencies have provided over 2,226 years of continuous service since the founding of the first Mission. They have also assisted over 4 million girls and have been serving their communities an average of 109 years.
- A new Work Skills Program was developed, featuring internships at Community Kitchen, City of Peoria Fire Department and Flo’s on 7th.

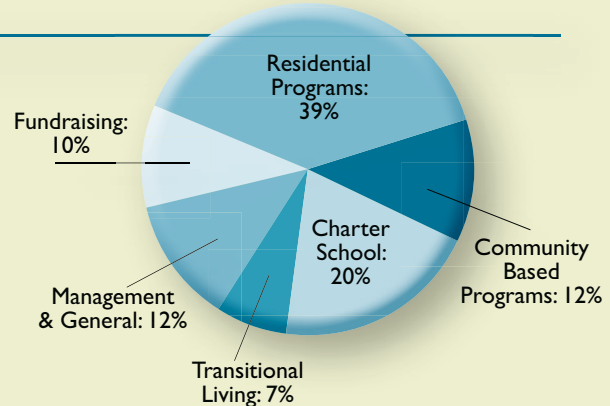
Revenue

State Aid to Charter School	16%	1,370,314
Contributions / Fundraising	24%	2,053,112
Program Service	61%	5,287,536
Other	-1%	(66,650)
Total Revenue		8,644,312



Expenses

Residential Programs	39%	3,425,684
Community Based Programs	12%	1,002,226
Charter School	20%	1,773,699
Transitional Living	7%	596,411
Management & General	12%	1,055,196
Fundraising	10%	860,889
Total Expenses		8,714,105

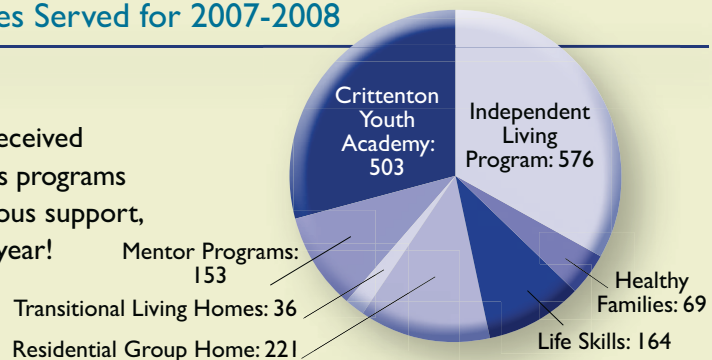


Net Income (\$69,793)

Number of Children and Families Served for 2007-2008

Making An Impact

More than 1,500 youth and families received services through Florence Crittenton's programs in 2007-2008. Because of your generous support, this number continues to grow each year!





Ina Manaster
Board Chair



Florence Crittenton
Where Hope Comes to Life

715 W. Mariposa Street, Phoenix, AZ 85013
P. 602-274-7318 | F. 602-274-7549
www.flocritaz.org



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