



florencecrittenton

CHANGING THE FUTURE TWO LIVES AT A TIME

2016 ANNUAL REPORT

DEAR PARTNERS,

I recently had the pleasure of becoming a first-time grandparent. I can't help but have a renewed belief that the act of parenting requires an investment from all of us. And for those of us lucky enough to have children or grandchildren, we realize it can take enormous resources to support those children into adulthood.



It is the work of Florence Crittenton to provide access to resources for those families who are challenged in ways we find difficult to comprehend. Even the smallest road block can create stress in a new family; add the complexity of the multiple challenges of poverty, homelessness, and trauma, and it can be paralyzing.

Florence Crittenton's Board of Directors, along with the staff, have a long-standing belief that families and children thrive when they have a stable environment, strong relationships with other adults, and help with individual challenges. Over the past few years, we have systematically and regularly reviewed the needs of the community we serve to implement approaches that best address those challenges.

Through partnerships with other agencies, we have implemented early home visiting programs to help support those families with children aged zero to five. We have started a small program providing housing assistance and support for young parents and children.

As we look to the future, we envision even more comprehensive support provided through an array of services within a structure convenient to families and based on their needs. We are excited about implementing additional services that address the challenges faced by our children, including the increasing challenge of substance abuse. The environment for our children is perilous, and without caring adults, they will seek out ways to cope which may not be healthy. It is our hope that through comprehensive treatment addressing mental health, trauma, and substance use, we can support a new, more resilient generation. ■

A handwritten signature in cursive script that reads "Barbara Burton".

BARBARA BURTON, *Executive Director*

ABOUT FLORENCE CRITTENTON



Florence Crittenton is a trauma-informed, relationship-based organization that provides family-centered support during critical times. Through a comprehensive continuum of services, our programs include mental health services, parent education, assistance with housing, and access to other community supports. Our belief is that families need different supports and services based on their individual needs in order to rise above their challenges.

- + Therapeutic Residential Program: *young mothers aged 12–21 and their children*
- + Community Based Supported Housing for Young Families: *parents aged 18–24 and their children*
- + Child Enrichment Center: *highest level of nurturing care for infants aged 0–2*
- + Community Based Services: *home visitation, parenting classes, and family activity groups for young parents and children of all ages*

MISSION STATEMENT

Florence Crittenton provides innovative, comprehensive services and nurturing programs that engage and empower children, young adults and young families to thrive and build productive lives.

LEADERSHIP

Barbara Burton, MNA
Executive Director

Elizabeth Flynn
Marketing Director

Andrea Holmes, M.ED.
Director of Strategic Growth and Programs

Carrie Krepps
Development Director

Danielle Vincent, CPA
Director of Financial Operations

BOARD MEMBERS

Collette Hanson, President *Marketing Operations Director, Blue Cross and Blue Shield of Montana*

Rich Bruner, Vice President *Helena Market President, First Interstate Bank*

Lisa Nelson, Secretary *Branch Manager, Opportunity Bank*

Jim Carney, Treasurer *Financial Services Director, Diocese of Helena*

Bridget Butler *Educator, Bryant Elementary School*

Gayle Butler *Division Administrator, Montana Dept of Corrections*

Sarah Corbally *The Law Office of Sarah Corbally PLLC*

Amy Deitchler *Project Manager, Great West Engineering*

Larry Turney *Chief Operating Officer, Montana Health CO-OP*

Danielle Waddell *Educator, Montana City School*

Ron Waterman *Attorney*

Jamie Wood McCullough *Early Childhood Educator/Local Business Owner*



VALUES

RESPECT & COMPASSION

We believe that all families matter and believe each individual to be worthy, valuable and important.

RESILIENCY

We believe a person's future is not defined by their past, and that families are able to heal and live successful lives.

COURAGEOUS INNOVATION

Florence Crittenton was founded on innovation and the courage to support people in the most difficult circumstances. Our approach is based on our historical knowledge and built on innovative approaches to serving families.

STEWARDSHIP

We believe in responsible, efficient and effective delivery of services.

TRANSFORMATION

When families thrive, communities experience infinite possibilities.



RESPECT & COMPASSION



Trauma-informed Clinical Philosophy of Care

Families deserve the right to meet their full potential with dignity and respect in a supportive environment. Trauma can play a significant role in these families' abilities to heal and move forward.

Florence Crittenton utilizes a trauma-informed care approach to organizing treatment that integrates an understanding of the impacts and consequences of trauma into all clinical interventions, as well as all aspects of the organizational function. Florence Crittenton creates safety and security, while allowing clients to feel fully accepted and empowered throughout the process of growth.

This carefully crafted, comprehensive clinical model strengthens the whole family unit, recognizing the unique strengths and needs each family member brings to the table. To maintain the highest level of support across all the services we provide, there is special focus on full implementation of evidence-based practices and interventions. We see this opportunity to improve the outcome of families to be an ethical obligation in order to grow healthy, strong communities. ■



WHY WE SUPPORT FCHS

AMY HYFIELD, *Executive Director, O.P. and W.E. Edwards Foundation*

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Montana is home to a wealth of resources: coal, natural gas, timber, commanding vistas, majestic rivers, rich agricultural lands, peace, and quiet. At the O.P. and W.E. Edwards Foundation, we believe that there is one resource that we must work to nurture and protect above all others, one that the very future of our state depends upon: our children.

Children between birth and five are learning at a rate far faster than any other time in their lives. During these critical years, the architecture of the brain is being built. The capacity for a child to reason, understand, remember, exhibit self-control, and so many other skills is being hardwired during these immensely important years. Children must feel safe and supported. They must have consistent, healthy, responsive interaction with adults to build and reinforce the positive neural connections.

As the brain develops and refines its 'circuitry,' it loses some of its flexibility, and the ability to change or 'rewire' this circuitry becomes more difficult. When it comes to brain

architecture, it's better to get it right the first time than to fix it later.

Loved children and successful families lead to thriving communities and places that we can all be proud to call home. Florence Crittenton increases the promise of young families by teaching tools and giving support to both children and parents at this critical time in their lives. Their residential and community services provide wrap-around support and relationships that teach and model good parenting practices and life skills. By surrounding the parent-child dyad with education, security, resources, role models, and love, the chance for parent(s) and child at having a positive, healthy, and successful life is greatly increased.

The nurturing of young families in such a caring, compassionate, and comprehensive way is why we support Florence Crittenton. They have been a long-time champion, advocate, and leader in the early childhood arena, and we are elated to have the opportunity to partner with them to best serve Montana children and families. ■



100%

Percentage of
our moms who
had full-term
pregnancies
and healthy
birthweight babies



90%

Percentage of our
moms who initiated
breast feeding



2411

Number of days
a mother and
child slept in a
trauma-free bed



2376

Number of healthy
nutritious meals
served in CEC
(through Child and
Adult Care Feeding
Program)



RESILIENCY



Florence Crittenton has been serving young families in Helena for over 117 years. We strive to deliver innovative services based on the needs of our clients, just as our founder, Charles Crittenton, intended. The entire Crittenton movement is based on the premise that there should always be an open door for those families who most need support.

Over the past century, we estimate to have served over 10,000 young women, children, and fathers, and we are excited to be serving more and more families every year.

Our programs have adapted to best serve the needs of our community, becoming increasingly more intensive in our therapeutic services to meet the more acute needs that we see in our clients.

Being resilient as an organization means we are able to learn from our past and make changes as needed, while adapting to the most urgent needs of our families. One such example is our current review of Substance Use Disorders and how they affect the entire family structure. As we continue to learn and work with our partners, we are excited for the opportunity to better address this need.

Our longevity and resiliency as an organization wouldn't be possible without the incredible support of our partnerships with state agencies, foundations, and donors, along with a determination and passion to provide the highest level of care to our clients. ■



COURAGEOUS INNOVATION

Florence Crittenton had the unique opportunity to provide parenting education to the residents at Riverside Correctional facility through *Circle of Security Parenting* and *Parenting with Love and Logic* classes. Classes are taught with a trauma informed approach. Riverside provides opportunities to women in a detention alternative setting.

Some of the class participants are not parents, which means this is not only interventional parenting education but, on occasion, preventative! The participants have been very open and honest, which allows them to dig into their experiences and do the emotional work of reflecting on their parenting struggles and how this relates to their own experiences prior to becoming a parent. This reflection provides insight which can lead to adopting new and more positive parenting approaches.

The participants gain skills on building more positive relationships with peers, staff, children, and family members. The journey of change starts with self-awareness and a lot of healing work.

When appropriate, FCHS facilitators provide a list of resources in the home communities of residents. This means that Riverside parenting class attendees have information on community support offerings, for them as parents as well as for their children, when they return home. ■



QUOTES FROM RIVERSIDE CLASS PARTICIPANTS

"Circle of Security and Love and Logic will enrich your lives. I am so grateful I was able to take this class. Even though my son is grown, I will never stop being a parent! Thanks so much!"

"I really enjoy attending this parenting class. The instructors are always a joy to have here. They are very nice and treat us well. The class has taught me a lot already. I can't wait to use these skills on my children. Thank you."

NUMBERS SERVED



OUTREACH PROGRAMS

608

Families in
outreach programs



CHILD ENRICHMENT CENTER

23

Children

12

Community families

11

Residential children



RESIDENTIAL PROGRAMS

38

Residential clients

22

Individual therapy hours
per client

53

Family therapy hours

1225

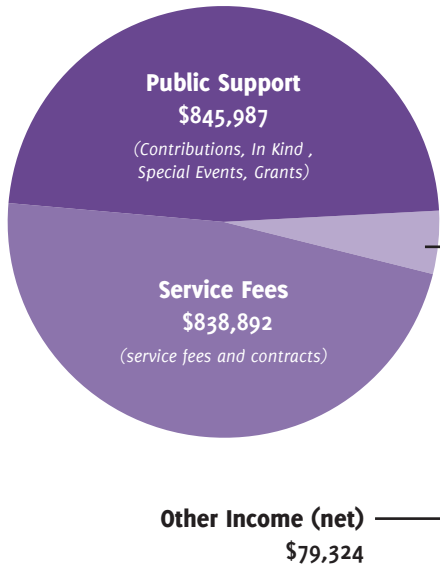
Group therapy hours



STEWARDSHIP

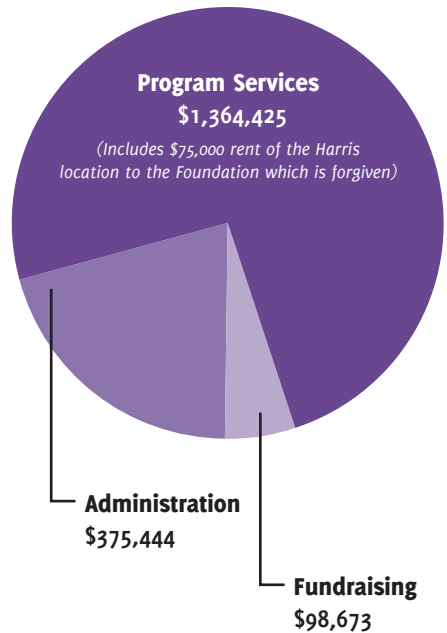
Income

TOTAL: \$1,764,203



Expenses

TOTAL: \$1,838,542



Income Sources

- + Service fees include monies received from contracts with MT DPHHS, TANF, Lewis & Clark County, Medicaid, Healthy Montana Teens, MT Mental Health Trust, MT Direct Care Wage Supplement, CACFP and OPI food programs, Department of Corrections, Childcare Partnerships, Tribal Agencies and Private Pay Clients
- + Donor Support consists of support from individuals, business entities, estates, churches, family and corporate foundations, and United Way.

Note: The revenue, support and expenses represent amounts for Florence Crittenton Home & Services obtained from financial statements audited by Wipfli for fiscal year ending June 30 2016. A copy of the audited combined financial statement for the Home & Services and Foundation is available on the Florence Crittenton website or upon request.

"...Investing in comprehensive birth-to-five early childhood education is a powerful and cost-effective way to mitigate negative consequences on child development and adult opportunity. Policymakers would be wise to coordinate these early childhood resources into a scaffolding of developmental support for disadvantaged children and provide access to all in need. The gains are significant because quality programs pay for themselves many times over. The cost of inaction is a tragic loss of human and economic potential that we cannot afford."

DR. JAMES HECKMAN, Economist and Nobel Laureate

*High quality
birth-to-five programs
for disadvantaged
children can deliver a*

13%
**RETURN ON
INVESTMENT**

.....

*Comprehensive,
quality early learning
results in better
outcomes*



MORE EDUCATION



BETTER HEALTH



**HIGHER EMPLOYMENT/
INCOME**

James Heckman, from *Lifecycle Benefits*

WHY SUPPORT FLORENCE CRITTENTON

New research conducted by Dr. Heckman's team shows a 13% return on investment for comprehensive programs for at-risk children birth to five. This is a significant increase from past studies showing an ROI of 7–10% in programs focusing on preschool age childcare programs. These studies are proof of what we at Florence Crittenton believe at the core of our mission—helping at-risk families in a cohesive and comprehensive manner as early as possible matters, and it makes a difference.

Florence Crittenton advocates every day for the families we serve, ensuring that all their needs are met and the underlying causes of their challenges are addressed. Without addressing the root of their trauma, we can only make small changes that may not last. When we address the whole family, from all aspects, we as a community can start making real and lasting change.

THE FUTURE

Florence Crittenton continues to build meaningful and strong partnerships across government and private community partners to bring real and sustainable change for at-risk families. Over the last year, we have continued valuable conversations with these partners surrounding issues such as housing, substance use, quality childcare, and integrating all aspects of healthcare. We are excited about the future as we continue to find innovative and courageous ways to serve our most at-risk citizens, and we welcome you to be our partner in this journey.



TRANSFORMATION

*When Families Thrive, Communities
Experience Infinite Possibilities*

WHAT CAN HAPPEN IF WE MAKE THE INVESTMENT IN THESE FAMILIES?

- + Less expenditures on special education.
- + Reduced foster care placements, saving millions of dollars.
- + Increased capacity and productivity of the workforce...right now with parents in a stabilized living environment, and tomorrow with their children entering the workforce.
- + Decreased generational poverty and reliance on state and federal aid.
- + Decreased generational incarceration.

WHAT WILL HAPPEN IF WE DON'T?

- + Increasing cost of education.
- + Continued increase in children placed into foster care.
- + Continued reliance on government aid.
- + Continued overcrowding of jails and prisons due to generational incarceration.
- + Increased need for mental health services due to continued exposure to trauma.
- + Increased healthcare costs.



RICH AND GINA BRUNER
Florence Crittenton
Volunteer Hours:
1530

VOLUNTEERING

Rich Bruner is one of our valued board members, but the clients in our residential program wouldn't know that. Rich and his wife, Gina, have a passion for giving back and lucky for us chose to volunteer at Florence Crittenton. Gina, affectionately known as "the Martha Stewart of Florence Crittenton," brings teenage-friendly crafts and a peaceful presence as she and Rich give the gift of their time and build valuable relationships with the young mothers and babies. When Rich signs out each time they volunteer, the description he writes next to his volunteer activity is 'crafts and baby holding.' This is a simple statement that carries a huge impact. 'Crafts and baby holding' means modeling how a family interacts with babies and moms!

"As a board member, we meet once a month and discuss issues that are important to governing Florence Crittenton. Unfortunately for me, it is easy to forget about the real mission and the real lives of these young mothers and babies. Volunteering helps keep me grounded in the real purpose. The bonus gift is to get to know these young people on an unexpected level where they are teaching me about life," said Rich. ■



JAMIE'S STORY

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I went to Florence Crittenton over 11 years ago when I was 15 and pregnant. As a result of being in the program, I moved home and, with the confidence I gained from all the learning opportunities the home provided, I found my own apartment and job to support myself and my child. I am so much stronger as a mother and adult and have a respect for myself that I didn't quite have before living there. Without this help I would have just followed the footsteps of others in my community.

Even after leaving the program, it just really meant the world to me knowing that I actually had a lot of people who loved and cared for me. The staff stayed a part of my life even after leaving and really are considered my family. They aren't just doing their jobs at the time while you're at the home. They go above and beyond and sincerely care about each and every mother and child entering and leaving the programs.

Florence Crittenton, its program and, above all, the staff truly changed my life for the better. They really prepared me for the tough reality of parenthood and helped me to become the best mother and person I could be. I couldn't imagine how my children and my life would have been had I not lived at FCH. I am now 26 years old and was 15 when I lived there and they still are involved and important to me and in my life. I will always hold a soft spot in my heart for the staff. ■

Thank you to all who helps this program to keep working. It is truly life-changing magic!



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(1) Mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW Washington, D.C. 20250-9410;

(2) Fax: (202)690-7442; or (3) Email: program.intake@usda.gov.

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