



florencecrittenton
FAMILY SERVICES



HOPE TO HEALING

2021 ANNUAL REPORT

Greetings! I am writing to you as part of our Annual Report to extend a sincere and heartfelt thank you for your continued support throughout a challenging past year. Fortunately, because of caring, committed, and compassionate people like you, Florence Crittenton has been able to continue to serve families without disruption, in spite of these challenges, and we are looking forward to a bright future ahead with Project Sunshine currently underway.



As we all know, living through a global pandemic has brought issues that could not have been anticipated. Yet, I am so proud to say that Florence Crittenton staff members have persevered and stepped up to continue to provide a safe place for families to overcome their struggles and learn to thrive. These programs are more important now than ever, as we've seen an increasing demand for the services we offer. Our dedicated staff have worked tirelessly to help achieve our mission and vision, whether in our child care, residential, or outpatient and community-based programs. Your support upholds our belief in this life-changing work that can be so difficult at times.

As we look to the future, we know that it is not enough to simply sustain what Florence Crittenton is today; but rather, we are full of hope and a vision for bigger and brighter things to come. As part of Project Sunshine, we have acquired a new campus that will make that vision a reality. We know that the need for Florence Crittenton's services is growing, and so we have found a way to make this COVID-19 crisis an opportunity to strengthen our programs and expand our reach.

We could not have made it through this past year without your generosity and your belief that the work done at Florence Crittenton each and every day is truly life changing. We hope that you will continue to give generously into the future as Florence Crittenton continues to grow, so that we can bring more sunshine into the lives of children and families that we serve.

Sincerely,

A handwritten signature in blue ink that reads "Sarah Corbally". The signature is fluid and cursive.

Sarah Corbally
Board President

BOARD OF DIRECTORS

Sarah Corbally, President
Ron Waterman, Vice President
Jim Carney, Treasurer
Lisa Nelson, Secretary

Amy Deitchler
Collette Hanson
Creana Rygg
Danielle Waddell
Jamie Wood-McCullough

FLORENCE CRITTENTON'S

CORE VALUES:

Respect & Compassion

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

The divide between those struggling and those thriving has greatly widened in the past 2 years. Now more than ever, those quietly struggling, or those families that may fall through the cracks, need someone to believe in their ability to rise above the challenges they are facing. Florence Crittenton is proud and humbled to serve these families, accept our clients for the incredible people they are, respect the trials they have faced, and wrap them in compassion and support as they navigate their journey as a family.

Resiliency

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

Over the last year, we have faced unforeseen challenges due to the pandemic that were unprecedented. Despite this, our team worked tirelessly to pivot our services, providing clinical services by telehealth, remote home visits, virtual parenting classes and continuing to provide high quality residential care to many women and children who would otherwise be homeless or living in an unsafe environment. Our early childhood programs stayed open enabling parents of babies and preschoolers to continue to work or attend school.

Courageous Innovation

Florence Crittenton was founded on innovation and the courage to support people in the in the most difficult circumstances. Our approach is based on our historical knowledge and built on innovative approaches to serving families. This year we realized a decades long dream of opening transitional living apartments for women and children that were discharging from our residential programs. This provides crucial continuation of support for young families through our outpatient clinical services as well as early childcare programs for the children of our clients. Safe and supportive housing on discharge is a huge indicator for success for our young families and we could not be more delighted to launch this much needed program.

Stewardship

We believe in responsible, efficient and effective delivery of services. Throughout this year we felt an increasing need for more space as we saw greater demand for our programs. After looking at multiple potential buildings to add to the three we were already operating in we were presented with the opportunity to purchase a campus on at the site of the historic Cooney Home in Helena. This purchase represents an incredible option to have all our programs on one campus and significantly improves our operational excellence and fiscal overheads. The property offers opportunity to grow our programs where we know there is such growing need amongst families in our community and across the state.

ABOUT US

Florence Crittenton provides a wide array of services to strengthen families and build a stronger community through a comprehensive, family centered approach to healing and growth. We believe all families deserve the chance to reach their potential and pride ourselves on a positive work environment with exceptional quality programs.

Residential Services for mothers aged 12 -35 and their children
Family Healing Center – providing home visitation, parenting classes and outpatient mental health therapy and addictions counseling
Child Enrichment Center – infant childcare and preschool for children aged 0 – 5.

MISSION:

To provide innovative, comprehensive services and nurturing programs that empower children, young adults and young families to thrive and build productive lives.

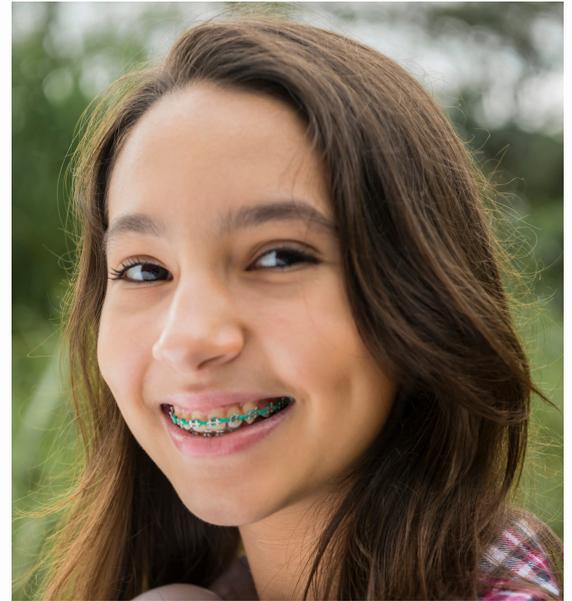
VISION:

To be the guide star organization for high quality, family-centered treatment.

ANDY'S STORY

Running away may seem like the only answer when you are 14 and struggling with an abusive family member. However, things just became more complicated for Andy as she struggled to stay sober and then discovered she was pregnant. When Andy came to Florence Crittenton, she was 14 years old and 3 months pregnant.

To hear Andy talk now, it is hard to believe she is the same girl we first met. Shortly after her arrival, Andy gave birth to a gorgeous little boy she named Dustin. She engaged in individual and group therapy as well as addictions counseling, which she said really helped her to turn her life around and has “made her a completely different person”.



“Florence Crittenton opened my eyes to a lot of stuff. It was the first time I really looked at myself and realized I was a lot worse than I thought I was. I knew that I couldn’t carry on like I was otherwise I would lose my son. I remember it all clicking in the hospital when I had Dustin and realizing for the first time that everything was going to be alright – I felt so supported. I knew the people at Florence Crittenton really cared about me and Dustin.”

Today Andy is sober and is determined to stay sober, she has worked hard on building a healthy relationship with her Mom, she loves motherhood and she is looking forward to a career in child care.

When asked what she would say to other Moms at the home Andy said;

“Don’t take your time there for granted because once you leave you will wish you were back there! And most of all, don’t be afraid, with the support and caring you receive you will be able to get through the tough times.”

When asked about her experience with us she said;

“When I think of Florence Crittenton and the wonderful people that work there it brings tears to my eyes. I will be forever grateful for the things the home and the staff have taught me. I want the staff to know that they saved my life and they have made it possible for my child to have a happy childhood with a mother that is devoted to his wellbeing. They make me want to be a better person. Thanks to everyone for taking time out of YOUR lives to give others a chance at life. You are all truly amazing.”

*names and identifying information in this story have been changed

2021 NUMBERS SERVED

(July 1, 2020 - June 30 2021)

Women and Children’s Recovery Home: 10 Families

Youth Maternity Home: 13 Families

Outpatient Services: 36 Families

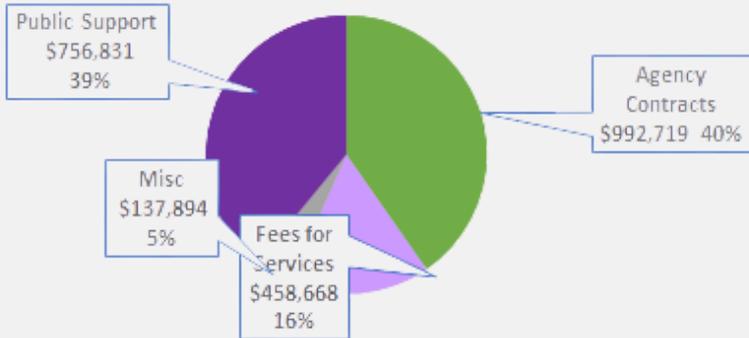
Child Enrichment Center (Childcare for children aged 0-4): 41 Families

Home Visiting: 53 Families

FINANCIALS

TOTAL INCOME

\$1,772,624



INCOME SOURCES

- Service fees: include monies received from contracting with MT DPHHS, Lewis & Clark County, Medicaid & private insurance, Child & Adult Care Food Program, Childcare Partnerships, Tribal Agencies, Victims of Crime Act, Runaway & Homeless Youth Grant, Montana Addictive & Mental Disorders Division.

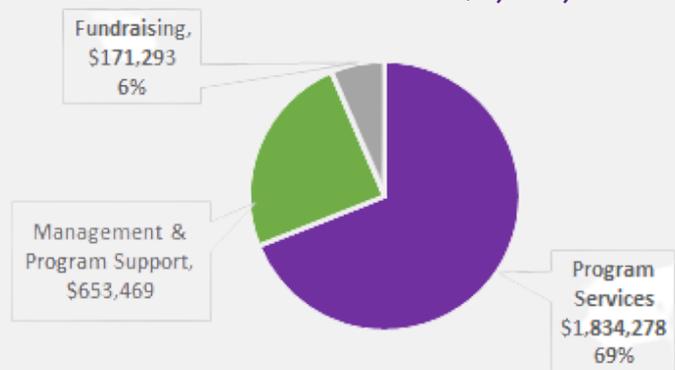
- Misc Income: consists of investment income and endowment distributions.

- Public Support: consists of support from individuals, business entities, estates, churches, other supporting organizations and family foundations, as well as in-kind donations.

The revenue, support and expenses represent amounts for Florence Crittenton Home & Services and Florence Crittenton Foundation, obtained from financial statements audited by Wipfli for fiscal year ending June 30 2021. A copy of audited combined financial statements for the Home and Foundation is available on the Florence Crittenton Website or upon request.

TOTAL EXPENSES

\$2,659,040



ACHIEVEMENTS

- Opened Transitional Living Apartments for women and children discharging from our Recovery Home.
- Expanded our childcare programs from 0-4 to 0-5 providing much needed pre-k education for children .
- Increased capacity of Recovery Home from 4 to 8 beds to respond to the increasing need for substance use services for parents.
- Hired an additional Addictions Counselor.
- Opened outpatient clinic offering mental health and addictions assessments and counseling to parents of all ages.

GOALS

- Acquire new campus property. (completed)
- Launch capital campaign to fund renovation of campus .
- Launch Visit Coaching for parent's that have lost custody of their children and wish to work on reunification, or are working to achieve positive co-parenting. (completed)
- Address organizational infrastructure to improve operational excellence and streamline financial oversight.

OUR LEADERSHIP

Carrie Krepps - Executive Director
Jennifer Burckhard - Director of Community-Based Services
Robert Caldwell, MD - Medical Director
Elizabeth Flynn - Director of Marketing & Communications
Heather Greene - Director of Development
Andrea Holmes - Director of Strategic Growth and Programs
Sarah Johnson - Director of Operations
Sarah Mitchell - Director of Early Childhood Services

Non-Discrimination Statement

CHILD & ADULT CARE FOOD PROGRAM (CACFP)

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, disability, and reprisal or retaliation for prior civil rights activity. (Not all prohibited bases apply to all programs.)

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the responsible State or local Agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information is available in languages other than

English. To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(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.

This institution is an equal opportunity provider.

OUR PARTNERS



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