



Crittenton Center
Helping Families Shine

CELEBRATING 125 YEARS

SERVING CHILDREN,
INDIVIDUALS & FAMILIES
IN SIOUXLAND

FY 20 ANNUAL REPORT



**SERVING OVER 2,000
CHILDREN AND FAMILIES EVERY YEAR.**

SHELTERING | EDUCATING | EMPOWERING *children, individuals and families*

Crittenton Center has seen dramatic changes in our 125 years, however 2020 was one for the record books. The COVID-19 pandemic pushed us to reimagine everything – from how we worked to how we delivered services. While it has forever changed us, one thing it did not change was the spirit of our organization.

Crittenton Center remained open throughout the pandemic, transitioning quickly from in-person visits with families to virtual learning. Our child development center prioritized childcare slots for children of essential workers, including many healthcare professionals on the front lines fighting COVID-19. Our Emergency Shelter and Supervised Apartment Living program for teens implemented new safety guidelines so we could keep those in our care healthy.

And, the community responded too. We were incredibly touched by the generosity of Crittenton friends, donors and volunteers – all who so graciously supported us at a time when we needed it most.

As we highlight our fiscal year 2020, we want you to know how grateful we are for your support. The heart of any organization is its people. We are very blessed to be surrounded by a tremendous team and generous supporters all committed to ensuring Crittenton Center is prepared to help families shine now – and for the next 125 years.



Leslie Heying
Executive Director, Crittenton Center

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CHILD DEVELOPMENT CENTER

Providing quality, affordable childcare and preschool to children aged birth to 5 in three locations: West High Infant Center, Stella Sanford Child Development Center and Liberty Elementary Preschool.

As one of the area's only National Association for the Education of Young Children (NAEYC) accredited programs, Crittenton Center's early learning programs achieve high quality standards and benchmarks for teaching environments that allow children to explore, take risks, problem solve and build relationships. The program's goal is to give kids the healthy start they need to prepare them for school while helping their parents succeed at work or as they attend school.

TOTAL ENROLLMENT PER LOCATION



Stella Sanford Child Development - **50**



Liberty Preschool - **20**

"I wouldn't have been able to finish my college education without the support from the staff at Stella." - Parent



West High Infant - **20**

APPROXIMATELY 150 KIDS
ARE SERVED EACH YEAR THROUGH OUR CHILD
DEVELOPMENT CENTER.



HELPING FRONTLINE WORKERS FIGHT THE PANDEMIC

In March 2020, Crittenton Center was forced to close our Liberty Elementary and West High sites due to school closures because of COVID-19. Faced with uncertainty, the early learning team made a decision to keep our flagship facility, Stella Sanford Child Development Center, open to serve the childcare needs of essential workers in our community including five families involved in COVID-19 testing at Siouxland Community Health Center. Stella Sanford also requested special permission from the state to serve children of all ages to ensure we could serve the needs of all essential workers who needed childcare.

EMERGENCY SHELTER AND YOUTH DEVELOPMENT CENTER

Providing 24/7 emergency housing for children ages 0 to 17 for a variety of reasons including abuse, neglect and abandonment. As the only shelter of its kind in our area, the shelter serves a 30-county radius in northwest Iowa. During their stay, children receive crisis intervention, medical care and support services.

PROGRAM IMPACT

179
Total

Children Served

12
Years

Average Child's Age

36
Days

Average Length of Stay

MIDAMERICAN CARES TEAM TRANSFORMS SHELTER

What was meant to be a small landscaping project for MidAmerican Energy's CARES Team ended up transforming Crittenton Center's Emergency Shelter. On a mission to do landscaping work for a local nonprofit, MidAmerican Energy reached out to the United Way of Siouxland who connected the organization with Crittenton Center.

In the fall of 2020, forty volunteers from MidAmerican's CARES team spent countless hours removing thousands of rocks – which had caused thousands of dollars in broken windows and property damage at the shelter – from a rock bed at the facility and replaced it with mulch. In addition, the team pulled weeds from playground areas and replaced broken swings and a volleyball net.

And, MidAmerican's generosity did not end there. The CARES team also held a Christmas drive and collected new socks and underwear, school supplies, personal hygiene items, games and crafts for shelter kids.



MRHD GRANT IMPROVES FACILITY

The fall of 2019, Crittenton Center received a \$50,000 grant from Missouri River Historical Development (MRHD), a non-profit agency dedicated to promoting Sioux City and Woodbury County through community grants.

The MRHD funding allowed Crittenton Center's Emergency Shelter to resurface its parking lot, build a drainage system to eliminate further water damage to the facility, purchase recreational equipment for kids at the shelter and make a variety of needed enhancements to make the shelter a better place for our clients, staff and visitors.

HOPES (HEALTHY OPPORTUNITIES FOR PARENTS TO EXPERIENCE SUCCESS)

HOPES program has been Nationally Accredited by Healthy Families America (HFA) since 1994.

HOPES believes early nurturing relationships are the foundation for life-long, healthy development. The program offers free parent education, in-home visits, developmental screenings, and support services to expectant parents and those with newborns through age five regardless of income.

Family Support Specialists provide education on such topics as pregnancy, health and development, school readiness, social skills, positive parent-child interaction, parenting skills and many others.

The goals for parents involved with the HOPES program are:



Improve Maternal
and Child Health



Encourage Positive
Parenting



Promote Child Development
and School Readiness



Prevent Child Abuse
and Neglect

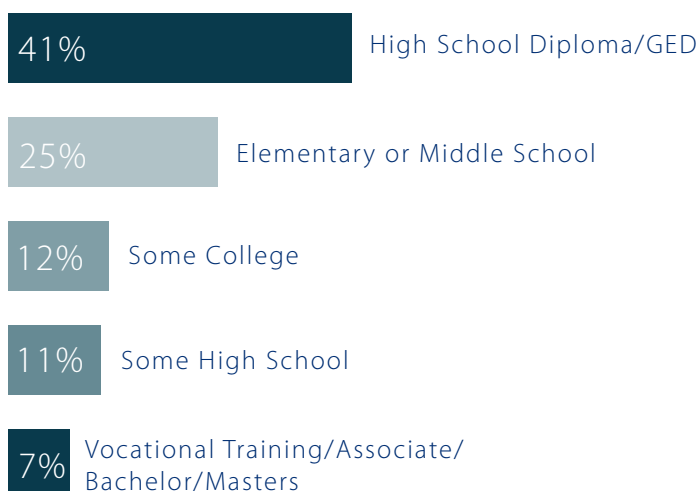
STATE MIECHV SITE REVIEW HIGHLIGHTS PROGRAM SUCCESS

HOPES is partially funded through MIECHV (Maternal, Infant, Early Childhood Home Visitation), a federal contract through the Iowa Department of Public Health. This fall, the State of Iowa had a federal site visit for its MIECHV program and received a perfect federal site visit which is very difficult to achieve. The hard work and data reporting of Crittenton Center's HOPES team is reflected in this perfect score.

PROGRAM IMPACT

In fiscal year 2020, HOPES served 74 families.

HIGHEST EDUCATION LEVEL OF HEAD OF HOUSEHOLD



The O'Kane family credits Crittenton Center for making them the family they are today.

THE HOPES PROGRAM CHANGES LIVES

98% rate the program very helpful.

98% would participate in another parenting program.

100% would recommend the HOPES program to a friend.

PROJECT HELP

Permanent, supportive housing program funded by the Department of Housing and Urban Development (HUD). This program provides housing and supportive services to those who have a disability and were chronically homeless (on the streets or in a shelter for over one year) prior to entering the program.

Project Help pays the majority of the participant's rent with a portion contributed by the participant, based on their income. The Project Help Caseworker also provides supportive services so that the participant is able to successfully stay in their home.

DEMONSTRATED OUTCOME



Project Help has been at full capacity since January 2019



Two of the five participants gained employment while in the program



Four individuals and two families enrolled




Three have social security disability benefits



One gained custody of his daughter due to help from the Crittenton Center's caseworker

PROGRAM IMPACT

8 PEOPLE ARE NOW SAFELY HOUSED AND NOT LIVING ON THE STREETS DUE TO PROJECT HELP.



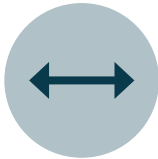
"Before I entered this program, I wasn't sure where me and my daughter were going to live. With the help of this program, I am working, and I don't have to worry about being homeless. My caseworker is always there to help connect me with community resources, and she provides support when I need it."

RESOURCE CENTER

Providing individuals with children ages birth through age 17 with education classes, support and connections to community resources. Free to parents in Woodbury and Ida counties, our parenting classes are offered in-home, virtually, individually or in a group setting.

The Resource Center focuses on healthy parenting skills and providing education. Most of the funding for the Resource Center is provided by Early Childhood Iowa, Siouxland Human Investment Partnership and Shared Vision grant funding.

Classes are focused on nurturing healthy parenting skills to:



Expand the number of families with resources to meet and provide for their children's well-being



Increase parenting skills and knowledge of child development



Reduce the risk for child abuse and neglect

REACHING THE COMMUNITY

For the last seven years, the team has partnered with Rosecrance Jackson, teaching up to 25 parents a week in the Women's and Children's Center and Synergy program. Since March 2020, the Resource Center has provided these classes virtually. While in person learning remains the best for participants, the virtual visits provided important consistency and support to families in need.

PROGRAM IMPACT

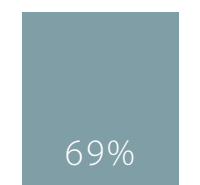
While the Resource Center was not able to conduct in person home visits from March through June 2020 due to COVID-19, the program continued to serve a consistent number of families compared to prior years. Transitioning to virtual visits helped the Resource Center continue to serve families during very challenging times.



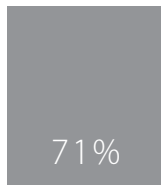
BY THE NUMBERS

FAMILIES SERVED	272	HOME & VIRTUAL VISITS	858
CHILDREN SERVED	237	GROUP CLASSES	454

CLIENT SNAPSHOT



High School Diploma or less



Single Parent Households



Living at/Below 200% Poverty

DEMONSTRATED OUTCOMES

Parents enrolled in a Resource Center class are surveyed before and after the completion of our six to 12-week curriculum to measure their understanding of healthy parenting skills.

81% are more knowledgeable about community resources

75% report enhanced problem solving and communication skills

61% improved knowledge of child development and parenting skills

SUPERVISED APARTMENT LIVING (SAL)

A foster care program for teens ages 16 ½ to the completion of a high school diploma or HiSET (High School Equivalency Test) exam that have been referred by the Iowa Department of Human Services (DHS) or Juvenile Court Service.

Funded by DHS, SAL teaches teens how to live independently and develop living skills including budgeting, saving money, grocery shopping, cooking, making appointments, finding employment or enrolling in college. Teens in the program receive a monthly stipend through the state of Iowa which pays their rent, food, and other daily needs.

The youth are supervised by a Crittenton Center caseworker, who develops a service plan with the youth focusing on their strengths and needs. Youth begin by living in a cluster site, which can house up to six teens, located in the west wing of Crittenton's Emergency Shelter. As they learn independent living skills and gain maturity the teens then move to an apartment in the community while still being supervised and supported by a SAL caseworker.

RECORD NUMBER OF SAL TEENS GRADUATE

The SAL program continues to make a big impact on the future of program participants. In May 2020, eight teens enrolled in the SAL program graduated from area high schools. In fiscal year 2020, eight youth also enrolled in college classes – a true testament to the success of the SAL program.

DEMONSTRATED OUTCOMES

100%

Engagement:

Of the 68% teens who completed SAL successfully, 100% entered the Iowa Aftercare Pre-Adult Living Program. This is a positive outcome because that program continues to provide financial assistance and support to young adults up to age 23.

34

Impact:

The SAL program provided housing, living skills and other resources to 34 teens who may otherwise have been homeless or at risk of aging out of foster care.

68%

Stability:

68% of youth completed the SAL program successfully in fiscal year 2020.

SHAYANNE'S STORY: STARING DOWN ADVERSITY



At just two years old, Shayanne walked through the doors at Crittenton Center's Emergency Shelter. It was the first visit of many to come.

In her teen years, treatment for an eating disorder and suicidal thoughts helped Shayanne, but it didn't provide her with a long-term home. In June 2019, Shayanne returned to Crittenton's Emergency Shelter – the place of familiar faces.

In August 2019, Shayanne was able to transition from the Shelter to her own apartment in the Supervised Apartment Living Program. Best of all, Shayanne earned her high school diploma in May 2020 and looks forward to a bright future.

CELEBRATING 125 YEARS AT THE MOVIES!

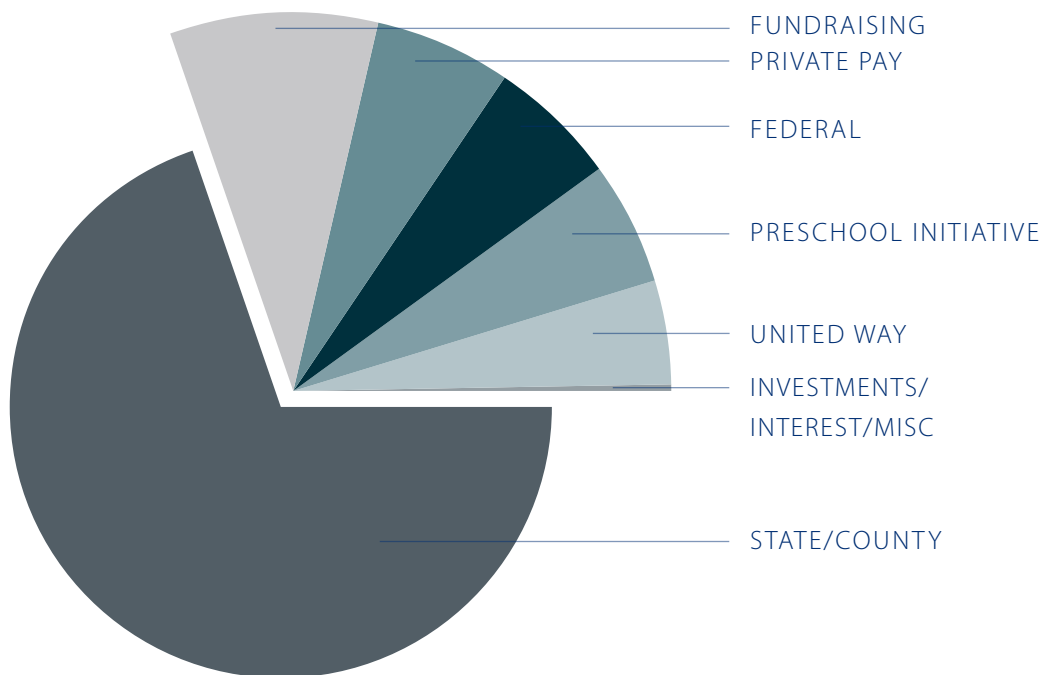
Held in August to celebrate Crittenton Center's 125 years in Siouxland, over a hundred cars joined us for the fun and safe family event under the stars.

In total, our 125th fundraising campaign raised over \$28,500 to support our programs and services.

Good Evening Folks,
and
A HEARTY WELCOME
to our
DRIVE-IN THEATRE

BREAKDOWN OF FY2020 FUNDING SOURCES

As a non-profit, Crittenton Center depends on a combination of state funding, fundraising dollars and grants to support our programs.



AGENCY FUNDING SOURCES

STATE/COUNTY	69.74%	PRESCHOOL INITIATIVE	5.40%
FUNDRAISING	9.03%	UNITED WAY	4.28%
PRIVATE PAY	5.85%	INVESTMENTS/INTEREST/MISC	0.24%
FEDERAL	5.46%		

HELP FAMILIES SHINE – TODAY!



Donate or learn more at
www.crittentoncenter.org



Volunteer by calling
(712) 255-4321

Follow us



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CENTI-MARK
THE MARK OF EXCELLENCE IN ROOF SYSTEMS



GOING ABOVE AND BEYOND

It all started when Carmen, HR assistant from the Crittenton Center, reached out to CentiMark asking for help with a new roof for the Emergency Shelter.

Jakub Darling, Regional Service Director for CentiMark responded in a big way. CentiMark started doing leak repairs in April of 2018 at no charge to keep the shelter dry until a new roof could be installed.

In the fall of 2019, CentiMark installed a new roof for a fraction of the original bid of \$100,000. Jakub worked with his vendors and suppliers to get all of the materials and equipment donated, thus getting the project done for nothing more than the cost of labor.