

# Crittenton Services, Inc.

## 2009 Annual Report



Crittenton Services, Inc.

Believe **Achieve** Empower

Wheeling, WV

## From the President & CEO: Remembering Verna Galbreath

Crittenton Services has lost its matriarch. Verna Galbreath passed away in October, after over four decades of incredible service and dedication to Crittenton.

She started out as a member of our volunteer group, the Junior Board, more than 40 years ago. In the 60s, the Junior Board was very involved in the day to day running of Crittenton. She did everything from transporting clients to the doctors to typing case notes on her typewriter at home in the evenings. Even as a volunteer, her love for the clients we served was evident and invaluable.



In the 70s, she accepted an actual paying position with the agency and worked throughout the next several decades as everything from activities director to “house mother.” She frequently told stories about how she had to pick up girls from seedy locations or how she had to closely monitor the old residential house so that boys didn’t try to sneak in at night. We still hear from adults that were residents in the 70s and 80s, asking about her when they call in to tell us about their lives. Every drama that popped up over the years, she handled Calmly, with confidence and caring.

In the 90s, she moved from working directly with the children to helping the organization in the administrative division. Again, during this time, her work was diverse. She was the first to suggest the agency’s growth merited a Human Resources Department. She served as the Director of Human Resources until a full time candidate could be found, and she then moved to the assistant position. She even briefly served as the acting director of the agency until the position was filled by the new CEO. Finally, in 1998, she settled into her current position as training/wellness coordinator. As always, she did this job with the same pride and devotion she demonstrated in every aspect of her life. She was ever vigilant about new programs offered to our employees and the public during our evening training sessions.

To me, this is simply her work record. She was so much more to the agency and the clients that we serve. She was our history keeper. She knew every little detail of every baby step that has been taken by the agency. She was our parent. Not only had she raised her own five children, but she helped to raise each of us as well. Even today, every child, teen, client and employee who has walked through the doors of Crittenton has benefited from her devotion to the mission and the people. While she is sadly missed, she is joyfully remembered.

*Kathy*



*Left: Verna Galbreath (seated, right) with her 2007 West Virginia Child Care Association award for Support Worker of the Year. Also pictured (clockwise from left) are Crittenton Services Case Manager Roseanne Falcone, Crittenton Services Intake Coordinator Peggy Cartus and Crittenton Services President and CEO Kathy Szafran.*

## Crittenton Graduates Two from High School, Sends One to College

Crittenton Services staged a special celebration in the Bridge Street Middle School gymnasium in June as five girls in the agency's residential treatment program were honored for academic achievement. Two of the young women graduated with high school diplomas, and three others were promoted from middle school to high school. One of the graduating seniors elected to stay at Crittenton through the rest of the summer and to enter college in the fall.

### Her story:

When she came to Crittenton Services six months previously, she was in the custody of the Department of Health and Human Services with a probation violation, a history of truancy and a battery charge against her. She was angry, felt hopeless, hated school and had a baby for whom she could not care. Today, she is gracious, hopeful and bound for college. She wants to be a good student, a good mother and a healthy, happy and productive citizen.

This 17-year old girl (let's call her "Haley") suffered from severe family challenges. Her mother is alcoholic and "spends a lot of time in jail," she said. She can't get along with her father and he seems disinterested in her, so before she came to Crittenton, she got into a lot of trouble. "There was no one at home to tell me to go to school, and my friends didn't go, so I didn't either," she said. "I was mean, too. I was always ready to fight." When she ended up pregnant at 15, it just compounded her challenges.

Upon arriving at Crittenton in February, she still had a chip on her shoulder. "I was used to adults telling me what to do, then ignoring me," she said. "I figured this was going to be more of the same." But it wasn't.

For the first time in her life, she had constant supervision and even more importantly, she was given direction. "They (the Crittenton staff members) were tough and didn't put up with fighting – but instead of just punishing me and telling me to shut up, they talked to me, listened to me and we began to sort out why I felt so mad all the time." Tears welled in her eyes as she recounted those early days at Crittenton. "No one ever wanted to listen to me before."

Haley's daily routine included attending classes at Crittenton's on-site alternative school, individual and group therapy, and learning life skills. Even though in Haley's case, she did not have custody of her child, she also learned

how to be a responsible mother.

Like all of the girls in Crittenton's residential program, Haley went through the gender-specific treatment program known as Butterfly Becoming. The program moves clients through a series of four stages of development, from Beginnings, through Reflections and Awakenings to Transformation. For Haley, it was a painful process that she resisted at first. "On my first home visit – after about a month at Crittenton – people told me I hadn't changed a bit."



*Above: Ohio County Schools Assistant Superintendent Dr. Dianna Vargo (left) and Wheeling Park High School Dean of Students Ronald DiLorenzo (right) congratulate two Crittenton Services residents who graduated with high school degrees.*

But change did come as she learned to allow it. "I don't know exactly when it happened," she said, "but after I was here a little while, maybe in the Reflections stage, I began to change my attitude. I saw that I really could make good choices in my life. I didn't have to make the same mistakes my parents made."

While embracing her therapy, she buckled down in the classroom, graduating from high school in May. In fact, even though she completed the Crittenton program shortly after earning her diploma, she elected to stay in the state's custody so that she could attend college this fall. "I am the first one in my family to actually graduate from high school, let alone go to college," she noted with pride.

Haley plans to work while she earns her bachelor's degree and then go on to graduate school so that she can become a veterinarian. "I grew up on and around farms," she explained. "I love animals and I'd love to make that my life's work."

# Crittenton Residential Program

**Lives Transformed:**

**121**

**81 adolescent clients**

**40 infants**

97.25% of clients were discharged to a less restrictive setting, such as foster care, family home, or independent living. *[Up from 79% last year]*

98.5% of clients demonstrated academic progress related to their educational goals, as evidenced by promotion to the next grade level, completion of GED, or being "on target" for these goals at the time of discharge.

64% of discharged clients graduated from the "Butterfly Becoming Program" - completing all four stages. *[Up from 60% last year]*

97.25% of clients who chose to parent maintained custody of their infants.

73% of clients who participated in the recommended treatment program achieved at least 8 out of 10 goals.

100% of clients received routine health care, prenatal care and well-baby checks, achieving full compliance with EPSDT\* guidelines.

\* EPSDT Program is the required Early Periodic Screening, Diagnosis, and Treatment Program. It is the child health component of Medicaid and is designed to improve the health of low-income children by financing appropriate and necessary pediatric services.



**Restoring stability to families through a broad range of outpatient services from office outpatient to home and school-based**

**9,025.5 hours of intensive individual and family therapy.**



**Now serving 16 counties in West Virginia from four offices:**

- Morgantown
- New Martinsville
- Weirton
- Wheeling

**Served  
1,301 total clients  
769 children  
532 adults**



Professional Staff:	35
Site Directors:	4
Therapists:	19
Case Managers:	6
Secretaries:	5
Psychologists:	2

**"I think the counselor was a major help with me and my son. Her name is Mitzi. She's awesome."**

**— a Wellspring client.**



## Intensive Education & Outpatient Program

Offering an educational environment that will not only meet the academic needs of young women, but also teach and model adaptive pro-social behaviors to achieve optimal self-sufficiency, competency and academic success.

**8 clients served**

**78% returned to school settings from which they came.**

**89% of clients did not incur any further system charges.**



"My name is Beth and I'm 14 years old. I'm not popular at school. I don't really have any friends. Well, the real problems started when I found out I was pregnant. My mom has lots of problems and we just fight all of the time. Plus, we keep getting evicted from our houses and I don't get along with my stepfather.

"I had to go to the hospital for depression, and that's where they found out I was pregnant. I'm bipolar, too. They told me that I could go to school at Florence Crittenton since I was pregnant.

"Ms. Jan and Ms. Jessica (teacher & therapist) were so much help for me because they understood what I was going through and let me talk about my problems. I could even talk about my past and problems I've never told anyone. I decided to go and live with my aunt because she is more supportive for me. I'm very afraid to have a baby, but I love my baby and I'm going to try very hard to be a good mother. I know that I feel better about my life and everyone tells me they can tell I'm better. At least I go to school everyday. I need a good education to support my child."

## Cradles to Crayons Child Care Centers

**Developmental Childcare for Infants, Toddlers and Preschoolers**  
18 nurturing caregivers in 3 locations.

Infants	27
Tiny Tots	12
Toddlers	18
Middlecreek	73
Wheeling Park	14



Our "discovery skills" program offers formal and informal assessments of the child's social, emotional, physical and cognitive development. Planned activities directed by a caregiver allow each child to learn and achieve at his/her own rate. Children learn, discover and explore, providing a foundation for independent thinking, accomplishment, problem-solving and environmental awareness.

- **100% of pre-school students demonstrated readiness for kindergarten**
- **100% of daycare staff are STARS\* registered providers (or are in the process of doing so)**
- **96% of parent satisfaction surveys indicate very strong agreement that children are safe and supervised in a positive environment**
- **100% of children and families reported satisfaction with services**
- **"Outstanding" rating for the preschool program on the ECERS R\*\* Evaluation Instrument**

\* STARS is the State Training and Registry System, with a mission to improve the quality of care and education for young children and their families in West Virginia by enhancing the skills and career opportunities for all those who care for and educate our youngest citizens. Registration requires 18 hours annually of continuing education.

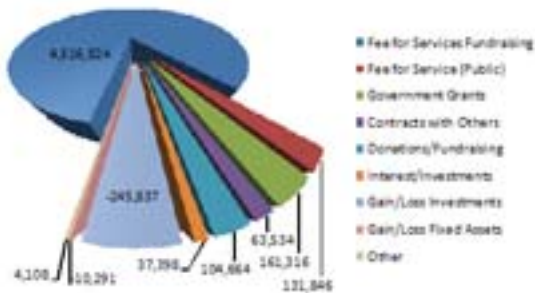
\*\* ECERS R is the Early Childhood Environment Rating Scale, a tool in evaluating and improving quality in preschools. This is a standard evaluation tool for all universal pre-kindergarten sites in West Virginia.

## Expenses



## Expenses

Residential Program	2,184,713	46%
Wellspring Program	1,459,668	30.72%
Daycare Program	241,030	5.07%
Management and General	749,303	15.77%
Fundraising	116,086	2.44%
<b>Total</b>	<b>4,750,800</b>	<b>100%</b>



## Revenue

Fee for Services Fundraising	4,516,824	94.81%
Fee for Service (Public)	131,846	2.77%
Government Grants	161,316	3.39%
Contracts with Others	63,534	1.33%
Donations/Fundraising	104,664	2.20%
Interest/Investments	37,398	0.79%
Gain/Loss Investments	-245,837	-5.16%
Gain/Loss Fixed Assets	-10,291	-0.22%
Other	4,108	0.09%
<b>Total</b>	<b>4,763,562</b>	<b>100%</b>



Grants .....	54,131.11
Annual Fund .....	28,192.42
Steak Fry .....	3,395.00
Soup & Salad Lunch .....	2,959.00
Tasteful Ambiance .....	2,596.00
Paint the Town Pink .....	41,007.08

## Contributions, Grants, Foundations, Sponsors and Business Donors

Advanced Communications Company  
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### **Crittenton Services, Inc. is:**

- An equal opportunity employer and does not discriminate on the basis of race, sex, color or national origin with respect to the people we serve or the people we employ
- A 501-C3 charitable organization; financial statements are available upon request
- Licensed by the West Virginia Department of Health and Human Resources as a behavioral health center, certified family preservation provider, residential maternity facility and child care agency
- A member of the National Crittenton Foundation family and the West Virginia Child Care Association and is accredited by the Council on Accreditation



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### **Our Mission:**

**To embrace children and families in need  
with nurturing services  
to help them achieve self-sufficiency.**



**Crittenton Services, Inc. 2606 National Road, Wheeling, WV 26003**  
**Telephone: 304-242-7060 • [www.florencecrittenton.net](http://www.florencecrittenton.net)**