



Crittenton™

believe | achieve | empower



# THE FLORENCE NIGHT MISSION.

FLORENCE MISSION

# A Message from Crittenton Services



We've been reflecting on the history of this agency. For more than fifty years we've been able to adapt and navigate the many reforms and revolutions of child welfare and mental health service delivery. Sometimes anticipating and being ahead of the curve, sometimes just going with the flow, sometimes forging our own unique path. And more often than not, getting it right. The children, youth and families we serve have all experienced challenges. And not all will accept our help. It is tempting to blame the victim or turn away when they are not immediately grateful or politically 'convenient' to help. That is not who we are as an agency or as a people in this great nation. So, without apology, we do the right thing. We continue to do this work despite limited resources. Where many agencies have been gifted their property, we have a mortgage. Where many agencies have celebrity endorsers, we let our clients speak for us. And where many agencies have the patina and gloss, we have the sweat of hard work. But that just means we have earned our own place. We often get asked, why bother? It's heartbreaking work sometimes. We can't help everyone and a lot of what we do accomplish goes unrecognized. We sometimes hear from people that not everyone we serve 'deserves' our help. There will always be second-guessers and haters in the work we do. But we also draw great strength from those who do support our work. And, most of all, each one of us carries our own success story with us each day. Because we just might have been the difference that helped someone get past their trauma, hurt and anger, to become stronger. It only takes one to keep going. So, why are we still doing the work? **In a word GRIT, Crittenton-style:**

## Gravitas.

We take it seriously. We incorporate the latest research on trauma and brain development in our programs, favor evidence-informed interventions, and constantly train, train, train.

## Resiliency.

We pick ourselves up when we stumble. We learn, grow, and help each other along the way.

## Integrity.

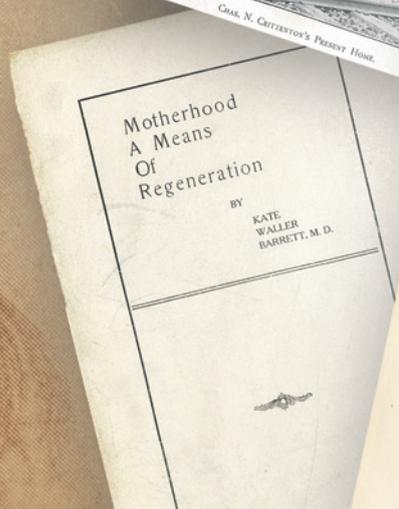
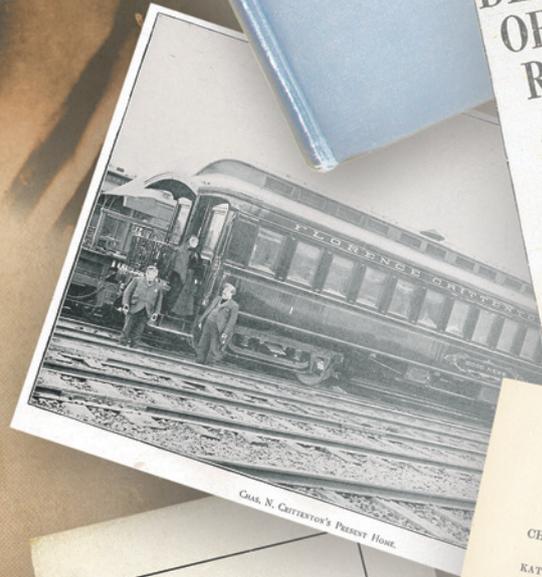
We own it. We are honest about our mistakes, take responsibility for our actions, and are transparent in our working relationships.

## Tenacity.

We won't quit. We don't give up on kids or their families, not while there's a chance we can make a difference. Even when we are working at it harder than they are. Fifty plus years is a long story. But, in some ways, it is just getting started. We plan to be around for a long, long time.



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*The Nation*  
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KATE WALLER BARRETT  
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CHAS. S. MORTON,  
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GEN'L. WAGER SWAYNE  
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Rev. T. D.  
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“ It’s really important to break the hold of trauma, to heal it, if you will, to give children and young people a sense of agency, a sense of ownership of themselves, and help them regain a sense of power.”

Crittenton Services

# A History of Healing

As we now enter five decades of service we are proud to continue a mission whose primary goals are to deliver trauma-informed mental health treatment and to help rebuild resiliency in the most vulnerable system-involved children, youth, and families. However, to fully appreciate our mission one has to get to know our national child welfare legacy that first began in 1883, thus giving us, a rich history of service helping women and children in need. At the time, the National Crittenton Mission first opened its doors in New York City when the “Crittenton Night Mission” was established in order to help young women, who were being prostituted or living at the margins, break the cycles of sexual exploitation, abuse, and poverty. This set into motion the establishment of a national organization that provided safe haven and hope to women and children who no one advocated for. To this day, the Crittenton “sister agencies”, a network of mental health, child welfare, and non-profit agencies scattered across the country; collectively serve up to 150,000 individuals each year. As the Crittenton Mission continued to evolve at a national level this “model of care” was then introduced in California during the late 1890s in the cities of San Francisco and Los Angeles. In fact, the now defunct Los Angeles Crittenton Home helped serve as the model for the creation of the Florence Crittenton Home in Orange County during the 1960s. The Orange County Grand Jury studies in the early 1960s indicated a great need for social and mental health services for children and youth in the county. The presiding judge at the time, Carl Davis, called a meeting to solicit community support and assistance in developing programs to provide such resources. Flash-forward to June 1966 when our first Board of Directors was formed, and plans quickly garnered momentum to initiate the incorporation of a new child welfare agency to be named Florence Crittenton Services of Orange County.



Opening of the Six Bed Home, 1972



# Childhood Trauma



Crittenton Founders, 1883



Promotional Fundraiser poster, 1970



Crittenton's Residential Treatment Center, 2016

After a prolific fundraising campaign, that enlisted the help of Mickey Mouse, the Santa Ana home for unwed mothers opened its doors in 1972. We started our first year of service by helping six pregnant teenagers, but by 1973 Florence Crittenton Services of Orange County had a long waiting list of teenage girls that needed our help. With the assistance of galvanized supporters Florence Crittenton Services of Orange County was able to help even more children and youth by the purchase of a number of buildings in Fullerton, Calif. – our present day headquarters. During the 1980s we continued to innovate our programming from the traditional residential care facility operation to more community-based initiatives. This included one of the first attempts, in Orange County, of establishing a program that helps “transitional age youth” or youth aging out of the foster care system find housing and employment opportunities. This program was known as the Dora Hill Transition Center and for a brief time was able to help youth prepare for emancipation. As our mission continued to evolve during the 1990s and early 2000s we rebranded ourselves to be known as Crittenton Services for Children and Families. This new strategic direction enabled us to respond to the ever-changing landscape of needs and policy changes impacting California’s social services, child welfare, and juvenile justice systems. As a result we were able to expand services to reach clients outside of the Orange County region and pushed forward to serve

clients throughout Southern California. Today, we continue to adapt to the mental health and social services needs of California’s system-involved children and youth. Thus, we have been able to establish programs that include: trauma-informed residential services; mental health services for both residential and community-based clients; school-linked mental health services for K-12 and college students; independent living services for system-involved youth; substance use disorders treatment services; foster care services; family preservation services; and transitional age youth services to name a few.

# Crittenton's Trauma-Informed Treatment Approach

From our humble beginnings as a six-bed home for unwed teen mothers we have evolved into a nationally accredited mental health services provider that serves up to 2,000 children, youth and families throughout Southern California per year. We take pride in keeping our national child welfare legacy alive, but we also prioritize in keeping up with current societal needs and best practices in response to helping break the cycles of system-involvement. Our hope is to continue to make significant contributions in healing unaddressed childhood trauma within the communities we serve.

## CRITTENTON'S SHORT-TERM RESIDENTIAL PROGRAMS



### JUVENILE JUSTICE & FOSTER CARE YOUTH

Some of the most vulnerable children and youth in our community are the ones affected by foster care and the juvenile justice system.

Developing and refining mental health treatment and life skills curriculum in our short-term residential treatment center is a must. It is imperative to our mission that we continue to deliver trauma-informed, strength based, gender responsive, and culturally appropriate programming that adheres to the ideals of positive youth development. Our goal is to be a catalyst for transformation rather than perpetuate punitive or shortsighted solutions that simply cause more harm than good.



### TEEN MOM & BABY PROGRAM

We have a great sense of pride in our "mother mission". It is after all how we got started in Orange County, California. We will continue to prioritize the mental health needs of system-involved pregnant or parenting teen girls. We are still one of the few agencies in California that is licensed, that has the expertise, and that proactively advocates for keeping teen mothers and their children together while the young mother is undergoing short-term residential treatment. Our goal is to do everything we can to keep a nurturing parental bond intact while mom continues to learn how to be a loving parent.



### CRITTENTON'S INSIGHT PROGRAM

We will continue to work with local and national partners in our decade's long advocacy and protection of teen girls that have experienced sexual violence and human trafficking. Continuing to develop our specialty mental health and residential services program that serves teens traumatized by the aftermath of commercial sexual exploitation is a priority. And we will continue to help heal trauma and build resiliency in children that are victims of extreme forms of child abuse.



Learn More About Our Programs: [CrittentonSoCal.org/What-We-Do](http://CrittentonSoCal.org/What-We-Do)

A group of young women are dancing in a hallway. The hallway is decorated with colorful streamers in shades of red, orange, yellow, green, and blue. The women are wearing various styles of clothing, including tank tops, blouses, and dresses. The lighting is bright and warm, creating a lively atmosphere.

Average Months of Treatment:

6

Average Age of Youth:

12 to 19

“ Crittenton Services planted the seeds for me to grow and thrive into the person I am today. Crittenton acknowledges the potential in all their clients and I am grateful to have received their support. I have first-hand experience of the positive and lasting impact Crittenton can have on their client’s lives and I am proud to be part of the Crittenton legacy. ”

Lucero Noyola Residential Services Client



Regions Served:

**Los Angeles, Riverside, San Bernardino  
and Orange Counties**

Average Age of Children and Youth:

**0 to 24**

“Crittenton is family to me. This is a family that makes sure that my kids and I get what is needed. It is the best way I can describe it, and Crittenton goes above and beyond. They have truly wrapped around my entire family, they cater to our needs, and they mean it when they say, ‘call us’, if you need support and we will be there. My team and I work together.”

Earcylene Beavers Wraparound Family Services Client.

# Crittenton's Continuum of Care Services

Crittenton continues to identify and adopt best practices that proactively address client needs in this new era of integrated behavioral health. We are well positioned to effectively respond to California's continuum of care reform as well as the preventative and early intervention behavioral health priorities being championed statewide. This new focus on wellness and behavioral health will help system involved youth receive the mental health, medical and comprehensive support at every stage of their development. At its core, our mission is one of giving someone the opportunity to experience a good quality of life. Therefore, it behooves us, to continue to build upon our service programs that will help our clients achieve permanency, stability, safety and well-being.

## CRITTENTON'S COMMUNITY & FAMILY-BASED PROGRAMS



### MENTAL HEALTH SERVICES

The first step to keep individual and family well-being at the forefront is to support early intervention or preventative measures that can help mitigate a mental health crisis or diagnosis. Whether it's providing direct outpatient mental health services in the family home, or partnering with K-12 and college campuses to help students cope with mental health struggles our goal is to always provide access to quality mental health interventions that promote recovery, overall wellness or the opportunity to heal underlying trauma.



### FAMILY SUPPORT SERVICES

Our family-based programs, including Family Preservation, are designed to intervene when family units and youth are facing crisis. Whether the tasks at hand require finding local resources for families in need of community support, or providing guidance to parents in need of stabilizing and creating a healthy environment for their children in the home it is imperative that we continue to help attain family well-being and permanency.



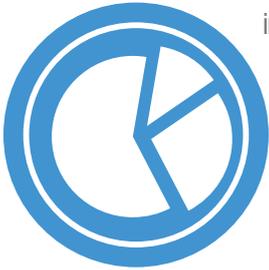
### TRANSITIONAL AGE YOUTH & FOSTER YOUTH

Transitional age youth and foster youth have experienced grief, loss and above all else trauma. Therefore, Crittenton instituted programs specifically prioritizing the needs of youth involved or that are about to exit the foster care system. Both Crittenton's Foster Care and Stepping Stones programs are uniquely designed to help foster youth build resiliency in the face of adversity. The underlying goals of both programs consist of providing needed mental health services, independent living skills training, financial support and creating stable educational and housing opportunities in a healthy family-based or independent living environment.

# Crittenton by

We are grateful for the talented staff, compassionate volunteers, generous donors and supportive community partners that make it a part of their own personal mission to stand alongside us in order to help break the cycles of abuse, trauma and neglect. Without this incredible network of individuals and organizations Crittenton could not accomplish the far-reaching community impact and programming effort that so many across Southern California have come to rely on. It's not always easy to keep the tenets of our mission moving forward on our own, and for that reason we truly appreciate the commitment and support all have shown in our common cause to empower the most vulnerable children and families in our community.

**92%** of Crittenton's annual operating budget goes directly into our programs! The remaining expenses go towards administrative and fundraising costs.



Crittenton of Southern California was established in **1966.**

Among the youth we have been advocating for include teen mothers, trafficked, juvenile justice and foster youth.



Crittenton serves up to **2,000** clients per year in a number of mental health, child advocacy, residential, family and community-based programs.

The National Crittenton Mission is one of the few social services and child welfare nonprofits recognized by congressional charter and whose mission dates back to **1883.**

Crittenton has office locations in **4** counties throughout Southern California, including Los Angeles, Orange, San Bernardino & Riverside counties.



# the Numbers

Crittenton's interns and volunteers are essential to our operation. We are indebted to the compassion and kindness shown by everyone that selects our cause as their nonprofit of choice. These diverse individuals and stakeholders truly make a difference in helping us heal the wounds of trauma, build resiliency, and give our youth hope.



Our interns field of study include  
**28%** Social Work, **15%** Human Services, **14%** Family Therapy, **7%** Psychology, **7%** Criminal Justice, **4%** Communications, **4%** Human Development, **3%** Nursing, **3%** Child Development, **1%** Medical, **1%** Sociology.

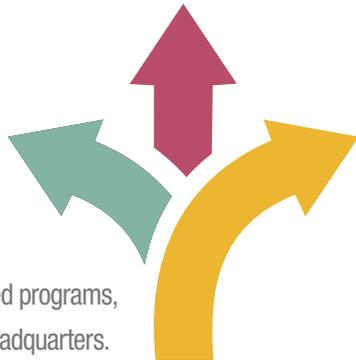


We recruit **1,000+** interns and volunteers (including service animals) to assist our mission per year. This includes more than 1000 volunteers and more than 50 interns combined.



Our interns and volunteers give **20,000+** hours of service per year. Both groups can give more than 10,000+ hours of service per year.

Intern placement is **52%** at residential programs, **44%** at community-based programs, and the remaining **4%** at our headquarters.



Schools our interns attend include **68%** Cal State Universities, **30%** private colleges and **2%** community colleges.

Our volunteers level of education is **81%** college level, **14%** high school, and **5%** not stated.

# Stories of Resiliency

Crittenton's mission is more than a historical legacy, or the services made available to those that need them. It's about the youth and families that **believe** in us to help them through the healing process; it's about the employees that help our clients rebuild confidence in order to help them **achieve** their dreams; and it's about the loyal support community partners have demonstrated in order to help **empower** our clients reach their full potential. The testimonials of Crittenton's mission that are visible throughout our website and social media pay tribute to what we stand for and most importantly showcases the resiliency of our staff and clients alike. Some of you may take a newfound interest in starting a new partnership or advocating for the most vulnerable in our community. If that's the case, we welcome the opportunity to work with you. Connect with us to become a donor, volunteer, social media ambassador, or even a foster care parent. Together we can make a difference!



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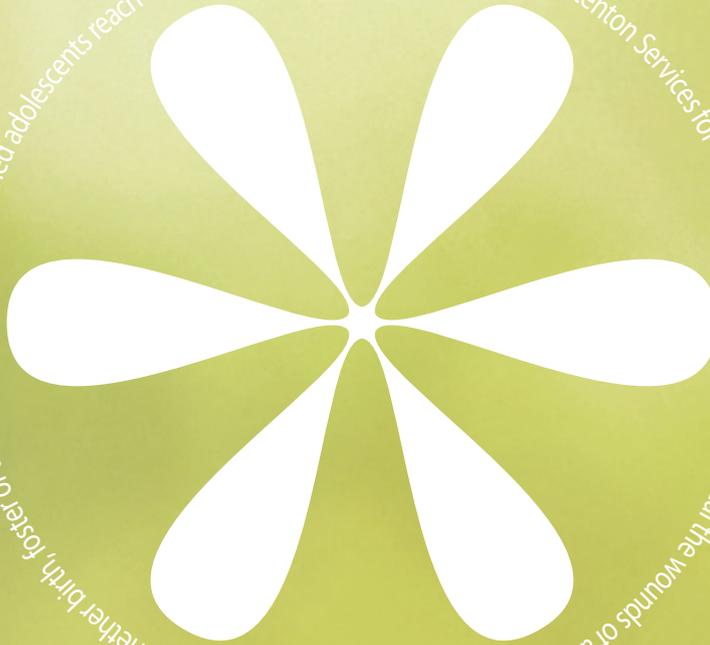
“ I’m a former client and I can honestly say Crittenton changed my life. I was on the verge of becoming a dropout and the staff gave me hope and pushed me to graduate high school. They gave me my first job and showed me how to maintain a work ethic. Those skills have served me well in the real world, and I can never say ‘thank you’ enough for the love and confidence I was given here... they loved me when I couldn’t love myself. ”

Cote Lucero Residential Services Client

 [www.crittentonsoocal.org/blog](http://www.crittentonsoocal.org/blog) For the Latest News Visit Our Blog: [CrittentonSoCal.org/Blog](http://CrittentonSoCal.org/Blog)



● The mission of Crittenton Services for Children and Families is to help heal the wounds of abuse and neglect; to strengthen families, whether birth, foster or adoptive; and to help troubled adolescents reach their full potential.



**Crittenton**<sup>™</sup>



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