



Bay Area Crisis Nursery
Annual Report
2015



EXECUTIVE DIRECTOR'S 2015 REPORT

2015

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2015 was a leveling period – a stabilizing year – a year that positioned us for future growth in the areas of finance, Community Care Licensing compliance, program improvements and outreach to families and children. To review these areas I am going to share with you stories about Chuck O'Connor [a donor], Elise English [a volunteer], Gloria Pulos [a staff member] and the newly developed outreach committee.

Shortly before opening, I shared my ministry with the parishioners of St John Vianney's parish in Walnut Creek. Following the seven a.m. Sunday Mass, Chuck O Connor greeted me with "Sister you are going to have to change your story!" In my presentation I had told of a car donation which included a used care, insurance, upkeep and road service – the only cost to BACN was for gas. Chuck owned a petroleum business. "Come to my office on Monday," he said, "I'll provide you with all the gas you need." Recently Chuck passed away - for the past thirty five years Chuck has provided gas for the BACN van and occasionally for client's cars. Financially 2015 was neither a year of gain nor a year of significant loss. Due to Chuck's generosity, due to your generosity, due to hundreds and thousands of individuals, who continue to share what they have with the Nursery clients and their families, we held our ground this year. Our aim for 2016 will be to balance the budget and increase the reserves so that we have a safety net for the future.

Numbers at a Glance

One mission:
to prevent child
abuse

100% funded by
private donors

No government
funding

Providing service 24
hours a day, 365
days a year

4,700 square foot
facility with 20
beds for children
ages 0-5

3-bedroom home
for children ages 6
to 11



Many people deal with a variety of disabilities during their lives – for some this drags them down, for others it lifts them up – they become special people in our lives. Elise English was one of these very special people. Elise was a dedicated volunteer at BACN. She loved the children and faithfully came to work her weekly shift. She was exceptionally good with our little ones. She loved being here. Tragically she died in an apartment fire several years ago. In her honor, the family established an Elise English Memorial fund specifically to benefit volunteer programs at the Nursery. Recently, when community care licensing regulations changed, not only staff but all childcare volunteers had to be trained in infant toddler CPR and First Aid. The Elise English fund rescued us. Training 80 to 100 hundred current volunteers plus new volunteers and renewing all these certificates every two years, would significantly increase our operating budget. Training cost approximately one hundred dollars per person. A management team member, Lisa Heimbruch, became a trainer. BACN purchased mannequins, books, videos and all other equipment needed to teach the course. Early in 2015, Lisa set up many classes, on nights and weekends, to accommodate the busy schedules of our volunteers – everyone became qualified - new staff and volunteers – current staff renewed their certificates. The two year renewal for staff and volunteers and the new volunteers and staff will keep Lisa very busy for years to come! Elise is still helping us – she enables us to comply with the new regulations.

When hiring a new employee, my favorite interview question is, “Tell me about yourself – your education, job experience and personal life – in each of these areas share what you feel qualifies you for this position.” Gloria Pulos looked at me, smiled and said, “I don’t have much education, I have worked hard all my life in a variety of jobs not directly related to this position however, my personal life makes me a perfect fit for this job”. Her story was filled with love for her family, especially her children. She came across as a loving caring person living life to the fullest and enjoying every minute of it.

Gloria worked for us on the overnight shift for almost 20 years. Her doctors made her retire twice due to her serious physical problems but she kept regaining her health and returning to her job. Children found her a comfort when they woke during the night in a strange place; parents calling during the night found her a good listener with a wealth of information and understanding. In 2015 Gloria died. When she was placed on hospice and given only six months to live, she assured me it was ok because all her life she knew that at the end there was something even better – she lived a good life and was ready to go home to God. Gloria was an amazing woman. Our current staff is filled with many equally amazing women – our staff are the heart and soul of our program – our greatest asset. BACN has always tried to be just to our employees, to provide annual raises and adequate benefits. It has always been a struggle but a high priority. We have always had entry level wages above the minimum wage. As of January of 2016 five of BACN’s positions will have an entry level at California’s new minimum wage. Our personnel committee will be studying the situation to see what we can do to adequately reward our staff for a job well done.

In 2015 Board members and staff formed an outreach committee. Its goal is to see that every parent in crisis knows about the Bay Area Crisis Nursery. We sent information out or visited all sorts of places and organizations that deal with families that are in crisis. As a result, we saw some new families using BACN during crisis. We will continue these efforts but have decided that our outreach for 2016 needs to focus on families who will benefit from using the respite program. This is the preventative part of our program – if well used this service can help a family reduce the stress in their lives and stay out of crisis. If your church, you club, you school, your business would like information on our respite program call Sister Ann. We will be happy to provide a speaker to present this program.

We are grateful for your support, your generosity and your help in providing a safe place for the children of our community. May you and your family be blessed for sharing your time, talents and resources with our little ones and their parents.



Sometimes it takes a little kid to show us how it is done

From time to time we have little visitors at the Nursery or the Dahlstrom that remind us when something's out of whack or when we're doing something wrong and need educating on how to do something right. It's a combination of refreshing, annoying, and surprising, but always-downright funny. I remember a time when I was filling in for one of the staff and had to give baths to two sisters who'd just been admitted when I was told that I gave the bath wrong and that the towel I had chosen was a "boy" towel and not a "girl towel"...because it was blue and not pink. Oops!

Another time I grabbed a book about a ballerina accidentally and got a five-minute lecture from a little 4-year-old soul who happened to be male. He said that he couldn't read about any old ballerinas because they were for girls. I had to get a different book immediately or he couldn't go to bed!

The latest lesson came in the form of a reminder that we all need to heed. Since we are constantly monitoring water usage during handwashing, teeth brushing and bathing as well as dishwashing and laundry, the children have become keenly aware of our efforts as they observe and are reminded regularly that we need to save water because of California's drought. I was in the Nursery washing my hands at the kitchen sink and chatting with one of the staff. I must've been a few seconds too long when an observant three year old shouted across the room, "DON'T WASTE WATER!!!!!!!!!!!" Surprised, I looked up to see who it was and he repeated it, "we're not supposed to waste water, ok?" The look on his round and cherubic face was priceless; all scrunched up seriousness, he was standing up with a pudgy little finger pointing at me in serious accusation. I immediately turned off the water...and profusely apologized. He nodded, smiled and sat back down to continue eating his lunch. All of the other children seemed just as surprised as I was for his outburst but no one said anything, they all just looked at me, then after a beat, continued eating and chatting among themselves.



2015 TOP DONORS



*Mr. & Mrs. Paul Larson
Family of Mary Mitchell
Ms. Ashleigh Miller/Mr. Brian McFeely
Quest Foundation
Mr. & Mrs. Joseph Saam
(anonymous)
(anonymous company)
Valero Refinery
Florence Ramsey Oaks Trust
Mr. & Mrs. Edward Austin
California Diesel & Power
Cameron Foundation
Concord Police Association
Mr. John Engelhart
Insurance Industry Charitable Foundation
Joseph R. Parker Foundation
Kiwanis Club of Walnut Creek
PG & E Corporation Foundation
Safeway Foundation
Mr. & Mrs. Thomas Simone
Sisters of St. Joseph in California
Mr. & Mrs. John Van Hertum*

A Volunteer's Story



Volunteers contribute greatly to the success of the Bay Area Crisis Nursery. Donna Borden at 99 is our oldest volunteer. Donna first became aware of BACN through her Sorority, Alpha Xi Delta, a National Philanthropic group, when they made a donation to BACN. She started wrapping Christmas gifts, she volunteered in the Nursery and now helps out, along with her daughter Bonnie, with the BACN Quarterly Newsletter that goes out to over 11,000 recipients.

Bay Area Crisis Nursery 2015 Financials

	\$	% Change
Support and Revenue		
Support		
Individuals	\$ 451,761	50.20%
Corporations/Business	123,525	13.70%
Faith Community	27,072	3.00%
Clubs/Organizations	19,086	2.10%
Foundations	98,008	10.90%
Memorials	44,784	5.00%
Other Revenue		
Fund Raising Events	122,365	13.60%
Interest/Dividends	3,123	0.30%
Gains/Losses on Investments	10,766	1.20%
Total Revenue	\$ 900,490	100.00%
Expenses		
Salaries and Benefits		
Childcare	559,745	59.40%
Administration	108,457	11.50%
Public Relations/Fund Raising	68,097	7.20%
Other Expenses		
Other Fund Raising	38,503	4.10%
Operations	166,879	17.20%
Total Expense	\$ 941,681	100.00%
Net Profit/(Loss)	<u>(41,191)</u>	



2015 ADMISSIONS

AREA SERVED	NUMBER	PER CENTAGE
CONTRA COSTA COUNTY	573	71%%
1) EAST COUNTY	374	46.3%
2) CENTRAL COUNTY	168	20.3%
3) WEST COUNTY	34	4%
ALAMEDA COUNTY	173	21.3%
OTHER COUNTIES	63	8%
TOTAL	809	100%
Shaded areas are the breakdown of Contra Costa		

REASON FOR ADMISSION	TOTAL	PER CENTAGE
Court Date	4	<1%
Domestic Violence	11	1%
Homeless	70	9%
Incarceration	2	<1%
Physical/Mental Illness	57	7%
Loss of Child Care	10	1%
Recovery	1	<1%
Respite	190	23%
Stress	464	57%
TOTAL	809	100%
Shaded area added together equal 2%		

(The children admitted to the Nursery come because their family is in crisis or under a lot of stress. These children need the warm, loving homelike environment which the Nursery provides to them 24 hours a day 7 days a week.)



Ryan Wong's Boy Scout Troop under his direction improved the area in front of the Wall of Sharing behind the Mitchell House for his Eagle Scout project.



BUNCO is a fun dice game we play as a small Fund Raiser for the Nursery. Everyone seems to have a good time!



Our 34th Anniversary was marked with a picnic at Larkey Park in Walnut Creek and a wonderful magician entertained us.



Our volunteers and staff received First Aid & CPR training for free because of the Elsie English Volunteer Training Fund (see Executive Director Report)

Our annual Yard Sale drew many shoppers.





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MISSION STATEMENT

The Bay Area Crisis Nursery's mission is child abuse prevention. The purpose of the Bay Area Crisis Nursery is to prevent abuse and neglect of young children by providing support to families who are under stress or in crisis.

Our primary service is providing a warm, loving, homelike environment for children birth through eleven years of age by offering 24-hour residential care. This service is free, confidential and voluntary.

Other services include parent support and a Respite Care Program for children birth through age five. The Respite Care Program is designed to be an ongoing support to families, if needed, after the immediate crisis. It consists of planned pre-arranged 48 hour stays.