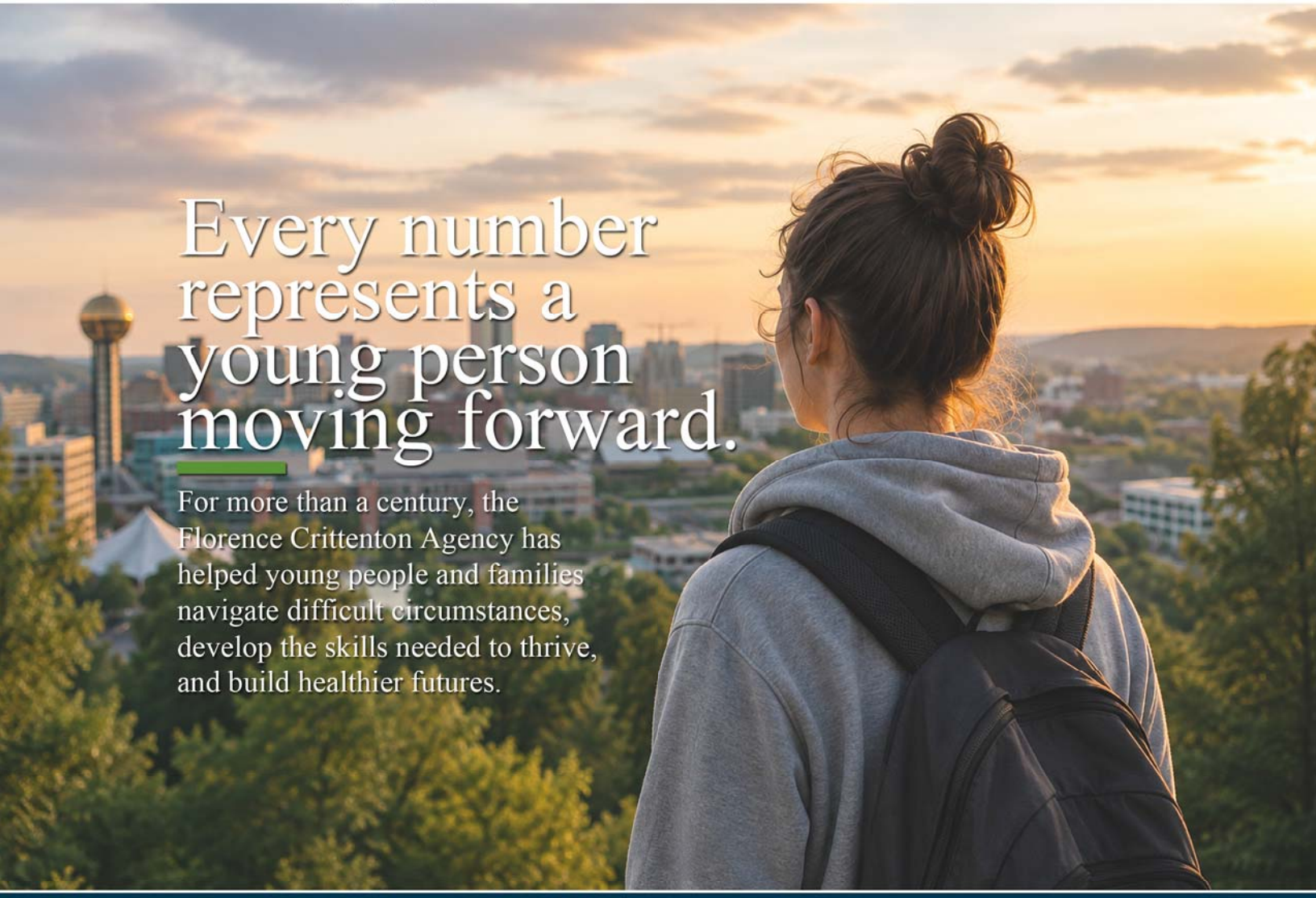
THE FLORENCE CRITTENTON AGENCY, INC.

A Tennessee Not-for-Profit Organization

The Florence Crittenton Agency
2025-2026
ANNUAL REPORT



Every number represents a young person moving forward.

For more than a century, the Florence Crittenton Agency has helped young people and families navigate difficult circumstances, develop the skills needed to thrive, and build healthier futures.

24/7/365
RESIDENTIAL TREATMENT

6-12
EDUCATIONAL SERVICES

82
YOUTH CLIENTS SERVED

86%
SUCCESFULLY COMPLETE TREATMENT

Breaking Cycles. Changing Lives. Educating Youth and Families.

FCAKNOX.ORG

Who We Are

For more than a century, Florence Crittenton Agency has provided a safe, supportive environment for young people facing significant challenges. Today, we provide comprehensive residential care and a broad range of therapeutic, medical, educational, developmental, and daily living supports for youth with complex needs.

THE FLORENCE CRITTENTON AGENCY, INC.

A Tennessee Not-for-Profit Organization

Our Three Areas of Services

Youth may enter care under different contracts, but they all receive care based on their individual needs. Our approach provides the right combination of services and supports.

Enhanced Mental Health

We provide structured residential care for youth whose behavioral and emotional needs require an enhanced level of mental health support.

SERVICES INCLUDE:
- Individual and group therapy
- Psychiatric care
- Nursing and medical support
- Behavioral support
- Education and case management
- 24-hour residential supervision

Enhanced Alcohol and Drug

We provide specialized residential services for youth experiencing substance use challenges.

SERVICES INCLUDE:
- Clinical treatment and counseling
- Recovery-focused support
- Education and life-skills development
- Structured daily routines
- 24-hour therapeutic environment

Child Sexual Exploitation of a Minor (CSEM)

We provide specialized residential care for youth who have experienced commercial sexual exploitation and human trafficking.

SERVICES INCLUDE:
- Trauma-informed care
- Safety and stabilization
- Therapy and emotional support
- Education and healthy relationships
- Life-skills development
- Long-term planning

Comprehensive Care. Every Day.

Residential care at Florence Crittenton is more than a bed and a place to live. We provide or coordinate many services necessary to care for young people every day of the year, including:

- Three meal a day + snacks (365 days a year)
- 24-hour residential supervision and support
- Individual, group, and family therapy
- Psychiatric services and medication management
- Registered nursing and medical care
- Behavioral health and crisis support
- Educational services and special education support
- Case management and individualized treatment planning
- Trauma-informed care
- Substance use treatment and recovery support
- Life-skills development and independent-living preparation
- Recreation, enrichment, and structured activities
- Transportation and coordination of appointments and services
- Interpretation and language-access services when needed
- Family engagement and support
- Coordination with schools, healthcare providers, courts, child-serving agencies, and community partners

Our Team

Our multidisciplinary team includes psychiatrists, therapists, registered nurses, educators, special education professionals, case managers, residential staff, and other specialized providers.

These professionals work on-site with youth, allowing care to be integrated into their daily lives – not just during scheduled appointments.

Client Demographic Profile

The Florence Crittenton Agency serves young women who come to us at pivotal moments in their lives, often facing significant challenges and barriers to success. Each client arrives with her own story, experiences, and needs, but all are given the opportunity to find stability, build confidence, and work toward a brighter future. Through individualized care, supportive relationships, education, and treatment, we strive to help every young woman recognize her potential and develop the tools to move forward.

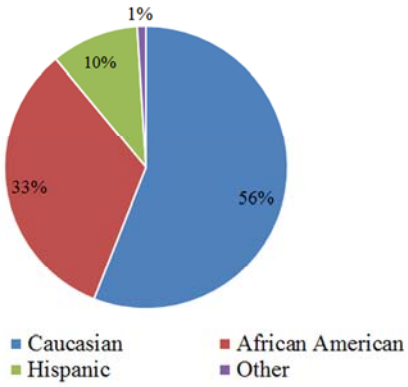
82

Clients Served

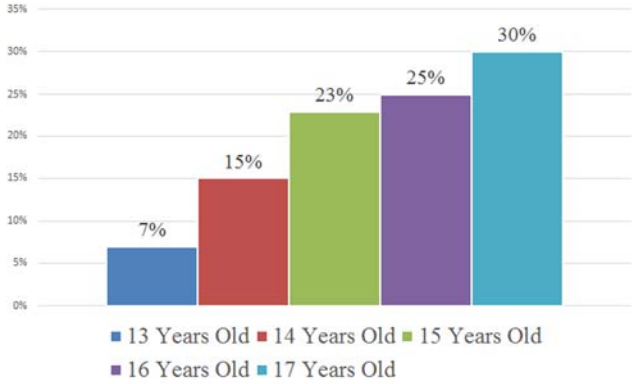
Average Length of Stay

185 DAYS

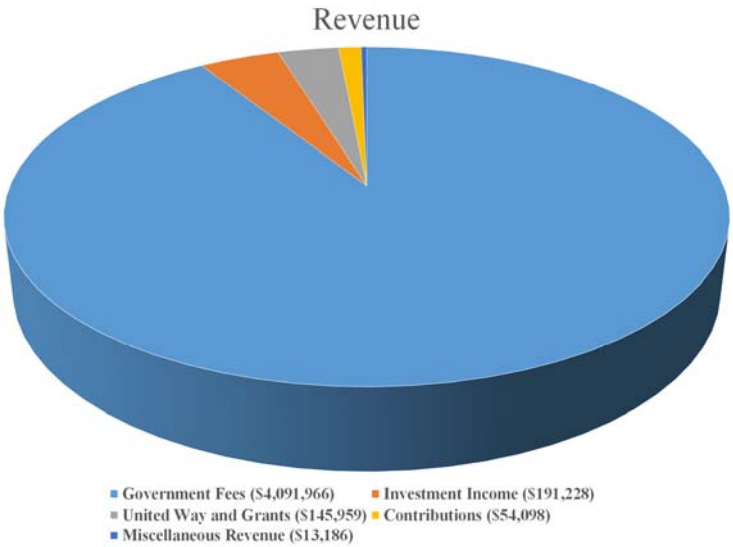
Race

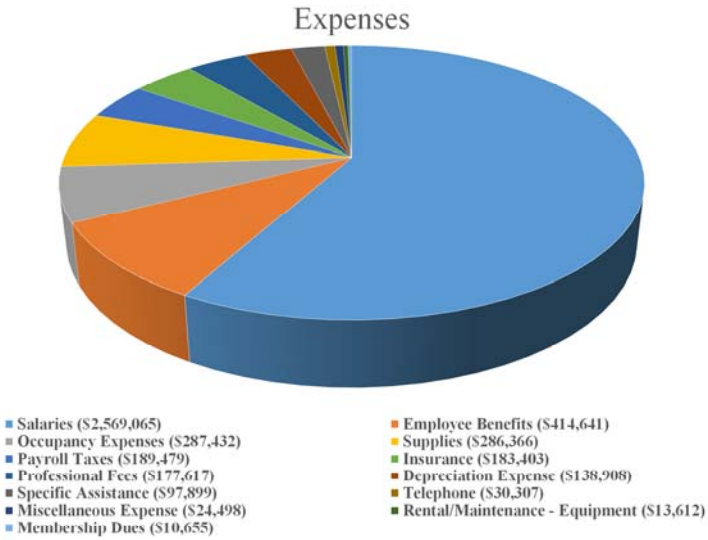


Age



FINANCIALS





GRANTS AND PROGRAMS

Last fiscal year, the Florence Crittenton Agency increased grant revenue by over 20%, strengthening our ability to expand programs, enhance services, and invest in better outcomes for the young women in our care. One example of this support is a $25,000 award from the East Tennessee Foundation Opportunity Endowment Fund to launch Improving ACEs for Youth in East Tennessee.

This initiative strengthens FCA's ability to understand, measure, and respond to the effects of Adverse Childhood Experiences (ACEs) among the young women in our residential care. The majority of the youth we serve have experienced significant trauma, including abuse, neglect, family instability, and violence. By improving how we collect and analyze information about these experiences, we can better identify individual needs and provide more effective, personalized treatment.

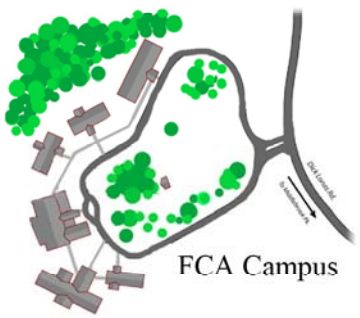
Through this project, FCA is enhancing data collection systems, implementing improved trauma-informed assessment tools, and providing specialized training for clinical and residential staff. Daily information related to education, therapy, behavioral incidents, and physical activity will be recorded and analyzed to identify trends, evaluate treatment approaches, and guide clinical decisions. These improvements will strengthen our ability to recognize emerging needs and continually improve the care we provide.

The project's impact will extend beyond FCA through collaboration with the Tennessee Department of Children's Services and United Way. FCA will share findings with partner agencies throughout East Tennessee. By making this information accessible, we hope to strengthen trauma-informed practices, encourage collaboration, and improve the community's collective response to childhood trauma.

Thank you for your continued support!

The Florence Crittenton Agency is grateful to the generous donors, partners, and supporters. The work we do is challenging, often complex, and deeply important. It is our duty to provide young women with the care, support, and opportunities they n`eed to heal, grow, and build brighter futures. This work is not possible without the generosity and commitment of those who believe in our mission. Thank you for standing with us and helping make hope, healing, and opportunity possible for the young women we serve.

AKIMA
Appalachian Fire Alarm Solutions LLC
Bavy Lopez
Bearden United Methodist Church
BGT Recruiting & Consulting
Bobcat of Knoxville/Chattanooga
Bonnie Peters
Camille Wheeler
Carla Moore
Charles and Lisa Chambers
Christopher and Tracy Riedel
CNS-Y12
Douglas Paul
East Tennessee Foundation
Erin Presbyterian Church
Henegar & Henegar Builders
Holly Warlick
Humana
John & Elizabeth Milan Foundation
Kelli Baker Interiors
Kenneth Wills
Kim Ciukowski
Knox County Courts
Knox County Schools
Kroger Rewards
Linda Jaffery
Marcus Hilliard
Mike W Guidry
Mount Rest Fund
Nancy Hardin
Opportunity Endowment
Robert Seaman
Robert Shepard
Rotary Club of Bearden
Sequoyah Hills Presbyterian Church
Sharon Patton McCord
Sherri Parker Lee
The Benevity Community Impact Fund
The City of Knoxville
The Department of Children's Services
The Melrose Foundation Inc
The State of Tennessee
The Trust Company
Trinity Health Foundation
United Way of Blount County
United Way of Greater Knoxville
United Way Tampa FL
William or Donna Trimble
Wilson G Horde



THE YEAR AT A GLANCE

82
CLIENTS SERVED

87%
IMPROVED ACADEMICALLY

86%
SUCCESSFULLY COMPLETED TREATMENT

34,339
SERVICES SCHEDULED

15,043
BED NIGHTS PROVIDED

281
HIGH SCHOOL CREDITS EARNED

PROVIDING ESSENTIAL SEVICES

HEALTH
Physical and mental wellness, medical care, and behavioral health support to help youth heal and grow stronger.

EDUCATION
Academic instruction, individualized education plans, and preparation for continued education and success.

FUTURE
Life skills, employment preparation, treatment skills, and transition planning for a brighter tomorrow.

TOTAL REVENUE & SUPPORT

$4,496,437

Thank you to funders, partners, donors, and community members for making the work possible!

Tennessee State Government

East Tennessee Foundation

United Way

COA Council on Accreditation Founded 1977 Accredited

1531 DICK LONAS ROAD | KNOXVILLE, TN | 37909 | FCAKNOX.ORG | INFO@FCAKNOX.ORG