



# CROSS ROADS HOUSE

*New Directions for the Homeless*



## 2015 Annual Report



# CROSS ROADS HOUSE

*New Directions for the Homeless*



## *Partners Offering On-Site Services*

Alcoholics and Narcotics Anonymous

COAST Transportation

Families First Health & Support Center  
& Healthcare for the Homeless

Port City Chiropractic, Dr. Shawn Shapiro

Seacoast Mental Health Center

University of New Hampshire  
Department of Occupational Therapy,  
Department of Social Work &  
Family Studies

## *Mission Statement*

*At Cross Roads House:*

*We protect men, women and children of the Greater Seacoast area experiencing homelessness from exposure and hunger.*

*We provide secure, transitional shelter for those seeking to break the cycle of homelessness.*

*We support individuals and families by providing them with the opportunity to move with dignity and purpose to stable and decent housing.*

Dear Friends,

A year ago we shared with you several of our organization's programmatic goals: to serve more people, shorten lengths of stay, increase the number of residents moving to permanent housing, and to address resident needs with targeted programs and services. We are pleased to report that over the past year we have not only met, but exceeded these goals.



Suzanne Bresette,  
Board President

Last year Cross Roads House provided shelter to 552 people, including 35 families with 60 children – an 18% increase from the previous year. As resident lengths of stay were shortened by 24%, beds opened up more frequently allowing us to meet the needs of more people in our community who were experiencing homelessness. Additionally, we significantly increased the number of people moving to permanent housing. In our transitional program 91% of residents moved to permanent housing. Sixty-two percent of the residents who exited our emergency and transitional shelter programs moved to permanent housing.



Martha Stone,  
Executive Director

While we are proud that we were able to shelter more people last year, the volume of people who continue to seek our services speaks to the seriousness of the homeless problem in our community. We continue to work closely with the Greater Seacoast Coalition to End Homelessness, funded by the Greater Seacoast United Way, to address some of the most pressing issues related to homelessness and housing in our community, such as chronic homelessness and lack of affordable housing. Tackling these issues gives us hope that we can affect change not only through our work at the shelter, but also through system changes throughout our community.

To address the barriers our residents face we are working with businesses and nonprofits in the community to implement several new program initiatives to best meet their needs. Individualized case management is provided by our social work team and residents have access to a multitude of newly instituted programs and services, including a Rapid Re-Housing program, and our new "Rent Ready" and "Ready to Work" classes (see page 7).

Our dedicated Board of Directors remain committed and supportive of these collaborations, programs, and the day to day operations of the shelter. We added three board members last year who each bring valuable skills and expertise to the Board. They are: Chuck Silva of Albany International, Eric Campbell of Bottomline Technology, and Ben St. Jean of Heine USA.

Throughout the pages of this report you will see that the work we do would be impossible without support from the community. Volunteers provide critical services to our residents every day, while nearly three quarters of the shelter's funding needs are met by more than 1,000 private donors. When people thank us for the work we do, we are quick to remind them that the availability of a safe place to sleep, nutritious food to eat, caring and supportive case management assistance, and all the basic human needs that we provide are only available because of our supporters. . . the people in our community who care enough to share their time, resources, and compassion with us. On behalf of all the men, women, and children whose lives have been transformed through their stay at Cross Roads House, we thank you.

Suzanne Bresette, Board President

Martha Stone, Executive Director

## Board of Directors

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Mary Lee Worboys

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Martha Stone, *Executive Director*

Sandra Beaudry, *Program Director*

Susan Duchesney, *Finance Director*

Daniel Mitchell, *Director of Operations*

## Contact Us

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Fax 603.430.9217

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www.crossroadshouse.org

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## ✦ In the Fiscal Year ending June 30, 2015:



Cross Roads House provided 33,615 nights of shelter to 552 people, including 35 families with 60 children.



91% of single adults in our transitional shelter program moved to permanent housing. This is a 78% increase from the previous year.

92% of families in our transitional program moved to permanent housing.



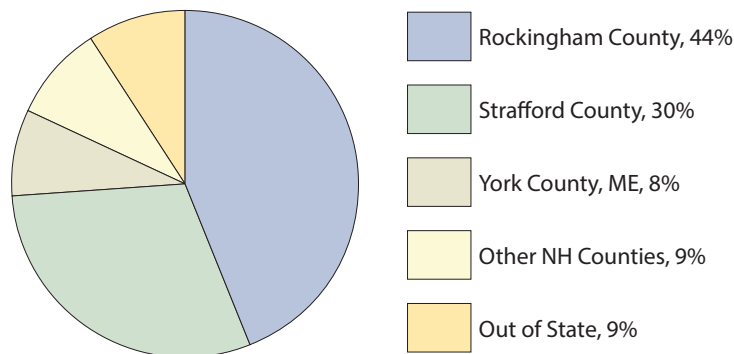
The average length of stay for all residents was 61 days. This is a 24% decrease from the previous year.



Cross Roads House served 120 chronically homeless adults. This is a 32% increase from the previous year. *(HUD defines chronic homelessness as an individual with a disabling condition who has been continuously homeless for a year or more or has had at least four episodes of homelessness in the past three years.)*

## ✦ On an average night between July 1, 2014, and June 30, 2015:

➔ 83% of residents were from NH



➔ 28% of residents were children staying with their families.

## Cheryl

When Cheryl arrived at Cross Roads House, she was alone and wasn't sure what to expect. "I had always had a place to live. I didn't know much about shelters."

Recently discharged from the hospital, Cheryl needed a support team from several different agencies to coordinate the services she needed to get her back on her feet. Cheryl worked with a case manager at Cross Roads House, Seacoast Mental Health Center, and Families First Health and Support Center during her time at the shelter.

*"It's a really good place to go to when you are at a loss and don't have any place to go. It's a safe place for you to go to and work on your independence."*

Cheryl moved out of the shelter over a year ago. "I'm renting a one bedroom. It's a very nice quaint little place. My cat is with me." She continues to work part time and is working on acquiring a pharmacy technician certificate. She has also regained visitation with her youngest daughter.

She says her time at Cross Roads House, "seems like forever ago." She fondly recalls, "The staff were really supportive in helping me find the strength within myself to be independent."



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## Mike and Heather

Mike and Heather never thought they would be homeless. "It could happen to anybody. We've always done good for ourselves."

Mike and Heather were apprehensive about what life would be like at Cross Roads House. "When you think of a shelter you think of a big gym with bunk beds lined up. We were very happy when we got here."

Mike, Heather, and their son Logan moved into our family unit, where each family has a private sleeping room and shares a common living area and a kitchenette.

*"It's better than being out on the streets. It's better than jumping from couch to couch. It's more stable for your kids. I know it's not their own bed, but they sleep in the same bed every night."*

The family moved to a subsidised housing unit in June and are looking forward to the future, which may include home ownership. "We're going to give it a go and save our money until we can get our own place, get our credit back together, and get back on our feet."



# Volunteers

Every night, volunteers prepare and serve meals to the individuals and families staying at Cross Roads House.

While most of our volunteer opportunities involve preparing and serving dinner for our residents, in some cases, volunteers provide professional services. Last year volunteers provided services such as child care, chiropractic adjustments, gardening at the shelter, hair cuts, massage therapy, tax preparation, and much more.

We are so fortunate to have a committed group of more than 350 volunteers who generously share their time and talents. The residents and staff are very grateful for their steadfast dedication to Cross Roads House.

**THANK YOU!!**



*One of our newest volunteer opportunities is providing child care for resident children while parents attend on site programs and meetings.*

*I volunteer at Cross Roads House because...*

**"I believe each of us have a responsibility to help others and make our corner of the world a little better. Cross Roads does great work and it is a huge blessing to me to be a small part of that work." - Bill, Volunteer**



*Every night volunteers prepare and serve dinner for our residents.*

*Last year volunteers prepared and served nearly 22,000 dinner meals for our residents.*



*Volunteers provided haircuts for residents.*

## *Cross Roads House is more than just a place to sleep and eat.*

Cross Roads House offers programs and services that address the root causes of homelessness and provide the support necessary for future success. We do this with intensive mentoring by our case managers, connecting residents with community based programs and services, and providing classes for residents that provide instruction in several topics that are crucial to finding and keeping a job and a home. These programs and services help to shorten resident lengths of stay and decrease the likelihood of recurring instances of homelessness.

### \* *Case Management*

Our Social Work Team, made up of Master's level case managers, Master's level interns, and our Program Director, works with individuals and families as soon as they arrive to help identify needs, set goals, and connect with programs and services. Throughout a resident's stay, case managers provide the necessary support and guidance for a successful transition to permanent housing.

### \* *Rapid Re-Housing*

This past year we began providing the case management for program participants in a Rapid Re-Housing program in conjunction with Community Action Partnership of Strafford County. This program provides a temporary rent subsidy to help families get back on their feet and settled in to their own home. In addition to the subsidy, the program participants receive case management services right in their home.



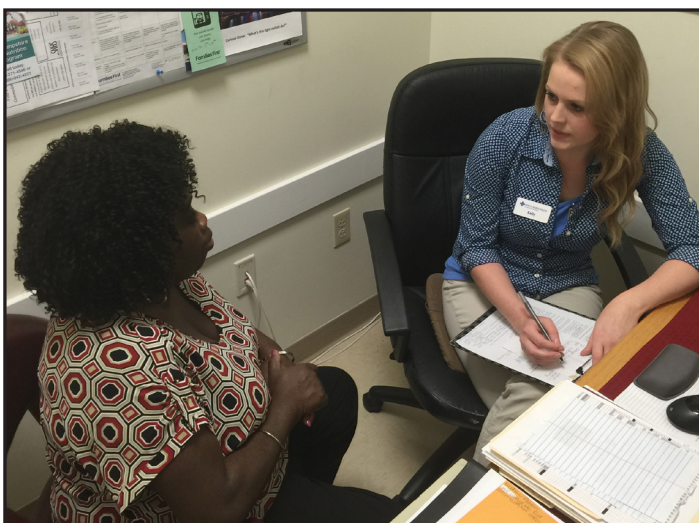
*Theresa Cardinale, MSW, (left) part of the CRH Case Management Team, during a Rent Ready class.*

### \* *Rent Ready*

Rent Ready is a day-long renter preparation course that provides residents with the financial and legal guidance and tools they need to secure permanent housing. Topics such as budgeting, credit repair, conflict resolution, and tenant's rights are presented by a team of professionals including Master's Level Social Workers from Cross Roads House, and representatives from Northway Bank, Rockingham Community Action Partnership, Portsmouth Housing Authority, private landlords, and New Hampshire Legal Assistance. Rent Ready is funded by a generous grant from the Little Harbour Charitable Foundation.

### \* *Ready to Work*

Ready to work is a three session course that provides participants with the guidance and tools they need to seek out and secure employment. Topics such as barriers to employment, determination of skills, interests, and experience, resume writing, and interview techniques are presented by a team of professionals including Master's Level Social Workers from Cross Roads House along with representatives from Wells Fargo. Ready to Work is funded by a generous "Community Blooms" grant from Wells Fargo.



*Kelly Martell, MSW, (right) providing case management for one of our residents.*

## Leadership Giving Society

Members of the Leadership Giving Society are committed to making Cross Roads House one of their philanthropic priorities by contributing \$1,000.00 or more during our fiscal year. As members, they provide vital financial stability and critical operating revenue that enables us to provide shelter and services to our residents.

The individuals and organizations listed below provided the foundation of support essential to our mission in fiscal year ending June 30, 2015.



Leadership Society members (l-r) AnnaCarrie and Doug Ash, and John and Vanda Moore at the 2014 Leadership Society Reception.

### *\$20,000-\$50,000*

Give With Liberty  
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Michael J. Simchik  
Jeannine & Scott Zeller

### *\$10,000-\$19,999*

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### *\$1,000-\$2,499*

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## Cross Roads House Legacy Society

Through a provision in their will, trust, or other charitable vehicle, members of the Cross Roads House Legacy Society make a commitment to our mission to assist the homeless in our community with shelter, food, supportive services, and the life skills needed to transition into stable and independent housing.



*"The Legacy Society is a way to continue to support Cross Roads House beyond my lifetime, and above and beyond my ability to support this cause in the usual way. It is important for me to know that my support will be part of my final wishes and one of my last acts will be one of giving and care for my neighbors."*

*- Beverly Giblin, Legacy Society Member*

## Legacy Society Members

Jude Blake  
Anthony Codding  
Denis Dillon  
Mitchell & Kathryn Gill Drew  
Wes Gardner  
Beverly Giblin  
Judy Marsh  
Peg Millar  
Lex Scourby  
Deborah Shelton  
Martha Stone  
Dave Van Patten  
Mary Lee Worboys

# Annual Fund Donors

**Thank you to all of our donors and supporters throughout the year.  
Cross Roads House could not provide shelter and services without your generosity.**

*The following is a list of individuals, businesses, foundations, religious and civic organizations who have generously contributed \$100.00 or more to Cross Roads House between July 1, 2014, and June 30, 2015.*

## *\$500-\$999*

Adaptive Communications, LLC  
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Darren K. Young

*I give to Cross Roads House because...*

**"Everyone deserves a home."**

*- Michelle, Donor*

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*I give to Cross Roads House because...*

**"Your commitment to helping people who need an extra hand-up is heartwarming."**

*- Donald & Nancy, Donor*

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 Richard & Patricia Hughes  
 Carl A. Hyatt  
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 Jeremy & Sarah James  
 Steve & Kate Jewkes  
 David & Jo Lynne Johnson  
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 Martha G. Jones  
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 Mary Knightly  
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 Jane E. Langmaid  
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 Lori Lavoie

## Annual Fund Donors

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*I give to Cross Roads House because...*

**"I stayed one night a while back.  
It was a relief from a bad time."**

*- Richard, Donor*

Maria S. Sillari & Greg F. Wool  
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Peter & Martha Smith  
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Richard H. Stanton

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Michael F. Thiel  
Alexandria Thorpe  
Jane E. Torrey  
Mary Toumpas  
Margot Towl

## In Kind Gifts

Donors come in daily with food and wish list items like sheets, blankets, and personal care items for our residents. Some donors even think "outside the box" and donate special services like a magic show, gifts during the holidays, or a series of educational presentations for residents. These "in-kind" donations help us meet the needs of our residents without stretching our budget.

If you are an in-kind donor, please know that we greatly appreciate the critical part you play in our ability to provide programs, services, and nourishment to the residents in our shelter. **THANK YOU!**



*Pictured above:* Some of our young residents during part one of a four part hands-on educational series, donated by Seacoast Science Center.

*Pictured left:* Traip Academy students with a collection of food and wish list items they collected for shelter residents.

## *Tributes in honor of:*

*The Bennett Family*  
Lucy & Tad Welch

*Christopher, Todd, Ashley, & Aoife*  
*Blackington*  
Wendy Rhoad

*Aldona Blaisdell*  
Linda Burroughs

*Olivia Hampe*  
Carl & Linda Hampe

*Heinemann Publishing*  
Francis Weller

*Carter Kizik*  
Tracy Birmingham

## *Tributes in memory of:*

*David R. Bilgor*  
Bob & Dee Vieira

*Helen Brackett*  
John & Joanne Brackett

*John & Helen Brackett*  
John & Joanne Brackett

*Robert Brown*  
Rachael Costello

*Abiola & Olukemi Cahill*  
Atinuke A. Cahill

*William Hoffman*  
Arlene & Daniel Friel

## *Tributes in memory of:*

*Barbara Newton*  
Pahm Allard  
Ann Boulanger  
Stacy Brown  
Sherry Bryant  
Tom & Ellen Casserly  
John and Gay Clauson  
Candice F. Connell  
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*Mabel Swanson*  
Jean Swanson

*Margaret "Trip" Tribboletti*  
Bob & Dee Vieira

*Roger D. Worboys*  
Jerry & Mary Anne Gorman  
NCS Global Inc.

*I give to Cross Roads House because...*

**"There are people who need help  
and this lets me do my small bit."**

*- Ruth, Donor*

*Alice K. Mansfield*  
Edith Grady  
Douglas Mansfield

*Thomas O'Malley*  
Kendra O'Malley

*Linda Plumer*  
Dawn MacArthur  
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*Carol Lunig*  
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*Every effort has been made to recognize our many financial supporters in the appropriate categories. Please notify us if an omission or error has been made and accept our apologies.*

# Benefit by the Sea



## 13th Annual BENEFIT BY THE SEA at Wentworth by the Sea

Thank you to all the sponsors and donors who supported our annual gala. Their generosity provides critical operating revenue and makes it possible for us to fulfill our mission to help our residents move with dignity and purpose to stable and decent housing.

### PLATINUM

2015 SPONSORS



LEX SCOURBY

### GOLD

2015 SPONSORS



SUSAN & MIKE DAIGLE

CHICK & CAROL HAYDEN

DAVE & DANA VAN PATTEN

MARY LEE WORBOYS

### SILVER

2015 SPONSORS



For Tomorrow\*

VIGILANT Capital Management, LLC

ANONYMOUS (2)

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### BRONZE

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ZACHARY & NANCY SLATER

JOE & SUE ST. MARTIN

KEVIN & LYN SWENSON

### IN-KIND

2015 SPONSORS



KEVIN A. PARKER  
PHOTOGRAPHER

Photos from the 13th Annual Benefit by the Sea are available online at [www.crossroadshouse.org](http://www.crossroadshouse.org).

Save The Date for our 14th Annual Benefit by the Sea  
Saturday, May 7, 2016



In 2014 Cross Roads House increased its funding of operations from private donations to 73%. The remaining support was provided from federal funds, state grants, local cities and towns, and the United Way. As costs increase to deliver and enhance our services to residents, an even greater percentage must be supported by private funds. The support of public funds fluctuates yearly, making the consistent support of our donors even more crucial.

## AUDITED FINANCIAL RESULTS Fiscal Year End June 30, 2015

### REVENUE

Private Contributions, United Way, & Grants	\$775,435
Government Grants	\$272,776
Other Revenue	\$ 18,753

**TOTAL OPERATING REVENUE** \$1,066,964

### EXPENSE

Program Services	\$894,778
Fundraising	\$177,309
General & Administration	\$ 88,307

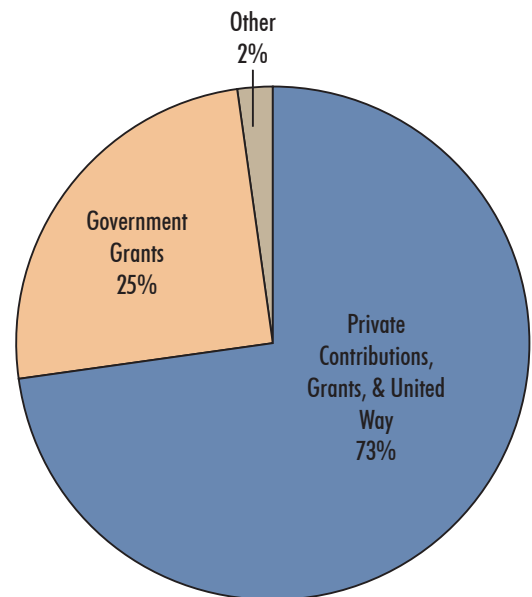
**\*TOTAL OPERATING EXPENSES** \$1,160,394

\*Includes non-cash expense of \$150,073 depreciation.

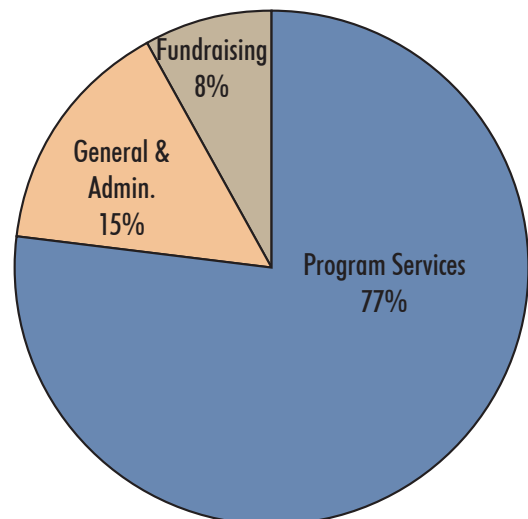
## FISCAL YEAR

JULY 1, 2014 - JUNE 30, 2015

### REVENUE



### EXPENSE





CROSS  
ROADS  
HOUSE

Cross Roads House, Inc.  
600 Lafayette Road  
Portsmouth, NH 03801-5435

Non-Profit  
Organization  
U.S. Postage Paid  
Permit No. 161  
Portsmouth, NH 03801



## Break the cycle of homelessness

### *Make a donation*

Three quarters of our funding comes from private donations.

### *Volunteer*

Dinner is prepared and served by our volunteers 365 days a year.

### *Provide items from our wish list*

Wish list items in greatest demand include:

- ❖ Gift cards to gas stations, Wal-Mart, Rite Aid
- ❖ New or gently used twin size sheets, blankets, pillow cases, bath towels
- ❖ Diapers, baby wipes, disposable razors, shaving cream
- ❖ New adult socks and underwear

Phone: 603.436.2218 • Fax: 603.430.9217 • Email: [info@crossroadshouse.org](mailto:info@crossroadshouse.org) • [www.crossroadshouse.org](http://www.crossroadshouse.org)  
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