



CROSS ROADS HOUSE

New Directions for the Homeless



2016 Annual Report



*Partners Offering
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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,

Looking back over the past year, what stands out most is how busy we were, despite the very mild winter. For the first time ever, in order to meet the demand for shelter, we had to use our dining room floor to accommodate all of the "overflow" mattresses. It's not unusual for us to have demand beyond our capacity, but in prior years our resource rooms had provided sufficient space to meet this need. We were over capacity in our single adult emergency shelter 87% of the time.

Cross Roads House served 515 people, including 30 families with 57 children last year. Among the families in our emergency and transitional programs, 76% moved to permanent housing (a 17% increase); among the families in our transitional program, 100% moved to permanent housing. Overall, 60% of residents (both single adults and families in both our emergency and transitional programs who received case management) moved to permanent housing.

We continue to focus on expanding and enhancing our services in response to the most pressing needs and challenges of our residents. Last year we worked to secure funding and prepare for the implementation of two new programs, Housing Stability Case Management and Permanent Supportive Housing (PSH).



*Suzanne Bresette, CRH Board President and
Martha Stone, CRH Executive Director*

Our Housing Stability Case Manager (HSCM) provides much needed support for residents moving from the shelter to permanent housing. The HSCM provides intensive and ongoing home-based support, with the goals of establishing housing stability for transitioned residents, supporting positive tenant-landlord relationships, and decreasing the number of individuals and families returning to homelessness. This pilot program is made possible through grants from the NH Charitable Foundation Entrepreneurs Fund and the Eastern Bank Strengthening Families grant.

Our PSH Case Manager works with individuals in the community who are chronically homeless. This innovative HUD-funded program follows the Housing First model, which provides long-term rental assistance and ongoing intensive case management and support to chronically homeless individuals overcoming major physical and behavioral health conditions. Our PSH Case Manager works with clients and landlords to obtain and maintain housing and to connect clients with community services.

We are confident that these new programs, in conjunction with our many existing services and collaborative partnerships, will help us improve our overall success. You can read more about these programs on pages 6-7.

We offer our heartfelt thanks to the many who support Cross Roads House. Our dedicated and generous Board of Directors offers leadership and professional expertise. Our donors continue to provide the majority of our funding and without them our services would be unavailable to those seeking our help. Our staff works tirelessly 24/7 to meet the tremendous and varied needs of our residents. Our partner agencies provide critical services like health care, dental services, mental health care and more. Hundreds of volunteers provide vital services to our residents 365 days a year, many of them cooking and serving dinner for our residents.

Collectively, we are providing a safe place to sleep, nutritious food, and supportive programs and services to some of the most vulnerable people in our community. Most importantly we are offering them an opportunity to break the cycle of homelessness. Thank you to all who support Cross Roads House and make these life changing services possible.

Suzanne Bresette, Board President

Martha Stone, Executive Director

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Contact Us

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Portsmouth, NH 03801

Phone 603.436.2218
Fax 603.430.9217

info@crossroadhouse.org
www.crossroadhouse.org

✦ In the Fiscal Year ending June 30, 2016:



Cross Roads House provided 32,224 bed nights of shelter to 515 people, including 30 families with 57 children.

Our emergency shelter for single adults was over capacity **87%** of the year.

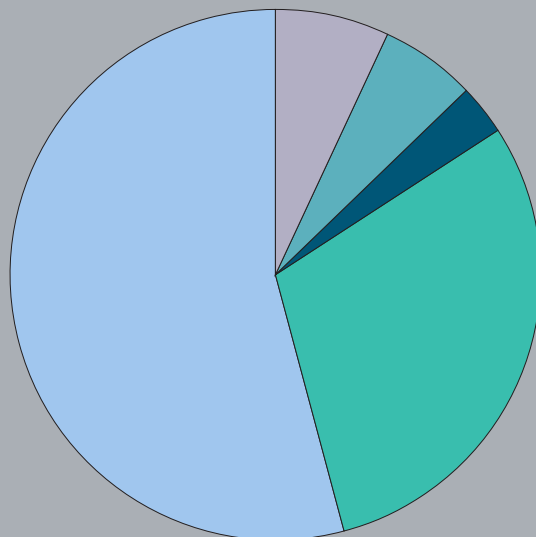


The average length of stay for all residents was **63 days**.

100% of families and **66%** of single adults in our transitional shelter program moved to permanent housing.



87% of residents were from New Hampshire



- Rockingham County, 54%
- Stafford County, 30%
- Other NH Counties, 3%
- Southern York County, ME, 6%
- Out of State, 7%

“Being homeless and a senior citizen is terrifying.”

Terri had been living at Brewster Street rooming house in Portsmouth for about a year when she got a knock on her door. Another resident told her the building was being shut down by the city. Terri sat in her room and waited for the commotion to pass. She knew she could not stay in her home, but she had nowhere else to go. That’s when the Portsmouth City Welfare Office referred her to Cross Roads House.

“That was the beginning of the end of my life, or so I thought. As the gospel song by Casting Crowns goes, ‘my life wasn’t falling apart, it was falling into place’.”

Terri arrived at Cross Roads House not knowing what to expect. “Being homeless is a scary thing. Being homeless and a senior citizen is terrifying. I never knew a wonderful place like Cross Roads existed.”

At first Terri was unsure of how to move forward. She worked part time at the unemployment office, but shortly after her arrival at Cross Roads House, her hours were cut. “I thought, ‘I’m homeless, I’m old, and my credit sucks. What am I going to do?’”



Terri on her last day at Cross Roads House.

“There’s nothing else like Cross Roads House. They gave me back my life.”

Terri soon found the supportive staff along with the programs and services at Cross Roads House could help her. “Cross Roads is like a safe haven. The staff are so supportive. You get three meals, you get clean linen twice a week, you get a doctor, a dentist, a chiropractor, that all come here. You don’t even have to leave the building.”

Terri started working with a case manager who helped her with budgeting, time management, housing applications, credit reparations, and apartment searching. “If you’re really ready to make that move and have a second chance, Cross Roads is the place. It’s not just a place to live. There’s education and training. They teach you what to do when you get your housing back, how to manage things financially, how to manage your time. It’s like a resource center. There’s nothing else like Cross Roads House. They gave me back my life.”

Terri has moved out of Cross Roads House, and into her new apartment. She is finishing up classes for her Master’s Degree in Public Administration. She is very thankful for all the assistance she received while at the shelter. “Cross Roads saved my life. Once again I have my own place and I’m going to be able to start over. I couldn’t have done that on my own.”

Cross Roads House: A Comprehensive Solution To Homelessness

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

The residents we serve often arrive with a multitude of challenges in addition to being homeless, which may include untreated mental illness and/or substance use disorder, no connection to physical or mental health care, no income, no ID, poor credit, budgeting issues, and difficulty navigating the complex process of applying for public assistance and/or housing assistance.

Members of our Social Work Team, made up of a clinical Program Director, a master's level social worker, shelter and post-shelter case managers, and University of New Hampshire graduate and undergraduate social work interns, provide case management to all residents.

Case managers meet residents "where they are" and assist them with creating individualized plans to help move from homelessness to a stable home. Case Managers work closely with the shelter's direct service staff and other service providers, to help residents move to safe, decent, and permanent housing in the most timely and successful way possible.



A family works with Cross Roads House Case Manager Brittany.

✦ Housing Stability Case Management



Housing Stability Case Management helps families and individuals maintain permanent housing after moving out of the shelter.

Thanks to funding from The NH Charitable Foundation's Entrepreneurs' Fund AMP Award and Eastern Bank's Strengthening Families grant, in 2016 Cross Roads House began providing post shelter case management to individuals and families.

The Housing Stability Case Manager (HSCM) works closely with residents as they prepare to leave the shelter and for up to one year after moving into permanent housing, providing intensive and ongoing home-based support, helping them stabilize, making new connections within the community, learning how to advocate for themselves, and maintaining the supports that were set up while staying at Cross Roads House. The HSCM also serves as a resource to landlords so that any issues that arise can be dealt with promptly.

This new program will help participants establish connections to community supports beyond the shelter, assist clients with maintaining their housing, and lessen the likelihood of returning to homelessness.

✦ Permanent Supportive Housing



Permanent Supportive Housing client Brad, with the keys to his new apartment.

In 2016, Cross Roads House implemented a Permanent Supportive Housing program. This innovative HUD funded program serves chronically homeless individuals following the Housing First model, an approach that prioritizes providing people experiencing homelessness with permanent housing as quickly as possible, and then providing voluntary supportive services as needed.

Case managers work with clients and landlords to obtain and maintain permanent housing, paid for by a rental subsidy. Once housing is established, the client is connected with a variety of community resources like health care, dental care, mental health care, and transportation. Housing First does not require people experiencing homelessness to address the all of their problems before they can access housing. It uses housing as the foundation for change.

At Cross Roads House, our Permanent Supportive Housing Case Manager works with clients to obtain and maintain housing, provide ongoing, in-home supports, and connect with community resources that will help the client remain stably housed.

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

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 helped with child care, chiropractic adjustments, gardening at the shelter, landscaping, legal consultations, hair cuts, massage therapy, tax preparation, and much more.

We are so fortunate to have a committed group of more than 375 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!!

www.crossroadshouse.org

Volunteers



Volunteers prepare dinner for Cross Roads House residents every night of the year.

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 the fiscal year ending June 30, 2016.



Amanda Elkin and Leadership Donor, Pauline Elkin at the 2015 Cross Roads House Leadership Giving Society reception.

\$20,000-\$50,000

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**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, 2015, and June 30, 2016.

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George and Ourania Zogopoulos

Tributes in memory of:

Mjr. General John Blatsos
The Blatsos Family

Abiola & Olukemi Cahill
Atinuke A. Cahill

Dr. & Mrs. Chien-Min Chen
Patricia Chen

Ron Ford
Paul & Sheila Callahan
Elaine Cormier

Dennis Greenwood
Timothy & Nancy Bassett

William Hoffman
Arlene & Daniel Friel

Wyatt Wellman Hood
Anne Leonard

Patti Leary
Cheryl Rotondo & Mark Trafton

Kay Lohmes
Lyn & Paul Mayewski

Maurice G. Mayo
Roy & Colette Benoit
Megan Bishop
Richard Demmings
Susan Fritts
David Lane
Norman & Ruth Mayo
Netscout Systems Inc.
NTP Software

Robert T. Scruton Jr.
Anonymous

Peter Smith
Frank & Joan Graf

Paul Trowbridge
Anonymous

Madison Charlotte Weeks
The Weeks Family

Roger D. Worboys
Jerry & Mary Anne Gorman

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 sincere apologies.

In Memory of James W. McCarthy

We were deeply saddened when Jim McCarthy, a member of our Board of Directors, passed away on October 22, 2015. Jim joined the Cross Roads House Board of Directors in 2010. He was a member of our finance committee and served as Board Treasurer.

Jim's first involvement with Cross Roads House was as a sponsor of our annual "Benefit by the Sea" gala in 2004. In 2007, Jim was among the most generous donors to our capital campaign. The reception and welcome area in the shelter are named in honor of Jim's company, Seascope Capital Management. The dedication plaque in the shelter lobby will forever remind us of Jim's tremendous generosity, compassion, and dedication to Cross Roads House.



Jim will be missed by his family, friends, and all those touched by his giving spirit.

We are grateful to the following individuals and businesses who made a contribution to Cross Roads House in memory of Jim:

| | | | |
|---------------------------------|--------------------------------------|---------------------------------------|-----------------------------------|
| Abenaqui Country Club | Ken & Helen Cohen | John Hancock Financial Services, Inc. | Rutman Family Fund of the Jewish |
| Michael C. Adams & Robin Tufts | Cross Roads House Board of Directors | Suzanne Johnson | Communal Fund |
| Richard & Lisa Ade | Michael & Susan Daigle | Kevin & Joan Kelly | Robert Sandler |
| Timothy Allison | Darmody, Merlino & Co., LLP | Joan Kirwin | Bill & Linda Schuler |
| Karen Andronaco | Denis & Beth Dillon | Long Island Community Foundation - | Lex Scourby |
| Anonymous | Kathryn & Mitch Drew | The Gleason Family Fund | Charles J. Silva & Margaret Moran |
| Peter & Holly Beck | Greg Dunko | Vivan & Esther Martindale | Joseph Simeone & Gerry Weidema |
| Jude Blake | Peter J. Griffin | MATEP | Martha & Eric Stone |
| Tom & Lisa Breen | Billy Hagerty | Frances D. Meyers | Kevin & Lyn Swenson |
| Suzanne Bresette & Donald Gould | Chick & Carol Hayden | Vanda & John Moore | Kurt & Elaine Swenson |
| Bob & Gail Brown | Catherine Hoodlet | Daniel & Pamela Morrison | David & Dana Van Patten |
| Barbara Child | Dara Hosch | Susan S. Poverman | Mary Lee Worboys |
| Denis & Carolyn Cloutier | Steve & Kate Jewkes | Ted & Chris Ristaino | |

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.



"We are proud to support Cross Roads House, an organization whose positive impact tirelessly benefits so many in our seacoast community. We believe it is our duty to give back, we are very happy that our gifts not only assist families in crisis, but also provide resources for education and ongoing support."

- Joe & Dodi Guyton, Legacy Society Members

Legacy Society Members

| | |
|--------------------|--------------------|
| Jude Blake | Judy Marsh |
| Anthony Coddling | Peg Millar |
| Denis Dillon | Mary & Ted Robbins |
| Mitchell & Kathryn | Caryl Sawtelle |
| Gill Drew | Lex Scourby |
| Wes Gardner | Deborah Shelton |
| Beverly Giblin | Martha Stone |
| Joe & Dodi Guyton | Dave Van Patten |
| Nancy Jackson | Mary Lee Worboys |

For more information about the Cross Roads House Legacy Society, contact Martha Stone at 603.436.2218 or Martha@crossroadshouse.org



14th 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

2016 SPONSORS



LEX SCOURBY



MICHAEL & JULIE BEAN

GOLD

2016 SPONSORS



CHICK & CAROL HYADEN
DAVE & DANA VAN PATTEN

ED & FRAN MALLON

JOE & SUE ST. MARTIN

MARY LEE WORBOYS

SILVER

2016 SPONSORS



ANONYMOUS (2)

BOB & GAIL BROWN

SUE & MIKE DAIGLE

THE MONTRONE FAMILY

BRONZE

2016 SPONSORS



ANONYMOUS
ERIC & HEATHER CAMPBELL

DONNAJEAN AHIGIAN & JEFF GORDON
ERIC & JEN CHINBURG
CHUCK SILVA & MARGARET MORAN

JUDE BLAKE
KEN & HELEN COHEN
ZACHARY & NANCY SLATER

TOM & LISA BREEN
KATHRYN & MITCH DREW
KEVIN & LYN SWENSON

SUZANNE BRESSETTE & DONALD GOULD
WES GARDNER
VANDA & JOHN MOORE
SEAN & LINA TRACEY

IN-KIND

2016 SPONSORS



KEVIN A. PARKER
PHOTOGRAPHER

SAVE THE DATE FOR OUR 15TH ANNUAL BENEFIT BY THE SEA, SATURDAY, MAY 6, 2017

Last year Cross Roads House received funding from multiple sources, the largest of which (72%) continued to be from private contributions and grants. These consist of donations from businesses and individuals, the United Way, and competitive private grants that we were awarded. The remaining support was provided by federal, state and local municipal funds. Given the uncertainty of public support from year to year, the generous and consistent support from private sources remains vitally important.

AUDITED FINANCIAL RESULTS Fiscal Year End June 30, 2016

REVENUES

| | |
|--------------------------------|-----------|
| Private Contributions & Grants | \$887,353 |
| Government Grants | \$324,695 |
| Other Revenue | \$ 23,165 |

TOTAL OPERATING REVENUES \$1,235,213

EXPENSES

| | |
|--------------------------|-----------|
| Program Services | \$996,221 |
| General & Administration | \$197,225 |
| Fundraising | \$ 67,943 |

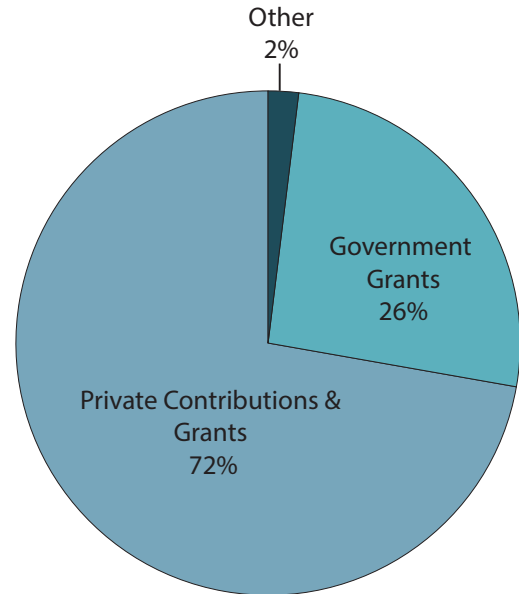
***TOTAL OPERATING EXPENSES** \$1,261,389

*Includes non-cash expense of \$155,627 depreciation.

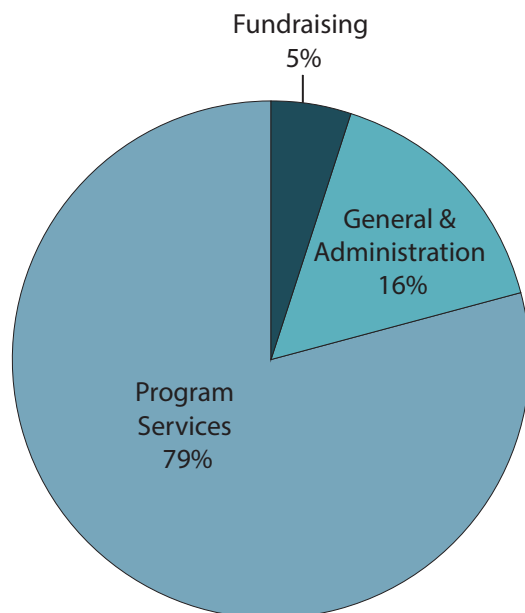
FISCAL YEAR

JULY 1, 2015 - JUNE 30, 2016

REVENUE



EXPENSE



In addition to donations from private sources (listed in the donor section of this report), Cross Roads House also received funding from the following municipalities and government sources last year:

- Dover CDBG
- Durham
- Exeter
- Greenland
- Hampton
- Kittery
- Portsmouth
- Portsmouth CDBG
- Rochester CDBG
- Rye
- Seabrook
- Stratham
- York

- Community Action Partnership of Strafford County
- New Hampshire State Grant In Aid
- USDA





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

Two thirds of our funding comes from private donations.

Volunteer

Attend one of our monthly orientation sessions.

Provide items from our wish list

Wish list items in greatest demand include:

- ❖ Gift cards to gas stations and Walmart
- ❖ New or gently used twin size sheets, blankets, pillow cases, and bath towels
- ❖ New adult socks and underwear
- ❖ See our full wish list on our website, www.crossroadhouse.org

Phone: 603.436.2218

• Fax: 603.430.9217

• Email: info@crossroadhouse.org

• www.crossroadhouse.org

Like us on Facebook

• Follow us on Twitter: [cross_roads_nh](https://twitter.com/cross_roads_nh)