



CROSS ROADS HOUSE

New Directions for the Homeless

2017 Annual Report





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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,

It's interesting to reflect back on the successes of our past year. On the one hand, we are proud that we provided emergency shelter to over 500 people and helped the majority of them end their homelessness and move to permanent housing. On the other hand, the fact that we served so many people and demand remains so high feels somewhat disheartening. Instead of getting discouraged though, we face these challenges head on and use them as motivation to work smarter, harder, and innovatively to end homelessness in our community.

Despite an extraordinary shortage of affordable housing and a rental vacancy rate of 1% in our area, we were still able to improve our outcomes. When we look at the overall percentage of residents in all our programs who received case management, 74%, a 23% increase, moved to permanent housing. Looking at the families we served, 81% (those in both our emergency and transitional program), and 100% in our transitional program moved to permanent housing.

In addition to measuring how many people we help move out, we also measure how many return to homelessness and our shelter. Last year our recidivism rate decreased to 8% for all residents who left our shelter to permanent housing which represents a 27% decrease. One of the most effective programs we've implemented to help keep our recidivism rate down is Housing Stability Case Management. This intensive, home-based case management support served 25 households with 75 individuals last year and only one of them returned to homelessness. Eight evictions were also prevented in the first year of the program which demonstrates its significant value.



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

We also saw great success in our Permanent Supportive Housing Program which targets chronically homeless individuals. This program, which follows the "Housing First" model, housed 24 people last year, helping some of our most vulnerable clients obtain housing. In some cases,

we helped people who had been living outside, move directly into their own apartment...bypassing our shelter altogether.

Last year our board of directors held a strategic planning session to evaluate what was working well for us and where we could improve. Given the tremendous demand for shelter (we operated over our typical capacity 82% of the year) and our increasing lengths of stay, we identified the shortage of affordable housing as one of the most significant factors affecting those we serve and our ability to help end our client's homelessness. As a result of our planning session, a housing task force was formed and we continue to evaluate possible solutions, collaborations and opportunities to increase affordable housing for those we serve.

Our work would not be possible without the collaboration and incredible support of so many. The delivery of life saving emergency shelter, comprehensive case management, supportive programs and services, and the opportunity to move to one's own home is made possible by our dedicated staff, board of directors, volunteers, partner agencies, and hundreds of donors who provide the resources to make it all happen. It is gratifying to know that so many believe as we do that everyone deserves a safe place to sleep, and they are willing to support us in our efforts to make this a reality for all men, women and children in our community. Huge thanks to all for generously helping us break the cycle of homelessness.

Suzanne Bresette, Board President

Martha Stone, Executive Director

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Contact Us

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Portsmouth, NH 03801

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www.crossroadhouse.org

✦ In the Fiscal Year ending June 30, 2017:



Cross Roads House provided 35,535 bed nights of shelter to 515 people, including 36 families with 63 children.

Our emergency shelter for single adults was over capacity **82%** of the year.



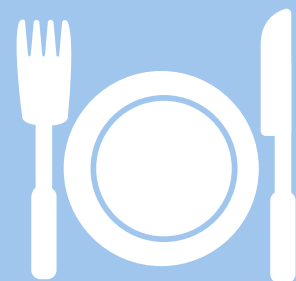
The average length of stay for all residents was **69 days**.

100% of families and **83%** of single adults in our transitional shelter program moved to permanent housing.



Twenty-five households received post-shelter case management and **8 evictions** were prevented.

Volunteers prepared and served nearly **23,000 dinner meals**.



“At a point in my life when I had nowhere else to turn, Cross Roads House opened their doors to me.”

Helen arrived at Cross Roads House at a very low point in her life.

“My life before I came to Cross Roads House was very different. I had a very good job, I had a home, I had spending money, I was able to go on vacations. Unfortunately, due to life circumstances, my life changed drastically. I was living the dream and a big blow came. I got divorced. Financially, it ruined me. I ended up losing my home. After the divorce, my expenses became really high and I was unable to meet them. I was unable to pay rent, and there was a period of time where I was just living in my car.”

Helen recalls, “Living in my car was very stressful. Although I was grateful I had a roof over my head in some way, it by no means was something that was permanent and steady. I didn’t know from day to day where I was going to shower, I didn’t know from day to day if I was going to be asked to move by police. Eating was a challenge as well because I couldn’t cook, so I had to spend extra money on food as well.”

Helen moved to New Hampshire to live with family. She was trying to find work and a place to live. “I lost my job and my sister lives near Portsmouth. I decided to stay with her temporarily. After I moved up I was involved in a very bad car accident. I almost lost my life. It put me in a wheel chair and I was unable to stay with my sister. At a point in my life when I had nowhere else to turn, Cross Roads House opened their doors to me.”

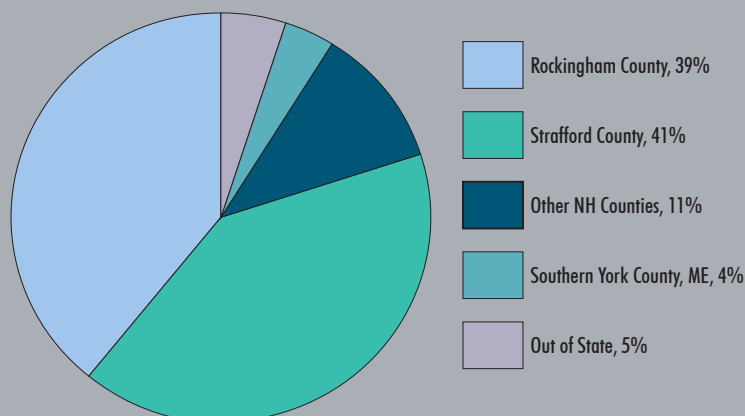
Helen was assigned a case manager, and together they began working on rebuilding her life. Helen attended doctor’s appointments and physical therapy, began applying for housing, connected with Vocational Rehabilitation to assist with employment opportunities, and participated in “Rent Ready” and “Ready to Work” classes at the shelter. “Ready to Work helped me restructure my resume. Because of my injuries, I’m now disabled in a certain capacity and I’m not able to go back to my previous career. So they helped me redo my resume. I am working with Vocational Rehabilitation to find work that I can do with my disabilities and going back to school.”

“It’s a sad thing to think about where I would be without Cross Roads House. Worst case scenario I would probably be somewhere in a tent sleeping outside, not knowing who to turn to or what’s available to me. It would just be a very bleak situation.”

Helen’s life has improved greatly in the last year. She is no longer in a wheelchair. She moved out of the shelter and is now living in her own apartment. She is grateful for the help she received at Cross Roads House. “Cross Roads House helped to not only provide food and shelter, but helped restore my dignity. Without Cross Roads House I most likely would have been another statistic of homelessness. I am grateful every day for having the opportunity to be able to heal and grow at Cross Roads House.”



Last Fiscal Year Cross Roads House served 515 people from:



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, a permanent supportive housing case manager, 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.



CRH Case Manager Angel works with a family at the shelter.

✦ Housing Stability Case Management



Josh and Devon, pictured above, have been working with a Housing Stability Case Manager to maintain their housing and services that were set up while at the shelter.

In 2016 Cross Roads House began providing post-shelter case management to individuals and families moving from the shelter to permanent housing.

A Housing Stability Case Manager (HSCM) works closely with residents as they prepare to leave the shelter and 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 program helps participants establish connections to community supports beyond the shelter, assists clients with maintaining their housing, and lessens the likelihood of returning to homelessness. Last year this program served 25 households with 75 individuals and prevented eight evictions.

✦ Permanent Supportive Housing



Before he joined the Permanent Supportive Housing program, Bruce was living outside. He now has his own apartment and is working with a PSH Case Manager to connect with needed services in the community.

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 find and keep housing, provide ongoing, in-home supports, and connect with community resources that will help the client remain stably housed.

Volunteers

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

Cross Roads House is so fortunate to have a committed group of more than 400 volunteers who generously share their time and talents to better the lives of our residents.

While most of our volunteer opportunities involve preparing and serving dinner and breakfast for our residents, many volunteers assist in a variety of other ways, including providing child care, chiropractic adjustments, gardening at the shelter, landscaping, legal consultations, hair cuts, chair massage, tax preparation, picking up donations, and much more.

The residents and staff of Cross Roads House are very grateful for the steadfast dedication of all of our volunteers.

THANK YOU!!



Volunteers provide a wide variety of services including preparing and serving our breakfast and dinner meals for 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 the fiscal year ending June 30, 2017.



Pictured left to right are Leadership Society Member Sandra Desisto, Leadership Society Member, Legacy Society Member, and Board Member Kathryn Drew, Leadership Society Member Holly Adamy Lowe, and Leadership Society Member and Legacy Society Member Mitch Drew.

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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, 2016, and June 30, 2017.

\$500-\$999

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Jane M. Vacante
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VF Outdoor, Inc.
Jeff Volk
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Patricia & Bob Weathersby
Raymond & Joan Weaving
Danielle White
Kathie & Jim White
Robert & Christine Wickham
Barbara Wilson
Sloan Wilson & Marcia Van Dyke
Barbara Wrobel
Lucy Zhang

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.

Legacy Society

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.



Lex Scourby (pictured left) has been an active member of the Cross Roads House board of directors since 2003 and served as chairman from 2006-2011 during the shelter's capital campaign to design and build a new facility. He is also a member of the Cross Roads House Legacy Society.

"Homelessness is not going to go away; it's going to be here long after I'm gone," said Scourby. "I want to sustain the facilities and the programs that we offer our residents. By making

this commitment in my estate plan and joining the Legacy Society, I have designated 5 percent of my estate to help sustain the organization in perpetuity. This is a relatively simple way to make a difference and I hope it encourages other people to do the same."

"When I think about where Cross Roads House is today and where we can be in the future, it will be a function of the support we get from the community, individuals, businesses and municipalities," Scourby said. "Hopefully, they will all continue to support [the shelter] on an annual basis, as well as think of Cross Roads House in their estate plans... to leave behind some monies to help maintain what they supported while they were here."

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

Cross Roads House Legacy Society Members

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

Tributes in honor of:

John Daniels
Erin McGann

Kathryn Drew & Jenny Fredette
Helen Commisso

The Wedding of Alexandria & Philip Estes
John & Joanne Brackett

Dale Gregg
David Mercer

Geoffrey James
Tom & Cathy Campbell

Ben Kaphan
Leah Barish

Katherine Lohnes
Malcolm & Nancy Sandberg

New shared location with LTC Partners
McLane Middleton - Portsmouth

Alice K. Mansfield
Douglas Mansfield

Comedian Mike McDonald
Anonymous

Jessica & Paul McKeon's Wedding
Anonymous

Will Powley
Anonymous

Deirdre Segerson
Brendan Joosten

Andrea & Sean Sennott
David & Joan Desgroseilliers

Victoria A. Stella
Henry Quillen

Martha Stone
Julie Gregory

Lori Tiernan
Mallory Parkington Photography

Tributes in memory of:

Abiola & Olukemi Cahill
Atinuke Cahill

John P. Delanty
Gayle Blumenberg
Amy Gruner
MaryAnn Limric
Jane Robinson
William Sample

David C. Engel
Aberdeen West Cooperative
Elizabeth Adams
Armand & Jeanne Gagnon
Paul & Helen Gigley
Joseph Glannon
Winston & Frances Gouzoules
Richard & Elizabeth Heselton
Don & Faye Houldsworth
John & Florence Kardash
William & Charlene Kearns
Nancy & Gerald Pearce
Andrew Perlman
Danielle Petlick
Terri & Ed Spinney
Gail Stearman

Heidi Englegrant
Beverly Daly
Buddy & Jennifer Webb

Sheryl Estes
Margaret Aikens
Sherry McGowen

Bing Hawes
ML Hannay

William Hoffman
Arlene Friel

Wyatt W. Hood
Anne Leonard

Nancy P. Landry
John Caley

David R. Mathias
Nancy & John Crosby

William Maxwell
R. B. Maxwell

James W. McCarthy
Peter Griffin

Mary Ann Record
Anonymous
Linda & Christian Beal
Linda Beal
Megan Bishop
Pamela & Jack Blalock
Deborah Brantley
Samuel & Paula Bruno
Ronald & Virginia Demo
Donna & Raymond Drapeau
Bonny Ham
Ice House Inc.
Mark Joyce & Karen Crowley
Brian & Lise Klinger

Karin Lane
Sandra Lorusso
Joan Lovett
Mel & Jean Low
Glenn McGeough
George Moynahan
Jim & Belinda Mulvey
Susan & Rick Philbrick
Beth Potier
Jane Remick
Grace Simms
Sara Treacy
VF Outdoor, Inc.
Joan Young

Dominic Valle
Lois Berman

Roger D. Worboys
Jerry and Mary Anne Gorman



15th 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.

BENEFACTOR

2017 SPONSORS

MICHAEL & JULIE BEAN

PLATINUM

2017 SPONSORS



LEX SCOURBY



GOLD

2017 SPONSORS



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ED & FRAN MALLON

THE BLECZINSKI FAMILY
JOE & SUE ST. MARTIN

SUE & MIKE DAIGLE
DAVE & DANA VAN PATTEN

CHICK & CAROL HAYDEN
MARY LEE WORBOYS

SILVER

2017 SPONSORS



For Tomorrow®



ANONYMOUS (2)

BOB & GAIL BROWN

THE MONTRONE FAMILY

BRONZE

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VANDA & JOHN MOORE
KEVIN & LYN SWENSON

ERIC & JEN CHINBURG
JOANN ROHDE & TONY McMANUS

IN-KIND

2017 SPONSORS



KEVIN A. PARKER
PHOTOGRAPHER

Last year Cross Roads House received funding from multiple sources, the largest of which (64%) 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, 2017

REVENUES

Private Contributions & Grants	\$989,565
Government Grants	\$499,636
Other Revenue	\$ 50,182

TOTAL OPERATING REVENUES \$1,539,383

EXPENSES

Program Services	\$1,159,925
General & Administration	\$221,490
Fundraising	\$ 96,738

***TOTAL OPERATING EXPENSES** \$1,478,153

*Includes non-cash expense of \$154,461 depreciation.

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:

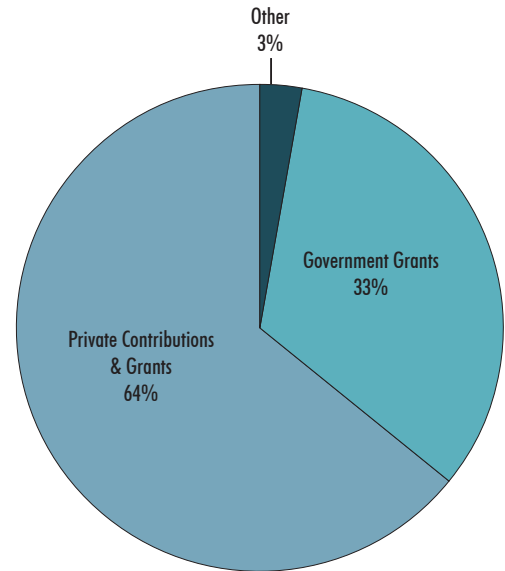
- Dover CDBG
- Durham
- Exeter
- Greenland
- Hampton
- Kittery
- Portsmouth
- Portsmouth CDBG
- Rochester CDBG
- Rye
- Seabrook
- Stratham
- York

- HUD, Continuum of Care
- New Hampshire State Grant In Aid
- USDA

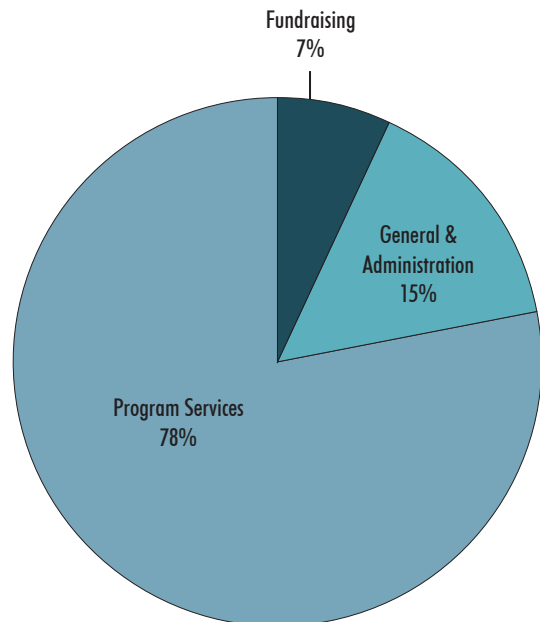
FISCAL YEAR

JULY 1, 2016 - JUNE 30, 2017

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

Help 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
- ❖ See our full wish list on our website, www.crossroadshouse.org