Partners Offering On-Site Services

Alcoholics and Narcotics Anonymous
COAST Transportation
Families First Health & Support Center & Healthcare for the Homeless
Supportive Services for Veteran Families (Harbor Homes)
Joan G. Lovering Health Center
New Hampshire Legal Assistance
Rockingham Community Action Asset Development
Seacoast area attorneys
Seacoast Area Teachers of Yoga in Action (SATYA)
Seacoast Mental Health Center
University of New Hampshire Cooperative Extension Nutrition Connections, and Department of Social Work & Family Studies
Veterans, Inc.
VA Outreach
Wells Fargo (Ready to Work Program)

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,

Each year we compile this annual report to provide a summary of our accomplishments and challenges, and offer our supporters and partner agencies a glimpse into our world. This report also provides an opportunity to publicly thank and acknowledge the tremendous generosity of our donors. We continue to rely on private contributions to fund two thirds of our entire shelter operations, so we cannot overstate the importance of our donors’ support.

Last year brought some exciting changes for our organization. The most significant was the purchase of a property, located near our shelter, which we are using to provide affordable permanent housing for people who have experienced homelessness. More details about the property and its use can be found on page 7. The decision to acquire this property stemmed in part from the fact that an extreme shortage of affordable housing continues to be one of the biggest obstacles we face as we work to help people move from homelessness to permanent housing.

In our region, we have a 1% vacancy rate for rental properties. Compounding the problem is a housing wage gap. In New Hampshire, to afford a Fair Market Rate two-bedroom apartment with utilities—withouht paying more than 30% of your income on housing - a person would need to earn $22.32/hour. In Rockingham County, that amount skyrockets to $27.73/hour. The average renter wage in New Hampshire is $15.13, and minimum wage remains at $7.75. Despite the fact that many of the people we serve are working, housing is still out of reach without subsidies, and the waiting list for those remains very long. The solution to homelessness is homes, and there are simply not enough of them that are affordable.

Although our residents are facing these challenges, we had some impressive outcomes last year. We increased our capacity during the bitter winter of 2018 to meet the tremendous demands of people seeking a warm place to come inside. On page 4 you’ll see that we were able to help the majority of our residents transition from homelessness to permanent housing. In addition, the eviction prevention efforts put forth by our Housing Stability Case Managers are working, as is evident in our very low recidivism rates (see page 5).

Funding our work remains an ongoing challenge. Our board of directors is thinking strategically about how we can move towards a funding model that is sustainable. Like any business, we have increasing expenses, even when our programs and services remain the same. While we receive a variety of municipal, state, and federal grants (see page 15), the majority of our funding comes from individual donors and private grants. You’ll find a listing of the donors who generously supported our work last year on pages 8-14.

We would like to extend our deepest gratitude to all who support our work through financial donations, volunteer hours, partner agency services, and in-kind donations throughout the year. It truly takes a village to do our work and we are so very fortunate to have this generous, talented, and remarkable community helping us break the cycle of homelessness.

Suzanne Bresette, Board President
Martha Stone, Executive Director

www.crossroadshouse.org
In the Fiscal Year ending June 30, 2018:

Cross Roads House provided 38,167 bed nights of shelter to 527 people.

Of residents who stayed at the shelter 90 days or more, 90% of all residents in all programs, including 100% of families, moved to permanent housing.

The average length of stay for all residents was 72 days.

Cross Roads House provided shelter and supportive services to 31 families with 58 children.

Volunteers prepared and served more than 23,000 dinner meals.

Cross Roads House assisted individuals and families from:

- Rockingham County, 35%
- Strafford County, 44%
- Southern York County, ME, 3%
- Other NH Counties, 9%
- Other Counties, 9%
- Out of State, 9%
Resident Story

“I don’t know where I’d be if I didn’t come to Cross Roads House...”

Last year, Post Shelter Case Management services were provided to 48 households and 116 individuals; all but one individual remained housed at the end of the fiscal year.

Jessica first came to Cross Roads House four years ago. “The first time I was confronted with being homeless and having to go to a shelter, it was scary. I didn’t know what to expect. Once I got here I realized it’s not that bad.”

Unfortunately, Jessica was still actively using drugs, and hiding it from everyone. “The first time I was here wasn’t a good time for me. I was actively using. I just got to a point where I didn’t care anymore. Using drugs had a lot to do with that.”

Jessica left the shelter to move to Ohio. She stopped using drugs, but things were still challenging. She decided to return to New Hampshire to be closer to her family. Jessica got an apartment and was living independently, but then she relapsed. “I overdosed and I went to rehab for 28 days.”

When she completed rehab, she thought things were better. She was sober and she got married. For a while things seemed fine.

“I did not know I had married an abusive man and when I finally found my way out, I had nowhere to go. Thankfully, I came here.”

Jessica returned to Cross Roads House, determined to turn her life around for her and her children. She started working with a case manager on housing applications, finding work, and connecting with community resources. “When you first get here, the paperwork is overwhelming. There are some housing applications that are like books. They’re so thick. It’s relieving to have a case manager. When everything is so stressful, you have somebody there to help you. The case managers know so many different ways to go about things. The resources that they have are ridiculous. There were things I didn’t know about and my case manager pointed me in the right direction.”

While at the shelter, Jessica was working. Her children were attending school, and on breaks, Cross Roads House helped them to enroll in camp or other activities. “You guys are always keeping the kids busy so they’re not just sitting here bored. Even when we have family meetings the kids are always doing stuff with volunteers. It gave me time to do what I needed to do.”

After nine months of hard work, Jessica received word that an apartment was available, and that she would be moving out of the shelter. “I’m excited to be back in our own place, but looking at all the responsibilities that come with your own place - balancing everything with work, and the kids, and everyday life - is nerve-wracking. The thing that makes me excited the most is being able to cook a real dinner in an oven. That’s my number one thing. I love to cook, so that’s the most exciting thing for me.”

To help with the transition, Jessica works with one of our Housing Stability Case Managers (HSCM). The HSCM provides case management assistance to residents moving out of the shelter and into permanent housing. She works with individuals and families in their new homes, helping them to manage a budget, stay connected to community resources set up at the shelter, identify and connect with additional resources, and can serve as a resource for the landlord, should the need arise.

Jessica is thrilled to be living with her children in their new apartment. “I don’t know where I’d be if I didn’t come to Cross Roads, but it would not have been good at all. Now I’m clean and sober almost two years. It feels good to say that.”

Jessica is grateful for all the help she received from Cross Roads House and is looking forward to the future. “The most rewarding thing is the feeling of getting your independence back.”
Providing Comprehensive Solutions To Ending Homelessness

Cross Roads House provides programs and services that address the root causes of homelessness and offers the support necessary for future success. We provide the basics - a warm bed, three meals a day, direct care staff available 24/7/365, access to phone, internet, and laundry - and our case managers provide intensive mentoring, connecting residents with community based programs and services. In addition, classes are available to all residents with instruction in several topics that are crucial to finding and keeping a job and a home.

**Shelter Case Management**

Case management is at the heart of the work we do at Cross Roads House. Members of the Cross Roads House 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 assist residents by working with them to create an individualized plan 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 get back on their feet, connect with community resources, gain critical life skills, and ultimately move to safe, decent, and permanent housing in the most timely and successful way possible.

**Housing Stability Case Management**

Housing Stability Case Managers (HSCM) work closely with residents as they prepare to leave the shelter and after moving into permanent housing. The HSCM helps these new tenants manage a budget, maintain or establish connections to community supports beyond the shelter, maintain their housing, and serves as a resource for the landlord, lessening the likelihood of a return to homelessness.

**Permanent Supportive Housing**

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.

All of these efforts combined help to shorten resident lengths of stay, increase success in permanent housing, and decrease the likelihood of recurring instances of homelessness for the people we serve.
Affordable Permanent Housing

Access to affordable housing is critical to our efforts to end homelessness. In the spring of 2018, Cross Roads House purchased a property in Portsmouth that includes twelve units of single room occupancy space with shared common areas, along with a caretaker’s apartment. The purpose is to provide permanent, affordable housing for individuals who have experienced homelessness. The property, which was formerly used as a group home, needed minimal renovations, and with the help of multiple teams of volunteers who helped us paint and clean, we were ready to sign our first leases on July 1, 2018. By the end of the calendar year, all units had been leased.

Located very close to our shelter facility, the property is convenient for former Cross Roads House residents who are employed in the area, because they can continue to drive, walk, or utilize public transportation to get to work. Additionally any medical, dental, mental health, and/or substance use disorder treatment that was set up while staying at the shelter can be continued locally. Also convenient for our post shelter (housing stability) case managers, is the ability to stop by and see multiple clients in a single location.

Portsmouth Housing Authority collaborated with Cross Roads House and approved the use of their Housing Choice Vouchers (Section 8) for single room occupancy for this property. Six individuals who obtained a voucher from the housing authority to help pay their rent were among the first tenants in the building.

While this was a significant undertaking for Cross Roads House, we are pleased with the early success of the building and are grateful to have this property as a housing resource for the people we serve.

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!!

If you are interested in becoming a volunteer at Cross Roads House, please attend one of our monthly Volunteer Orientation sessions. Dates are listed on our website at www.crossroadshouse.org/volunteer.
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 between July 1, 2017 and June 30, 2018.

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Michael & Julie Bean
Demeters Steakhouse
Give With Liberty
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NH Charitable Foundation Piscataqua Region Community Fund
Lex Scurby
Seacoast Half Marathon
Jeannine & Scott Zeller

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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, 2017, and June 30, 2018.

**$500-$999**
- Anonymous (4)
- ABC Physical Therapy
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Michael Thiel & Gail Richard  
Peter & Jane Torrey  
Mary Toumpas  
Suzanne Trottier  
Charlie & Kelly Turner  
H. Dixon Turner  
Linda Urban  
Jane Vacante  
Matthew Vadeboncoeur  
Jean Vaughn  
Bob & Dee Vieira  
Joan Waldron  
Brian Walsh & Linda Patchett  
Michael & Sharon Watson  
Raymond & Joan Weaving  
Anne Whitney  
Robert & Christine Wickham  
Richard & M. Elaine Wilder  
Sloan Wilson & Marcia Van Dyke  
Mark & Lela Wright  
Barbara Wrobel  
Yankee Equipment  
Darren Young  

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**Tribute Gifts**

**Tributes in honor of:**

Van Ballantyne  
Reddy Family Chiropractic  

Briana Carrigg  
Kate Dumas  

Brooke Dube  
Portsmouth Regional Hospital  

Kathryn G. Drew  
Helen G. Commissio  

Buddy Hackett  
Stacey Susi  

Richard Hayden  
Charles & Emily Gilley  

In Celebration of Bev Hollingworth’s Years of Public Service  
Tracy Beattie  
Wes Gardner  
Linda Tatarczuch  
Patricia Meyers  
Sheila Nudd  
Joseph & Catherine Nadeau  
The Hampton Town Democratic Committee  
Linda Kirk  
Haven Homes + Lifestyle at Keller Williams  

George Kachadorian  
Justin Lamkin  

Eric Langa  
Michelle Langa  

Stu Levenson  
Amy Levenson  

Alice K. Mansfield  
Douglas Mansfield  
Edith Grady  

Jessee McCormack  
Kate Dumas  

Wes Pike  
Joanne Fitzgerald  

Kristen Statires  
Krisy Sims  

Ed Theobald  
Donna and Ed Theobald  

Leon Williams  
Alexis & John Mason-Clymer
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.

Kathryn Drew was first introduced to Cross Roads House at a tree lighting ceremony in 1999. “That night I went from a holiday celebration downtown to the Cross Roads House tree lighting. After the tree lighting a few of us toured the old family building. This was prior to the renovations, and two families were in one unit separated by a sheet. The littlest of the young children was preparing for the school Christmas pageant. He wanted to play his trumpet for us, and did so with the greatest amount of honor and poise. I was hooked, and forever impacted by that snowy holiday night.”

Kathryn joined the Cross Roads House Board of Directors shortly thereafter, and has been a strong supporter of the agency’s growth. “I’m proud to serve alongside everyone who supports our homeless community and the tremendous generosity of this community. Cross Roads House is not just providing the basics, we are providing case management and giving people tools that will help them move from homelessness to a home of their own.”

Kathryn and her husband Mitch are both long time members of Cross Roads House Leadership Giving Society, and the Cross Roads House Legacy Society. “We joined the Legacy Society to ensure that Cross Roads House can continue to provide comprehensive services for homeless families and individuals in the Greater Seacoast area well into the future.”

“All year when it starts to get colder, I think of the first night I toured Cross Roads House. It truly touched me. We are proud to help support the mission of Cross Roads House, and encourage others to do the same.”

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

Tributes in memory of:

Patricia Balicki
Joanne Fitzgerald
Margaret Bodio
Camie Britton
Joanne Babbitt
John & Alice Mitchell
Patricia & Joseph Kenney
Callie Divico

Francis & M. Stanton
Jennifer Cummings
Rosemary Mantegani

Abiola and Olukemi Cahill
Atinuke A. Cahill

David C. Engel
Paul & Helen Gigley

Helen Gibadlo
Matmarket LLC

Ruth Grenier
Anonymous

Wyatt W. Hood
Anne Leonard

Patti Leary
Cheryl Rotondo & Mark Trafton

Francis Murphy
Judith Harvey

George Tilton
Paul & Anita Lindstrom
Linn & Nina Opderbecke

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.
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.

### 2018 SPONSORS

<table>
<thead>
<tr>
<th>Level</th>
<th>Name</th>
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</thead>
<tbody>
<tr>
<td><strong>Benefactor</strong></td>
<td>Michael &amp; Julie Bean</td>
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<tr>
<td>Gold</td>
<td>The Provident Bank</td>
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<tr>
<td>Platinum</td>
<td>Demeters Steakhouse</td>
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<tr>
<td>Silver</td>
<td>Anonymous (2), Bob &amp; Gail Brown, The Montrone Family, Impax Asset Management, LLC</td>
</tr>
<tr>
<td>In-kind</td>
<td>VIGILANT Capital Management, LLC</td>
</tr>
</tbody>
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**Save the Date for our 17th Annual Benefit by the Sea, Saturday, May 4, 2019**
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 individuals and businesses, the United Way, and competitive private grants that we were awarded. The remaining support was provided by federal, state and local municipal funds. Generous and consistent support from private sources remains vitally important and helps to sustain our programs and services.

### AUDITED FINANCIAL RESULTS
**Fiscal Year End June 30, 2018**

#### REVENUES
- Private Contributions & Grants: $1,055,585
- Government Grants: $535,348
- Other Revenue: $59,788

**TOTAL OPERATING REVENUES**: $1,650,721

#### EXPENSES
- Program Services: $1,336,883
- General & Administration: $297,840
- Fundraising: $106,072

**TOTAL OPERATING EXPENSES**: $1,740,795

*Includes non-cash expense of $155,727 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
- Wakefield
- York
- Emergency Food and Shelter Program
- HUD, Continuum of Care
- New Hampshire State Grant In Aid
- USDA

### FISCAL YEAR
**JULY 1, 2017 - JUNE 30, 2018**

#### REVENUE

#### EXPENSE
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