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)
- New Hampshire Legal Assistance
- Rockingham Community Action Asset Development
- Seacoast Area Attorneys
- 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,

This year’s annual report is chock full of information about Cross Roads House, including our services, our resident outcomes, our financial picture, and our donors. Without this last group, our donors, none of the work we do would be possible. As has been the case for many years, our generous donors provided the majority of our operational funding, which last fiscal year totaled over $1 million.

We are incredibly grateful to all who support our work, but also recognize that fundraising this amount from private sources year over year is not ideal, or particularly sustainable. It is for this reason that our Board of Directors continues to explore funding strategies that will ensure we have the resources to continue to meet the needs of those in our community who are experiencing homelessness, well into the future.

One consistent fundraising success for us has been our annual Benefit by the Sea gala. We are pleased to report that in May 2019, our 17th Annual Benefit by the Sea saw record breaking donations of more than $400,000 after expenses. Please see the listing of our generous sponsors on page 14. Individual donor gifts made at the event and throughout the year are included on pages 8-12.

Another source of sustaining support comes from gifts made to Cross Roads House through our Legacy Society. We are honored that these individuals have included Cross Roads House in their estate plans. New members are joining each year and we are proud to list them on page 13.

In July, we celebrated our first full year of operating our permanent housing property located on Greenleaf Avenue in Portsmouth. This facility provides affordable rental housing for 12 formerly homeless individuals, and has been a great option for some of our clients as they have exited the shelter. More details can be found on page 7.

A lack of permanent affordable housing in the Greater Seacoast Area continues to be one of our greatest challenges. According to a study done by the NH Housing Finance Authority, the vacancy rate for market rate two-bedroom rental housing in Rockingham County has fallen from 1% to 0.3% this year. Statewide the vacancy rate is 0.8%. Complicating matters further, area rents continue to skyrocket. All this combined presents extraordinary challenges for our residents, as they work to get back on their feet, move out of the shelter, and find and keep a home.

Despite the tight rental market, we continue to help as many people as possible secure permanent housing. Some move to subsidized units owned by local housing authorities, a few receive Housing Choice Vouchers (formerly Section 8 Vouchers) and seek housing among market rate units, and others creatively find roommates and secure apartments wherever they can find an affordable unit. We are pleased to share the details related to our resident outcomes, including the number of people we served and those who successfully moved to permanent housing on page 4.

We continue to collaborate with partner agencies to make sure that each resident has access to the right intervention at the right time. Navigating the complex network of social services agencies and resources can be overwhelming for those who are experiencing homelessness. Along with our partners, Cross Roads House plays a pivotal role in providing emergency shelter, supportive services, and case management in the Seacoast Region.

We are so grateful to all our partner agencies, volunteers, Board of Directors, staff members, and donors, who help us deliver critical and often life-saving shelter and supportive services for the men, women, and children who rely on us to help them end their homelessness.

Ben St. Jean, Board President
Martha Stone, Executive Director
Facts & Figures

In the Fiscal Year ending June 30, 2019:

Cross Roads House provided 34,124 bed nights of shelter to 446 people.

Of residents who stayed at the shelter 90 days or more, 82% of all residents in all programs, including 100% of families, moved to permanent housing.

The average length of stay for all residents was 77 days.

Our emergency shelter for single adults operated beyond our normal capacity 63% of the year.

Cross Roads House provided shelter and supportive services to 30 families with 62 children.

Volunteers prepared and served more than 21,000 dinner meals.

Cross Roads House assisted individuals and families from:

- Rockingham County, 27%
- Strafford County, 57%
- Southern York County, ME, 7%
- Other NH Counties, 5%
- Out of State, 4%
Before Kristy came to Cross Roads House, she was living with her fiancé’s parents. She was working towards recovery from substance use disorder, and her fiancé was in jail. When the landlord found out that Kristy was staying in the apartment but was not on the lease, he said if she did not move out, he would have to evict all of them. “They’re in their 70’s and 80’s. I couldn’t let that happen. I didn’t have a stable place, so I came here.”

Kristy was apprehensive about moving into a homeless shelter with her four-month-old infant. “Coming to Cross Roads House, I didn’t know what to expect. I was horrified. I thought it would be similar to jail. That’s the picture I had in my mind. I was surprised that the baby and I had our own room, my older son could come visit, the meals were great, and I didn’t have to leave during the day. I mean what do you do with an infant for the day if you have nowhere to be?”

Kristy worked with a Case Manager to assess her needs and formulate a plan to get her into permanent housing. She was surprised by all the community resources with which her Case Manager was able to connect her. “I had never heard of Operation Blessing, Share Fund, or Womenaid. I had no idea, other than food pantries, that there were places out there to provide help. It makes you feel more confident that if something happens, like your car breaks down, that there may be someone out there to help so you can still pay your rent.”

According to Kristy, one of the most significant connections she made while at the shelter was with Seacoast Mental Health Center. “Seacoast Mental Health was a big support for me. That was a big thing that kept me stable. Mentally, I’m probably in a better emotional place then I ever have been, so that was huge. [My Case Manager] really pushed me to go there. I really didn’t want to, but I needed to. I’m glad she pushed me. Now I wouldn’t even think twice about going to a therapist again.”

While Kristy was staying at Cross Roads House, her fiancé passed away. She credits the staff for helping her through some very difficult times. “It’s been a long year. I’ve had so much tragedy. The staff is amazing, because you always had someone to talk to. If I wasn’t here I don’t think I would have had the support around me that I needed. I probably would have gone back to using drugs. I had everyone rooting for me, and I didn’t want to disappoint myself and I didn’t want to let everyone down. I feel like I have a fan club. It just helped keep me on the right path.”

Kristy’s Case Manager also connected her with the New Hampshire Employment Program (NHEP), which helps NH families become self-supporting by providing employment opportunities, job readiness, education, and training services. “It turned out to be really great for me. It got me started on the path to becoming a CRSW (Certified Recovery Support Worker). If I wasn’t here, I don’t think I would have been able to do that, and to go as far as I’ve gotten. I think that’s a huge success for me that I’m going to school again.”

Kristy is looking forward to finishing her CRSW program and helping others in the community. “I think I’m a pretty strong person. I’ve been through a lot. I think anyone battling drug abuse and mental illness could learn a lot from me. I just hope someday someone will hear my story and it will help change their life. If I could help one girl not go through what I went through, it would mean the world to me.”

Kristy is also hoping that her success can set a good example for her oldest son. “I would love to graduate someday and to have [my son] be there just to show him that you can struggle, and you can do all the wrong things, but you can still fix it. That’s a valuable lesson for anyone to learn. You’ve just got to work really hard at it.”

Kristy is grateful for the support she received at Cross Roads House, whether from staff, volunteers, or donors. “I hope people understand how grateful I am. If I could thank each person who helped me individually, I would. That saying ‘it takes a village,’ is so true. I wouldn’t be where I am today without Cross Roads House.”
Providing Comprehensive Solutions To Ending Homelessness

For homeless families and individuals in the Seacoast Area, Cross Roads House is so much more than just a place to sleep and eat. It is a lifeline, providing the critical shelter and supportive services that can help them get back on their feet and into permanent housing.

The most basic needs, warm shelter, three nourishing meals a day, laundry facilities, telephone, mail delivery, and internet access, are available on-site for all residents. Our direct care staff is on hand 24/7/365 to provide resident support, as well as maintain a safe shelter environment.

Each Cross Roads House resident works with a member of our highly skilled 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.

Case Managers meet residents “where they are” and create an individualized plan that will help them move from homelessness to a stable home. Case Managers work to connect residents with community resources that address their own unique challenges, 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. All of our residents struggle with the high cost of area rentals as well as the extremely low vacancy rate in New Hampshire.

Cross Roads House provides a host of supportive services that address the root causes of homelessness, build resident skill sets, and instruct residents how to obtain and maintain permanent employment and housing. Additionally, we partner with local providers to deliver a vast array of supportive services on-site, such as medical, dental, substance use disorder, and mental health treatment, eliminating barriers to getting the care residents need.

Once housing has been obtained, Post-Shelter Case Management is provided by Housing Stability Case Managers (HSCM). 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.

Additionally, Cross Roads House administers a HUD funded Permanent Supportive Housing program, which serves chronically homeless individuals following the Housing First model. The program provides individuals who are chronically homeless (those with a disability and who have experienced long or recurring bouts of homelessness) with permanent housing as quickly as possible. Once housing is obtained, Case Managers provide voluntary supportive services as needed. The program was recently expanded to allow the provision of services for more individuals.

Last year, Post-Shelter Case Management services were provided to 102 people in 44 households. All but one individual and one family remained housed at the end of the fiscal year.

Pictured is the first class of culinary arts training students along with CRH Kitchen Coordinator, Chef Michael Jacobs (right).

Last year, Cross Roads House residents began participating in Serve Safe certification courses and other culinary arts training programs on site in our commercial kitchen, which helps prepare them for employment in the area’s booming food service industry.

This is just one example of the ways Cross Roads House and our community partners work together to provide programming that helps residents build skill sets for success outside of the shelter.

We appreciate the generous support of the donors and volunteers who provide these life changing opportunities for our residents.
Affordable Permanent Housing

Access to affordable housing is critical to our efforts to end homelessness, yet it remains our greatest challenge. In the Seacoast Area, all renters are finding it increasingly difficult to find an affordable home. Vacancy rates are extremely low, and rents are extremely high. For Cross Roads House residents seeking rentals, the challenges extend beyond the lack of available housing and low wages, to include past evictions, poor credit, and poor rental history. For many of our residents, housing is still out of reach without subsidies, and the waiting list for those remains very long.

In the spring of 2018, Cross Roads House purchased a property in Portsmouth that includes 12 units of single room occupancy space with shared common areas, along with a caretaker’s apartment. This facility now provides permanent, affordable rental housing for up to 12 individuals who have experienced homelessness. The property marked its first full year of operations on July 1, 2019. Nearly all tenants who have signed leases throughout the first year have come from Cross Roads House.

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 Housing Stability Case Managers, is the ability to stop by and provide post-shelter case management services to multiple clients in a single location.

Over the course of our first year, several of our tenants were able to transition from our Greenleaf property to their own apartments at Portsmouth Housing and other areas. We are pleased with the first year of success of the building and are grateful to have this property as a housing resource for the people we serve.

Volunteers

Volunteers Are Vital At Cross Roads House

Cross Roads House is so fortunate to have a committed group of more than 500 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 while parents attend on-site meetings, gardening at the shelter, landscaping, legal consultations, hair cuts, tax preparation, picking up donations, bringing in a therapy dog, 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. 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, 2018 and June 30, 2019.

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Bean Group
The Bobbett Family
Bottomline Technologies, Inc.
Chapin Family Fund
Alex Choquette
Give With Liberty
Thomas W. Haas Fund of the NH Charitable Foundation
The Tony & Renee Marlon Charitable Foundation
New Hampshire Charitable Foundation
Lex Scourby
Seacoast Fundraising, LLC
Ben & Andrea St. Jean

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www.crossroadshouse.org
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, 2018, and June 30, 2019.

### Annual Fund Donors

**$500-$999**
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Allyson Melchor
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Dick & Jeanne Ormrod
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Endri Trajani
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Donald & Mercedes Tyler
United Methodist Women-Hampton
United Way of Greater Portland

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.

Kenny Ernstoff and Katie Mooney are long time supporters of Cross Roads House, providing financial and volunteer support for many years. Kenny happily donates his time and truck, picking up donations and helping to relocate residents. Two years ago, when Cross Roads House purchased new bunk beds for the emergency shelter dorms, Kenny was the first person to show up, with tools in hand and a friend in tow, to help put the new beds together.

According to the couple, “Kenny was a local Realtor and we decided that it was appropriate to focus our philanthropy on homelessness. Cross Roads was the obvious choice! Also, Kenny’s father owned real estate in New York which contributed to Kenny’s desire to support those who are housing challenged.”

In 2016, Kenny and Katie joined the Cross Roads House Legacy Society. “We are hopeful that our Legacy Gift will permit Cross Roads House to continue to provide much needed services to the homeless in our community. Homelessness is not a choice. We live in a community of many, and those of us fortunate enough to have stable housing ought to find ways to support those less fortunate in our community. Cross Roads House provides exceptional support systems and deserves as much community support as everyone can provide. Cross Roads provides hope and positive movement in people’s lives as well as in the community.”

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

Cross Roads House Legacy Society Members
Anonymous (2)
Jude Blake
Anthony Codding
Denis Dillon
Mitchell & Kathryn Gill Drew
Ken Ernstoff & Katie Moody
Was Gardner
Beverly Giblin
Dodi & Joe Guyton
Nancy Jackson
Judy Marsh
Steven McHugh
Peg Millar
Mary & Ted Robbins
Caryl Sawtelle
Lex Scourby
Deborah Shelton
Martha Stone
Dave Van Patten
Mary Lee Worboys
### Tributes in memory of:

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<td>Edgar G. Hotard’s Retirement from Albany International Corp.</td>
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<td>Juliette Amy Kressler’s First Full Year</td>
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<td>Joseph St. Martin</td>
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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 sincere apologies.

www.crossroadshouse.org
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 2019 Sponsors**

The Bobbett Family

**Platinum 2019 Sponsors**

Lex Scourby

**Gold 2019 Sponsors**

Chris Bellmare
Ed & Fran Mallon
Joe & Sue St. Martin
The Bleczinski Family
Katie Moody & Kenny Ernstoff
Mary Lee Worboys
Chick & Carol Hayden
Ben & Andrea St. Jean

**Silver 2019 Sponsors**

Bob & Gail Brown
The Montrone Family
Margaret Moran & Chuck Silva
Zachary & Nancy Slater
Vanda & John Moore

**Bronze 2019 Sponsors**

DonnaJean Ahigan & Jeff Gordon
JoAnn Rohde & Tony McManus
Eric & Jen Chinburg
John Small & Philip Marcus
Jude Blake
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Wes Gardner
Suzanne Bresette
Cathy & Don Doney
Richard & Joan Lyons
Kevin & Lyn Swenson
Eric & Heather Campbell
Kathryn & Mitch Drew
Ted & Christine Ristaino
Eric & Martha Stone

**In-Kind 2019 Sponsors**

Save the Date for our 18th Annual Benefit by the Sea, Saturday, May 2, 2020
Audited Financial Results
Fiscal Year End June 30, 2019

Revenues
Private Contributions & Grants $1,057,773
Government Grants $588,763
Other Revenue $146,115
Total Operating Revenues $1,792,651

Expenses
Program Services $1,445,564
General & Administration $275,040
Fundraising $125,168
Total Operating Expenses $1,845,772
*Includes non-cash expense of $163,673 depreciation.

In FY2019, Cross Roads House fundraised nearly two-thirds of operating funds - in excess of $1 million - from private sources

In the Fiscal Year ending June 30, 2019, Cross Roads House received funding from the following municipalities and government sources:

Barrington
Dover CDBG
Exeter
Greenland
Hampton
Kittery
Newfields
Newmarket
North Hampton
Portsmouth
Portsmouth CDBG
Rochester CDBG
Rye
Seabrook
Somersworth
Stratham
Wakefield
York
Emergency Food and Shelter Program
HUD, Continuum of Care
New Hampshire State Grant In Aid
USDA

Financial Statements

Fiscal Year
July 1, 2018 - June 30, 2019

Revenue

Expenses

Graphs showing the percentage distribution of revenues and expenses.

LIVE UNITED United Way
United Way of Massachusetts Bay
and Merrimack Valley
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
View our wish list at www.crossroadshouse.org