



CROSS ROADS HOUSE

New Directions for the Homeless

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Cross Roads House FAQ's

Is Cross Roads House a government agency and how is the shelter funded?

No, we are not a government agency. Cross Roads House is an independently run 501(c)3 non-profit agency governed by a board of directors. Three quarters of our operating budget comes from private donations. The other quarter comes from a combination of local, state and federal government grants.

Do you have volunteer opportunities and if so how can I get involved?

Yes, we welcome volunteers! Most volunteers work in our kitchen either prepping, cooking, or serving dinner. Monthly, we offer a one-hour volunteer orientation that includes a shelter tour, an overview of kitchen operations and volunteer expectations.

What is the best way to support the shelter?

The number one type of support we need is financial. Two thirds of our operating revenue comes from private donations from individuals and businesses. Donations at all levels are appreciated!

What types of items can be donated?

We have a "wish list" on our website that includes all the things that we need to help us run the shelter. In addition, we include an "immediate needs" list as part of our monthly email newsletter. The items that we typically need most often are gift cards for gas and Walmart, personal care products, twin size sheets and blankets, bath towels, and food.

When can I drop off a donation?

Any time! We are open seven days a week, 365 days a year.

Which types of gift cards are most needed?

Gift cards for gas, Walmart and Rite Aid are in greatest demand.

Do you accept furniture and used clothing?

No, but we can refer you to several other agencies nearby that do.

How long do residents typically stay at the shelter...is there a time limit?

State regulations don't allow a time limit. Last year we provided 36,276 bed nights of service to 524 individuals, including 35 families with 64 children. Our average length of stay for all residents was 69 days.

Can someone from Cross Roads House come to speak to my company/church/school/civic organization?

Yes! We welcome the opportunity to share information about the shelter. We can come to you...or groups are welcome to come to the shelter for a tour.

What are the most significant factors contributing to a person becoming homeless?

People coming to the shelter have typically encountered a combination of problems that have led to their becoming homeless. The most common are: family issues, physical or mental illness, unemployment or insufficient wages, and substance abuse. Almost everyone at the shelter struggles with the high cost of local rents.

How do you help beyond offering people food and a place to sleep?

Once someone becomes a resident at Cross Roads House, they have access to a vast array of supportive services and programs. Our staff case managers assess critical needs and help residents get the services they need. Case managers also help residents set goals and create a plan to return to stable housing.

What is the best way to keep up to date on shelter activities, volunteer opportunities, and shelter needs?

Sign up to receive our monthly email newsletter by sending your name and email address to: info@crossroadshouse.org. We will never release your address to anyone else.

Cross Roads House Wish List

Bedding & Linens

(new or gently used)

twin sheets
 twin blankets
 pillows
 pillow cases
 bath towels

Personal Hygiene Products

baby wipes
 diapers and pull ups
 disposable razors
 feminine hygiene products
 hand sanitizer
 toothbrushes and toothpaste
 travel size shampoo, conditioner, lotion, & soap
 shaving cream

Food & Beverage

baking mixes (cookies, cake, brownies, etc.)
 bread crumbs
 canned soups, stews and pastas
 cereal
 coffee
 cookies
 crackers
 dairy items (milk, eggs, etc.)
 flour
 fresh fruits and vegetables
 juice and juice boxes
 lunch box snacks
 meat (beef, chicken, fish, etc.)
 non-dairy creamer
 powdered drink mixes
 sugar

Clothing

new socks (men's and women's)
 new underwear (men's and women's)

Gift Cards

gas stations
 Walmart
 Rite Aid

Miscellaneous

batteries
 bike helmets (adult and child)
 bike locks
 reading glasses
 cash donations



Donations can be dropped off at any time at Cross Roads House, 600 Lafayette Road, Portsmouth.

**Please note, we no longer accept used clothing donations. We have found other sources of clothing for our residents. When donating food items, please be conscious of expiration dates even on "non perishable" items.*

Volunteers are always needed to help prepare and serve dinner. Monthly Volunteer Orientations are held from 5:30 – 6:30 pm at the shelter. For more information about volunteering, please call Suzanne at 603-436-2218, ext. 107, e-mail s.keays@crossroadshouse.org or visit our website at www.crossroadshouse.org.