

## HOME FOR THE HOLIDAYS

*"Life saving ... and life changing."*

That's how Dorothy describes her time spent at Cross Roads House.

It took a lot of courage to take her two teenaged children and leave her husband of over eighteen years, but just before Thanksgiving last year, Dorothy left. She made the decision to flee their home when she realized that her unhealthy marriage was taking a toll on all of them. Reflecting back after an eleven month stay at Cross Roads House, she knows she made the right decision. Dorothy explains, "I couldn't have dealt with my problems if I wasn't here [at the shelter]. You can go from one minute having it all to the next minute having nothing."

Dorothy notes that staying at Cross Roads House, "... has been totally life changing. It's saved me from a life of misery. The people who work at the shelter are exceptional; they genuinely care for everybody and they want you to succeed. They're our cheering squad and I really felt cared for."

For Dorothy and her children, their strongest advocates were their Case Managers Mandy and Nancy. They helped coordinate counseling for the kids, connected them with Child and Family Services who provided supportive services, helped obtain dental care through Families First with the support of Womenade, and helped secure housing through the CRH Rapid Re-housing program. It was also a tremendous help for the family when they were given a car that had been donated to the shelter.

"Everyone is only one step away from being homeless... It doesn't discriminate, it's not a choice, and it can happen to anybody. Just

one thing turns a certain way and there you are... and it doesn't make us any different from anybody else. We're all people. When I leave here and don't come back, nobody's going to be able to tell that I was homeless, but the fact of the matter is I was, I was very homeless. I didn't have anybody... I had this place. I can hold my head up high walking through these doors. Nobody at CRH ever judged me; they never made me feel bad. I've never been happier."

This year the family will be able to



celebrate the holidays in their own apartment. Dorothy proudly notes, "The first day we moved things into our apartment... my son looked at me and he didn't say anything, but his eyes lit up and he hugged me. I knew that he was proud that we'd gotten to where we were at."

### A YEAR IN REVIEW: THE PEOPLE WE HELPED

Despite the chaos associated with the move out of our old shelter and into our new facility last November, we provided uninterrupted shelter and services to the homeless families and individuals that needed our help. Below are the highlights from our year ending on June 30, 2010:

- Cross Roads House sheltered 428 people for a total of 28,313 nights
- 34 families with 58 children stayed at the shelter
- On the average night 77 people were in the shelter
- The average stay for a person in emergency shelter was 49 nights
- Volunteers served almost 20,000 dinners in our soup kitchen
- An additional 6 families were placed in apartments through our Rapid Re-housing Program
- 98% of shelter nights were provided to people from NH and York County, ME

#### Transitional Program Outcomes

Residents have the opportunity to participate in our Transitional Program, which is designed to give them the time and tools they need to break the cycle of homelessness. Of those leaving the program, 83% of families and 54% of individuals left the shelter for permanent housing. Successful families stayed in the Transitional Program an average of 9 months, individuals 5 months.

## 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.

## Board of Directors

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## Partners Offering On-Site Services

Alcoholics Anonymous  
Child and Family Services  
Exeter Adult Education  
Families First Health & Support Center  
& Healthcare for the Homeless  
Narcotics Anonymous  
Operation Frontline  
Seacoast Mental Health Center

## From The Executive Director

Dear Friends,

As our first anniversary in the new shelter approaches, we are still thrilled with the improvements. New services are still being added- most recently on-site dental care provided by Healthcare for the Homeless. This program, like many of the supports available here, is providing important help, and doing a brisk business.

A few of our statistics are highlighted on page one. The number of people sheltered last year is lower than usual, as we are operating with fewer beds than a couple of years ago. Following the renovation of our 'family' building next year, our capacity will return to a level comparable to our old campus. We are also seeing longer visits, as are many NH shelters. Residents are finding some job opportunities, but often at reduced hours and wages, and local rents have actually gone up in the past couple of years.

Our pilot Rapid Re-housing program is creating another kind of capacity, by subsidizing rent in apartments across the region for almost 50 people. We are closely watching the outcomes, as our first participants are now reaching the end of their six-month programs. Hopefully these families will return to self-sufficiency after brief episodes of crisis or homelessness. What we learn now will help direct our program in the future.

Thank you for your continued interest and support of our mission.



Chris Sterndale  
Executive Director

## Volunteer Spotlight

Chef's hats off to four of our dedicated kitchen volunteers who have completed the ServSafe Food Protection Manager Certification program. This certification program is nationally recognized and accredited in providing essential food safety training. Volunteers attended a seven hour class, took the certification test and are now certified for five years. Their training and expertise in safe food handling and storage will be a great help during our nightly dinner preparation at the shelter.

We thank the following volunteers for taking the time to participate in the training: **Bill Epperson, Linda D'Amico Fritsch, Jonathan Miller and Darren Sealock.** In addition, one

of our residents participated in the class and earned his certification which will help him secure a job in the food industry. We'd also like to thank Executive Chef Tim Jackson, who works for Sodexo at Frisbie Memorial Hospital, for teaching the course.



Volunteers serving dinner to residents benefited from the ServSafe Food safety training.

## We Need Your Help!

Our new facility is providing a vastly improved living environment for our residents and enabling us to offer numerous new supportive services. While day to day operations have become more efficient, we still need your help to provide basic human needs to the homeless men, women and children that seek our help.

You might think that because we have a new building, our financial goals have been met. We wish this

were true. Every gift is important because we rely on our donors to fund two-thirds of our costs.

During this season of giving, please make Cross Roads House a priority with a generous donation. Your gift will help some of the most vulnerable members of our community, providing lifesaving services and hope that a better future is possible.



## Leadership Giving Society Announced

We are pleased to introduce an annual Leadership Giving Society for donors who are committed to making Cross Roads House one of their philanthropic priorities. As a member, you will provide vital financial stability and help us meet our current operating needs.

You can become an inaugural member of the Cross Roads House Leadership Giving Society this fiscal year\* by making a gift of \$1,000 or more payable by June 30.

Membership recognition includes:

- your name included on a plaque in our shelter
- an invitation to a private reception
- special recognition in our annual report

\*Our fiscal year runs from July 1 – June 30 each year.

## New! Email Updates

If you would like to receive occasional email updates about time sensitive shelter needs, volunteer opportunities, or special events, please send your email address to: [info@crossroadshouse.org](mailto:info@crossroadshouse.org). Your address will never be shared with other organizations.

## Welcome New Board Members

It's with great pleasure that Cross Roads House welcomes four new members to its Board of Directors. The following people have all recently been elected: Jude Blake, Anna Grace Holloway of Holloway Automotive Group, Zachary Gregg of IOS Business Centers and Jim McCarthy of Seascope Capital, LLC. The following Board members have fulfilled their terms and have stepped down from the Board: Mary Carella, Holly Hunter, and Paul McKeon. We thank them for their many years of service, tremendous dedication, and generosity to Cross Roads House. Lastly, we will always remember the compassion and commitment of Roger Worboys, a Board Member who passed away in April.

Earn Money...AND...  
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Cross Roads House!

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*Op4G = Opinions for Good*

Please check out what Op4G, a research organization, can do for both of us! Op4G makes it possible for people like you to earn money for themselves and Cross Roads House by participating in internet-based market research anonymously at a safe and secure website. Please visit [www.op4g.com](http://www.op4g.com) today to become a member and enter invitation code CROSSROADS 1234.





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Portsmouth, NH 03801-5435  
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Organization  
U.S. Postage Paid  
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*Last year's children's  
Christmas party at  
Cross Roads House.*



## OUR RESIDENT HOLIDAY WISH LIST



Each year during the holidays every resident who is staying at our shelter receives a gift bag with an assortment of items that have been donated by our supporters. The following are suggestions for resident gift items:

### *Gift Cards*

- Local restaurants
- Wal-Mart, Fox Run Mall
- Grocery Stores, Gas Stations
- C&J Trailways
- Auto Supply Stores
- Phone Cards
- Hair Salons, Rite-Aid
- Movie Cinemas
- For kids - Toy Stores,
- Chuck E Cheese, Bowl-O-Rama

### *New Items*

- Rain ponchos, socks, hats, gloves, mittens
- Travel alarm clock
- Wallets for men and women
- Thermal underwear (all sizes)
- Padlocks with keys
- Small daily planners
- Bike locks
- Toiletries - toothbrush, toothpaste, deodorant, razor, soap, shampoo



If you would like to provide a gift, please drop it off unwrapped to Cross Roads House by **December 19**. You may also mail it to Martha Stone, Cross Roads House, 600 Lafayette Rd, Portsmouth, NH 03801. In addition to providing gifts for our residents, cash donations are always needed to help fund shelter operations.

**Thank you for your generosity during this season of giving!**

Questions? Contact Martha at 603-436-2218 x 110  
or email [martha@crossroadshouse.org](mailto:martha@crossroadshouse.org).