



TOWN OF EXETER, NEW HAMPSHIRE
HUMAN SERVICES
FY 2021

Town Manager's Office

AUG 1 2020

Received

Organization's Name: Cross Roads House, Inc. **Year Founded:** 1982
Address: 600 Lafayette Road, Portsmouth, NH 03801
Executive Director/ Board Chair: Martha Stone/Ben St. Jean **Tax ID Number:** 22-2549963
Applicant Contact: Jessica Parker, Development Director **Email:** j.parker@crossroadshouse.org
Address: 600 Lafayette Road, Portsmouth, NH 03801 **Phone:** 603-436-2218, ext. 112

Organization's Mission Statement:

At Cross Roads House:

- We protect men, women, and children experiencing homelessness in the Greater Seacoast area 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.

Statement of Grant Purpose; e.g. This grant will be used...:

This grant will be used to provide shelter and food, along with many other supportive services, for families and individuals in the Greater Seacoast Area who are experiencing homelessness. In addition to safe shelter, three meals a day, and basic needs, Cross Roads House residents also have access to case management, provided by shelter staff, and mental health and substance use disorders counseling, and medical and dental care, provided by one of our community partners. Former shelter residents may also receive post-shelter case management in their new homes, provided by a Cross Roads House Housing Stability Case Manager.

% of overall services that goes to Exeter residents: 3% of residents/bed nights were Exeter residents
of Exeter residents served: 10 Residents/1,280 bed nights

List all geographic area(s) served by organization: Eastern Rockingham County, NH Strafford County, NH
Southern York County, ME

Brief Detailed description of how the money will be specifically utilized for Exeter residents:

Funding will be used for operating expenses. Exeter residents who seek services from Cross Roads House may utilize all shelter services, including a safe place to sleep, three meals a day, basic human needs (shower, laundry, etc.), 24/7 direct care staff on-site to provide assistance, individualized case management, and a multitude of other supportive services. Please see attached narrative for more information.

Amount received from the Town of Exeter (by year) for the last 3 (three) years:

2018 - \$3,500 2019 - \$3,500 2020 - \$3,500

Total Municipal Contributions in 2020: 86,150

List each town that contributes and the amount received: Please see attached municipal funding summary

Organization's total projected budget for FY 2021: \$ 2,112,657 **Amount Requested:** \$ 3,500

Additional Information Required:

Please supply the following items for a complete application to be considered:

- Provide a narrative, not to exceed two pages in size 12 font
 - Organization's overview
 - Program's impact on Exeter residents
 - Program changes and/ or highlights from the past year

- Complete financial statements (Please note: the organization's 990 may be requested)
 - Operating budget
 - Balance sheet

- Board of Directors List

- 2020 Funding recipients must submit an Annual Report prior to consideration of 2021 application

I certify to the best of my knowledge that the information in this proposal reflects accurate data concerning need and estimates of planned/delivered services. The proposal was considered and approved for submission by the agency Board of Directors on June 30, 2020 (date).

By signing this application the undersigned offers and agrees, if the proposal is accepted, to furnish items or services that is quoted. This agreement is subject to final negotiation and acceptance by the Select Board and the Budget Review Committee and subsequent contract award.

Director's (or Designee) Signature:  Date: 7/31/20

Submit no later than July 31, 2020:

Town of Exeter
Town Manager
10 Front Street
Exeter, NH 03833

Since 1982 Cross Roads House has been providing emergency and transitional shelter to homeless men, women, and children in the NH Seacoast area. We are guided by our mission, to meet the immediate needs of homeless families and individuals, and to provide them with the tools and guidance they need to successfully return to permanent housing. In the year ended June 30, 2020, we provided 37,560 bed nights of shelter to 364 people, including 27 families with 62 children. Of those we served, 10 Exeter residents stayed at the shelter for a total of 1,280 bed nights.

At Cross Roads House, we provide:

- Emergency and transitional shelter programs
- Three meals a day provided to residents
- Needs assessments and individualized case management services
- Access to a variety of services on-site (e.g., mental health and substance use disorders counseling, primary medical and dental care, AA & NA meetings)
- Referrals to services throughout the community (e.g., public housing, rehab, counseling, parenting support, Community Action Programs, and more)
- Support and direction for returning to permanent housing
- “Rent Ready” and “Ready to Work” seminar classes
- Post-shelter support provided by Housing Stability Case Managers to help maintain housing
- HUD Funded Permanent Supportive Housing (Housing First) Program
- Permanent rental housing for up to 12 individuals in our Greenleaf Avenue facility

Our vision is “Breaking the cycle of homelessness”. We do this by continually striving to improve our resident outcomes, which are measured annually. Every year we measure number of residents served, resident lengths of stay, number of residents who successfully move to permanent housing, and recidivism rates, in order to develop effective programs and services.

Highlights from our last fiscal year (ending 6/30/2020), are illustrated in the following outcomes:

- Our average length of stay was 103 days.
- Of those who stayed 90 days or more at the shelter, 92% overall, including 87% of families, moved to permanent housing.
- In order to meet CDC guidelines and keep our residents and staff safe, we implemented a pandemic response plan that included moving nearly half of the shelter residents to a local motel. To minimize foot traffic in and out of the shelter and minimize disease exposure, those who are medically frail or working may be staying in private motel rooms. Residents staying offsite continue to receive the same individualized case management and support services to help them move to permanent, sustainable housing.
- Cross Roads House remained open and operational 24/7 during the pandemic, serving 159 individuals including 11 families with 30 children from 3/11/20 to 7/15/20.

As noted above, Cross Roads House provides vital services to the homeless in our community. As the largest shelter provider in our area, we provide a critical safety net for those in need. If our services were not available, local towns would be obligated to send homeless families and individuals to shelters out of the area or provide those people with motel rooms which would be very costly. There are many benefits to keeping people close to support services, employment, and schools in their own community.

Given the breadth of service we provide at the funding level we are requesting, we hope the town sees Cross Roads House as a good value and will consider this request for support for the coming year.

**Town Funding for
Cross Roads House**

	July 19-June 20	July 18 - June 19	July 17-June 18
CDBG			
CDBG Portsmouth	17,000	17,000	9,500
City of Dover	7,650	8,019	8,390
City of Rochester	12,000	12,000	10,250
Total CDBG	36,650	37,019	28,140
Town Warrants			
City of Portsmouth - Welfare Dept.	55,000	50,000	40,000
City of Somersworth	1,000	1,000	0
Town of Durham	0	750	750
Town of Eliot, Maine	0	0	1,500
Town of Exeter	3,500	3,500	3,500
Town of Greenland	1,000	1,000	1,000
Town of Hampton	15,000	15,000	15,000
Town of Kittery, Maine	2,000	2,000	2,000
Town of Newfields	400	400	0
Town of Newmarket	1,000	1,000	1,000
Town of North Hampton	2,500	2,500	2,500
Town of Rye	1,250	1,250	1,250
Town of Seabrook	0	3,168	0
Town of Stratham	1,000	1,000	1,000
Town of York, Maine	1,500	1,500	1,200
Town of Wakefield	1,000	1,000	1,000
Total Town Warrants	86,150	85,068	71,700
TOTAL	122,800	122,087	99,840

Name	Affiliation*	Committees	Term Began	Term Ends
Adams, Michael	Architect	Building	2016	2022
Allison, Tim	CCSNH	Development	2012	2022
Bellmare, Chris	Arista Networks	TBD	2020	2022
Bresette, Suzanne	Stratogé Partners	Executive, Program, Development	2007	2022
Brown, Bob Treasurer	Self employed/consultant	Finance	2011	2020
Campbell, Eric	Bottomline Technologies, Inc.	Program	2015	2021
Cloutier, Denis	CSNH	Program, Building	2012	2022
Cohen, Ken	Psychiatrist	Program	2013	2022
Dillon, Denis	McLane Middleton	Nominating & Governance, Development	2004	2021
Drew, Kathryn	Merrill Lynch Wealth Management/Bank of America Corp.	Nominating & Governance	1999	2021
Goddard, Steve	Retired	Development	2019	2021
Martindale, Vivan	Retired	Program	2006	2022
Mathews, Shaun	Retired	Finance, Program	2019	2021
Moore, Vanda Secretary	Sprague Energy	Executive, Development	2013	2022
Scourby, Lex	Chicken of the Sea Frozen Foods	Executive, Finance, Nominating & Governance, Development	2003	2021
Silva, Chuck Vice President	Albany International, Corp.	Executive, Nominating & Governance	2015	2021
St. Jean, Ben President	Clipper Strategic Consulting, LLC	Executive, Finance, Building	2015	2021
Tierney, Gillian	Uniguest, Inc.	TBD	2020	2022
Worboys, Mary Lee	Retired	Program	2011	2020

Cross Roads House
Profit & Loss Budget Overview
 July 2020 through June 2021

	Jul '20 - Jun 21
Ordinary Income/Expense	
Income	
Caretakers Rent	0.00
Contributions and Donations	1,151,101.00
Estate Gifts	0.00
Gala 2020	0.00
Gala 2020 Pledge Income	0.00
Greenleaf Income	100,800.00
Municipalities	127,271.00
NH Charitable Distribution	5,151.00
Other Operations/Program Income	0.00
State & Federal Grants	662,063.00
United Way & Other Grants	8,600.04
Total Income	2,054,986.04
Gross Profit	2,054,986.04
Expense	
Administrative	62,602.00
Amortization	225.00
Bad Debts	11,400.00
Insurance	41,000.00
Marketing	5,645.00
Occupancy Costs	212,682.00
Other Event Costs	41,300.00
Professional Fees	18,500.00
Resident Services	336,000.00
Staffing/Payroll Expense	1,266,827.00
Utilities	116,476.00
Total Expense	2,112,657.00
Net Ordinary Income	-57,670.96
Other Income/Expense	
Other Income	
Capital Campaign Income	0.00
Covid Income	369,679.00
Dividends & Interest	15,000.00
insurance Claim	0.00
Poker Income	0.00
Portsmouth CDBG Capital Grant	0.00
Unrealized Gain/Loss	0.00
Total Other Income	384,679.00
Other Expense	
Ask My Accountant	0.00
Capital Improvement	0.00
Covid Expense	685,800.00
Depreciation Expense	155,000.00
Vista Program	0.00
Total Other Expense	840,800.00

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Accrual Basis

Cross Roads House
Profit & Loss Budget Overview
July 2020 through June 2021

	<u>Jul '20 - Jun 21</u>
Net Other Income	<u>-456,121.00</u>
Net Income	<u><u>-513,791.96</u></u>

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Accrual Basis

Cross Roads House
Balance Sheet
As of June 30, 2020

	Jun 30, 20
ASSETS	
Current Assets	
Checking/Savings	
Business Statement Savings	6,131.79
Operating(Ocean Bank)	87,033.37
The Provident Bank	1,056,005.40
Total Checking/Savings	1,149,170.56
Accounts Receivable	
Decompression Services	31,667.00
Gala 2019 Pledges	18,600.00
Gala2020 Pledges	19,102.65
Greenleaf Receivables	17,796.00
Incentive Funds Receivable	8,841.15
Summary Accounts Receivable	93,298.96
Total Accounts Receivable	189,305.76
Other Current Assets	
CRH Endowment	132,451.13
Total Other Current Assets	132,451.13
Total Current Assets	1,470,927.45
Fixed Assets	
Accum Amortization	-1,664.00
Greenleaf Property Building	185,245.00
Greenleaf Property-Land	245,096.00
Land Improvements	4,071.00
Property and Equipment	4,244,057.39
Total Fixed Assets	4,676,805.39
Other Assets	
Accrued Expenses	-12,800.00
Closing Costs	4,598.95
Long Term & Operating Reserve	1,153,508.91
Prepaid 2014	500.00
Prepaid Insurance	44,423.00
Total Other Assets	1,190,230.86
TOTAL ASSETS	7,337,963.70
LIABILITIES & EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
Accounts Payable	14,428.41
Total Accounts Payable	14,428.41
Credit Cards	
Cardmember Service	6,536.58
Total Credit Cards	6,536.58
Other Current Liabilities	
Accrued Payroll 2020	9,338.66
Accrued Payroll Items	61,106.87
Accrued Payroll Taxes 2020	1,654.47
Due to Venture Grant	6,000.00
Greenleaf Security Deposit	6,576.00
Other payroll liability	413.80
Payroll Liabilities	-5,627.06

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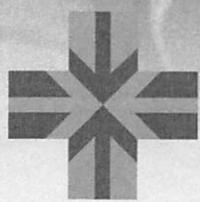
Accrual Basis

Cross Roads House

Balance Sheet

As of June 30, 2020

	<u>Jun 30, 20</u>
Payroll Protection Loan Liabil	180,000.00
Total Other Current Liabilities	<u>259,462.74</u>
Total Current Liabilities	280,427.73
Long Term Liabilities	
CRH Main Provident Mortgage	181,844.70
Greenleaf Provident Mortgage #2	119,638.43
Greenleaf Provident Mortgage# 1	<u>277,726.91</u>
Total Long Term Liabilities	<u>579,210.04</u>
Total Liabilities	859,637.77
Equity	
Permanently Restricted Assets	132,451.13
Retained Earnings	5,708,491.48
Net Income	<u>637,383.32</u>
Total Equity	<u>6,478,325.93</u>
TOTAL LIABILITIES & EQUITY	<u><u>7,337,963.70</u></u>

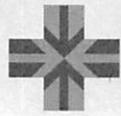


CROSS ROADS HOUSE

New Directions for the Homeless

2019 Annual Report

(July 2018-June 2019)



CROSS ROADS HOUSE

New Directions for the Homeless



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.



Martha Stone, CRH Executive Director, and Ben St. Jean, CRH Board President

Board of Directors

July 1, 2018-June 30, 2019

Ben St. Jean, *President*
Joe St. Martin, *Vice President*
Bob Brown, *Treasurer*
Vanda Moore, *Secretary*

Michael Adams
Richard Ade
Tim Allison
Suzanne Bresette
Eric Campbell
Denis Cloutier
Ken Cohen
Denis Dillon
Kathryn Drew
Rev. Vivan Martindale
Lex Scourby
Chuck Silva
Mary Lee Worboys

Senior Staff

Martha Stone
Executive Director

Sandra Beaudry
Program Director

Susan Duchesney
Finance Director

Jessica Parker
Development Director

Contact Us

Cross Roads House
600 Lafayette Road
Portsmouth, NH 03801

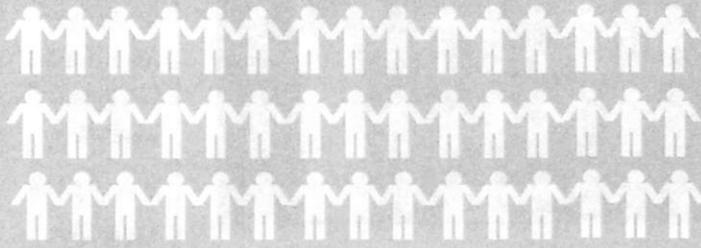
Phone 603.436.2218
Fax 603.430.9217

info@crossroadhouse.org
www.crossroadhouse.org

Ben St. Jean, Board President

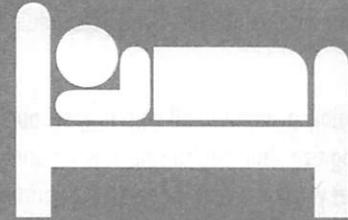
Martha Stone, Executive Director

✦ In the Fiscal Year ending June 30, 2019:



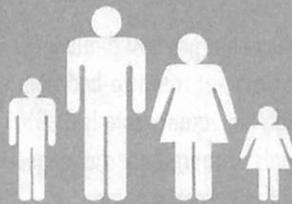
Cross Roads House provided 34,124 bed nights of shelter to 446 people.

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



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

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.



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%

"I wouldn't be where I am today without Cross Roads House."

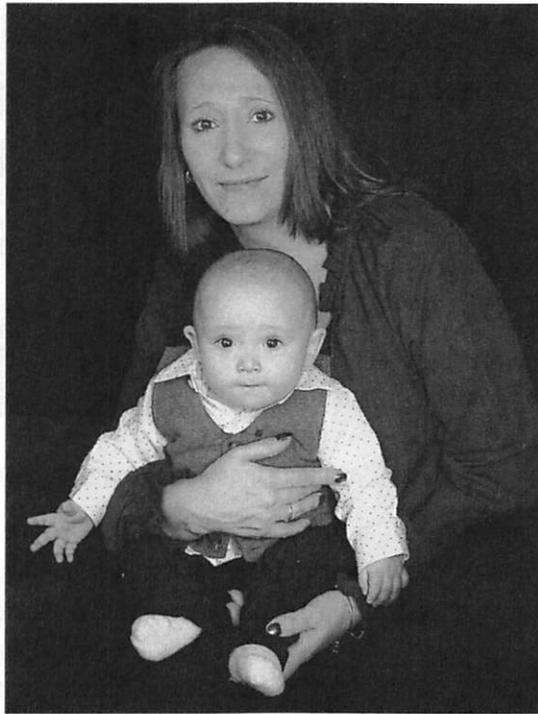
Before Kristy came to Cross Roads House, she was living with her fiancé's parents. She was working towards recovery from substance use disorder, and her fiancé was in jail. When the landlord found out that Kristy was staying in the apartment but was not on the lease, he said if she did not move out, 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 than 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



Kristy and Kollin during their stay at Cross Roads House.

"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."

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.



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.

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.

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.

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



Our property on Greenleaf Ave. in Portsmouth provides affordable rental options for up to 12 individuals in single occupancy rooms.

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



CIT Cares volunteers helped to prepare and plant our raised bed vegetable gardens this spring.

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.

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. 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.



Pictured left to right are Board Members and Leadership Society Members Mary Lee Worboys, Vanda Moore, and Denis Dillon.

\$20,000 and Up

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Bottomline Technologies, Inc.
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Give With Liberty
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The Tony & Renee Marlon Charitable Foundation
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Lex Scourby
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\$10,000-\$19,999

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\$2,500-\$4,999

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\$1,000 - \$2,499

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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, 2018, and June 30, 2019.

\$500-\$999

Anonymous (7)
Dave & Catherine Anderson
Karen Andronaco
Louise & Jacques Aquillon
Siang Kiang Beswick
BG's Boat House
Kathryn Bivona & David Kayarian
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\$250-\$499

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David Wolowitz
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Sarah Wrightsman

Legacy Society

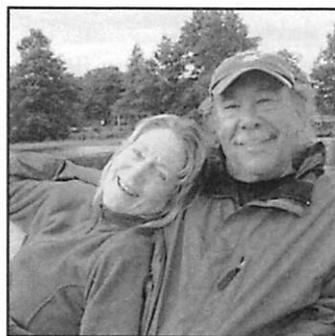
Cross Roads House Legacy Society

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."



Cross Roads House Legacy Society Members

Anonymous (2)
Jude Blake
Anthony Coddling
Denis Dillon
Mitchell & Kathryn Gill Drew
Ken Ernstoff & Katie Moody
Wes 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

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

Tributes in memory of:

Paul R. Beswick
Beswick Engineering Co., Inc.

Abiola & Olukemi Cahill
Atinuke A. Cahill

GeGe Green
Christine Carberry
Ron & Connie George
Jean Grout
Jean Robinson

Bing Hawes
ML Hannay

Attorney Francis G. Holland
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Monica McCarthy

Francis Murphy
Judith Harvey

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Robert Sawyer
Anonymous

George Tilton
Gale Brown
Dave & Elizabeth Smith

Roger D. Worboys
NCS Global Inc.

Mike S. Wyka
Hoefle, Phoenix & Gormley

Tributes in honor of:

Mr. & Mrs. Edward Balicki
Joanne Fitzgerald

Bryan & Stacy Brown
Ashleigh Brown

Jackie Dow
George & Julie Dow

Kathryn Drew
Helen G. Commisso

Joe Farro, Tuscan Brands LLC
Andrew Ward

Jenny Fredette
Helen G. Commisso

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Briana Wentworth

Beatrice Hatch
Joy Copp
Patrick Santistevan

Roy Helsel
Ann Hett

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Albany International Corp.

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First Full Year
Thomas Kressler

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Philip Mansfield
Keith & Monica Mansfield
Douglas Mansfield

Scott Marion
Chad Buckendahl

Jenny McLeod
Denise Goldstein

Ann & Joe Mooney
William & Elizabeth Arcieri

John & Vanda Moore
Olyce Moore
Kenneth & Corinne Moore
Irene Shellock

Pacey
Lori Cragin

Will Powley
Chris Dahlen

Lex Scourby
Taryn & Bill Fordes

Deirdre Segerson
Zachary Joosten
Tyler Joosten
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Jeff Levine

Joseph St. Martin
John & Susan Scheinman

Kristen Staires
Krisy Sims

Endri Trajani
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Leon 'Smokey' Williams
Alexis Mason

Carmen & Scarlett Wilt
Jamie Peterson

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.

Benefit by the Sea



17th 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

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beangroup

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ERIC & MARTHA STONE

IN-KIND

2019 SPONSORS



KEVIN PARKER
PHOTOGRAPHY

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

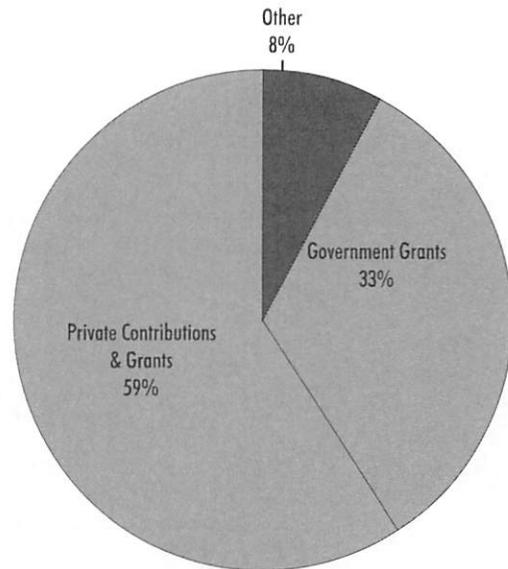
Rye
Seabrook
Somersworth
Stratham
Wakefield
York

Emergency Food and Shelter Program
HUD, Continuum of Care
New Hampshire State Grant In Aid
USDA

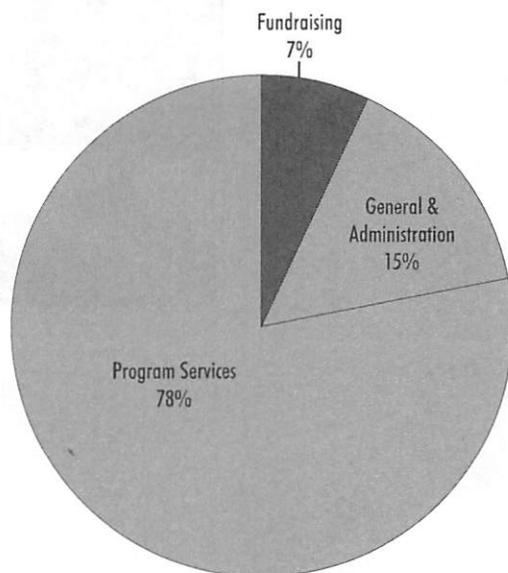
FISCAL YEAR

JULY 1, 2018 - JUNE 30, 2019

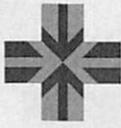
REVENUE



EXPENSE



United Way
of Massachusetts Bay
and Merrimack Valley



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

View our wish list at www.crossroadshouse.org