



TOWN OF EXETER, NEW HAMPSHIRE
HUMAN SERVICES
FY 2024

Organization's Name: CROSS ROADS HOUSE Year Founded: 1982
 Address: 600 LAFAYETTE ROAD, PORTSMOUTH, NH 03801
 Executive Director/ Board Chair: Wildolfo Arvelo/Chuck Silva Tax ID Number: 22-2549963
 Applicant Contact: ALISSA GUMPRECHT Email: a.gumprecht@crossroadshouse.org
 Address: 600 Lafayette Road, Portsmouth NH 03801 Phone: (603) 436-2218

Organization's Mission Statement and Statement of Grant Purpose (e.g. This grant will be used...):

MISSION:

We offer shelter, respect and collaborative solutions to unhoused individuals and families who aspire to return to permanent housing and thrive in their community.

VISION:

A thriving community provides a place for all.

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

We ask for this funding to subsidize the costs associated with providing shelter and supportive services to families and individuals in the NH Seacoast area who are unhoused, including supporting unhoused citizens of Exeter. CRH is open 24/7/365, providing the vital services that allow our residents to stabilize and to successfully navigate the process of finding housing, including: safe and clean shelter, three meals a day, access to showers and laundry, phone, mail, and internet; supportive services including life skills assessment and workshops, individualized case management, and referrals to other key services throughout the community; other wrap-around services provided by partner agencies, including mental health and substance use disorders counseling, and primary medical care; and post-shelter support to help maintain housing provided by Housing Stability Case Managers

% of overall services that goes to Exeter residents: 5%

of Exeter residents served: 25

List all geographic area(s) served by organization: ROCKINGHAM COUNTY, NH STRAFFORD COUNTY, NH
SOUTHERN YORK COUNTY, ME

Total Municipal Contributions in 2023: \$98,170

List each town that contributes and the amount received:

A complete list doesn't fit in this space. List has been included with this document

Organization's total projected budget for FY 2024: \$ 3,473,071

Amount Requested: \$ 25,000

Accepted
 AUG 01 2023
 Town Manager's Office

Additional Information Required:

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

1. Provide a narrative, not to exceed two pages in size 12 font
 - a) Organization's overview
 - b) Program changes and/or highlights from the past year
2. FY23 funded organizations must submit a brief summary of how those funds were used to support Exeter residents
 - a) If your organization is requesting an increase in funding for FY24, submit justification of increased need
3. Complete financial statements
 - a) Operating budget
 - b) Balance sheet

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 JULY 31, 2023 (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: JULY 31, 2023

Submit no later than July 30, 2023:

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



Agency Synopsis

Since 1982, Cross Roads House has been providing shelter and supportive services to individuals and families in the NH Seacoast area who are unhoused. We are guided by our mission, to meet the immediate needs of the region's unhoused and to provide them with the tools and guidance they need to successfully return to permanent housing. Cross Roads House is open and staffed 24 hours a day, 365 days a year. **In our Fiscal Year ending June 30, 2023, we provided shelter to 463 people for 26,058 bed nights, including 28 families with 50 children.**

CRH connects people experiencing homelessness and partner agencies before shelter entry. CRH has 24/7 live phone access to emergency overnight shelter, to our waitlist for longer-term shelter, and to information and referral for community resources. CRH staff coordinate entry into shelter with referring outreach partners from SOS and Safe Harbor Recovery Centers, Waypoint (youth), Seacoast Mental Health Center, and Community Action Partnership of Strafford County. CRH participates on three regional Community Care teams to identify those in need of shelter and the appropriate services for them. Several agencies deliver wrap around services either on-site, in their own offices, or via telehealth. CRH also provides life skills assessments and workshops to help residents prepare for and maintain housing and employment.

CRH provides material needs, safety and stabilizing support directly and with partner agencies upon entry. Case management is available immediately. Within a week, access is available to on-site services such as Families First Health Center, Safe Harbor recovery support center, visiting nurses, and COAST transit services. School-age children are provided transportation to their most recent so that they experience little disruption to their pre-shelter schedule.

Beyond the shelter and supportive services provided at the main shelter building, former CRH residents can work with Housing Stability Case Managers for post-shelter case support to maintain their housing. This past fiscal year, this program provided case management for 86 households and 142 individuals; 94% of those households were able to maintain stable housing. CRH also administers a HUD funded Housing First/Permanent Supportive Housing Program for chronically homeless individuals.

In December of 2022, Cross Roads House became the designated Emergency Overnight Warming Center for Rockingham county, providing shelter during extreme weather to anyone in need of safe shelter. This "shelter within the shelter" service is offered based on a specific set of weather criteria and is posted to all human services agencies across the county when open.

Cross Roads House provides a vital service to the great NH Seacoast area with access to critical emergency shelter, assistance in finding stable housing, partnerships with local agencies, and post-shelter case management support, all with the purpose of getting unhoused individuals and families stabilized and into permanent housing where they can thrive as contributing members of our community.

CITY & TOWN FUNDING FOR CROSS ROADS HOUSE

<i>Fiscal Year Runs July 1 - June 30</i>		FY 23	FY22	FY21	FY20	FY19
CDBG						
	City of Portsmouth	75,587	15,000	17,000	17,000	17,000
	City of Dover	9,570	6,750	7,650	7,650	8,019
	City of Rochester	10,000	15,452	10,500	12,000	12,000
Total CDBG		95,157	37,202	35,150	36,650	37,019
CDBG (EMERGENCY COVID RELIEF FUNDING)						
	City of Portsmouth	n/a	118,475	25,000	n/a	n/a
	City of Dover	n/a	5,227	8,436	n/a	n/a
	City of Rochester	n/a	7,500	10,045	n/a	n/a
Total Emergency CDBG		0	131,202	43,481	0	0
Town Warrants						
	City of Portsmouth - Welfare Dept.	65,000	60,000	60,000	55,000	50,000
	City of Somersworth	1,000	1,000	1,000	1,000	1,000
	Town of Barrington	1,000	1,000	1,000	-	-
	Town of Durham	-	-	-	-	750
	Town of Eliot, Maine	-	-	-	-	-
	Town of Exeter	3,500	4,375	3,500	3,500	3,500
	Town of Greenland	1,000	1,000	1,000	1,000	1,000
	Town of Hampton	15,000	7,500	15,000	15,000	15,000
	Town of Kittery, Maine	-	2,000	2,000	2,000	2,000
	Town of New Castle	250	250	250	-	-
	Town of Newfields	500	850	-	400	400
	Town of Newmarket	-	-	-	1,000	1,000
	Town of Newington	1,620	2,000	2,000	-	-
	Town of North Hampton	-	-	2,120	2,500	2,500
	Town of Rye	2,500	1,250	1,250	1,250	1,250
	Town of Seabrook	2,800	1,400	2,800	-	3,168
	Town of Stratham	1,000	1,000	1,000	1,000	1,000
	Town of York, Maine	2,000	2,750	2,500	1,500	1,500
	Town of Wakefield	1,000	1,500	1,000	1,000	1,000
Total Town Warrants		98,170	87,875	96,420	86,150	85,068
TOTAL CITY & TOWN FUNDING		193,327	256,279	175,051	122,800	122,087

Cross Roads House
Profit & Loss
 July 2022 through June 2023

	Jul '22 - Jun 23
Ordinary Income/Expense	
Income	
CDBG Capital Funds	16,636.79
Contributions and Donations	
General Contributions	
Case Management	150,000.00
General Contributions - Other	1,451,340.96
	1,601,340.96
Total General Contributions	1,601,340.96
M. Stone Endowment	4,461.68
Stock Donations	22,708.10
Wentworth Income	
Gala 2022	134,189.37
Gala 2023	406,134.32
Gala 2023 Sponsorship	10,250.00
	550,573.69
Total Wentworth Income	550,573.69
Total Contributions and Donations	2,179,084.43
Greenleaf Income	
Greenleaf Laundry	759.25
Greenleaf Rental Income	75,325.00
	76,084.25
Total Greenleaf Income	76,084.25
Jimmy's Event	84,995.07
Municipalities	
CDBG	37,780.44
Town Warrants	94,950.04
	132,730.48
Total Municipalities	132,730.48
NH Charitable Distribution	0.00
State & Federal Grants	
EFSP	48,009.00
Permanent Supportive Housing	317,247.91
SGIA	285,988.12
USDA Reimbursement	3,620.20
	654,865.23
Total State & Federal Grants	654,865.23
United Way & Other Grants	
United Way Grants	20,743.07
United Way Other	459.24
	21,202.31
Total United Way & Other Grants	21,202.31
Total Income	3,165,598.56

Cross Roads House
Profit & Loss
 July 2022 through June 2023

	Jul '22 - Jun 23
Gross Profit	3,165,598.56
Expense	
Administrative	
Computer Support	46,335.50
Dues, Subscriptions & Licenses	2,754.19
Office Expense	
Bank Fees	18,187.18
General Office Expense	6,342.86
Office Supplies	21,138.36
Printing	4,877.06
Software	19,217.15
Office Expense - Other	120.50
Total Office Expense	69,883.11
Total Administrative	118,972.80
Bad Debts	8,054.14
Bank Service Charges	-420.00
Insurance	
General Insurance	50,590.02
Total Insurance	50,590.02
Marketing	
Donation Credit Card Fees	9,048.15
Gala Expense	79,220.38
Jimmy's Event	16,716.39
Marketing Dues & Subscriptions	2,108.91
Marketing Printing	16,280.87
Poker Expense	4,084.40
Postage	3,286.87
Special Events Expense	7,028.99
Vol & Board Development	2,582.91
Total Marketing	140,357.87
Occupancy Costs	
Cleaning Greenleaf	4,764.00
Fire Alarm System Monitoring	6,193.88
Greenleaf Lawncare	459.00
Greenleaf Repairs	11,648.95
Greenleaf Snow Removal	8,035.00
Interest Expense on Provident M	34,116.38
Janitorial Supplies Greenleaf	732.25
Repairs & Maintenance	
Floor Maintenance	9,285.51

Cross Roads House
Profit & Loss
July 2022 through June 2023

	<u>Jul '22 - Jun 23</u>
General Maintenance	86,069.97
General Repairs	103,302.22
Housekeeping Services	41,990.30
Janitorial Supplies	14,501.07
Lawncare	1,913.00
Plumbing & Heating	4,685.04
Trash & Snow Removal	24,267.56
Total Repairs & Maintenance	<u>286,014.67</u>
Total Occupancy Costs	351,964.13
Professional Fees	
Audit	18,750.00
Greenleaf Legal	7,419.05
Investment Management Fees	482.06
Legal	775.00
Total Professional Fees	<u>27,426.11</u>
Resident Services	
Beds	3,172.80
Discretionary Client Support	5,211.56
Food Service	
Food Costs	24,387.53
Food Equipment Supplies	7,026.14
Total Food Service	<u>31,413.67</u>
Permanent Supportive Housing	
Rental Assistance	
Apartment Damage	5,170.00
Landlord Rents	260,040.99
Security Deposits	14,204.00
Utilities PSH	1,453.11
Rental Assistance - Other	0.00
Total Rental Assistance	<u>280,868.10</u>
Total Permanent Supportive Housing	280,868.10
Program Materials & Supplies	202.30
Rapid Rehousing	12,333.36
Resident & Household Supplies	26,219.33
Resident Services and Programs	11,238.12
Transportation Client Services	763.81
Total Resident Services	<u>371,423.05</u>
Staffing/Payroll Expense	

Cross Roads House
Profit & Loss
July 2022 through June 2023

	Jul '22 - Jun 23
Other Staffing Expense	
Criminal Record Expense	650.00
Health/Dental Insurance	127,128.65
Mileage	21,702.92
Quickbooks/Payroll Fees	2,142.00
Staff Appreciation	1,176.55
Staff Development	6,580.21
Workers Compensation Insurance	13,230.48
Total Other Staffing Expense	172,610.81
Payroll Expenses	
FSA/125 Plan	4,063.44
Gross Salaries/Wages	
Bereavement	1,215.52
Case Manager	123,153.55
Chef	46,132.46
Database Coordinator	33,453.95
Development Director	83,435.13
Development Generalist/Grants	13,002.33
Direct Care Hourly	264,163.37
Earned Leave	127,820.06
Executive Director	125,316.13
Finance Director	95,220.19
Greenleaf Caretaker	5,712.86
Housing Stability Case Manager	59,474.92
Kitchen Assistant	21,485.92
Maintenance	50,507.21
Overnight Direct Care Hourly	138,065.73
Overtime	53,579.74
Permanent Housing Case Manager	39,430.16
Program Director	66,892.29
Shelter Manager	56,075.38
Social Worker	53,131.99
Gross Salaries/Wages - Other	17,717.79
Total Gross Salaries/Wages	1,474,986.68
Payroll Adjustments/Corrections	1,335.97
Payroll Taxes	
Employer Fed (SS & Med) Taxes	119,680.63
State Unemployment	10,888.72
Total Payroll Taxes	130,569.35
Payroll Expenses - Other	31,314.78
Total Payroll Expenses	1,642,270.22

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07/31/23
Accrual Basis

Cross Roads House
Profit & Loss
July 2022 through June 2023

	<u>Jul '22 - Jun 23</u>
STD/LTD/Life Insurance	8,816.86
Total Staffing/Payroll Expense	1,823,697.89
Utilities	
Cable TV	3,609.39
Electric	49,583.14
Gas Heat	18,253.49
Greenleaf Cable/Internet	2,841.87
Greenleaf Electric	8,980.39
Greenleaf Gas	4,738.46
Greenleaf Water & Sewer	5,171.50
Internet	4,222.87
Telephone	9,963.59
Water & Sewer	17,617.28
Total Utilities	124,981.98
Total Expense	3,017,047.99
Net Ordinary Income	148,550.57
Other Income/Expense	
Other Income	
Capital Campaign Income	205,000.00
Court Mandated Payment to CRH	85.47
Covid Income	
ESG - CV	19,860.58
GOEFER Grant	32,820.00
NH Housing	253,260.00
Warming Shelter	72,443.57
Total Covid Income	378,384.15
Dividends & Interest	
416968 Dividends & Interest	63,352.86
Div & Int- General Operating	98.74
Int Income & Other Dividends	7,492.06
Total Dividends & Interest	70,943.66
Emergency Shelter Income	268,413.24
NH Statewide Community Housing	6,280.00
Poker Income	110,457.99
Realized Gain/Loss	-18,365.85
Unrealized Gain/Loss	297,846.16
Venture Grant	1,300.00

Cross Roads House
Profit & Loss
July 2022 through June 2023

	<u>Jul '22 - Jun 23</u>
Total Other Income	1,320,344.82
Other Expense	
Covid Expense	
Covid Testing	180.00
Shelter Modification	4,438.57
Warming Shelter	52,838.28
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Total Covid Expense	57,456.85
Depreciation Expense	201,724.23
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Total Other Expense	259,181.08
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Net Other Income	1,061,163.74
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Net Income	<u><u>1,209,714.31</u></u>

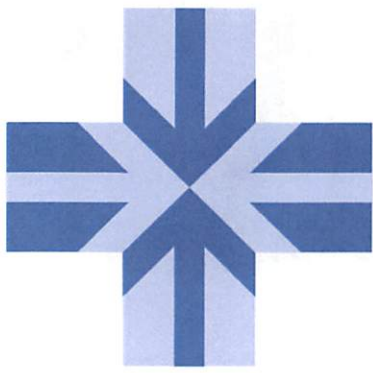
CROSS ROADS HOUSE
Budget
FYE 6.30.2024

Income	
General Contributions	
General Contributions - Other	1,695,303
Total General Contributions	80,000
Income from Poker	19,200
M. Stone Endowment	48,200
Gala 2024	600,000
Total Wentworth Income	-
Total Contributions and Donations	2,442,703
Greenleaf Income	
Greenleaf Caretaker Rent	-
Greenleaf Laundry	800
Greenleaf Rental Income	63,840
Total Greenleaf Income	64,640
Jimmy's Event	40,000
Municipalities	
CDBG	57,000
Town Warrants	95,000
Total Municipalities	152,000
State & Federal Grants	
EFSP	33,000
Permanent Supportive Housing	468,461
SGIA	327,587
USDA Reimbursement	3,280
Total State & Federal Grants	832,328
United Way & Other Grants	
United Way Grants	-
United Way Other	600
Total United Way & Other Grants	600
Total Income	3,492,271
Expense	
Administrative	
Computer Support	48,584
Dues, Subscriptions & Licenses	3,969
Total Administrative	52,553
Office Expense	
Bank Fees	50,979
General Office Expense	7,200
Printing	4,800
Office Supplies	3,600
Software	4,393
Total Office Expense	70,972

Total Office & Administrative Expense	123,525
Bad Debts	-
General Insurance	
Total General Insurance	53,857
Marketing	
Vol & Board Development	7,050
Marketing Dues & Subscriptions	3,098
Donation Credit Card Fees	8,477
Postage	7,700
Poker	3,300
Special Events Expense	7,500
Gala Expense	78,500
Jimmy's Event	18,000
Marketing Printing	17,700
Total Marketing	151,325
Occupancy Costs	
Cleaning Greenleaf	4,620
Greenleaf Lawn care	3,460
Greenleaf Repairs	9,300
Fire Alarm Monitoring	3,008
Greenleaf Snow Removal	4,000
Interest Expense on Provident M	34,224
Repairs & Maintenance	
Plumbing & Heating	15,750
Floor Maintenance	20,100
General Repairs	42,196
General Maintenance	13,730
Housekeeping Services	47,148
Janitorial Supplies	12,000
Lawn care	800
Trash & Snow Removal	17,402
Total Repairs & Maintenance	169,126
Total Occupancy Costs	224,730
Professional Fees	
Audit	20,004
Greenleaf Legal	6,000
Investment Management Fees	-
Legal	-
Professional Fees - Other	-
Total Professional Fees	26,004
Resident Services	
Beds	4,600
Discretionary Client Support	10,000
Permanent Supportive Housing	
Apartment Damage	6,000
Landlord Rents	366,000
Security Deposits	15,000

Utilities PSH	3,384
Total Permanent Supportive Housing	390,384
Resident & Household Supplies	7,200
Resident Services and Programs	15,200
Food Service	
Food Costs	29,260
Food Equipment Supplies	7,500
Total Food Service	36,760
Total Resident Services	464,144
Staffing/Payroll Expense	
Other Staffing Expense	
Criminal Record Expense	600
FSA/125 Plan	5,662
Health/Dental Insurance	149,292
Mileage	20,800
Quickbooks/Payroll Fees	2,160
Staff Appreciation	3,500
Staff Development	7,525
Workers Compensation Insurance	13,104
Total Other Staffing Expense	202,643
Gross Salaries/Wages	
Total Gross Salaries/Wages	1,895,244
Payroll Taxes	
Employer Fed (SS & Med) Taxes	148,966
State Unemployment	28,429
Total Payroll Taxes	177,395
Total Payroll Expenses	2,072,638
STD/LTD/Life Insurance	18,000
Total Staffing/Payroll Expense	2,293,282
Utilities	
Total Utilities	136,205
Total Expense	3,473,071
Net Ordinary Income	-
Covid Income	
ESG - CV	-
NH Housing	-
Total Covid Income	-
Dividends & Interest	
412968T Dividends & Interest	-
412968z Dividends and Interest	-
416968 Dividends & Interest	45,600
Div & Int- General Operating	120
Dividends-Long Term Reserve	-
Int Income & Other Dividends	45,000
Total Dividends & Interest	90,720

Insurance Claim	-
Capital Campaign Income	-
Unrealized Gain/Loss	381,600
Total Other Income	472,320
Other Expense	
Depreciation Expense	222,000
Capital Campaign Administration	21,832
Capital Campaign Marketing	46,666
Capital campaign Events	73,330
Total Other Expense	363,828
Net Other Income	108,492
Net Income	108,492



CROSS ROADS HOUSE

SHELTER AND SUPPORTIVE SERVICES
FOR PEOPLE EXPERIENCING HOMELESSNESS



Annual REPORT

2021 / 2022

Welcome to Cross Roads House



Our Mission

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.

COVER PHOTO:
CRH resident Susan with her children Nathan and Ivy.
photo by Vital Design

DEAR FRIENDS:

When reflecting on this past year, the word evolution often comes to mind, as we have all had to adapt to monumental change. Most meaningfully, we have learned to live with COVID-19, just as we learned to live with the flu and other maladies throughout the ages. Thankfully, Cross Roads House made it through this period in our history mostly unscathed. This was, in part, thanks to our partners in the state and federal government and at foundations and businesses, as well as individual donors who were so generous during this time of uncertainty, especially for our unhoused neighbors. Even in the worst of COVID's grip, this past year we managed to serve 427 unhoused children, women, and men – a 16% increase over the prior year.

It was the flexibility, compassion and dedication of our staff that truly got us through the worst of the pandemic. Even now, we continue to take the precautions of distancing and screening where practical. We are hopeful that as things continue to improve, we will be able to increase our bed count, particularly as the colder months arrive and we see the numbers on our wait list increase.

In May of this year, we celebrated our first in-person gala in two years. Almost two hundred of our close friends and supporters gathered with us for the 20th annual Benefit by the Sea at the Wentworth by the Sea – the hotel's first in-person event since the pandemic hit as well. It was great to be back together! That night capped our most successful event ever by raising \$690,000, a number we couldn't have achieved without the talent of our staff and board members.

These funds could not come at a better time as CRH, like many businesses, struggles to attract and retain talented staff. We also need to invest in our amazing facilities – which operate under the heavy wear of 24/7/365 access – so that we can continue to serve the most vulnerable of the Seacoast area communities for years to come.

For the first time in a long time, CRH has seen significant changes in its leadership. Our past leadership teams were instrumental in bringing Cross Roads House forward through many challenges, and now a new crop of leaders has stepped in to carry on

that evolution and growth. A new executive director, director of development, shelter manager and facilities manager bring fresh eyes and new thinking to the work done here at New Hampshire's second largest homeless shelter. We also continue to work with one of the strongest and most dedicated board of directors that any non-profit could have.

Now in our 40th year as a driving force in the fight against homelessness, support from the community remains paramount as access to affordable housing remains a continual and escalating crisis in the area. In the aftermath of COVID and the burgeoning economic crisis, many families and individuals continue to be housed in hotels. Federal funding that pays for these rooms will end at some point and we will most likely see a flood of unhoused families and individuals coming to CRH for respite. This remains one of our biggest concerns – that the need for our services will continue to grow and outpace our ability to help our residents find permanent housing. This results in longer stays at the shelter and a longer wait list for those who desperately need safe shelter. We should all be concerned about this challenge as we seek more affordable housing alternatives to retain our workforce, sustain our diverse and strong economy, and create vibrant and healthy communities across the Seacoast region.

While gifts from donors like you support our programs, wrap-around services and the talented people that make all this good work happen, we are still 70% dependent on those individual gifts to help us meet our obligations. Over the next year, we will explore ways to diversify our revenue stream and bring the next generation of donors to CRH to support and address these endemic and systemic issues. We will work with donors and foundations, other non-profits, municipalities, state agencies, and partner developers to advocate for and grow our housing stock. The evolution continues at CRH, and we hope you will support us in this important and meaningful work.

As we look for new ways to engage with our communities and raise awareness about CRH, we will build grassroots partnerships with businesses in towns across the Seacoast as well as alliances on a broader scale. Adding new events will be important going forward as we spread our message to educate and engage a new generation of donors. Please watch for emails, updates to our website and posts across our social media channels to see what events we have planned in the year ahead.

We are so grateful for the community's generosity over the past 40 years. Together we have impacted so many lives. Thank you to our donors, volunteers, board of directors, partner agencies and government officials for the incredible support over this past year. Everyone's efforts directly assisted in protecting and meeting the needs of hundreds of individuals who experienced homelessness.

In the following pages, you will read about a few of our remarkable residents who have recently moved to permanent housing. They worked hard alongside our direct care staff and case managers to bring stability and improvement to their lives. We are in awe of the obstacles they overcame and celebrate their tenacity. They are now back in our communities where they need to be and contributing in meaningful ways. There are hundreds of stories like these of people that have been pushed out, fallen on hard times and gotten back up. They are valuable members of our Seacoast communities. Let us not forget them. Our work continues.

BEN ST. JEAN
Board President

WILDOLFO ARVELO
Executive Director



BEN ST. JEAN (l) Board President and
WILDOLFO ARVELO (r) Executive Director

Board of Directors

Ben St. Jean, *President*
Chuck Silva, *Vice President*
Bob Brown, *Treasurer*
Vanda Moore, *Secretary*

Michael Adams
Bob Bear
Chris Bellmare
Suzanne Bressette
Ken Cohen
Denis Dillon
Kathryn Drew
Brian Gibb, *joined July 2022*
Jason Gregoire
Steve Goddard
Lisa LeBlanc
Shaun Mathews
Joe Pace
Theresa Palmer
Lex Scourby
Rob Stevens, *joined July 2022*
Gillian Tierney
Andrea Williams, *joined June 2022*
Mary Lee Warboys

Senior Staff

Wildolfo Arvelo, *Executive Director*
Sandra Beaudry, *Program Director*
Jill Carroll, *Finance Director*
Lissa Gumprecht, *Director of Development and Communications*
Stephen Hussey, *Facilities Manager*
Michael Jacobs, *Chief*
Melissa Leeman, *Shelter Manager*

Facts & Figures

FOR THE FISCAL YEAR ENDING JUNE 30, 2022



We provided **26,644** bed nights of shelter to **427** people.



More than **29,500** meals were served.



The average length of stay for all residents was **62** days.



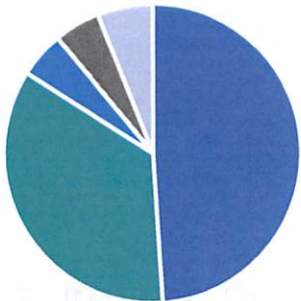
Of residents who stayed at the shelter **90** days or more, **91%** of all residents in all programs, including **100%** of families, moved to permanent housing.



Cross Roads House provided shelter and supportive services to **17** families with **35** children.



Housing Stability Case Management was provided to **62** households and **118** individuals. **95%** of households maintained stable housing through the end of the fiscal year



Cross Roads House assisted individuals and families from:

- 49% Rockingham County
- 35% Strafford County
- 5% Other NH Counties
- 5% Southern York County, ME
- 6% Out of State

Mission Moments

STORIES OF OUR RESIDENTS



ZACHARY
Resident at CRH from August 2022 to September 2022

“I’ve been to other shelters and by far, Cross Roads has been the most helpful. At first I didn’t want to come here. I was very skeptical because those other places ... didn’t treat me like this place did.”

Zachary became homeless when he aged out of the foster care system. He moved around the state, staying in various shelters. He thinks Cross Roads House is by far the best place he’s stayed and feels we are a very trustworthy and honest place. When asked to clarify what it is that makes CRH stand out, he doesn’t hesitate to say that it’s the staff, and how “there’s always someone ready to help you if you need something, anytime of the day.”

Zachary secured housing right down the road from his foster family. His advice before leaving? “I think a lot of other shelters should come here, take tours and learn about how you do things and take some notes.”

“Knowing I had a team behind me let me find the strength within to do the work and succeed.”

Monica was a thriving member of her community, working as an advocate for the homeless. Then she got sick. After an extended stay in the hospital, she learned she was being evicted due to lack of payment and providing access to unauthorized subletters. She moved to a hotel, an expense that quickly drained her savings. She once again found herself without a place to live. Given her background in homeless advocacy, Monica found it both terrifying and fascinating to now be unhoused herself. She didn’t let that stop her.

As a resident at CRH, Monica paid attention. She credits the supportive programs and her case manager, along with her own grit, for fast tracking her way back to permanent housing. “Anyone coming here needs to realize that it’s not forever. It’s just a transition. Cross Roads is exactly that, a cross in the road.”



MONICA
Resident at CRH from April to June 2022

“This place has a magical way of helping you find your place in the world. Just come in with an open mind.”

Mark and Lisa were living in their car for four years before coming to CRH. Lisa has significant health issues that had gone undiagnosed due to a lack of medical care. Just before they arrived, she went into full diabetic shock and had to be hospitalized. Luckily, a friend in the community told them about Cross Roads House. Once Lisa was released from the hospital, they found their way here.

While at first they didn’t understand the rules and structure of the programs offered at CRH, they quickly adapted and became mentors to others on how to be proactive residents here. “We’ve changed since coming here - we didn’t know how to live outside our car. Change is hard. Some people don’t like it, but if something was so easy to go after, then it wouldn’t be worth it.”



MARK and LISA
Residents at CRH from August 2021 to July 2022

Programs & Services

OUR VISION IS TO BREAK THE CYCLE OF HOMELESSNESS

For the past 40 years, Cross Roads House has been providing emergency and transitional shelter to homeless individuals and families in the greater Seacoast area. Beyond shelter and meals, CRH provides in-house case management, life skills programs and access to local partner agencies, all to support the residents' work to successfully return to permanent housing and thrive in the community.

During the past year, we continued to follow CDC guidelines to help us address the challenge of providing shelter and support services while keeping our residents safe from COVID-19. Moves to permanent housing were slow due to lack of affordable inventory and high demand. By utilizing donor funding and specific COVID-related funding, we were able to temporarily house symptomatic and high-risk individuals at local hotels.

We followed COVID-19 protocols such as masking, distancing, daily screenings, sanitizing and using air cleaners to prevent infections. This limited positive cases and prevented widespread outbreaks. We held several on-site vaccination clinics for residents and staff. Our staff was trained and certified to provide rapid testing as needed for those exhibiting symptoms and worked to advocate for and find funding for weekly PCR surveillance testing. All of this allowed us to serve as many people as possible, as safely as possible.

We reinstated resident services that were commonplace prior to the pandemic, such as educational seminars (Rent Ready – How to Be a Good Tenant, Financial Literacy, Ready to Work) and increased access to health services through our community partners at Families First and Seacoast Mental Health.

Cross Roads House continues to provide access to critical emergency shelter, assisting in finding housing, providing referrals to local agencies and offering post-shelter case management support, all vital tools in helping residents stabilize and settle into permanent housing.

PARTNER ORGANIZATIONS AND AGENCIES OFFERING ON-SITE SERVICES

- COAST Transportation
- SOS Recovery
- Community Partners
- Safe Harbor
- Families First Health and Support Center and Healthcare for the Homeless
- University of New Hampshire Department of Social Work and Family Studies
- New Hampshire Legal Assistance
- Visiting nurse agencies
- Seacoast Mental Health Center
- Local hair salons and barbers



JEROME
One of 127 residents to move to permanent housing last year with keys to his apartment.

If you are serious about getting help, they do wonderful things here. But you need to do the work, too. It's about you.

- Jerome

At Cross Roads House, all residents have access to:

- Safe shelter including a bed
- Three meals a day



CHEF MICHAEL JACOBS
Prepares nutritious meals for residents daily.

- Facilities to meet their basic personal needs such as a hot shower, laundry, phone, mail and internet access
- Supportive services that provide direction and support for returning to permanent housing including needs assessment, individualized case management, "Rent Ready" and "Ready to Work" seminar classes and referrals to services throughout the community
- A wide variety of wrap-around services provided by partner agencies, including mental health and substance-use disorders counseling, and primary medical care
- Post-shelter support to help maintain housing provided by CRH Housing Stability Case Managers
- HUD-funded Permanent Supportive Housing (Housing First) Program



Leadership Giving Society

INDIVIDUALS AND ORGANIZATIONS WHO MADE CROSS ROADS HOUSE A PHILANTHROPIC PRIORITY BY CONTRIBUTING \$1,000 OR MORE BETWEEN JULY 1, 2021 AND JUNE 30, 2022

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Thank you.

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Quinn L by Sarah Allen

Ryan Lent by Andrew Ward

Jeannette Lloyd by Kelly and
Mark Simpson

Owen Lonergan by Tami Mallett

Constance Lynch by Beth Kalkowsky

Alice K. Mansfield

by Douglas and Debb Mansfield

Albert Mattin

by Christopher and Bethann Clauss,
Stephanie Hanson and
The Strickland Family

Joe Mooney by William and Elizabeth
Arcieri

Vanda J. Moore by Datasite

Owen Motherway by Paul Raiti

Nancy E. Mulqueen

by Alison and Jeff Rentz

James Norton by Kristin Lowry

Clara O'Malley

by Kathryn and Thomas O'Malley

Justin Plaisted by Nicole Stevenson

Sherry Sanborn

by Mark Trafton and Cheryl Rotonda

Deirdre Segerson

by Lindsey and Moya Jaosten

and Brendan Jaosten

Karli Shill by Dan Kutz

Zoe Skibbie by Dana Best

Jan Smith by Susan Smith

Nicole Stevenson by Brenda Jardine

Ed Theobald by Donna and Ed Theobald

Emily Toohey by Deborah Toohey

Linda Van Etten by Jibran Smith

Addie Wright-Thwing by Shawna Plunkert

Haven Hearts by Michelle Matthews

North Church of Portsmouth

by The Lombard Charitable Gift Fund

The Martha Stone Endowment Fund

by the following:

Michael Adams and Robin Tufts

Advanced Manufacturing Group, LLC

Anonymous

Bank of America Matching Gifts

Robert and Cynthia Bear

Peggy Bell Foundation

Christopher Bellmare

Jonathan Bobbett

Suzanne Bresette and Donald Gould

Bob and Gail Brown

Eric and Heather Campbell

Ken and Helen Cohen

Michael and Susan Daigle

Denis and Beth Dillon

Kathryn and Mitchell Drew

Steven and Karen Goddard

GoodWork

Jason and Kiele Gregoire

Thomas Haas

Lisa LeBlanc

Shaun and Kathleen Mathews

Vanda and John Moore

Ouellett and Furbush Family Fund

Joseph and Sarah Pace

Lex Scourby

Seacoast Women's Giving Circle

Charles Silva and Margaret Moran

Gillian Tierney and George Shea

Mary Lee Worboys

Tara Wright



IN MEMORY OF...

- Gloria Allwarden** by Anne and Paul Young
- David L. Bacon** by Anonymous
- Abraham Burtman** by Abraham Burtman Charity Trust
- Abiola and Olukemi Cahill** by Atinuke Cahill
- Jessica A. Cayford** by Ericka Pine
- Olive Duchesne** by Joshua Duchesne
- Linda A. Egbert** by Anonymous
- Alan Elwood** by Anonymous
- David C. Engel** by Anonymous
- Joseph Grillo** by Mary Grillo
- Doug Hobbs** by Kimberly Rettstatt
- William F. Hoffman** by Arlene Friel
- William F. Hoffman** by Helen Hoffman and Joseph Sapienza
- Wyatt W. Hood** by Anne and James Leonard
- Jackie** by Anonymous
- Shirley Lamson Hodgdon** by Susan Maniz

- Richard Lyczak** by Anne Lyczak
- Ed Mainardi** by Andrew and Priscilla Mainardi
- Mark** by Anonymous
- William Maxwell** by Bradley Maxwell
- Francis Murphy** by Judith Harvey
- Bernard Pelech** by Michael and Diane Donahue
- Mal Pickering** by Joyce Breault
- Mark Smith** by Anonymous
- Elisabeth B. Sturges** by JuLee Venable
- George H. Tilton** by Margaret Tilton and Robert Leatherbee
- Teri Weidner** by Anonymous
- Loren A. Wells** by Linda and Paul Butler
- Edwin West** by Carol Short
- Christine D. Wilson** by Rose Marie Dalphin
- Karen Zimmerman** by Judith and John Barry

Legacy Society

THIS UNIQUE AND IMPORTANT GROUP OF DONORS HAVE MADE A COMMITMENT TO SUPPORT OUR MISSION FOR GENERATIONS TO COME

Members of the Cross Roads House Legacy Society choose to support the good work we do through a provision or bequest in their will, trust or other charitable vehicle. By doing so, they make a powerful statement of projected and continued support for those who will come to us in the future, ensuring that CRH will be here to help.

As a former member of our board, Jude Blake has personally seen the impact a gift like this can have. A life-long philanthropist and resident of Portsmouth, she has seen our organization grow to what it is today. Her continued belief in the power of our facility and programs to make a difference for countless individuals and families in the Seacoast area is inspirational.



JUDE BLAKE
Former board member, philanthropist and Legacy Society member

Legacy Society Members

- | | |
|----------------------------|---------------------------|
| Wildolfo and Linda Arvelo | Nancy Jackson |
| Jude Blake | Judy Marsh |
| Anthony Cadding | Steven McHugh |
| Denis and Beth Dillon | Ted and Mary Robbins |
| Kathryn and Mitchell Drew | Caryl Sawtelle |
| Kenneth Ernstoff | Lex Scourby |
| and Katharine Moody | Deborah Shelton |
| Michael and Jeanne Falzone | Barry Spratt |
| Wes Gardner | Martha and Eric Stone |
| Mark and Julie Geller | David and Dana Van Patten |
| Beverly Giblin | Mary Lee Warboys |
| Joe and Dodi Guyton | |

“Cross Roads House is an incredibly well-run organization that does the tough work of taking care of people who desperately need their help. My legacy gift is one way I can help ensure that CRH remains sustainable and continues to care for those who need them, long into the future.”

- Jude Blake

When thinking of your personal legacy, what kind of impact do you want to leave behind?

To learn more about the Cross Roads House Legacy Society, please contact Lissa Gumprecht, Director of Development and Communications at 603.436.2218 or gumprecht@crossroadshouse.org









GRETCHEN
One of 127 residents to move to permanent housing last year with keys to her apartment.

“It’s [the] difference between being out there, out in the outside, and having safety, knowing there’s people who care and support you.”

- Gretchen

Benefit by the Sea

We hosted almost 200 people for our 20th Annual Benefit by the Sea on May 7 of this year – our first in-person event in two years – at the Wentworth by the Sea Hotel. The generosity of the Seacoast community was on full display with sponsorships and guest pledges totaling more than \$690,000 and making the night our best fundraising event to date. The success of the evening was due in no small part to the 60 corporate and private sponsors. Guests at the event were equally generous, offering pledges that essentially doubled the sponsorship dollars. “We continue to be inspired by those in the Seacoast community who provide this kind of support to help break the cycle of homelessness. The Benefit by the Sea gala has become a signature event in the community and is critical to funding our annual operating expenses. Every gift made that night and throughout the year counts toward funding the needs of our residents,” said Executive Director Wildolfo Arvelo.

LEAD			
THE ONEHUNDRED CLUB			
BENEFACTOR			
	MICHAEL, JULIE & PIPER BEAN	GARY & KAREN DEStEFANO	LEX SCOURBY
PLATINUM			
		ANONYMOUS	CHRIS SARGENT
GOLD			
	CHRIS BELLMAKE CATHY & DON DONEY	KATHRYN & MITCHELL DREW STEVE & KAREN GODDARD	BEN & ANDREA ST. JEAN MARY LEE WORBOYS
SILVER			
			
SHEEHAN PHINNEY	BOB & GAIL BROWN	JEAN & JOSEPH SAWTELLE - FUND OF THE NHCF	
SCOTT & JACQUI BLECZINSKI	ED & FRAN MALLON	TJ & JAE WHITELAW	
BRONZE			
			
RICH & LISA ADE	JAMES & HELEN COHEN	JOE & SARAH PAGE	CIFFO SILVA & MARGARET MORAN
LINDA & WILDOLFO ARVELO	JAMES & DEBRA CRESTA	GEORGE & NICHOLE RAFTOPOULOS	MARTHA & ERIC STONE
ROBERT & CYNTHIA BEAR	JASON & KYLE GREGGORE	JOHN & MAGGIE RANDELL	THE THOMSON FAMILY
SUZANNE BRUNETTE	JACKIE EAST WOODS	JOANN ROHDE & TONY McMANUS	MICHAEL ADAM & ROBIN TOUTS
LISA CLARE	MICHAEL Mc CLUFFEN		KELLY & CHARLES TURNER
KEN & HELEN COHEN	VANDA & JOHN MOORE	ED & BARBARA SHEEMOR	
IN-KIND			
			

Financial Statements

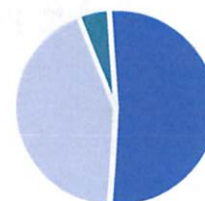
FINANCIAL RESULTS FOR THE FISCAL YEAR ENDING JUNE 30, 2022



REVENUES

● Private Contributions and Grants	\$2,184,872
● Government Grants	\$1,287,895
● Other Revenue	\$105,354
● Total Operating Revenues *	\$3,578,121

* Includes multi-year COVID Relief funding to be spent in FY21-22 as well as returns on investments.

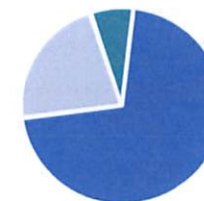


- 61% Private Contributions and Grants
- 36% Government Grants
- 3% Other

EXPENSES

● Program Services	\$2,162,537
● General and Administration	\$497,781
● Fundraising	\$232,305
● Total Operating Expenses *	\$2,892,623

* Includes non-cash expense of \$190,156 depreciation.



- 75% Program Services
- 17% General and Administration
- 8% Fundraising

In the fiscal year ending June 30, 2022, Cross Roads House received funding from the following municipalities and government sources:

NH Town Funding

Barrington
Exeter
Greenland
Hampton
New Castle
Newfields
Newington
North Hampton
Portsmouth

ME Town Funding

Rye
Seabrook
Stratham
Wakefield
Kittery
York

CDBG Funding

Dover
Portsmouth
Rochester

Connections for Health IDN 6 Emergency Food and Shelter Program

Home for All
Granite United Way

HUD, Continuum of Care Permanent Supportive Housing

NH Department of Health and Human Services
Bureau for Housing Support

NH Housing and Finance Authority

NH State Grant In Aid
Payroll Protection Program
USDA



CROSS ROADS HOUSE



Josh came to CRH a year ago with his elderly mother and his two young sons. They all are now stabilized and permanently housed. He's pictured here with keys to his new home and his case manager, Michelle.

We have been a driving force in the fight against homelessness in the greater Seacoast area since 1982. In the 40 years since then, we have provided beds, meals and wrap-around services to thousands of individuals and families.

With access to affordable housing a continual and escalating crisis in the area, support from the community remains paramount.

Almost 70% of the funding for Cross Roads House comes from individual donors and organizations, all of which supports the immediate needs of residents as well as annual operating expenses.

Scan the code to visit our website and learn more about how you can be part of the collective impact on homelessness in our communities. Every gift, every volunteer hour and every item donated makes a difference.



www.crossroadshouse.org

CROSS ROADS HOUSE

600 Lafayette Road
Portsmouth, NH 03801
P: 603.436.2218
info@crossroadshouse.org

@cross_roads_nh

