

Where Hope
Happens.



2017 ANNUAL REPORT

WHERE HOPE HAPPENS.

Dear Stakeholders,

For over three decades the staff of Crossroads Community, Inc. have stood with clients at the intersection, the crossroads, of their behavioral health issues and recovery goals. This is where hope happens.

The recovery process while challenging often builds resiliency in the individual. The ability to recover quickly from a difficult situation is key when individuals managing behavioral health issues are confronted by matters including the stigma associated with the condition.

Over 40% of the 60 million Americans thought to experience mental illness do not seek or continue with care because of the debilitating effects of stigma. “The desire to avoid public stigma causes individuals to drop out of treatment or avoid it entirely for fear of being associated with negative stereotypes,” as reported in Psychological Science in the Public Interest, a journal of the Association for Psychological Science.

In this annual report we share two stories of individuals who bravely and boldly fought the effects of stigma. While stigma still exists for them, each has chosen to fight back with openness when confronted with its potentially debilitating effects. We hope you enjoy learning more about their lives and recovery journey.

Sincerely,



A handwritten signature in black ink, appearing to read "D. Rosendale".

Daniel D. Rosendale
President, Board of Directors



A handwritten signature in black ink, appearing to read "John F. Plaskon".

John F. Plaskon
Executive Director

**“One does not work long on
mental health issues before
recognizing the additional
hardships caused by stigma.”**

Former First Lady Rosalyn Carter

Our Vision

Crossroads Community, Inc. envisions a community where people with behavioral health needs recover and are treated with dignity, respect and equality.



CCI Executive Director John Plaskon, Senator Steve Hershey, Delegate Jay Jacobs, Delegate Steve Arentz, Delegate Johnny Mautz and CCI President Dan Rosendale at the December 2016 Consumer Christmas Party



There is simply no limit to
what we can accomplish
together.



Crossroads Community, Inc.

2017 Accomplishments & Highlights

- During 2016 we served a total of 546 adults, children and adolescents with a behavioral health diagnosis consistent with the State of Maryland's Behavioral Health Administrations' Priority Population designation.
- CCI adopted a new logo and tagline: Where Hope Happens.
- Annual client satisfaction survey results exceeded established target in all programs.
- \$12,250 was raised from Direct Mail Campaign for client dental services.
- 35 Consumers and staff attended the Keep the Door Open Rally in Annapolis.
- The Supported Employment Program met the Evidence Based Practice Standards.
- CCI was asked to speak to Midshore Community Foundation Dorchester County Advisory Board re: renovations to Dorchester County residence funded by the George B. Todd Foundation.
- CCI received a grant from the Maryland Agricultural Education Rural Development Assistance Fund to support our Volunteer Maryland Coordinator placement.
- Grants received from Queen Anne's County Mental Health Committee, West Legacy Trust, Choptank Electric Trust and the Margaret Herring Foundation for needed repairs and renovations to Residential Rehabilitation Program residences in Kent and Queen Anne's Counties.
- Kat Cattell received Honorable Mention for the Empowering Consumers Award by Mid-Shore Behavioral Health Systems.
- A new, re-designed CCI website was launched.
- A new house was purchased for the Residential Rehabilitation Program in Queen Anne's County.

Our Values

Deliver quality services through effective leadership and empowered professional teams who are focused on meeting the needs of our customers.



*Crossroads Community
Executive Director John Plaskon
and Richard Glanding*

Richard Glanding

The Story of One Man's Pride in America

In 1998 Richard Glanding, a Crossroads Community consumer, successfully appealed to the Board of Directors to install a flag pole and fly the American flag at the Centreville location. The Board agreed and provided financial support for the project. Richard personally dug the hole for the pole, but when the time came to raise the flag, he told staff that he couldn't do it. Richard felt he wasn't worthy. He deferred "to someone more important than I am" to raise the flag. Richard had internalized the stigma of his mental health diagnosis. It deeply affected his self-worth.

Richard started with Crossroads in 1987 and was successfully discharged from service in 2009. Before he said good-bye to Crossroads rehabilitation staff, Richard was awarded the most prestigious consumer award: Consumer of the Year. It surprised him. As the award name implies, the recipient is an individual who stands out in their recovery journey displaying qualities of leadership over the previous year. Richard deserved to be honored as a symbol of the triumph of hard work.

He lives on the family farm in Millington and when called upon, works for Crossroads as a driver. He credits the dedication of the Crossroads' rehabilitation staff for helping him navigate and remain on his recovery journey.

Richard returned to Crossroads to finish the job he started. Richard proudly raised the new American flag on October 5, 2017 on the cusp of Mental Illness Awareness Week.



Our Mission

The Mission of Crossroads Community, Inc. is to teach skills and to access resources that empower people with behavioral health needs to recover and live satisfying and productive lives. Crossroads promotes community acceptance through advocacy and community education.



Elizabeth Marks (center) with her mother Betty Shaw(left) and Supported Employment Specialist Alex Mallard (right).

Elizabeth “Liz” Marks

Resilience and Determination in the Face of Adversity

On April 7, 2012 Liz Marks' life was upended. While driving, a text popped into her phone distracting her from the road. It was one word. In that moment Liz's car slammed into the back of a flatbed dump truck. Her airbag didn't deploy and the injuries to her face, head and brain were catastrophic. She was 17 at the time of the crash. She lost her sight in one eye and the hearing in her left ear.

Liz never lost consciousness in the twenty-one minutes before she was airlifted. Her body was medically paralyzed during the flight; an act that saved her life. Her first surgery was eleven hours in duration - a procedure that exposed her brain for 9 days. Her second surgery was fourteen hours. She spent twelve weeks at Kennedy Krieger Institute re-teaching her brain to command basic tasks. She is recovering, but the stigma still exists.

Recovery can be a long and difficult process. For many the challenges can build resilience. That is certainly the case with Liz. Speaking of her high school friends, Liz stated, "I had to mature far faster than anyone else to survive." The friends left for college which was an opportunity out of Liz's reach. They never returned to her.

The stigma came in the waves of cruel comments and glaring stares. Much to her Mother's angst she challenged the stigmatizing comments as they happened. While painful experiences, they fueled a desire for her to publically raise awareness of the dangers of texting and driving. She spoke wherever she could. She appeared on Oprah. She found new friends.

Liz is employed by Lowe's and is supported by Alexandra Mallard, Employment Specialist in Crossroads' Supported Employment Program. Alex is her greatest supporter second only to Liz' mother who Liz calls her "best friend". "She is doing well," states Alex. "She is tough and determined."

Rehabilitation and Vocational Services for Adults

At Crossroads Community, we believe people can and do recover from mental illness. We concentrate on the individual's unique journey toward independence. We have confidence that our services positively affect the hopes, dreams and goals of our clients.

Crossroads Community's staff assists individuals through the following programs:

Community Support: meeting one-on-one in the community at locations of the individual's choice.

Rehabilitation Day Programs: A physical location called Clubs or Recovery Center, providing a network of peers and recovery-focused groups and classes.

Residential Rehabilitation: A program of support located in community based residences ranging from intensive to drop-by in a group living situation.

Supported Employment Services: A vocational program designed to develop the skills to obtain and maintain competitive employment in their field of interest.

Health Home: A community based program that offers care coordination to manage and prevent chronic conditions.

Eligibility and Referral:

Individuals must:

- Be motivated to participate in their recovery
- Meet specific diagnostic criteria set by the State of Maryland
- Be referred by a psychiatrist or therapist and continue to participate in clinical treatment.



*Consumer Curtis Bell and
Employment Specialist Sharon Houseman.*

Throughout Fiscal Year 2017:

- 151 individuals participated in psychiatric rehabilitation services for adults including:
- 58 individuals benefiting from residential rehabilitation supports
- 8 individuals moved from inpatient facilities to our community-based residential services
- 8 individuals moved from residential services to independent living
- 35 individuals were competitively employed
- 105 individuals participated in the Supported Employment Program
- 4 individuals contributed to their community through volunteering
- 111 adults served in Health Home

Youth Services

Crossroads' Youth Services uses a wide range of approaches to promote healthy personal growth and development. We work with children to develop life skills. We believe in early intervention which helps keep families together. Recovery is the foundation of the services we offer. Our goal is to help children develop resiliency and the skills for success in life.

Psychiatric Rehabilitation Program (PRP) services may be provided on-site at the Recovery Club, located at each Crossroads location, or off-site in the child's home or other community setting.

Available Services Include:

- Psychiatric Rehabilitation Services (PRP)
- One-on-one mentoring
- Skill building groups and activities
- Respite services, provided by partnering with trained licensed foster care families, giving relief for both youth and their caregivers.



*Respite Coordinator Melissa Rhodes and
Program Director Carla Thorpe*



Consumer Javant Rolle

Eligibility and Referral:

Individuals must:

- Have Medical Assistance
- Meet specific diagnostic criteria set by the State of Maryland
- Be referred by a psychiatrist or therapist and continue to receive clinical services

Throughout Fiscal Year 2017:

- 47 youth received rehabilitation services
- 44 youth and their caregivers benefited from Respite services
- 3 youth were successfully discharged from services
- 31 of 32 (96.8%) of youth advanced in school grade

CASE MANAGEMENT SERVICES

Crossroads Community's Case Managers help adults in the public behavioral health system gain access to the maximum range of behavioral health services and other needs. It is a voluntary, community-based service helping individuals identify, access, develop and coordinate available services and resources.

Case Management Programs Include:

- Mental Health Case Management for adult clients providing linkage to needed resources.
- Through the PATH Program, outreach and linkage to services for individuals who are homeless or at risk of homelessness.

Throughout Fiscal Year 2017:

- 133 individuals received Mental Health Case Management (CM) services with linkages to resources.
- 55 individuals received services through the Homeless Outreach program (PATH).



Queen Anne's County Residential Rehabilitation Manager Mike Bargiband and Queen Anne's County Psychiatric Rehabilitation Manager Brian Lambert



Case Management Coordinator Lisa Moran, Administrative Assistant Libby Brown and Case Manager Andrea Evans

2017 Financials

CONSOLIDATED STATEMENT OF FINANCIAL POSITION

ASSETS	
Cash	\$1,409,775
Investments (cost approximates market)	\$ 118,356
Accounts Receivable	\$ 557,767
Prepaid Expenses	\$ 79,669
Property and Equipment, Net	\$2,294,338
Total Assets	\$4,459,905
LIABILITIES AND NET ASSETS	
Accounts payable and accrued expenses	\$ 446,105
Mortgages & Notes Payable	\$ 947,381
Deferred Revenue	\$ 38,992
Total Liabilities	\$1,432,478
Net Assets - Unrestricted	
Available for general activities	\$3,027,427
Board Restricted	\$ 42,620
Total Net Assets	\$3,027,427
Total Liabilities and Net Assets	\$4,459,905

STATEMENT OF REVENUES AND EXPENSES

REVENUE	
Program Service Fees	\$5,247,664
Grants and Contracts	\$ 970,318
Public Support	\$ 52,769
Other	\$ 19,244
Total Revenue	\$6,289,995
EXPENSES	
Program Services	\$5,233,505
Supporting Services	\$ 968,952
Total Expenses	\$6,202,457
Change in Net Assets	\$ 87,538
NET ASSETS AT END OF YEAR	\$2,522,837

Total Expenses: \$6,202,457

Program Services: \$5,233,505

\$0.84 of every dollar spent is for program services.

Independent auditors have performed an audit for the year ending 6/30/17.

*A copy of our current financial statement is available upon request by contacting us at:
Crossroads Community, Inc. • 120 Banjo Lane, Centreville, MD 21617 • 410-758-3050.*

Documents and information submitted to the State of Maryland under the Maryland Charitable Solicitations Act are available from the Office of the Secretary of State for the cost of copying and postage.

Crossroads Community 2017 Partners

The success of Crossroads Community begins with the generosity of partners like those listed below. We humbly thank each of you for your gift. Many of our Partners have been very faithful over the years. We have established the following levels in order to recognize their faithfulness.

★ **Gold** (15 years or more) ♦ **Silver** (10 years or more) * **Bronze** (5 years or more)

Grantors

Choptank Electric Trust
Queen Anne's County Mental Health Committee
Maryland Agricultural Education & Rural Development Assistance Fund
The George B. Todd Fund
Margaret Herring Foundation of the MidShore Community Foundation
West Legacy Trust

Partners in Recovery

\$1,500 and UP

Estate of Lucia Hastings Dudley
Robin and Michael Lawson
Lisa and Frank Menditch
♦ Shore United Bank
Town of Centreville
Presbyterian Church of Chestertown

Supporters in Recovery

\$500-\$1499

American Legion, Jeff Davis Post #18
American Legion, Benedict A. Andrews Post #296
American Legion, Post #192
Atlantic Broadband
Bridgewater Wealth & Financial Management
Louise Durocher
Freestate & Son & Avon Dixon Agency
Mayor & Council of Chestertown
* Merriwold Trust
* Mary Lou Pagella
The Peoples Bank
Daniel D. Rosendale
Symphony Village Outreach Committee
VFW #7464
George & Barbara Yewell, Jr.

Friends of Recovery

\$1-\$499

American Legion, Sgt. Preston Ashley Post #228
♦ Margie R. Baker
Eric & Carmelyn Bachman
Marlene F. Davis
★ Barry Barrell & Gerry Fisher
* Jim Beck & Linda Sherry
Bennett's
James & Glenna Brewster
Terri & Tyrus Brannock
* Albert & Anne Briggs
James & Mary Campbell
Renee & Bruce Carter
Christ Church I.U. Parish
Mary Ciesielski
William Clark
Pam & John Cleary
* Donald Cook
♦ Danny's Lawn Care & Landscaping
Marlene F. Davis
* George & Mary Drake
Patricia Deitz
* William & Carol Edwards
♦ KI Order of Elks Lodge #2576
Elsberg Family Fund
* Episcopal Churchwomen Wye Parish
Alan & Leona Ettman
♦ Mark & Diane Freestate
* MacLeod Douglas Gates
Meredith Davis Hadaway
Roger Harrell
George & Jennifer Harvey
Sean & Julie Hickey
George Ickes
Denise M. Illingsworth
Jacobs & Barney, LLC

◆ William & Helen Lampman
F. Graham & Brenda Lee
Mr. & Mrs. James Lucey

* Diane McComb
Howard & Mary McCoy
Patricia McGee

Michael & Bonnie Messix

◆ Carl & Nancy Miller

★ Elizabeth H. Morris

Gail Owings

* Jim & Sheila Orr

★ John & Patty Plaskon

★ Margaret G. Quimby

* Margaret Raisin
Connie & David Robinson

* Mr. & Mrs. Gary Robson
Gail C. Ruppe

Larry & Marguerite Samuels

* Cynthia Saunders

* Vicky Sawyer

◆ Katherine Schoonover

Laura Shroeder
Penny Scrivens
Dorothy Sherry
Anne & Price Shuler
Rev. Dr. Thomas G. Sinnott

* Joyce Smithson
Elizabeth Spence

* Jo Ann Staples

* Suzanne Straub
Robert & Eleanor Streitman

* Ralph & Lainie Surette

* Francie Thayer

* Joanne & Matt Tobriner

* TriGas & Oil/Keith McMahan
★ Dianne Turpin

* Linda Walls

★ Ruth Ann Walls

◆ Steve & Dee Walls
Jack Walsh

* Mary & Al Watson
Karen Willis

★ Mrs. William Wise

◆ Helen E. Womack

Volunteers

Charlie Bethmann
Linda Carroll
Michael Chuplis
Linda Culp
Mary Drake
Elaine Dow
Alan Ettman
Lee Ettman
Melissa Gerber
Michael Gilliom
Jeanne Haymaker
Madeline Hollis
Barbara Kohl
Lillian Kirby
Michael Lawson
Robin Lawson
Rachel Lingenfelter
Betty Perkins
Deborah Slipper
Flossie Simmons
Ruth Ann Walls



Top Left: Kent County RRP Manager Kevin 'Hutch' Hutchins and Kat Cattell, QAC Rehabilitation Specialist.

Top Right: CCI clients voted for our new tagline, Where Hope Happens.



Bottom Left: Board Members Bonnie Thayer, Robin Lawson & Sheila Orr in committee meeting.

Board of Directors FY17

Dan Rosendale, President
Larry Samuels, Secretary
Terri Brannock, Treasurer
Alan Ettman
Sheila Orr
Anne Shuler
Todd Wolters
Diane Freestate
Rosemary "Bonnie" Thayer
Lainie Surette
John Norris
Mary Drake

Senior Staff

John F. Plaskon, Executive Director
Katherine Schoonover, Finance and Administrative Director
Carla Thorpe, Program Director
Helen Lampman, Special Projects
Melissa Adkins, Quality and Compliance Coordinator
Kara Morris, PRP/RRP Program Coordinator
Matthew Dewey, Vocational Coordinator
Lisa Moran, Case Management Coordinator
Cynthia Edris, Health Home Coordinator
Suzanne Straub, Resource Development Coordinator

Crossroads Community Program Locations

Administrative Offices and Queen Anne's County Program Services

120 Banjo Lane
Centreville, MD 21617
Phone: 410-758-3050
Fax: 410-758-1223

Kent County Services

937 Gateway Drive
Chestertown, MD 21620
Phone: 410-778-9200
Fax: 410-778-9622

Dorchester, Talbot, & Caroline County Services

404 LeCompte Street
Cambridge, MD 21613
Phone: 410-221-7540
Fax: 410-221-7541

www.ccinonline.com • Email: cci@ccinonline.com



Crossroads Community, Inc. has received CARF accreditation for its Psychiatric Rehabilitation Programs for adults and youth, Residential Rehabilitation Program, Health Home Program for adults and youth, Vocational Program, and Respite Program for youth.

Crossroads Community has been awarded Maryland Nonprofits' Standards for Excellence Seal. The Standards set a high benchmark for all operations.



Crossroads Community, Inc. is an equal opportunity agency and provides services without regard to race, color, religion, national origin, sex, age, political affiliation or disability.