

# Resiliency & Recovery

The Foundation of Behavioral Health



CROSSROADS COMMUNITY, INC.  
2016 ANNUAL REPORT

## RESILIENCY & RECOVERY

---

*Dear Stakeholders,*

*“I like the new logo with the roads crossed,” recently declared a Centreville consumer participating in a group considering the selection of a new logo for Crossroads. He continued, “I like the simplicity of it. I remember being at a crossroads in my recovery when I came here. And the staff believed in me.”*

*In October 2015, Crossroads Community, Inc. and Corsica River Mental Health Services, Inc., a subsidiary of CCI, held a joint board retreat. The board members agreed to retain a consultant to discuss ways to increase the general awareness of Crossroads as an experienced community behavioral health agency on the mid-shore.*

*With the assistance of Susan Vianna, president of local graphic design and creative marketing company, Fishergate, Inc., the board launched a process of increasing local awareness for the various rehabilitation programs and services available at Crossroads.*

*Board members unanimously agreed to engage in a process of concluding how best to communicate the story of hope, recovery and resiliency, a hallmark of the community behavioral health agency. The story began with the logo.*

*We believe the new Crossroads logo, introduced in this publication, will begin to inform the public about what we do. It is simple just like the new logo. We meet consumers where they are - at the crossroads of their behavioral health journey.*

*You will find two of the many stories of recovery and resiliency in this annual report.*



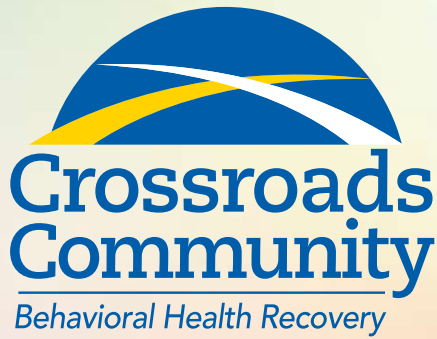
A stylized, handwritten signature in black ink, appearing to read 'D. Rosendale'.

**Daniel D. Rosendale**  
President, Board of Directors



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

**John F. Plaskon**  
Executive Director



## Our Vision

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

## Our Values

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

## 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.



*Cover photo: Don Moore Photography  
Above photo: Amy Cheney*



*Alison Beyer, County Manager, Todd Wolters, Crossroads Community Board of Directors member and Ben Hawkes receiving the 2016 INSPIRATION AWARD.*

## VOICES OF RECOVERY

---

“I am very grateful for  
this recognition. I hope my  
story and the tireless efforts  
of the staff give courage  
to others to continue.”

# Ben Hawkes

---

## A Story of Tragedy and Triumph

Ben Hawkes is grateful to Crossroads for investing in his recovery from mental illness. The staff at Crossroads believed in his desire to fully participate in his rehabilitation journey. It has been a long and, at times, a difficult journey for the forty-one year old consumer.

“I knew from a very young age that I was different”, recalls Ben. At twelve he and his family left Utah and the strong Mormon roots to relocate on the east coast. Settling in Howard County Maryland was no easy task for the self-proclaimed loner. At the age of 17, he began to experiment with substances.

Ben began to experience symptoms of mental illness as a teen. Early emergency hospitalizations in Utah and Maryland were unsuccessful. Ben remained in denial of the severity of his condition. He broke hospital rules and was sent back to his family. This cycle, not uncommon with severe behavioral health conditions, continued for years.

In 2001 Ben was admitted to the emergency room of a local hospital and discharged with a prescription of Xanax. The next night the voices intensified and he committed a crime.

The judicial system found Ben ‘not criminally responsible’ for his actions due to his mental illness. He was remanded to Clifton T. Perkins Hospital Center. He remained a patient until he successfully petitioned the Court in 2014 to seek a community mental health provider. He came to Crossroads in August 2014. He has made steady progress since that time.

Ben is working his rehabilitation program intentionally. He is employed and enjoys creating and promoting his art. Through the assistance of the rehabilitation specialists, the skill of a behavioral health therapist and proper medication Ben is now able to live with hope and anticipation for a normal life.



*Crossroads Community consumer Mark Baldwin  
with one of his acrylic paintings.*

## VOICES OF RECOVERY

---

“Art brings light to  
my darkness and helps me  
communicate who I know  
myself to be.”

# Mark Baldwin

---

## Achieving Recovery Through Art

Mark Baldwin is an artist. He has an eclectic and beautiful collection of his art pieces dispersed throughout his apartment. When asked, he states quietly and confidently that acrylic is his favorite medium.

From his youth Mark knew he was talented. To develop his skill further he chose college achieving a Bachelor of Science in Design from State University at Buffalo, NY. He continued his education completing an Applied Associates degree in Advertising Art and Design from State University of New York Agricultural and Technical School.

Armed with a desire to enter the retail market, Mark became a catalog layout designer for a major retail corporation in the 1980's. Shortly after graduating from college, his life took a dramatic and unexpected turn. Mark was diagnosed with a mental illness. "I was beginning my career when the symptoms began," Mark verifies.

He continues his story stating, "The symptoms began after college in the late 1980's while working as a Home Furnishings Catalog Layout Designer. My employer supported and assisted me with the beginning of my recovery."

"I have and will always be an artist," Mark continues. "I live independently and have participated as a consumer of Crossroads Psychiatric Rehabilitation Program for 21 years. Through success and relapse art provides an important form of expression. I can function better as an individual by expressing myself through art. Art brings light to my darkness. It is an outlet that helps communicate who I know myself to be."



*Dr. Jared Nave and Wynneema Meekins, recipient of the Crossroads Dental Program.*

“Dr. Jared Nave gave me hope for the future. Thanks to Crossroads’ Dental Program, I have a smile.”



## REHABILITATION AND VOCATIONAL SERVICES FOR ADULTS

At Crossroads Community, we believe people do recover from mental illness and/or often co-occurring substance use. We focus on the individual's unique journey toward independence. We trust that our supporting services positively affect those hopes and dreams of our clients.

Crossroads Community's staff assist 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 program to integrate health care through nurse assessment to identify, manage or prevent chronic health conditions.

### Eligibility and Referral:

Individuals must:

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

### Throughout Fiscal Year 2016:

- 151 individuals participated in psychiatric rehabilitation services for adults
- 50 individuals benefited from residential rehabilitation supports
- 7 individuals moved from inpatient facilities to our community-based residential services
- 3 individuals moved from residential services to independent living
- 26 individuals were competitively employed
- 95 individuals participated in the Supported Employment Program
- 2 individuals contributed through volunteering
- 79 adults served in Health Home





*Dan Rosendale and Lea Brooks celebrate Crossroads Community as recipient of Shore Update's Honorary Health and Wellness Organization People's Choice Award.*

“No organization deserves this award more than Crossroads Community”, states Corsica River Mental Health Services Board President, Lea Brooks.

## YOUTH SERVICES

Early intervention is important to the recovery journey for children and adolescents. Recovery is the foundation of the services we offer.

Crossroads' program uses a wide range of strategies to promote healthy growth and development. We help keep families together and work with children to develop life skills. Our goal is to help children develop resiliency and the skills for success in life.

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:**

- 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.

### **Eligibility and Referral:**

Individuals must:

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

### **Throughout Fiscal Year 2016:**

- 50 youth received rehabilitation services
- 49 youth and their caregivers benefited from Respite services
- 15 youth were successfully discharged from services
- 100 % of youth advanced in school grade



*Rehabilitation Specialists Kaylie Hawkins  
and Chrissy Baxter.*

## CASE MANAGEMENT SERVICES

Crossroads Community's Case Managers help adults in the public behavioral health system gain access to a full 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:**

- Case Management services targeted for adults linking to and monitoring needed services and providing advocacy.
- Through the homeless outreach programs, outreach and linkage to services for individuals who are homeless or at risk of homelessness.

### **Throughout Fiscal Year 2016:**

- 111 individuals received Mental Health Case Management services with linkages to other resources
- 60 individuals received services through the homeless outreach program



*Lisa Moran, coordinator of Case Management Services.*

## CONSOLIDATED STATEMENT OF FINANCIAL POSITION

<b>ASSETS</b>	
Cash	\$ 882,423
Investments (cost approximates market)	\$ 502,707
Accounts Receivable	\$ 519,775
Prepaid Expenses	\$ 45,288
Property and Equipment, Net	\$1,913,262
<b>Total Assets</b>	<b>\$3,863,455</b>
<b>LIABILITIES AND NET ASSETS</b>	
Accounts payable and accrued expenses	\$ 277,403
Mortgages & Notes Payable	\$ 537,526
Deferred Revenue	\$ 104,399
<b>Total Liabilities</b>	<b>\$ 919,328</b>
<b>Net Assets - Unrestricted</b>	
Available for general activities	\$2,944,127
Board Restricted	\$ 38,382
<b>Total Net Assets</b>	<b>\$2,982,509</b>
<b>Total Liabilities and Net Assets</b>	<b>\$3,901,837</b>

## STATEMENT OF REVENUES AND EXPENSES

<b>REVENUE</b>	
Program Service Fees	\$4,220,687
Grants and Contracts	\$ 983,133
Public Support	\$ 55,503
Other	\$ 9,646
<b>Total Revenue</b>	<b>\$5,449,677</b>
<b>EXPENSES</b>	
Program Services	\$4,476,813
Supporting Services	\$ 848,146
<b>Total Expenses</b>	<b>\$5,324,959</b>
Change in Net Assets	\$ 124,718
<b>NET ASSETS AT END OF YEAR</b>	<b>\$2,560,017</b>

Total Expenses: \$5,202,263

Program Services: \$4,328,925

**\$0.83 of every dollar spent is for program services.**

*Independent auditors have performed an audit for the year ending 6/30/16.*

*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 2016 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

---

American Legion Post #192  
Maryland Agricultural Education and Rural  
Development Assistance Fund (MAERDAF)  
Maryland Energy Administration (MEA)  
Queen Anne's County Mental Health  
Committee (QACMHC)  
Young Emmanuel Professionals (YEP)

## Partners in Recovery

---

**\$1,500 and UP**

CNB  
Hoffman Publishing, Inc.  
KI Elks Lodge #2576  
♦ KI American Legion Post #278  
J. Michael and Robin Lawson  
★ Malvin, Riggins & Company, P.C.  
Town of Centreville  
Triton Wealth Management  
Wagamon Technology Group

## Supporters in Recovery

---

**\$500-\$1499**

Mark & Diana Abbott  
American Legion Post #192  
Wm. Freestate & Son/Avon Dixon  
Andrew Kadala  
\* Peoples Bank of Kent County  
Presbyterian Church of Chestertown  
John & Meg Price/JBK Hardware  
\* Lainie and Ralph Surette  
Symphony Village Outreach Program  
USI Insurance Svcs, LLC  
VFW Post #7464

## Friends of Recovery

---

**\$1-\$499**

2 Cool Farm  
American Legion Jeff Davis Post #18  
American Legion Sgt. Preston  
Ashley Post #228  
\* Margie Baker  
James Beck  
★ Barry Barell & Gerry Fisher  
Bill & Alice Marie Barron  
Cheryl & Foster Beach III  
\* Damon & Odette Bradley  
Tyrus & Terri Brannock, Jr.  
\* Neil Brayton, DDS  
\* Lea Brooks  
Bridges Land Management  
K.C. Bridges  
\* Albert & Anne Briggs  
Lindsey Buckless  
\* Edward R. Burka, MD  
Scott Burleson  
Eleanor Baker Cadwalader  
Callahan's Gas  
Nancie B. Cameron  
James & Mary Campbell  
Caroline Lawn Care  
Carpenter Street Pub  
Center for Conscious Health Living  
Patricia Chance  
Christ Church I.U. Parish  
Chuck's Carpet & Flooring  
Peter & Elizabeth Chansey  
Mary A. Ciesielski  
T. R. Corkran, DVM  
Col. Richardson High School Honor  
Society  
Classy Cuts  
James & Virginia Coleman  
Craig's Institutional Pharmacy  
Roy & Judy Crow

- ◆ Danny's Lawncare & Landscaping  
Marlene Davis  
Patricia Deitz, LCSW  
Ned Dickie
- \* Mary & George Drake  
Katharine M. Draper  
Harry & Virginia Duffey III
- \* Louise Durocher
- \* Bill & Carol Edwards  
Elsburg Family Fund
- \* Episcopal Women of Wye Parish  
Alan & Leona Ettman  
  
Fisherman's Inn  
John & Katharine Foster III
- ◆ Diane & Mark Freestate  
Jacob F. Frego  
Mr. & Mrs. James R. Friel, Jr.
- \* Cindy & Tom Fulton
- \* Douglas Gates  
Greensboro Pharmacy  
Alan & Elizabeth Griffith  
Helen P. Groom  
  
Pricilla Hall
- \* Roger Harrell  
Harry's on the Green
- \* Bernard & Betty Hardesty  
Sean & Julie Hickey  
Margaret Smith Holmes  
T. & Wayne Humphries  
  
Charles & Frannie Ireland  
  
Michael & Maureen Jacobs  
  
Key One
- \* Douglas Kliever  
Barbara & Bernie Kohl  
Lynn Knight, Esq.  
Robert & Linda Kramer  
  
George & Susan Lacy  
La Delizia Pizza Ristorante  
William & Barbara Lane, Jr.
- \* Michael Lawrence  
F. Graham & Brenda M. Lee  
Arthur D. Leiby  
Ileana Lindstrom  
Chestertown Lions Club
- \* James & Carol Lupis, Jr.

- Bruce & Beryl Madden
- \* C. Albert Matthews
- \* O. L. McCabe  
Joseph H. McCarthy,  
DDS, PA  
Thomas & Melissa McCarthy
- \* James & Diane McComb  
Patricia McGee
- \* Keith & Darlene McMahan  
Stephen Z. Meehan, Esq.  
Michael & Bonnie Messix  
MidAtlantic Vending
- \* Carl & Nancy Miller  
Ed & Joann Miller  
Cynthia Mitchell
- ★ Elizabeth Morris  
Mr. & Mrs. Tucker  
Moorshead  
Kara & Bradley Morris
- \* Carol Neimand  
Gail Newman & Richard  
Svoboda  
  
Jim & Sheila Orr  
Gail Owings
- ★ John and Patricia Plaskon  
Pinder Service Company, Inc.  
Charles & Johanna Powers, Jr.  
Price & Gannon Hardware  
Provident State Bank  
  
Queen Anne's County  
Mental Health Committee
- ★ Margaret Quimby  
  
Connie & David Robinson
- \* Mr. and Mrs. Gary Robson  
Paul M. Roediger  
E.M. Roley  
Daniel D. Rosendale  
Gail Ruppe  
Emily Russell  
  
Larry & Marguerite Samuels
- \* Vicky Sawyer
- ◆ Robert & Katherine  
Schoonover  
James & Laura Schroeder  
Dorothy Sherry  
Angela Shortall  
Judith Smith & Hartley Bayne
- \* Joyce Smithson  
Neil Stoddard, MD

- \* Suzanne Straub  
G. & Dean Sunderlin  
William S. Sutton  
  
Rosemary Thayer
- \* Matthew & Joanne Tobriner
- ★ Dianne Turpin  
  
Mr. & Mrs. James W. Valliant  
Veil Construction/Scott Veil
- ◆ Steve & Dee Walls
- \* Al & Mary Watson  
Western Auto, Centreville  
Willard Agriculture Service  
Karen Willis  
Todd Wolters
- ◆ Winslow & Helen Womack
- ★ Mrs. William Wise

## Volunteers

---

- Charlie Bethmann
- Phyllis Boone
- Linda Carroll
- Michael Chuplis
- Linda Culp
- Luke DiFabbio
- Mary Drake
- Elaine Dow
- Alan Ettman
- Lee Ettman
- Melissa Gerber
- Michael Gilliom
- Madeline Hollis
- Barbara Kohl
- Lillian Kirby
- Michael Lawson
- Robin Lawson
- Rachel Lingenfelter
- Betty Perkins
- Deborah Slipper
- Flossy Simmons
- Paul Woodall

## Board of Directors FY16

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  
Katie Schoonover, Finance and Administrative Director  
Carla Thorpe, Program Director  
Helen Lampman, Special Projects  
Melissa Adkins, Quality and Compliance Coordinator  
Kara Morris, Psychiatric Rehabilitation Coordinator  
Kevin "Hutch" Hutchins, Residential Rehabilitation Coordinator  
Wendy Kraus, Youth Services 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](http://www.ccinonline.com) • Email: [cci@ccinonline.com](mailto:cci@ccinonline.com)



Crossroads Community, Inc. has been awarded Maryland Nonprofits' Standards for Excellence Seal. Based on fundamental values such as honesty, integrity, fairness, respect, trust, compassion, responsibility and accountability, the Standards set a high benchmark for all operations.

Crossroads has been accredited by CARF International for 7 of its programs.



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.