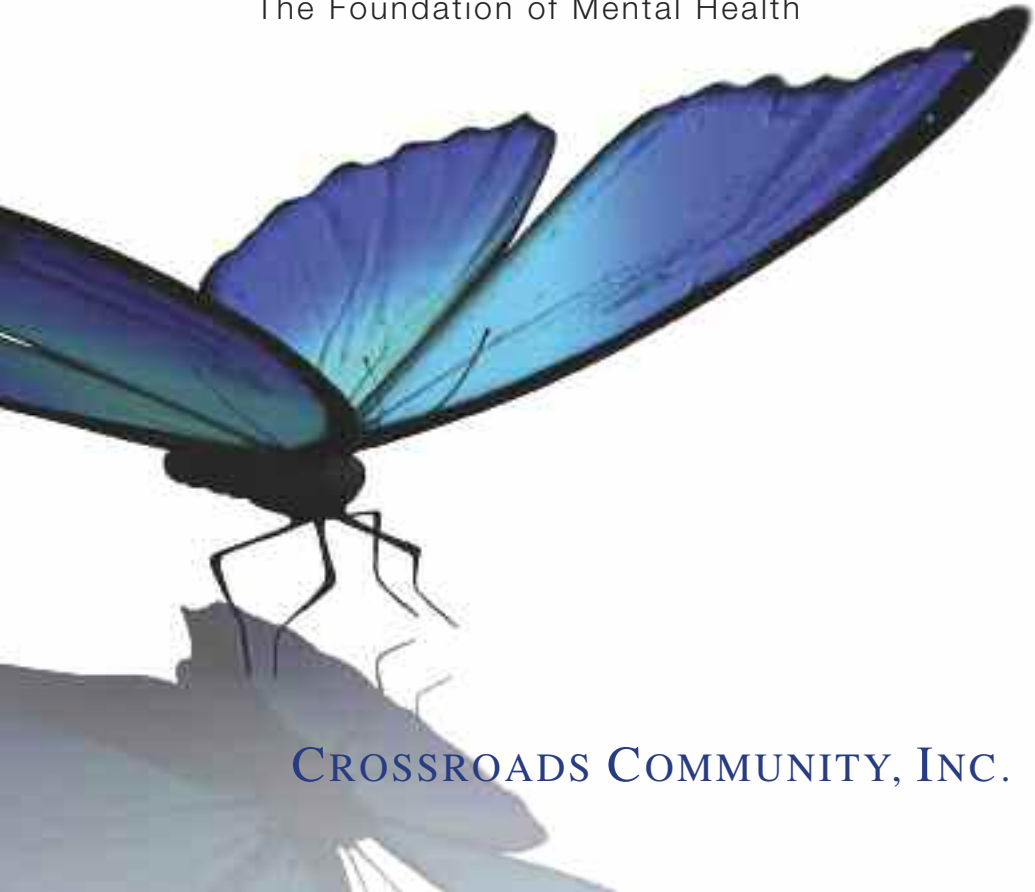


2009 ANNUAL REPORT

CELEBRATING  
**25**  
YEARS  
SERVING  
MARYLAND'S  
UPPER  
EASTERN SHORE

# RESILIENCY & RECOVERY

The Foundation of Mental Health



CROSSROADS COMMUNITY, INC.

## *2008-09: A Year of Celebration*

Crossroads Community moved into our 26th year of service with a Gala Celebration at Piney Point Farm. There was ample reason to celebrate the many years of service as hope, the key to recovery, was delivered in large measure to the many individuals and families served in the counties of the Mid-Shore. The time has gone by quickly leaving behind a storehouse of memories. But our mission remains the same...grounded in the belief that those individuals with a mental illness diagnosis have a right to live productive and satisfying lives.

The single word that represents the 2008-09 year is opportunity. While the daily focus and routines continued unabated, the vision of Crossroads' future menu of services continued to evolve. During this year our vision quickly moved from the planning stage through approvals and into the implementation of a new mental health clinic known as Corsica River Mental Health Services, Inc.

Concurrent with the clinic vision was the recognition for the need of affordable housing for those with mental health needs. Once again familiar stages evolved. A successful grant submission to the Department of Housing and Urban Development (HUD) produced a bold project for ten one-bedroom apartments to be erected on land adjacent to our Centreville program under the auspices of Banjo Lane Apartments, Inc.

Despite the challenges faced with both projects we can report that 2008-09 was a busy, satisfying and productive year. It reflected our tagline that resiliency and recovery are the foundations of mental health. When you next hear from us our clinic and new housing efforts will be in full swing. We could not have accomplished either without the assistance of our community. Beginning with the resolve of staff and volunteers and the support of business partners and donors, we appreciate your investment in the future of Crossroads and the people we serve.

Thank you for your interest in Crossroads Community. We're proud of our history and the past 25 years of our service to your community.

Sincerely,



*Roger L. Harrell  
President, Board of Directors*



*John F. Plaskon  
Executive Director*



## *Vision*

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

## *Mission*

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

## *Values*

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



## *A Journey of Hope...*

*I*n October 1983, Crossroads Community, Inc. began by serving six courageous adults who were fighting the debilitating effects of mental illness. Twenty-five years later, Crossroads Community remains devoted to serving those who face this same diagnosis. Over the years the number of adults we serve has increased, plus we now have programs for children, along with an outreach program for those who are homeless. From the beginning, hope for recovery has remained at the core of all that we do and for all we serve.

Our work requires an intricate set of rehabilitation relationships between client, staff, and volunteer, as necessary ingredients in a community where people with mental health needs are treated with dignity, respect and equality. We believe all are interconnected in the process of hope, resiliency and recovery.

The first visual interpretation of this interconnection included images of a butterfly, caterpillar, cocoon and tree. As we developed a logo, staff and clients eventually created a design of a butterfly centered in an encircled star. As seen above, the hand colored original design stood proudly as an early beacon of hope.

The evolution and sophistication of the logo is similar to that of Crossroads' growth year after year. During the last twenty-five years the butterfly, star and circle have symbolized the declaration made by Executive Director, John Plaskon, "Recovery is the objective. Hope is the ingredient." Please join us on our journey of hope.

# The Butterfly

An important illustration in the Crossroads logo is a butterfly in full flight. The use of a butterfly grew from discussions between clients and staff about the reality of living with a mental illness. For those living with the diagnosis, the hope we take for granted is often displaced by feelings of loneliness and isolation. Staff and volunteers can play vital and complementary roles in lifting that sense of aloneness.

Over a period of months in 1985, staff-member Margaret "Margie" Taaffe, now a volunteer, facilitated discussions with clients where honest feelings about the reality of living with mental illness were expressed. Providing the appropriate balance of challenge and support, Margie responded to a client's statement, "We sometimes feel like worms," and redirected that negative image of the worm to one of a caterpillar. Margie explained that by following the growth pattern of the caterpillar's sometimes difficult journey, it in fact creates an image of beauty and hope. She stated, "We all have the potential to grow just as the caterpillar becomes a beautiful butterfly." While acknowledging the growth of the caterpillar is not without struggle, the journey to realize our full potential is a dynamic process full of promise for the future.

As the logo began to take form the butterfly was positioned at the center of a STAR...



# The Star

“Through our individuality we all shine in our own right” is the description for the star illuminating the butterfly in the Crossroads logo. Keith Ganong, a former client who is now a volunteer, is a true example of shining individualism and growth.

Psychiatric Rehabilitation values the individual. To achieve normalization for an individual with mental illness, a simple yet significant step must be taken... a connection from the person to the larger community. Making the link to the outside community is the hallmark of the Crossroads' Volunteer Program. Keith knows firsthand how important that link is to keeping the hope of recovery alive. Nearing discharge from Crossroads' services, Keith was offered a volunteer to help him further access his community's resources. They became friends and the link was made.

One year later Keith not only maintains a strong and close friendship with his volunteer, but he has also become a volunteer helping others make similar connections. Keith reaches out to others as a friend and acts as a resource for Psychiatric Rehabilitation Program's (PRP) Coordinator, Barbara Glenn, on matters of importance in the Recovery Club. Keith's star is shining brightly in his own right.

And finally to complete our logo the beautiful butterfly and bright star, are enclosed in a CIRCLE...



# The Circle

"The circle is the final and all encompassing element of the Crossroads logo. As Johnny Cash's song implies, *May the Circle Be Unbroken*. Our circle represents the unending support and unity of purpose that we provide each other as partners in this hopeful journey. While the client is at the center of the rehabilitation process, it is the professional staff together with volunteers that unify our therapeutic community. Whether a member of our Board of Directors, an individual offering friendship or someone skilled at snapping pictures at an event, we value our volunteers greatly.

For twenty-five years our community has grown and flourished under the guidance of a committed staff and dedicated volunteers. Each day we spread our butterfly's wings a bit wider, buff our star a bit brighter and strengthen the unending circle of promise. We hope you will join our circle of hope and share your time, energy and talents on this journey toward Resiliency and Recovery: The Foundation of Mental Health.



# *A Year of Accomplishment and Hope.*

CROSSROADS celebrated twenty-five years of service to the mid-shore area with a festive gala held at the beautiful waterfront home of Lea Brooks in Queen Anne's County. In addition to the magnificent setting, guests enjoyed delicious food, wine tasting, music, a silent auction, and a stirring testimony of struggle and recovery by a former client.



VOLUNTEERING is a welcomed step in the recovery process, and is critical to our success. In 2009, Crossroads established a volunteer program that has become a great foundation for friendship. Volunteers have become a valuable resource to our staff and our clients.

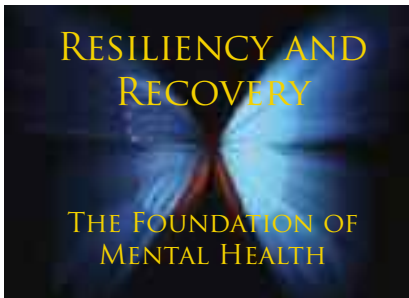


CROSSROADS also applied for and received a grant from the Department of Housing and Urban Development (HUD) to construct affordable housing for those with mental illness. The construction of a 10-bedroom apartment building is scheduled to begin in the spring of 2010.

*Clockwise from top: Crossroads Community Executive Director John Plaskon and Centreville National Bank President Win Trice; Enjoying refreshments under the tent; Bidding at the silent auction; Volunteer Karen Porter Baer and client D'Anna discuss recovery options.*



INTERNATIONALLY recognized jazz and R&B songwriter Marlon Saunders presented an evening of song and story this past May at the Prince Theatre in Chestertown. A native of Kent County, Marlon spoke of hope, resiliency and recovery for those touched by mental illness. Proceeds from this event benefited Crossroads Community.



DIRECTED by Les Lentz Studios in Cordova, MD, Crossroads also produced a 4-minute DVD entitled ***Resiliency and Recovery - The Foundation of Mental Health***. This presentation includes a wonderful narrative supported by images and captured expressions of various clients involved with Crossroads services.

WITH the assistance of the Digital Community Foundation, 2009 saw the development of a new website for Crossroads Community. This interactive site provides a wealth of information on mental illness, our services and events. Please visit **[www.ccinonline.com](http://www.ccinonline.com)** to view. Comments are welcomed.

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 successfully applied for re-certification during 2009.

*Clockwise from top:*

*Internationally acclaimed singer/songwriter Marlon Saunders; Marlon Saunders and Suzanne Moore; Crossroads Community 2009 - DVD "Resiliency and Recovery".*

## Rehabilitation Services for Adults

At Crossroads Community, we believe people can recover from mental illness. Our goal is to offer hope, as our staff partners with individuals receiving services to help them gain skills and confidence to perform everyday life activities and manage their illness if in fact they do not experience a full recovery.

We work with people where they are most comfortable. It may be that they choose to attend one of our day programs, often referred to as the Club or Recovery Center, where they find a network of peers and a selection of recovery-focused groups and classes to attend. They may prefer to meet with our staff one-on-one in their home or at another location in their community. Others find they benefit from the more intensive support found in a group living situation, and choose to spend time in our residential rehabilitation program.

Many individuals who come to Crossroads are seeking to become part of the workforce, and benefit from our Vocational program. Staff are available to help clients prepare for, obtain, and retain employment.



### Throughout Fiscal Year 2008:

- 179 adults participated in adult psychiatric rehabilitation services
- 15 adults were collaboratively discharged from services
- 53 adults benefited from residential rehabilitation supports
- 15 adults moved from an inpatient facility to our community-based residential services
- 25 adults were competitively employed
- 70 adults participated in the Supported Employment Program

### Child and Adolescent Services

We believe that early intervention is a key to success for young people with serious emotional disorders. The goal of Crossroads' Child and Adolescent services is to help children develop life skills and to assist in maintaining the family unit.

Rehabilitation services include one-on-one mentoring and skill development groups focused on resiliency and character enhancement.

Children in the Kent County school system identified to be at risk are provided services in school through the Therapeutic Mentoring program.

Respite services for children and families is provided through overnight stays in a safe and nurturing environment.



#### Throughout Fiscal Year 2009:

- 114 Children received mentoring services
- 30 Children benefited from Respite services

### Case Management Services

Crossroads Community's Case Managers help adults, children, and families identify their needs and assist them in accessing services. By linking people to services, advocating for and monitoring those resources, Case Managers assist people in their recovery journey.

Our case management programs include:

- Mental Health or Targeted Case Management for adults and children, linking to needed services
- Community Service Initiative Case Management, intensive care coordination of wrap-around services for youth at risk of out-of-home placement
- Outreach and case management services for homeless individuals and families through the Project to Assist Transition from Homelessness Program (PATH)
- Supported Housing Case Management, assisting individuals and families obtain housing and attain self-sufficiency



### Throughout Fiscal Year 2009:

- 172 Individuals received Targeted Case Management services with linkages to other needed services
- 28 Children received Community Service Initiative Case Management services
- 73 Individuals received services through the Homeless Outreach program
- 26 Individuals and families who were homeless obtained and/or maintained housing through the Supported Housing Case Management program

# CROSSROADS COMMUNITY | 2009 FINANCIALS

## CONSOLIDATED STATEMENT OF FINANCIAL POSITION

<b>ASSETS</b>		
Cash	\$ 551,295	
Investments (cost approximates market)	239,095	
Accounts Receivable	496,353	
Prepaid Expenses	21,102	
Property and Equipment, net	<u>1,944,797</u>	
<b>Total Assets</b>		<b>\$ 3,252,642</b>
<b>LIABILITIES AND NET ASSETS</b>		
Accounts Payable & Accrued Assets	\$ 321,541	
Mortgages & Notes Payable	690,616	
Grant Advance	<u>47,322</u>	
<b>Total Liabilities</b>		<b>\$ 1,059,479</b>
<b>Net Assets - Unrestricted</b>		
Available for General Use	\$ 2,171,712	
Board Restricted	<u>21,451</u>	
<b>Total Net Assets</b>		<b>\$ 2,193,163</b>
<b>Total Liabilities and Net Assets</b>		<b>\$ 3,252,642</b>

## STATEMENT OF REVENUES AND EXPENSES

<b>REVENUE</b>		
Program Service Fees	\$ 2,867,570	
Grants and Contracts	1,067,423	
Public Support	47,518	
Other	<u>16,879</u>	
<b>Total Revenue</b>		<b>\$ 3,999,390</b>
<b>EXPENSES</b>		
Program Services	\$ 3,347,311	
Supporting Services	<u>608,059</u>	
<b>Total Expenses</b>		<b>\$ 3,955,370</b>
<b>Change in Net Assets</b>		<b>\$ 44,020</b>
<b>NET ASSETS AT END OF YEAR</b>		<b>\$ 2,193,163</b>

Independent auditors have performed an audit for the year ending 6/30/09. A copy of our current financial statement is available upon request by contacting us at:  
Crossroads Community, Inc. • PO Box 718, 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.

*All of us at Crossroads Community extend a heartfelt “thank you” to these individuals and organizations – as well as those who have chosen to remain anonymous - who have generously contributed to our organization.*

**CHAMPIONS of Recovery**

Dr. Neil W. Brayton  
Centreville National Bank of MD  
Digital Community Foundation  
Roy Kirby & Sons

**ADVOCATE for Recovery**

Avon Dixon Agency

**SUPPORTERS in Recovery**

Butler Woodcrafters  
Choptank Electric Trust  
Kent Island Elks Lodge #2576  
Sgt. Preston Ashley American  
Legion Post #228

**FRIENDS of Recovery**

Debbie Alexander  
James & Winifred Anderson  
Dr. Freddy Araujo  
Sheila Austrian  
Eric & Carmelyn Bachman  
Almon C. Barrell, III  
Dr. & Mrs. Gottfried Baumann  
James Beck & Linda Sherry  
William T. Blackiston, Jr.  
William & Alice Bowdle  
Dr. Edward Burka  
James & Mary Campbell  
Michael & Nancy Campbell

Gordon & Jane Chapman  
Linda Ciotola  
John & Sally Clark  
William J. Clark  
Joseph & Bonnie Connor, Sr.  
Lisa W. Douthit  
Louise Durocher  
Jack & Ann Dwyer, Jr.  
John & Mary Evans  
Kirsten Forney  
Jacob & Marian Frego  
Douglas & Pat Gates  
Janet J. Hewes  
Miriam Hoffecker  
Joseph L. Holt  
Elmer & Patricia Horsey  
Gerald Inglesby  
Alan & Mary Ann Jones  
Patrick & Kiki Jones  
Karl Kamp  
Lynn Knight  
Robert & Linda Kramer  
Linda Mack  
April Marshall  
Thomas & Melissa McCarthy  
C. P. & Jane Meehan, Sr.  
Matthew & Janice Meehan  
Carl & Nancy Miller  
Elizabeth Morris  
Lawrence & Mary Morris, Sr.  
Mr. & Mrs. Robert B. Nonemaker, Jr.  
John Norville & Jacqueline Jones  
Art & Karen Oertel  
Mary Lou Pagella

Walter Palmer  
Kathleen Persels  
Chris & Sally Peterson  
David & Meg Peterson  
John & Patty Plaskon  
Margaret G. Quimby  
Alice Ritchie  
William & Harriett Russell  
Bruce & Isabella Sampson  
Mr. & Mrs. Maurice Sanger  
Julia B. Sause  
Gerald & Vicky Sawyer  
Bobbie and Katie Schoonover  
Robert & Linda Schuerholz  
Bill & Susan Seth  
Stephen & Fannie Shenk  
Bessie Smith  
Dennis & Beth Smith  
Gary & Lisa Smith  
Francis & Joyce Smithson  
Ronald & Faith Souders  
Betty Spence  
JoAnn Staples  
Susan J. Stockman  
Mary B. Straub  
Betty Sylvester  
Rebecca Taylor  
Matthew & Joanne Tobriner  
Alexandra Totten  
William Fitzhugh Turner  
Dianne Turpin  
Mr. & Mrs. James Valliant

Barbara Vann  
Mr. & Mrs. Hamilton Walker  
Donald & Ruth Ann Walls  
Linda R. Walls  
Alan & Mary Watson  
Pauline White  
William & Joan Wise  
Mary Wood  
Robin & Susan Wood  
Walter Woodford  
Mr. & Mrs. William Wooters  
George & Arlene Zachmann  
Austin Carpets, Inc.  
Brambles Clothing  
Chesapeake Auto Repair Service  
Chesapeake Bank & Trust  
Delmarva Power  
Dixon Valve & Coupling Co.  
Elsburg Family Endowment  
Fleetwood, Athey, MacBeth &  
McCown, Inc.  
Hedgelawn Foundation  
Henry Price American Legion  
Post #246  
Jefferson Leasing  
Kent County Arts Council  
KRM Development Corporation  
Peoples Bank of Maryland  
T.R. Klein & Co.  
Tri Gas & Oil  
Lions Club of Centreville



### **CROSSROADS COMMUNITY ENDOWMENT FUND**

Crossroads Community Foundation has partnered with Mid-Shore Community Foundation to establish an Endowment Fund. Mid-Shore Community Foundation is available to advise donors regarding planned giving.

Crossroads Community, Inc. and Crossroads Community Foundation are 501(c)(3) nonprofit organizations. Donations to these organizations are tax deductible to the fullest extent allowed by law.

## PEOPLE MAKING A DIFFERENCE

### Fiscal Year 2009 Board of Directors

Roger Harrell, President  
Don Cook, Secretary  
Facob Frego, Treasurer  
Betty Ballas  
James Beck  
Neil Brayton, DDS  
Gordon Chapman  
Stephen Z. Meehan  
David North  
Mary Lou Pagella  
Jo Ann Staples  
Linda R. Walls  
Helen Womack

### Current Senior Staff

John F. Plaskon, Executive Director  
Helen Lampman, Administrative Services Director  
Katherine Schoonover, Finance Director  
Carla Thorpe, Program Director  
Joshua Webster, Case Management Director  
Barbara Glenn, Psychiatric Rehabilitation  
Coordinator  
Dora Best, Residential Rehabilitation Coordinator  
Georgie Hindsman, Psychiatric/Residential  
Rehabilitation Coordinator  
Tamara Mouring, Case Management Coordinator  
Joyneka Moals, Vocational Coordinator  
Suzanne Moore, Resource Development  
Coordinator

## CROSSROADS COMMUNITY PROGRAM LOCATIONS

### Administrative Offices and Queen Anne's County Program Services

PO Box 718  
120 Banjo Lane  
Centreville, MD 21617  
Phone: 410-758-3050  
Fax: 410-758-1223  
Email: [cci@ccinonline.com](mailto:cci@ccinonline.com)

### 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

Visit us at [www.ccinonline.com](http://www.ccinonline.com)



## CROSSROADS COMMUNITY, INC.

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.