

Painting the Picture of Crossroads

Annual Report Fiscal Year 2004



CROSSROADS

Dear Friends of Crossroads,

The theme of this year's annual report is Painting the Picture of Crossroads. A painting begins with an idea, a concept, perhaps a dream of what can be, or a view of reality. It takes an artist's energy, time, commitment and the resources of paint, brushes, canvas. The process can be quick or complicated and long. In the end, the painting may have meaning to one individual or a host of people experiencing the finished product.

Painting a picture and how that picture is interpreted is a good metaphor for the work that Crossroads does with children and their families.

Helping a family learn how to support and nurture the normal development of their infant; or providing counseling for a 12 year old who has a serious emotional problem; or supporting the recovery of an adolescent with a drug problem, all require energy, time, commitment and resources. The results of that helping process may just effect one person or it can help families for years to come as well as the communities they are a part of.

Over Crossroads' 34 years, our services have grown and evolved to better serve the kids and families of today. I'm proud of the staff at Crossroads. They are well trained and prepared to provide quality service in even the most severe and difficult situations. More than that though, they have commitment and passion for the work they do every day. That makes all the difference as we help "paint the picture" of wellness and recovery.

Thank you for your friendship, your partnerships and the support you provide us in our community. I'm grateful to all of you for your generosity to Crossroads this past year.



Suzanne Plumb
Executive Director

We all like to see pictures of happy children with smiling faces, but in reality there are many sad, unhappy children in our community. Like artists, the staff at Crossroads help sculpt and mold children's and families' lives, putting them on the path to a happier future.

I see Crossroads as a painting in process. We all provide our own palette of paints to add touches of color where they are needed. I'm proud to lead our Board of Trustees in supporting the mission of Crossroads as we work to serve the needs of our community.

Thank you to all of you who have made donations of your time and resources to Crossroads. Your gifts are truly appreciated. Together, let's paint a better picture for all of us.

Sincerely,



Linda Dolce
President, Board of Trustees

"I am convinced we would not have become the close, loving, supportive and caring family we are today without the help of the dedicated Crossroads staff" - parent of a family suffering from substance abuse problems

A Portrait: Elizabeth's Story

Elizabeth found herself pregnant at 18. She didn't picture a happy future for herself and her unborn child. When her daughter was born, one of the hospital social workers put her in touch with Crossroads' Early Childhood Services Office. A Crossroads staff member, called a home visitor, met with Elizabeth and her new baby. Elizabeth learned about her daughter's development and the skills she needed to be a good parent to her child. Susie, the home visitor, saw lots of potential in Elizabeth and encouraged her to set goals for herself, including going back to school. Elizabeth enrolled at Lakeland Community College and earned an Associates degree in Business. She now works as a paralegal at a local law firm and is considering furthering her education again. In addition, Elizabeth has chaired Crossroads' Early Head Start Policy Council, overseeing management issues for the program. She knows the benefits of the program because she has experienced them first-hand. Elizabeth says "A few years ago I was a teenage mother with no job, no car, and no future. Today I'm working, I have a college degree, and I think I'm a pretty darn good mom."



Sailboat by Mark age 13

painting the picture of crossroads

Children & Families Served by Crossroads Programs and Services

Counseling Program - Children and families served	1,022
Community Support & Intensive Family Stabilization Programs	389
Psychiatric & Medication Services	486
Therapeutic School Program (PHP)	35
Therapeutic Foster Care & Respite Services	95

Crossroads Early Childhood Services

Consultation with Day Care Providers - # of staff served	220
Consultation with Day Care Providers - # of children served	530
Home-Based Family Services - # of children & families served	354
Lake-Geauga Head Start - # of children served	557

Total Served 1,661

Crossroads Prevention Programs

Adults

School staff training	2,201
Wellness in the workplace- # served	306
Community Coalitions	397
Day Care Provider training	48
Health Professionals training	26
Police, FBI training	84
Professional Collaborations	204
Parent Training	596
Child Assault Prevention (CAP) training for Parents	343
Anti-Tobacco Training	142

Total Adults Served 4,347

Children

Special Education	372
Elementary School	7,958
High School	889
Middle school	865
Day Care Anti-Tobacco Program	86
SADD	180

Total Children Served 10,350

Crossroads Financial Information: 2004

Fiscal Year 2004 Revenue*

Category	Amount	
Lake County ADAMHS Board	\$2,409,000	43%
Medicaid/Title XX	\$1,744,000	32%
Early Head Start	\$600,000	11%
Fees and Insurance	\$354,000	6%
State & Local Grants	\$273,000	5%
Miscellaneous Income	\$85,000	2%
United Way	\$46,000	1%

Total Revenues \$5,511,000

Fiscal Year 2004 Expenses*

Category	Amount	
Salaries & Benefits	\$4,354,000	78%
Operations/Office/ Travel	\$311,000	6%
Building & Facility	\$306,000	6%
Other	\$284,000	5%
Residential & Emergency	\$256,000	5%

Total Expenses \$5,511,000

*Unaudited

"Crossroads gave us the peace of mind that we needed to rest and regroup our approach to helping our daughter" - mother of a child in Crossroads therapeutic school program

A Portrait: Sam's Story

Sam began having problems in school with his inappropriate behavior. He was frequently in trouble and even suspended from school. His mother was at the end of her rope. Sam was finally diagnosed with Asperger's Syndrome (a form of autism) when he was 13. He entered the Crossroads therapeutic school program (PHP), and then the change in him really began. Sam's counselors, Anthony and Kelly, worked with him to help him recognize which behaviors of his were acceptable and which were not. Through role playing, he was able to learn how to better deal with others. Over time, Sam began to flourish with the help of his counselors and his family. After spending 2 summers and 1 school year at Crossroads, he was able to transition back to regular school. He's thriving at school now, having just received a straight-A report card. Sam also works as an aide in the school office where he's described as "very nice" and "polite" by the staff.



Dinosaur by Andrew age 7

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A Portrait: Linda & Meghan's Story

Meghan was just five years old and had recently begun kindergarten when her teacher noticed she was having panic attacks. The teacher told Meghan's mother, Linda, that Meghan would freeze when she felt anxious. Meghan was unsure how to make even the simplest decision and was paralyzed by her fear of making a mistake. She wouldn't be able to talk, but would cry instead. The school psychologist who evaluated Meghan recommended to Linda that she take advantage of the services offered at Crossroads. Luckily, Meghan was able to get an appointment quickly and was soon seeing a counselor on a regular basis. The counselor used art therapy as part of her treatment and Meghan was able to make great strides in dealing with her panic attacks. The counselor taught Meghan problem-solving skills to cope with anxiety. She helped her understand that it's ok to make mistakes. Linda's advice to other parents is, "if your child is suffering, you need to get them help." She adds, "If something is wrong you should take advantage of the services because it's your child's future that's at stake. Don't hesitate to call Crossroads." Today, Meghan is a happy and well-adjusted fourth grader.



Mandala by Sarah age 16

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Crossroads - Main Office

8445 Munson Road

Mentor, OH 44060

(440) 255-1700 Fax (440) 205-2417

TTY (440) 942-8128

Crossroads Early Childhood Services

41 E. Erie Street, Lower Level

Painesville, OH 44077

Voice (440) 358-7370

Fax (440) 358-7373

Linea Telefonica Hispana/

Spanish Phone Line (440) 205-2444

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