A Letter from the Executive Director

Dear Friend,

This is a difficult letter to write. We are suddenly surrounded by challenges from all sides. I have heard even the most optimistic among us express doubts that better times lie ahead. The decision to temporarily close the doors of the Crossroads ministry was not made easily or hastily. Even though I know it was the best thing to do for our clients and staff, it is painful nonetheless to know that the neediest in our community will not find respite here for a while. However, today, as I sit in my office among the ghosts of Crossroads 49 years history, I am reminded that this ministry has always been a beacon of hope for those in the darkest of times. I have promised myself that this will not change. Our devoted staff, committed volunteers, dedicated supporters, and, of course, our clients full of faith, have been a constant source of inspiration. So, despite the obstacles ahead, I am determined that we will weather this storm and come out at the other end stronger and more confident than ever in our ability to fulfill, our founder, Fr. James McLaren’s mandate that we, “Love, then go where love demands.” But, we need to fight this enemy together.

The COVID-19 Coronavirus pandemic has dominated the news and our lives as of late. In the blink of an eye, our previously strong economy changed drastically and Crossroads’ vital role in our community took on increased importance.

The scourge of this virus has taken a toll none of us could have imagined even a couple of months ago. Unemployment rates are climbing, the stock market is in free-fall, and we’ve added to our vocabulary terms like “social distancing.” February and March brought new challenges and the needs of Crossroads clients reflected this tragic turn of events. Requests for food surged, as did the cases of unemployment, homelessness, and desperation.

From the start of this crisis we began doing everything possible to keep everyone at Crossroads secure while still fulfilling our mission to serve. This included doing our best to keep abreast of the latest recommendations, requirements and suggestions regarding health and safety as the wellbeing of our staff and clients is always of primary importance. But, now the health of our agency is also of concern.

As you are aware, Crossroads hosts several annual events – friend-raisers and fund-raisers. Our calendar of events traditionally begins with our bowling fundraiser in April, followed by the Crossroads Founder’s Breakfast in May, the Grey Ghost dinner in the summer, and our exciting Gala in September. Sadly, to date, the bowling fundraiser and the Founder’s Breakfast have been canceled. Dire predictions have left us unsure about the likelihood of the Grey Ghost dinner and even the Gala. Crossroads’ fund raisers account for approximately twenty percent of our annual income, with individual donations and foundation support making up most of the remaining eighty percent. For nearly fifty years we have relied on the incredible generosity of our friends and supporters to make possible the programs that serve the thousands of needy clients who come to us each year. We are grateful for all you have so selflessly provided. However, in light of recent layoffs and the fragile financial market, we know we cannot now ask for more.

Fr. McLaren left us with many words both wise and wonderful. Something he frequently said was, “Crossroads raises support on its knees.” This is a time when we are practicing what he preached. We are on our knees praying for you, our clients, and for the entire world. We are on our knees praying for an end to the challenges that are testing us every single day. We are on our knees praying for the means to continue serving those who have so little. And, we are on our knees praying for Crossroads.

Today, all I can ask is that you, please, also keep Crossroads in your prayers when you ask the good Lord to bless us and protect us all through this threatening and unprecedented time. Together, we can keep hope alive.

Thank you.

Sincerely,
Nicole Watters, Executive Director
Crossroads of Michigan
In 1971, Fr. James A. McLaren and a few volunteers moved into a small office in the Episcopal Cathedral Church of St. Paul on Woodward Avenue in Detroit. Soon they opened their doors and their hearts to the poor and forgotten of the community, listening, caring, and sharing. Listening to the friendless and desperate; caring about the frustrations and hopelessness that dominated the lives of too many; and sharing the resources donated by friends and foundations. Forty-nine years later, the Crossroads ministry has changed addresses several times, cared for tens of thousands of clients, welcomed thousands of volunteers to our ranks, increased the types of assistance offered, and added countless names to our list of friends. But, through it all, one thing has remained unchanged. Our core mission is still to listen, to care, and to share. All these years later, anyone in need can be sure that Crossroads is the place to find a hand-up and the gift of hope.

Now it is time to look back at our very recent past – at 2019. Each year, assessing our performance in key areas of this ministry gives us valuable information for moving forward. We evaluate the total number of clients who visited our social service units, both at our Main Office and Eastside, the total number of meals served in our Soup Kitchen, visits to the Crossroads Employment Office, and the dollars spent on prescriptions, identification, and transportation for clients. We look at our fund raisers, friend raisers, foundation and individual support, and volunteer participation. This is an important exercise and necessary for the health of our agency and the effectiveness of our mission.

As you are reviewing our results, please remember that we did none of this alone. You, and many others like you, partnered with us to provide so much to those who have so little. We are very grateful for your support. Thank you, God bless you, and please stay well.

**TRANSPORTATION**
Reliable transportation and its cost remain barriers to success for Crossroads’ clients. Many people seek our assistance when they find jobs and have no money for bus fare to get to work until they are paid. In 2019, Crossroads spent $39,242 on local transportation to help our clients not only get to work, but also to medical appointments, school, government offices and other important places. In addition to local transportation, Crossroads spent $3,873 on Greyhound fares to help those who were stranded in Detroit return home, and to help victims of domestic violence travel to safe havens.

**FOOD**
Food remains the number one requested assistance sought by our clients. Though a significant number of our clients were employed, people with part-time, low-wage jobs often struggle to put food on the table. In 2019, Crossroads distributed 226,224 pounds of food, one bag at a time. We are grateful to many churches, individuals, community groups, corporations, and our non-profit partners, Gleaners Community Food Bank and Forgotten Harvest, for helping us keep our shelves stocked. We are so very fortunate to have such wonderful friends!

**ID**
The lack of a government issued driver’s license or State ID card may seem minor to most of us, but it remains an enormous barrier to our clients who are working toward self-sufficiency. In 2019 we spent $39,895 helping people obtain important documents like birth certificates and state ID cards. A birth certificate for every member of the household is required to qualify for housing. And, in many cases, it’s required to obtain a driver’s license. A birth certificate is also required by federal law to qualify for Medicaid. And for those we serve, it’s not just about the documents; it is also our volunteers who work hard to advocate for our clients as they help them navigate the challenges of qualifying for an ID (you must have a social security card to get an ID, and you must have an ID to get a social security card). For someone who is trying to find work, identification is vital. It is often the first step our clients take on their road to self-sufficiency.

**PRESCRIPTIONS**
After ten years of the Affordable Care Act and the expansion of Medicaid in Michigan, many, many more of our clients are now covered by medical insurance. However, some people continue to fall through the holes in the safety net, and we continue to help those folks with prescriptions. In 2019, we spent $2,591 buying important and life-saving medicines including insulin, asthma inhalers and blood pressure medicine.
SOUP KITCHEN
Crossroads Soup Kitchen has been serving a nutritious meal each and every Sunday for the last 43 years. In 2019, we served 30,814 meals. I am deeply grateful to each and every group—churches, corporations, service groups and families—who rally their troops, and come down to serve a meal to hundreds of men, women and children. Their love and care for the poor are evident in their enthusiasm and smiling faces as they prepare and serve a hearty meal to all comers.

GENERAL AID
In 2019, Crossroads spent $8,278 to help with eyeglasses, work boots, uniforms, rent, utilities, tools, fees for pre-employment background checks, and licensing fees.

VOLUNTEERS
“One person can make a difference, and everyone should try.” –John F. Kennedy

Volunteers truly are the heart of Crossroads. They keep our computers running, our telephones ringing, our clothing room and pantry stocked, the i’s dotted and the t’s crossed on our legal work, the soup kitchen humming, the summer lunch kids fed, hats and mittens knitted, and of course, they are the ones who sit down with those we serve to listen to their stories and provide assistance. In 2019, volunteers conducted 14,294 interviews of those seeking help. This agency would not exist without them. In our two Social Service Units, 87 volunteers committed their time, on a regular basis, to work with clients one-on-one. And in our soup kitchen, more than 2,000 volunteers gave of themselves to make sure others were fed.

EMPLOYMENT
Our Employment Office is a very busy place, with people looking for work, completing online applications, and updating their resumes. The Crossroads Job Club teaches the benefits of time management, interviewing skills, resume and cover letter writing and other topics that help our clients find and retain employment. The strong economy last year was very good news for our clients. In 2019, we scheduled 2,517 appointments in our Employment Office.

CROSSROADS PARENT SUPPORT PROGRAM
In 2019, Crossroads continued our very successful program for parents of young children and babies. Crossroads Parenting Support Program met weekly to discuss different topics, including developmental milestones, nutrition, and discipline. There was time for parents to talk about specific concerns and get support and feedback from the group. In addition, we were able to provide diapers and formula to parents, thanks, in large part, to the generous donations from supporters. In 2019, Crossroads distributed 32,485 diapers to families in need.

SUMMER LUNCH PROGRAM
The Crossroads Summer Lunch Program has been a success from day one— not only for the children, but also for the volunteers, as well. This effort began in 2010 as a way to provide nourishment to children who were out of school for the summer and therefore not able to take part in their school lunch programs. Lunch is served each week during the summer months from Monday through Friday to children 18 years old and under and, often, their parents or guardians. A different volunteer group sponsors and serves lunch each day. They also develop the menu, provide the food, and often supervise an activity for the children. Last year, 1,486 meals were served to children through this program, and 773 meals were provided to the children’s parents or guardians.

COOKING WITH CROSSROADS PROGRAM
In the beginning of 2020, with the help from Christ Church Cranbrook, Crossroads launched a new six-week cooking program. Under the supervision of Chef Mike Teasley, participants of this cooking program will gain a hands on experience in learning the fundamentals of cooking. Participants will earn three certifications once the class in completed: Certificate of Completion, ServSafe Certification and Allergen Certification. The mission of the class is to prepare our community for gainful employment in the restaurant industry. Building partnerships with restaurants in Detroit, our goal is to have each participant employed after completing the program.
### 2019 INCOME

<table>
<thead>
<tr>
<th>Description</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Contributions</td>
<td>36%</td>
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<tr>
<td>Foundation/Corporate Grants</td>
<td>44%</td>
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<tr>
<td>Memorial Bequests</td>
<td>1%</td>
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<tr>
<td>Endowment Income</td>
<td>1%</td>
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<tr>
<td>Annual Gala/Golf</td>
<td>17%</td>
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<tr>
<td>Emergency Food Shelter Program</td>
<td>1%</td>
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<tr>
<td><strong>TOTAL INCOME</strong></td>
<td><strong>100%</strong></td>
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### 2019 EXPENSES

<table>
<thead>
<tr>
<th>Description</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Crossroads Parenting Support Program</td>
<td>5%</td>
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<tr>
<td>Soup Kitchen, Counseling &amp; Advocacy</td>
<td>30%</td>
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<tr>
<td>East Office</td>
<td>6%</td>
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<tr>
<td>Physical &amp; Material Need of Clients</td>
<td>14%</td>
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<tr>
<td>Facilities &amp; Maintenance</td>
<td>13%</td>
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<tr>
<td>Administration</td>
<td>14%</td>
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<td>Fundraising</td>
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<tr>
<td>Development</td>
<td>14%</td>
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<tr>
<td><strong>TOTAL EXPENSES</strong></td>
<td><strong>100%</strong></td>
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### 2019 Crossroads Volunteers

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Pete Anderson</td>
<td></td>
<td>Ted Hagan</td>
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<tr>
<td>Bob Anthony</td>
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<td>LaDonna Harris</td>
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<td>Cathy Anthony</td>
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<td>Tom Haupte</td>
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<tr>
<td>Pete Anthony</td>
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<td>Mike Hayden</td>
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<td>Jane Aseltyne</td>
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<td>George Hendrie</td>
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<td>Lucy Avery-Walk</td>
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<td>Karen Holman</td>
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<tr>
<td>Brendan Battersby</td>
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<td>John Honsel</td>
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<tr>
<td>Pat Battersby</td>
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<td>Roberta Howell</td>
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<td>James Bird</td>
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<td>Francisco Herrera</td>
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<td>Elaine Bloom</td>
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<td>Jan Ivinson</td>
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<td>Mike Bowden</td>
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<td>Tom Ivinson</td>
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<td>Collin Chamblin</td>
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<td>Antreal Johnson</td>
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<td>Matthew Chartier</td>
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<td>Anthony Kersting</td>
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<td>Peter Chintis</td>
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<td>Michael Klein</td>
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<td>Linda Clew</td>
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<td>Alexis Knoll</td>
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<td>Fred Conn</td>
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<td>Diane Langford</td>
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<td>Lynette Copas</td>
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<td>Nick Lukacs</td>
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<td>Pamela Cuningan</td>
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<td>Daniel Magareno</td>
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<td>Karen Marnil</td>
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<td>Unah Matu-Ngare</td>
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<td>Lauri McVeigh</td>
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<td>Liz Emit</td>
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<td>Laura Miller</td>
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<td>Eric Feikens</td>
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<td>Nancy Mitchell</td>
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<td>Rob Feikens</td>
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<td>Stephen Moening</td>
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<td>Rebecca Fitzgerald</td>
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<td>Marion Muma</td>
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<tr>
<td>Shery Forster</td>
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<td>Tommy Ngo</td>
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<td>Mary Ann Garlough</td>
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<td>Catherine</td>
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<td>Bob Garrabino</td>
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<td>Niedermaier</td>
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<td>Carolyn Garrabino</td>
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<td>Greg Niedermaier</td>
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<td>Kelly Garrabino</td>
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<td>John Osler</td>
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<td>Jeanette German</td>
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<td>Phyllis Osler</td>
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<tr>
<td>Latoria Glenn-Carr</td>
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<td>Britta Ottoboni</td>
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<tr>
<td>Amy Gogo</td>
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<td>Vince Ottoboni</td>
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<tr>
<td>Carolyn Gorton</td>
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<td>Sylvia Outlaw</td>
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<td>John Gorton</td>
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<td>Nofal Palus</td>
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<tr>
<td>Nancy Grech-Cumbo</td>
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<td>Amanda Passmore</td>
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<tr>
<td>Shane Handelsman</td>
<td></td>
<td>Melissa Peralta</td>
<td></td>
</tr>
<tr>
<td>And many other friends of Crossroads</td>
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</tbody>
</table>

### 2019 Founder’s Club Breakfast – Keynote speaker: Stephen Polk

- Fr. William Danaher and Guest Speaker Stephen Polk
- Ann Wegzynowicz and Grose Vuljaj
- Wendy Ellis, Paul Russo, Lisa Fitzpatrick-Keeler, Rev. Teresa Wakeen
- Job Developer Joseph Turnipseed, Volunteer Coordinator Lucy Avery-Walk, and Administrative Assistance Aja Gregorowicz
- John Honsel and John Ziraldo
- Daniel, James and Jim Young
Mary Honsel’s RETIREMENT PARTY
Thank you for more than 25 years of service! June 14, 2019

Crossroads Staff saying “See you later!”

Nicole Watters-Harris presenting Mary Honsel with the staff appreciation gift
Board of Trustees Secretary, Yolanda Turner presenting Mary Honsel with Board of Trustees gift

A Night of Hope
on the waterfront
September 20, 2019
The Roostertail

Crossroads Staff loved working with The Roostertail, especially event planner Nicole D’Onofrio

Sherry Forster, Mary Honsel & Nancy Mitchell
Karen Giesa, Mike and Anne Vetter, Shannon and DJ Boyd
Geraldine & Mark Lacombe

Carl and Lee Croskey, Carly and Sean Cassleman, Russ and Heather Woodruff
Sarah and Mike Bowe, Kimberlie and Ted Hagan, Mary Kay and Brad Blaine, Mary and Mike Bamford
2019 Food Contributors

All Saints
Analia Robertson
Anonymous
Beaumont Hospital
Bill Ford
Cathedral Church of St. Paul - Detroit
Christ Episcopal Church - Cranbrook
Christ Episcopal Church - Dearborn
Christ Episcopal Church - Detroit
Christ Episcopal Church - Grosse Pointe
Church of the Holy Cross - Novi
Comerica Bank
Concentra
David Hall
Davie Hooper
Delta Red
Detroit Outreach
DTE
Farban Group
First Presbyterian Northville
Forgotten Harvest
Friends of Mary Garlough
Grace Episcopal Church
Grosse Pointe Congregational Church
Grosse Pointe Lutheran
Grosse Pointe Park Episcopal Women
Grosse Pointe Pre Kindergarten
Grosse Pointe Unitarian Church
Grosse Pointe Woods Presbyterian Church
Harbortown Market
Henry Ford Hospital
Gleaners Food Bank
Keep Hope
Marty Cook
MBT WIC
Mike Ant
More Way Than One
Nardin Park
Northville Civic Concern
One Table at a Time
Our Lady of Fatima - Oak Park
Our Lady of Refuge
Our Lady of Perpetual Health
Panera Bread
Peace & Love Church of God
Praying Hands
Rashad Elementary
Republic Services
Rev. Cooper
Rosemarie Flaherty
S & F Food
Sacred Heart Seminary
Save the Children
Seasons
Serenity House
Shirley Patterson
St. Ambrose Catholic Church-Grosse Pointe Farms
St. John Episcopal Church - Detroit
St. Lucy Catholic Church - St. Clair Shores
St. Mary-Northville
St. Matthew Church - Grosse Pointe
St. Michael Episcopal Church - GPW
St. Owen Catholic Church-Bloomfield Hills
St. Patrick Episcopal Church- Madison Heights
St. Paul Cathedral
St. Paul Lutheran
Steve Leader
Talesha Brown
Trinity Church
Trinity Health
University of Detroit Mercy
University of Michigan Nurses
University Liggett Middle School
Velda Jackson
Westwood Church

2019 Soup Kitchen Sponsors

Amerisure
Anthony Family & Friends
Bittinger Family & Friends
C & C Manufacturing
Charles & Yolanda Turner Family & Friends
Christ Church Cranbrook
Christ Church Grosse Pointe
Church of the Holy Cross-Novi
Comerica Bank-Detroit
Concentra
Conway MacKenzie
DTE & Wendy Ellis & Andrea Campau
First Presbyterian Church-Northville
First Presbyterian Church-Plymouth
Friends of Harry Cook
Gamble-Lackey-Crew
Gesu Church
Greenfield Presbyterian Church-Berkley
Grey Ghost Detroit
Grosse Pointe Memorial Church & Ann Wegrynnowicz
Henry Ford-ENT
James Vackaro & Felician Sisters-Grosse Pointe Farms & IHM Sisters
Johnson Control
MST Steel
Nancy Copeland & Dawn Bunkley
Nardin Park
North Congregational Church-Farmington Hills
Northville Rotary
Our Lady Queen of Martyrs-Beverly Hills
Our Lady of Refuge-Orchard Lake
St. George-Milford
St. Joan of Arc-St. Clair Shores
St. John Plymouth/St. David Southfield
St. Lucy-St. Clair Shores
St. Mary in the Hills-Lake Orion
St. Mary Student Parish-An Arbor
St. Michael Episcopal- Grosse Pointe Woods
St. Patrick Episcopal- Madison Heights
St. Paul Presbyterian-Livonia
St. Thomas More-Troy
Stapleton Family
Tom Close Family & Friends
Transfiguration Church-Southfield
Trinity Health-Livonia
University of Michigan Nurses
Weaver Media

2019 Summer Lunch Program Sponsors

Blue Cross Blue Shield of Michigan
Carole Sugrue and Elaine Maderal
Christ Church Grosse Pointe
Chrystal Edwards and Family
Dell-EMC Corporation
Detroit Lions Club
DTE Energy
Episcopal Diocese of Michigan
Grosse Pointe Rotary
Hartford Memorial Church of Detroit
Henry Ford Health Systems
Huron Capital
Janice Van De Putte and Friends
Joanna Glazier and Family
Mark Lacombe and Friends
Michael and Cynthia Wagner
Nexcess
Oakland Insurance
Pamela Norris and Friends
Premier Business Solutions
Salem Congress
Shinola
Sr. Barnabas
St. John Plymouth
Stowen
Teresa Wakeen and Friends
Tom Close and Family
Virginia Rice
Ward Church Northville
Grey Ghost Detroit ‘Low Country Social’ Fundraiser

- Save the Date -

A Night of Hope on the Waterfront

Friday, September 11, 2020 | 6:30 PM
Tickets: $100
Strolling Dinner/Open Bar
Silent Auction/Raffle/DJ BACHTROY
If you have plastic grocery bags that you no longer need, donate them to Crossroads!

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Janet McElrath

Dr. Virginia Rice
Eric Sabree
Dionne Shell

Phyllis Vroom
Walter Watkins
Heaster Wheeler
John Ziraldo

Crossroads Main Office

Crossroads East at Salem

Crossroads East