A Letter from the Executive Director

Dear Friend,

Happy summer! I hope this season of renewal and redemption finds you and yours well and looking forward to happy times. The light at the end of the COVID tunnel is glimmering and I know you are as ready as I am to get back to our previous lives. Last year at this time, the thought that more than a year later we would still be wearing masks, social distancing, and debating further lock downs seemed impossible. But, here we are. Thank goodness for the vaccines and the promise they hold. Hopefully, a year from now, we will talk about these times as history and lessons learned. On behalf of Crossroads, I can safely say that we have learned many lessons during the past twelve plus months, not the least of which is that when life hands us lemons, we shouldn't only make lemonade, but we need to share it with everyone we know, in any way we can. The pandemic forced Crossroads to make many changes to our routine. Now, as I look back, I see that this challenge has helped us to grow and prove that no matter what difficulties come our way, this agency, our mission, our staff, and our supporters will stand strong. It gave us an opportunity to prove to our clients and the entire community, that, come what may, Crossroads will weather the storm and find a way to do what our founder, Fr. James A. McLaren, knew we would always do best – love, then go where love demands.

In addition to Jim McLaren’s words on unconditional love, another of my favorite quotes comes from Maya Angelou. “If you find it in your heart to care for someone else, you will have succeeded.” So simple, yet profound. Caring for someone else is what Crossroads is all about. It’s what you are about, as well. In that regard, I’d like to take a moment to wish you all a happy 50th birthday. Crossroads was founded way back in 1971 in a tiny office in the Episcopal Cathedral Church of St. Paul in Detroit. For five decades we have opened our doors and our hearts to anyone in need. All children of God are welcome to share whatever we have available to give. You are a vital part of this ministry. Crossroads would not exist without you, your support and your love. So, this is a time to wish us all a happy birthday and look forward to many more years of serving those who look to us – you and me - for hope and a hand-up.

Speaking of sharing and caring, this is also the time of year when I report to you on all of Crossroads’ activities during the previous year. As in the past, there are important totals to quantify the amount we shared and numbers of those for whom we cared. However, the many changes Crossroads adopted, including the closure of both of our Social Service Units, our Employment Offices and Soup Kitchen for several months, followed by alterations in our program even when we were able to reopen, make our 2020 totals less than effective in communicating our progress last year. For these reasons, we are providing an enhanced photographic report, depicting the many areas of the Crossroads ministry, the staff that remained committed to service, the volunteers who never gave up, the friends who provided more when more was needed so desperately, the creative ways of providing traditional support in non-traditional ways, and the results of so many giving so much for those in such dire need. Please take a look at the following pages and see what is possible when we all work together. Our shared commitment to easing the suffering of those in need is visible in the face of every man, woman, and child who came to Crossroads last year - and the hundreds of thousands who have made Crossroads a destination for fifty years. We have also included some photos of this agency in its earlier years. You will see that, regardless of our surroundings, which have changed over time, Crossroads has always remained true to its roots. We care, we share, we love, and we do it together. The heart of Crossroads is not a building, an office, or even an idea. Crossroads’ heart is you. You make the difference. So, happy birthday. Fifty looks great on you!

Sincerely,
Nicole Watters-Harris
Executive Director
Crossroads of Michigan
Since its founding in 1971 by Fr. James A. McLaren, Crossroads has operated on one simple promise: “to love, and then go where love demands.” 50 years later, we are still the living embodiment of that promise in the community. Many see Crossroads as a beacon of hope, a refuge of kindness, and a place of rest, where they can be treated with compassion and care. As of the end of 2020, we have served MORE THAN 150,000 INDIVIDUALS with that same compassion. In 2021 we are celebrating our 50th year. It might not be quite the anniversary party we had planned, but THANKS TO YOU, we are still here with our boots on the ground and our hearts with our neighbors, offering, as ever . . . A HAND UP, AND THE GIFT OF HOPE.

FOOD
Food remains the single most consistent need for clients of Crossroads, and this year it was the largest need. COVID forced many area agencies and food pantries to close, but the need didn't disappear — in fact it only became greater. Crossroads stepped in to fill that need, and returned to its roots as a food pantry. In 2020, Crossroads spent $19,127 on food, and received 23,029 pounds of food donations.

TRANSPORTATION
Many Crossroads clients cannot afford reliable personal transportation, and find themselves needing to rely on public transportation services to get to work, medical and legal appointments, school, government offices, and other necessary appointments. Thankfully bus fare costs were halted beginning in March due to the pandemic, but many people still needed help with gas money to get to and from work, and some needed help with long-distance transportation to find employment or to move closer to family support. In 2020 Crossroads spent $9,881 on transportation.

IDENTIFICATION
Personal identification is always perhaps the biggest hurdle for Crossroads clients, and that was especially true in 2020. Necessary documents can become lost in the shuffle of becoming homeless or remaining chronically homeless, as well as in the transition home from incarceration; they can also be easily destroyed in eviction, flood or fire damage, or simply lost while moving. This puts clients in a rough situation when applying for jobs, benefits, or housing. This year, the need for personal ID was just as great; however, COVID forced many changes to the ID procedure, and closed down many in-state and out-of-state offices to birth certificate requests. Crossroads stepped in to walk clients through the scary and frankly frustrating new processes, funded clients as SoS appointments became available, and got creative when it came to obtaining birth certificates for clients. In 2020, Crossroads spent $5,360 on personal identification.

PRESCRIPTIONS
The Affordable Care Act and new Medicaid benefits have made getting needed prescriptions much easier for many Americans; however, there are still many prescriptions that aren't covered, and clients without personal ID find themselves unable to apply for insurance benefits. In addition, insurance will typically only pay for one new pair of glasses for individual clients every two years, while prescriptions often change wildly in that time or glasses may become lost in the everyday difficulties of being chronically poor. Crossroads helps clients by working with local pharmacies and ordering glasses for clients in need. In 2020, Crossroads spent $1,408 on prescription medications and glasses for clients.

HYGIENE
People have always been able to come to Crossroads to get much-needed hygiene supplies— like toothpaste, soap, deodorant, and feminine hygiene— which have only become more expensive in recent years. This year more than ever, personal hygiene became an absolute necessity as all Michiganders found themselves in need of masks and hand sanitizer in addition to basic efforts.
SOUP KITCHEN
The Crossroads Soup Kitchen has operated every Sunday, rain or shine, since YEAR. As the only soup kitchen in Detroit to operate on Sundays, we have an important role to fill, and before the pandemic, we had only ever closed for two Sundays in all that time due to inclement weather. When stay-at-home orders took effect in March, we were forced to temporarily shut down the soup kitchen for only the 3rd time ever in Crossroads history—but we used that time to reevaluate how we serve, and to adapt to the changing needs of our clients and volunteers. In 2020, we spent $12,873 on our Sunday Soup Kitchen, and served over 18,500 meals to hungry individuals and families.

EMPLOYMENT and COOKING WITH CROSSROADS
Employment, like everything else, looked a little different. In 2020, we had over 300 pre-pandemic visits to our employment office, where we assisted clients in finding jobs, completing resumes, attending interviews and orientations, and transportation to and from their first pay period of work. In addition, we launched COOKING WITH CROSSROADS: a program that helps participants in gaining valuable hands-on experience in a commercial kitchen, learning the fundamentals of cooking, and obtaining certifications in ServSafe and Allergen procedures. The second COOKING WITH CROSSROADS class launches in Fall 2021!

PARENTING PROGRAM
It’s commonly said that raising a child is the most expensive thing a person can do. For the chronically poor, that’s more true than most people realize. According to the US Department of Agriculture, the base cost of raising a child to age 18 in 2020 was $233,610—and this is without counting transportation, ID requirements for social programs, secondary education costs, and increased housing costs. For many Detroit residents, these are nearly impossible numbers. The Crossroads Parenting Program assists new parents and guardians with much-needed resources like diapers, wipes, formula, clothing, toys, and even furniture items like car seats, cribs, and high chairs. In 2020, there were 746 parent visits to the Crossroads parenting program, and Crossroads spent $3,888 on parent-and-child resources.

GENERAL AID
In 2020, Crossroads spent $1,537 on general aid services not covered by the above categories—such as work boots and uniforms, pre-employment background checks, rent and utility assistance, moving costs, and certifications.

VOLUNTEERS
Volunteers have always been the heart of Crossroads. Unfortunately, due to stay-at-home orders and safety concerns, many of our volunteer services had to be put on hold starting in March. Pre-pandemic, we had a regular team of 51 volunteers assisting clients with resources, and we had several regular long-time volunteers come in weekly to assist with administrative tasks. We also had over 1,200 soup kitchen volunteers in 2020 who took time out of their busy schedules to ensure hungry mouths were fed.

SUMMER LUNCH
Our Summer Lunch program ensures that neighborhood kids who live in food-insecure homes get at least one nutritious meal every day. This year, due to safety concerns and social distancing regulations, a typical summer lunch program was unfortunately not possible. However, our staff put their heads together to create a workable alternative: the Crossroads Monday Lunch Bunch! Every Monday for 10 Mondays during the summer, Detroit kids came down to Crossroads and received a backpack that they could fill with nutritious and fun meals for the week, encouraging healthy choices and allowing kids to take part in their own care. In 2020 Crossroads spent $842 on the summer lunch program, and served over 100 hungry kids.

Setting up for the Ascension Health Flu Shot Fair 2020

Mama Trina donating homemade masks

Parenting Program Supervisor Tammy Shannon

Soup Kitchen Stars Lawrence, Bob, and Dale

Monday Lunch Bunch Security Crew

Chef Michael Teasley gets ready for Cooking with Crossroads

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2020 INCOME

- Contributions: 36%
- Foundation Grants: 46%
- PPP Forgiveness: 8%
- Fundraising: 4%
- FEMA: 2%
- Memorial Gifts: 4%

TOTAL INCOME: 100%

2020 EXPENSES

- Client Aid: 6%
- Admin. & Counsel: 63%
- Parent Support: 3%
- Development: 12%
- Other: 16%

TOTAL EXPENSES: 100%
Our old office at 62 E. Forrest Ave

Our beloved Pat Delaney and other Crossroads Counselors taking a quick lunch break

Our friend Yolanda Turner sorts toy donations for young Crossroads guests

A Crossroads Client Interview

Sister Elizabeth Walters works with a soup kitchen volunteer

Crossroads Gals Nicole Watters, Betsy Gregorowicz, Janice Van de Putte, and Latoria Glenn-Carr

Mary Honsel, Nancy Mitchell, Tracy Mitchell and other Crossroads Volunteers prepare a Christmas lunch

Clients sharing a smile

Counselor Bob Anthony writes up a client interview

Two Crossroads Volunteers make a special prediction

Clients sharing a conversation

Father James McLaren oversees daily operations

Previous Crossroads Director Mary Honsel helps out a counselor

In the year 2000, Crossroads will continue to be a caring, loving Christian community. We wish the best of someone who has applied for the position of St. Matthew's Soup Kitchen. We wish you success. We wish you the best of everything.

50 Years of Crossroads

A hand up and the gift of hope... even in winter weather

Clients sharing a lunch

Two little Crossroads guests

Fathers James McLaren and Sister Elizabeth Walters in the old Crossroads Soup Kitchen

Counselor Bob Anthony writes up a client interview

Two Crossroads Volunteers make a special prediction
2020 Food Contributors

ORGANIZATIONS:
American Federation of Gov’t Employees, Local 933
Christ Church Detroit
Christ Church Grosse Pointe
DENSO International America
Frito Lay
Gesu Catholic Church
Girl Scout Troop 71512
Greenfield Presbyterian
Grosse Pointe Congregational Church
Grosse Pointe Memorial Church
Grosse Pointe Unitarian Church
Grosse Pointe Woods Presbyterian Church
Hillside Bakery
Liggett Middle School
Our Mother of Perpetual Help Church
Panera Bread
Park Central Convenience Store
St. John’s Episcopal Church
St. Michael’s Episcopal Church
St. Owen’s Catholic Church
St. Paul’s Lutheran Church
Straight Gates Church
Thermo Fisher Scientific
Trinity Episcopal Church
Troy United Archery

INDIVIDUALS:
Adrienne Smith
Carly Casselman
Erica Lee
Farms Family and Friends
Haynes Family
Hunter Family
John and Carolyn Gorton
Philip and Sharon Metz
Karen Green
Kim Van de Velde
Lauren Lenzy
Martha Meeks
Merle Watts
Sally Stinson
Sarah Sarayian
Shelley Hoosier
Tiffany Easley
Tom Haupt
Trudy Whitesman
Ursula Lenore

And many anonymous donations from generous Crossroads supporters!

2020 Soup Kitchen Sponsors

Tom Close and Family
Greenfield Presbyterian Church
Christ Church Cranbrook
North Congregational Church
Christ Church Grosse Pointe
Stapleton Family and Friends
Bittinger Family and Friends
MST Steel Corp.
Johnson Controls
Foran and Aubrey Families
Nardin Park United Methodist
Amerisure Insurance
St. Thomas More Catholic Church
Friends of St. Andrew’s Church
St. Mary’s Student Parish
CNC Manufacturing
St. John’s Episcopal Church of Plymouth
Grosse Pointe Memorial Church
Ann Wegrynzowicz and Friends
St. George’s Episcopal Church of Milford
Gamble Lackey Crew
First Presbyterian Church of Plymouth
Concentra Health
St. Mary in the Hills
St. Paul’s Livonia
Detroit Athletic Club
St. Michael’s Episcopal Church
First Presbyterian Church of Northville
Transfiguration Catholic Parish
University of Michigan Health Nurses
Northville Rotary Club
Henry Ford Health ENT
Conway MacKenzie
Holy Cross Church of Novi
St. Joan of Arc Catholic Church
Copeland Family and Friends
Comerica Bank
Trinity Health
Our Lady of Refuge Church
Turner Family and Friends
Beaumont Hospital
Grosse Pointe Memorial
Anthony Family and Friends

2020 Crossroads Volunteers

MAIN
Jerry Sugrue
Laura Miller
Diane Walker
Raquel Edwards
Eric Pope
Jeanette German
Nick Lukacs
Erin Reemmer
Tom Haupt
Elaine Bloom
Karen Marwil
John Gorton
Carolyn Gorton
Stephen Moening
Lexie Knoll
Sylvia Outlaw
Mary Ann Pettunen
Jerry Pettunen
Bob Anthony
Lynn Scherrer
Sarah Queen
Shane Handelsman
James Bird
Michael Bowden
Anthony Kersting
Tyler Rivard
Phuc Tommy Ngo
Sheila White
Nancy Donnelly
Josephine Brown
Alexis Phenix
Ebrahim Safah
Julie Mazza
John Mazza
Lora Chehab
Moussa Chehab
Kamal Safah
Audra Erby-Leake
Hussein Hamade
Telina McKee
Carl Meyer
Zahra Chehab
Dale Warneke
Unah Matu-Ngare

EAST
Famela Cunigan
Phyllis Osler
Mary Garlough
George Hendrix
Denise Trible
John Osler

And many other friends of Crossroads

Two of our Monday Lunch Bunch kids are excited to read

Sunday at the Soup Kitchen
We’re Celebrating
50 YEARS OF SERVICE...
and RAISING $50,000!

2021 might not have been the easiest year, but here at Crossroads we’ve still got something to celebrate: our 50th YEAR IN SERVICE to the community!

To date, Crossroads of Michigan has served OVER 150,000 PEOPLE IN NEED, all thanks to volunteers and the help of folks like you!

We’re inviting YOU to share in our celebration by helping us raise $50,000 before the end of 2021!

Your donation will help us continue to serve those who come to Crossroads with material resources, like food, hygiene, and baby items; advocacy during their darkest and most difficult hours; and a hand up navigating such basic personal needs as retrieving their birth certificates and state ID.

Everything looks different this year, but at Crossroads we’re still making good on our founding promise — A HAND UP AND THE GIFT OF HOPE.

SO MANY WAYS TO GIVE!

- Visit CROSSROADSOFMICHIGAN.ORG/DONATE for HASSLE-FREE online donation
- Send CASH or CHECK to 2424 W. Grand Blvd.,
  Detroit MI 48208
- Now you can TEXT TO GIVE! Text ‘CROSSROADS’ to (888) 444-8774 to SAFELY and EASILY donate any amount
If you have plastic grocery bags that you no longer need, donate them to Crossroads!