



## *Crossroads of Michigan* *2010 Annual Report*

***“Open your hearts to the love God instills... God loves you tenderly.  
What He gives you is not to be kept under lock and key but to be shared.”***

*Mother Teresa*

2010. The end of a century's first decade, full of surprises and challenges. Farewell to an economy that stressed the best of us and inflicted so much pain, yet allowed us to test our mettle and come out at the other end, still standing. Goodbye to ten years – a study in extremes that brought us hurricanes, wars, recessions, terrorists, oil leaks, and bankruptcies, as well as light at the end of the tunnel, industry rebounds, a man of color in a White House, community gardens, appreciation of the “simple life,” and technology for the common man. Hello, 2011! A fresh start for our country, our state, and our community. A chance to look at ourselves with new eyes, reinvent what we thought was forever, and admit that some things just aren't that important. It's the dawn of a new day for all of us, one that looks more promising than the last but will require us all to make some adjustments as we fit into what has been termed the “new normal.”

During the past decade, it often seemed that the world was upside down. Although through it all, some things did remain strong. At Crossroads, with your help, we met the challenges head-on and continued to do what we have done since 1971 – serve those in need with compassion and love. Ten years ago, this ministry prepared to celebrate a milestone -- thirty years of service to the poor. Fr. James A. McLaren, Crossroads' Founder and my father, marveled at the growth of the outreach program he and a few volunteers had started in a small office in the Cathedral Church of St. Paul to help the poor living in that neighborhood. In three decades time, the need grew and so did Crossroads. Eventually, in our thirty-sixth year, we moved our Main Office and Soup Kitchen into our beautiful home on West Grand Boulevard. It was a cruel irony, however, that Fr. McLaren did not live to see the move or the dedication of our building to him. We can all be sure that he would be pleased and proud to see that, in spite of our growth and all the changes the world has experienced, one thing remains steadfast. That is our commitment to caring for all of God's children. His words, “Love, and then go where love demands,” remain the guiding principle for everything we do at Crossroads.

Today, as we greet another decade, we are also ten years older. 2011 marks Crossroads' 40<sup>th</sup> anniversary. With that in mind, we will endeavor to reach out to clients and volunteers with a renewed enthusiasm for our work and the positive differences we can make in each life we touch. Our staff and Board of Trustees are busy planning events and celebrations to take place throughout the year to mark this important birthday. We want to be reminded every day that our commitment, your generosity, and our history are all built on a foundation of caring.

For this reason, we have adopted the slogan, “40 Years of Caring.” These words, and a special logo, will appear on our website, all of our stationery, and on all printed material this year. We want to nurture our long time relationships, meet new friends, and make Crossroads the primary destination for those in need as well as those who care. By year-end, I expect to look back on 2011 as a time when we grew in service and compassion. Our next St. Martin’s Day celebration will be an opportunity for all of us to rededicate our mission to those who planted the seeds of caring forty years ago, and remain in the hearts and minds of all who hold dear those words, “Love, and then go where love demands.”

Thank you for your participation in this ministry of caring. Please continue to remember Crossroads in your prayers, and, as always, join me in asking God to bless those who have so little, yet inspire so many.

Sincerely,

*Mary McLaren Honsel*  
Executive Director

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## **ID**

In 2010, spent \$36,504 helping clients with ID. For nearly 40 years we have helped clients with the process of obtaining the necessary documentation and advocating on their behalf to get an official picture identification card. Every day we see clients who need ID to begin the process of building a better future for themselves and their families. ID is necessary and most often mandatory for medical care, subsidized housing, education and job training, mental health care, employment, shelter stays, social security, Medicaid, utility assistance, and many other programs.

## **Transportation**

Clients have busy lives like the rest of us and need to get to places through the course of everyday life. Whether a person is rich or poor, they have places to go such as job interviews and doctor appointments. This can be very difficult without a car or any money. In 2010 we spent \$43,098 on local bus fare and \$7,169 on long-distance bus fare, all to help clients get where they need to be.

## **Rent**

In 2010, Crossroads spent \$8,495 helping clients with rent and housing issues. Many people get behind in their payments and we helped them to get out of the downward spiral and back-on-track for a more secure future.

## **Prescriptions**

In 2010, we spent \$45,526 on prescription medication, which constitutes the largest part of our budget. Clients come to us with emergency situations and they are often in desperate need for prescription assistance such as insulin, anti-seizure medication and antibiotics. We are able to continue to stretch our prescription dollars by negotiating attractive rates with local pharmacies.

## **General Aid**

Clients often come to Crossroads in need of specific items for a job search, employment or daily living. These things include roofing boots, work tools and tool belts, eyeglasses and certification application fees. In 2010, Crossroads spent \$12,734 to help clients with these items and more. Assisting clients with these necessities helps them to become productive in their home and work life, builds self-esteem, and ultimately can help them become self-sufficient.

## **Food**

The Crossroads food pantry is a Godsend for many people unable to meet the basic needs for themselves or their families. We saw thousands of clients who did not have the resources to buy food and might have gone hungry without our help. In 2010, we gave out an astounding 249,387 pounds of food, one bag at a time. This is in part due to the generosity of churches, corporations, service clubs and individuals. Crossroads received food from the Gleaners Community Food Bank, which helps to keep our pantry stocked with a variety of food items for needy clients. In addition, we received deliveries of fresh food items from Forgotten Harvest weekly at our two locations. This is wonderful for our clients, as they have the opportunity to enjoy vegetables, meat and baked goods in addition to dry pantry items. Also in 2010, we received food grants from FEMA's Emergency Food and Shelter program for \$8,712, and a Kresge food grant for emergency food assistance in the amount of \$19,477.

## **Soup Kitchen**

In 2010, Crossroads served 38,846 meals to hungry people at our Sunday Soup Kitchen. Every Sunday of the year, corporations, churches, families and community groups come together to serve between 700 and 1000 meals to men, women, children, families and the elderly. The soup kitchen is a shining light in our surrounding neighborhood offering people the opportunity to sit down and enjoy a hearty meal consisting of a bowl of soup, two sandwiches, a piece of fruit, cookie and coffee or lemonade. 52 weeks of the year, 30 volunteers each week come to Crossroads to plan, prepare and serve these meals, always with an open and giving heart.

## **Employment**

The job market in Detroit continues to be "tight" with fewer open jobs than ever, and countless people applying for each position. Competition is fierce, and Crossroads is happy to have placed 54 individuals in jobs in 2010. Crossroads' employment offices at our two locations were open to clients to look for job listings online, create résumés and cover letters, apply for jobs and prepare for interviews. Clients also participated in the Crossroads bi-weekly Job Club and Life

Skills program. Every other week Job Club meets at lunchtime and covers topics including positive work habits, common interview mistakes and job hunting in a weak job market. Life Skills also meets at lunchtime and provides clients with an interactive session with topics including decision-making skills, improving communication skills, household budgeting, and financial management. Both of these programs are highly attended and an integral part of the Crossroads Employment Office.

## **Social Service Interviews**

Crossroads is a known resource in our surrounding neighborhoods, with clients benefiting from the services we provide each and every day.

Crossroads was bustling with activity in 2010. Our Main Office social service unit conducted 9,028 interviews, up 4% from 2009, and at our East office we saw 2,452 clients. In total, we conducted 11,480 individual interviews, up 1% overall.

## **Volunteers**

Volunteers are the backbone of Crossroads. We couldn't do what we do without the dedication and compassion provided by our volunteers. Many volunteers have been with Crossroads for 10, 20, and almost 30 years. We are blessed to have had 123 volunteers in 2010 work with our clients to provide a listening ear and the gift of hope.

Also, many of our volunteers provide help in other areas including handing out socks or mittens during a Sunday Soup Kitchen, building maintenance, food pantry stocking and organizing and computer assistance, to name a few.

Crossroads also has a variety of interns who serve for college credit from Baker College, Central Michigan University, Madonna University, University of Detroit Mercy, Marygrove, Sacred Heart Seminary, University of Michigan-Dearborn, University of Windsor and Wayne State University.

## **Michigan Prisoner Re-entry (MPRI)**

Crossroads entered its second year working with prison parolees to help them with the transition back into society after being released from prison. In 2010 we continued to serve clients through the Michigan Prisoner Re-entry Initiative (MPRI) and built upon our initial successes.

We continue to be a trusted resource for ex-offenders and their parole officers, providing employment resources, assistance obtaining identification, life skills programs and most importantly advocacy. We have learned that many of the clients who come to Crossroads right out of prison desperately need tools to help them become a successful and productive member of the community.

## **Crossroads Children's Summer Lunch Program**

Crossroads piloted a summer lunch program in 2010 for school-aged children living in the surrounding neighborhoods of our main office. Crossroads volunteers served pre-packaged lunches each weekday from noon to 2:00pm. Children enjoyed a lunch consisting of a sandwich, milk, piece of fruit and cookie.

This program filled a void left when school ended for summer vacation, The free school lunch program is an important part of a child's diet and once summer vacation begins, the opportunity for a provided lunchtime meal ends. With the help of the City of Detroit and Forgotten Harvest, over 2,500 lunches were served in 2010.

## **Conclusion**

In 2010, we noted with surprise that we have served over 100,000 clients since 1971. We did this with the dedication of our volunteers and staff, the generosity of our supporters, and the guidance of our board of trustees and advisory board. The saying "it takes a village" is fitting, because we couldn't do this without the help of everyone who touches our organization. As we enter our 40<sup>th</sup> year, we will celebrate and commemorate our beginnings and the journey started by Fr. James A. McLaren with special events throughout the year.