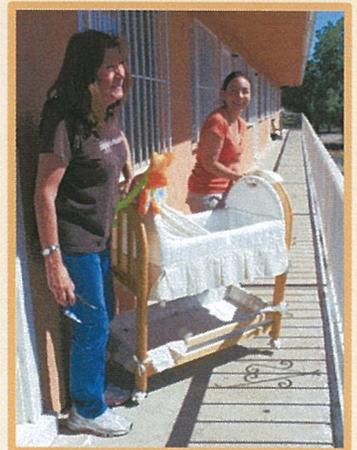
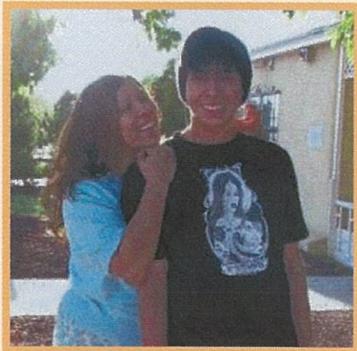
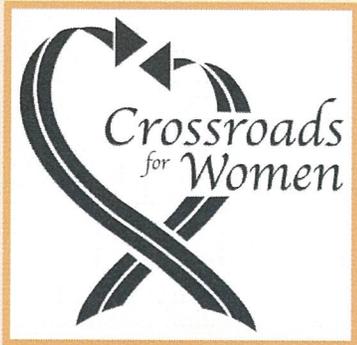


## Crossroads for Women

The mission of Crossroads for Women is to provide comprehensive, integrated services to support women working to break the cycle of homelessness and incarceration and achieve healthy, stable and self-sufficient lives in the community for themselves and their children.



# History of Crossroads for Women



1997 →

Crossroads for Women incorporated under the name Human Rights Advocacy with a one time donation of \$75,000.

1999 →

501(c)3 non-profit status granted.

2000 →

Funds were obtained from the Albuquerque Community Foundation. Case management and housing services began with 3 women.

2002 →

HUD funds became available for a major expansion of the housing program. → Counseling & life skills education began with a grant from United Way. → The Crossroads began a life skills program in the Metropolitan detention center.

2003 →

Day Program expanded to include group sessions, vocational assistance, & therapeutic social activities.

2005 →

Crossroads contracted with City of Albuquerque to operate Maya's Place. Parenting education implemented at Crossroads & Maya's Place.

2006 →

A second HUD grant allowed Crossroads to expand housing services in order to accommodate graduates of Maya's Place.

2009 →

Crossroads receives Federal Probation and Pre-Trial Services contract.

2012 →

Crossroads for Women has a capacity to serve 30 women in community based apartments and an additional 12-15 women at Maya's Place.

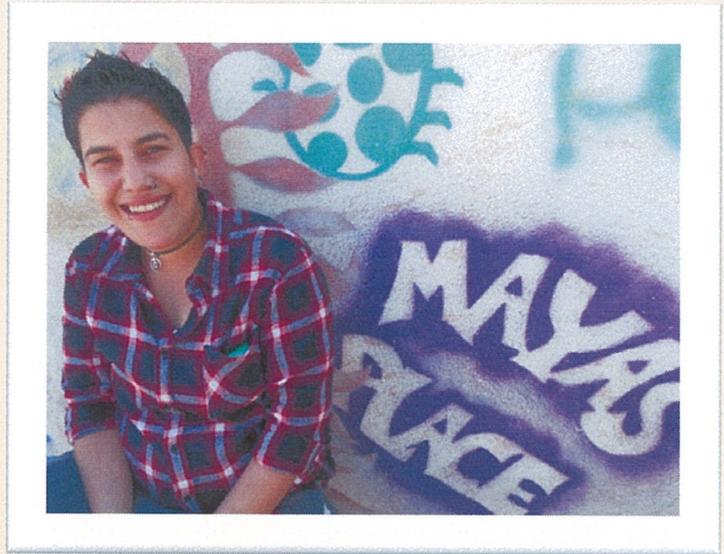
2013 →

Maya's Place receives first NM Corrections Department contract \$4000

Established in 1997, Crossroads for Women has become a lifeline for the women who enter our services. Over 220 Women and 128 children have been housed in The Crossroads Permanent Supportive Housing Program. 269 women have received housing at Maya's Place since 2005.

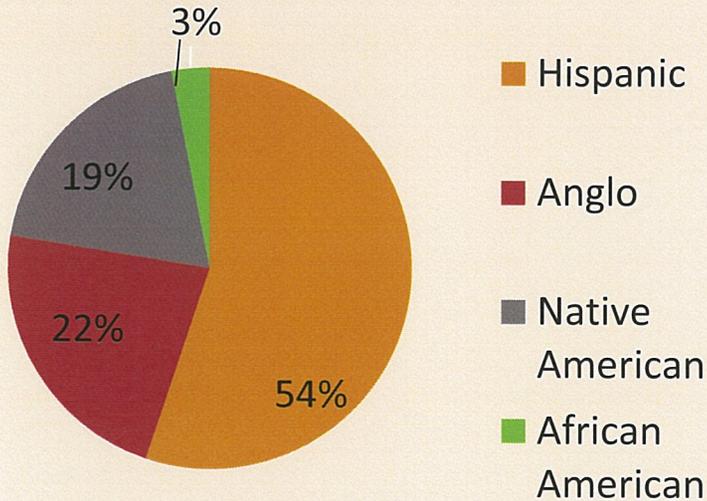
**2013**

- **639** women participated in the education program at MDC
- **89** women were housed at The Crossroads and Maya's Place.
- **37** children were housed in The Crossroads
- **Over 60** previous housing clients received after-care services
- **16** women completed the program at Maya's Place.
- **10** of them entered The Crossroads housing program.
- **11** women completed The Crossroads program and moved into permanent housing.

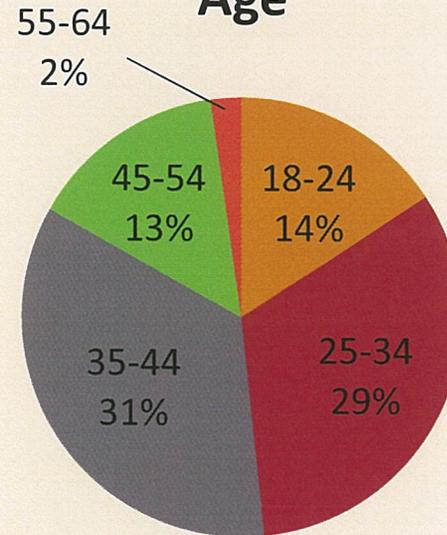


Since 2001, over 500 women have received housing through CRFW.

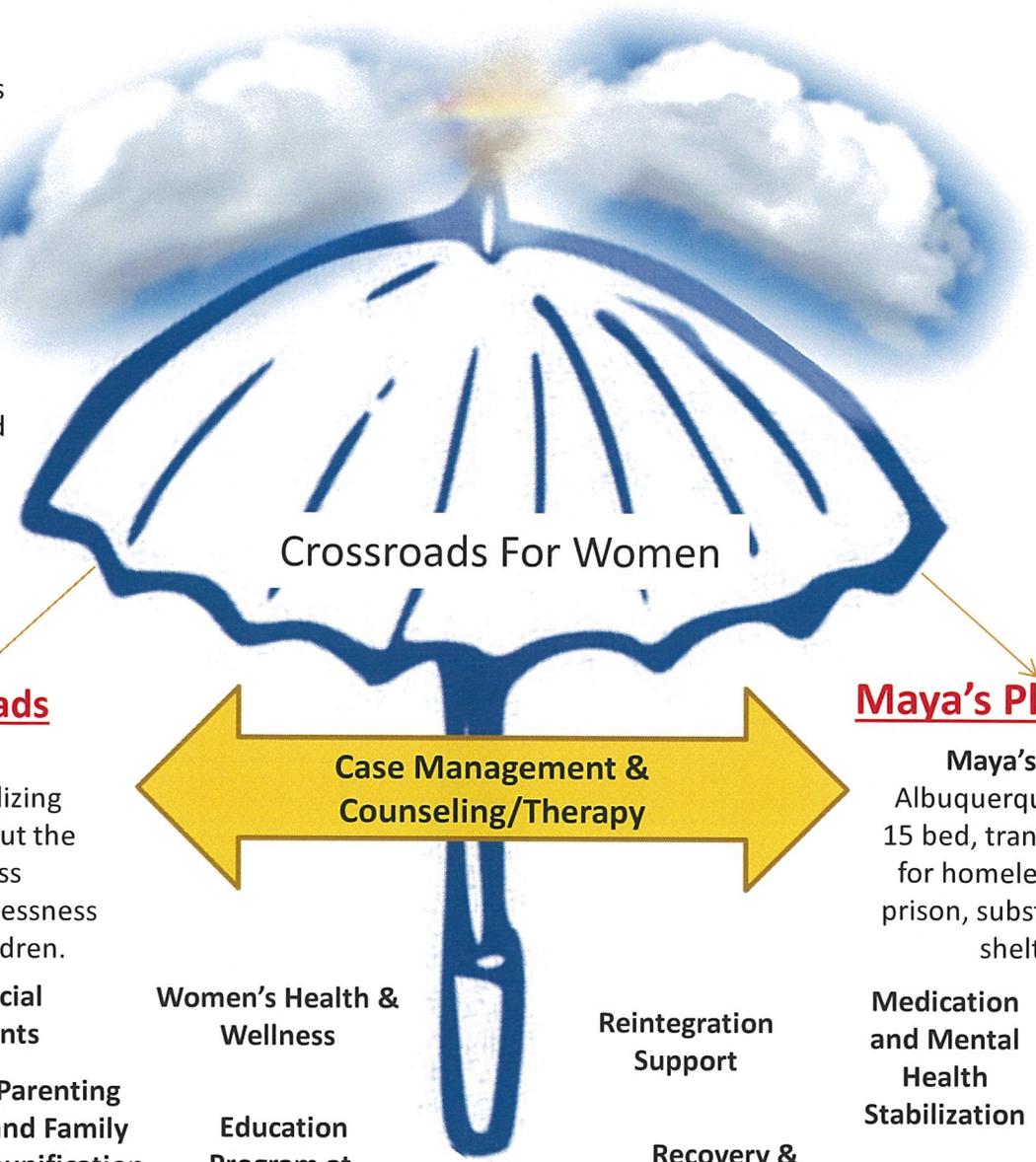
**Race & Ethnicity**



**Age**



Crossroads for Women provides housing and intensive support services for homeless women with co-occurring mental and addictive disorders working towards self-sufficiency. The agency operates two programs. Women can stay in our transitional housing up to two years and permanent supported housing until they achieve self-sufficiency.

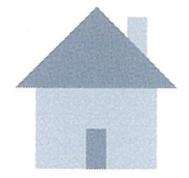


Crossroads For Women



**The Crossroads**

The Crossroads is a permanent supportive housing program utilizing scattered site housing throughout the City of Albuquerque for homeless women, cycling between homelessness and incarceration, and their children.



**Maya's Place**

Maya's Place, located in SE Albuquerque, is a highly structured 15 bed, transitional housing program for homeless women exiting jail or prison, substance abuse treatment, a shelter or the streets.



Case Management & Counseling/Therapy

Life and Social Skill Building

Special Events

Parenting and Family Reunification Support

Women's Health & Wellness

Education Program at MDC

Reintegration Support

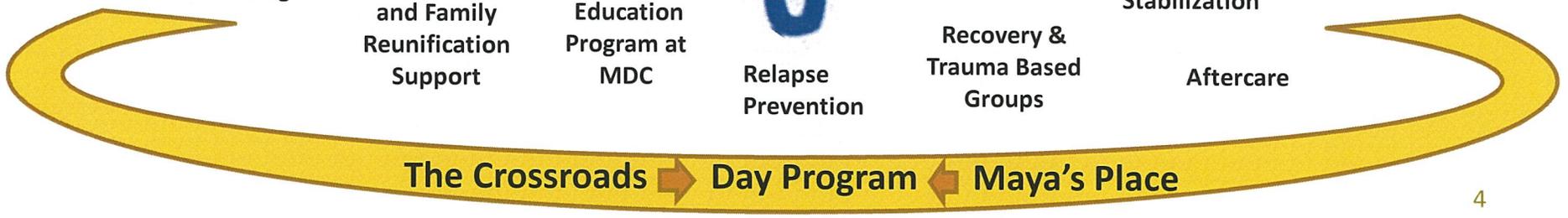
Recovery & Trauma Based Groups

Medication and Mental Health Stabilization

Aftercare

Vocational/Educational Preparedness

Relapse Prevention



The Crossroads → Day Program ← Maya's Place

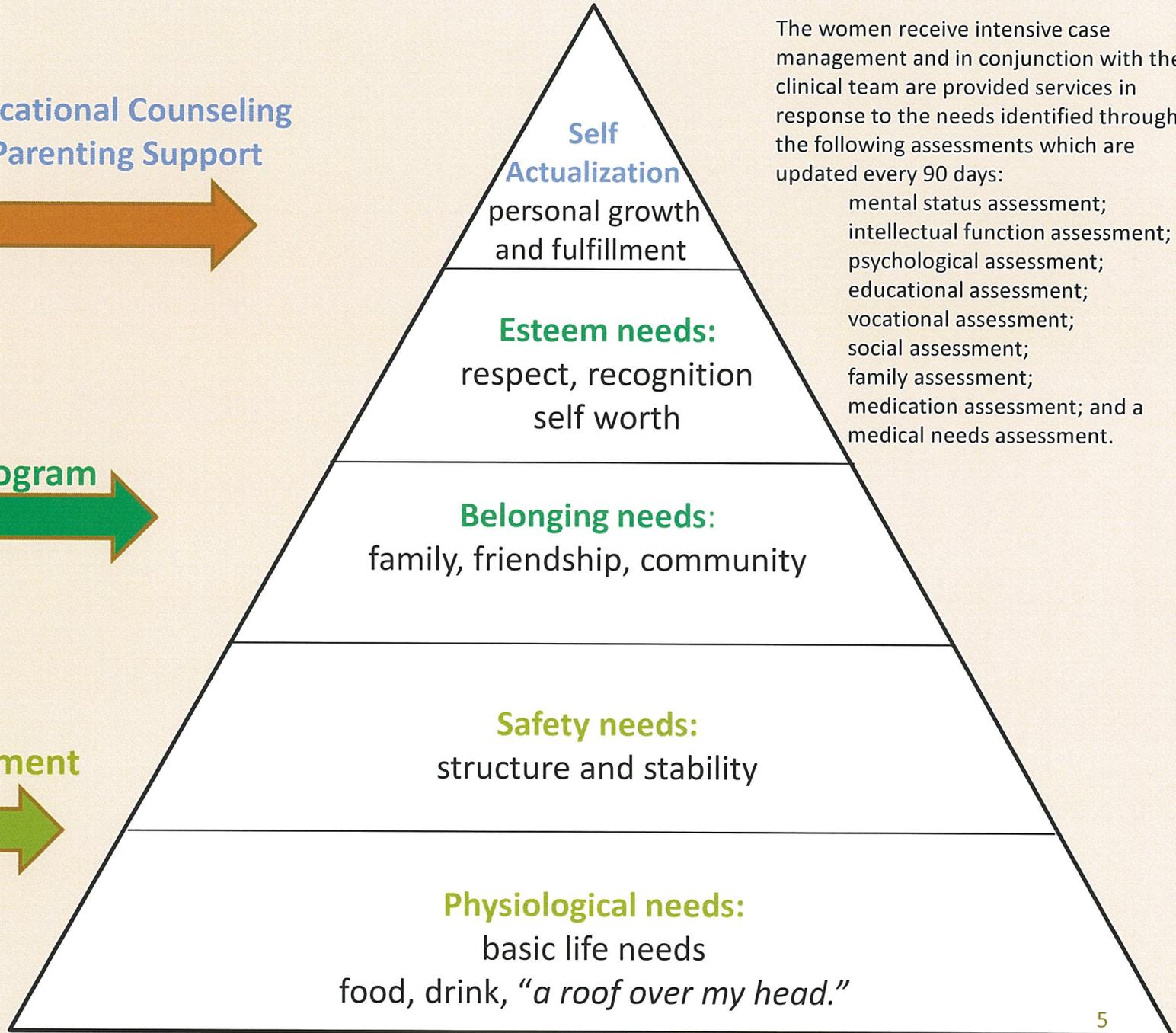
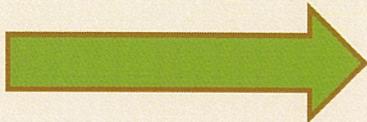
Vocational Counseling  
Parenting Support



Day Program



Case Management



The women receive intensive case management and in conjunction with the clinical team are provided services in response to the needs identified through the following assessments which are updated every 90 days:

- mental status assessment;
- intellectual function assessment;
- psychological assessment;
- educational assessment;
- vocational assessment;
- social assessment;
- family assessment;
- medication assessment; and a
- medical needs assessment.

Both housing programs provide a continuum of care from incarceration and homelessness to success in community life. In each program the woman sets her individual goals and support services are designed to assist her in achieving those goals.

**Through intensive case management, and clinical coordination** clients are assisted in obtaining psychiatric and medical care, childcare, public benefits, and other community resources. Case management also assists clients in service coordination with others including Probation, CYFD, landlords, and the schools.

**Safety**

**Case Management**

\*Safe, furnished apartments  
in the community.

\*Education on how to be a  
good neighbor/tenant.

\*Individualized safety & relapse  
prevention plans.

**Physiological**

\*Assistance with obtaining food and other basic needs.

\*Information and guidance  
with financial assistance options.

\*Help with accessing health/mental health care  
and needed medications.

\*Social Security for Disability

**Family Support** engages the entire family unit in supportive services directed at strengthening the role of the parent and ensuring that our clients are receiving and accessing comprehensive support services which foster successful parent child relationships and parenting support. The Family Specialist collaborates closely with the members of our clinical team and provides group and individual parenting training, home visits and individual assistance with legal and other issues related to the process of reunifying with children

**Self Actualization**



**Esteem**



**Belonging**



## Parenting Education

### Stabilization Skills:

\*Mothers address & resolve emergent medical, educational and emotional needs for self and children.

### Successful Reunification Skills:

- \*Mothers learn developmentally appropriate parenting skills.
- \*Mothers provide supports needed to maximize child's social/emotional development & physical /nutritional health.
- \*Mothers & children learn how to maintain safety, establish healthy boundaries & relationships, communicate effectively, adapt, problem solve, resolve conflict & function as a family.

### Breaking Destructive Cycles:

\*Mothers & children learn to set, actively work toward, & achieve healthy, long term goals through involvement in positive personal interests, peer & educational activities.

**Vocational Support** provides groups and individual support in which participants develop a plan outlining education, training, and employment goals, along with support services required to achieve goals. Goals are established based on information gathered through building on client strengths and interests, and through utilizing a developmental perspective; participants create a plan that includes steps and timelines for achieving progress. Clients collaborate with staff to research career and educational options, training required, and labor market demand.

**Self Actualization**  
(Self-Sufficiency, Building Independence)

## Vocational Coordination

### Individualized

#### Planning:

Intake, Assessment,  
Quarterly reviews

#### Support Services:

Assistance with Transportation,  
Professional Dress Clothing, Child Care,  
Felony Bonding, Disability Services

#### Educational Support:

Literacy, GED/ High School, Trades and Certification  
Two and Four year Degrees, Financial Aid and Scholarships,  
School Supplies, Tutoring and Study Skills

#### Employment Support:

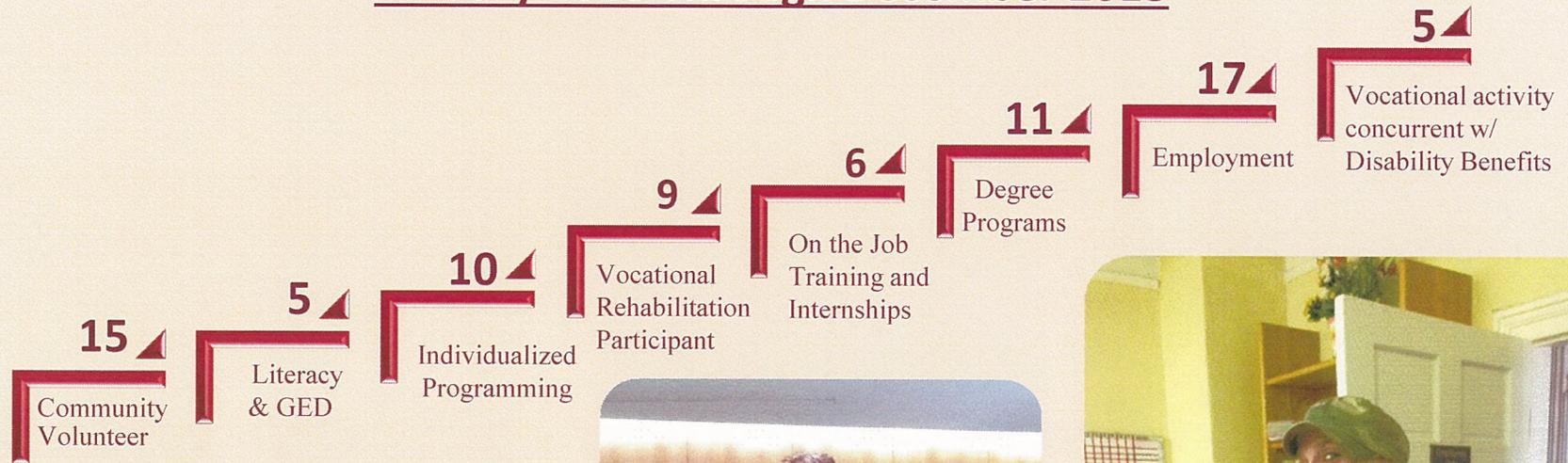
Professionalism, Communication Skills,  
Vocational Rehabilitation, On The Job Training, Internships,  
Resume Building, Interview Skills, Job Search, Retention

#### Individualized Programs:

Computer Skills, Financial Literacy, Debt Consolidation,  
Self- Employment Support, Small Business Development,  
Concurrent with Disability Benefits: Work Trial Period,  
Disability Support Services, Disability Accommodations

# Building Blocks to Self-Sufficiency

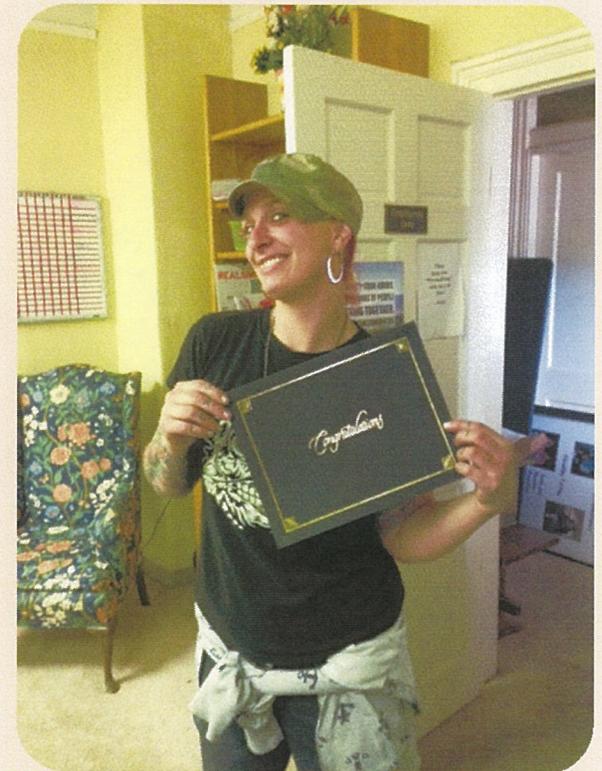
January 2013 Through December 2013



The Vocational Coordinator works with clients on budgeting

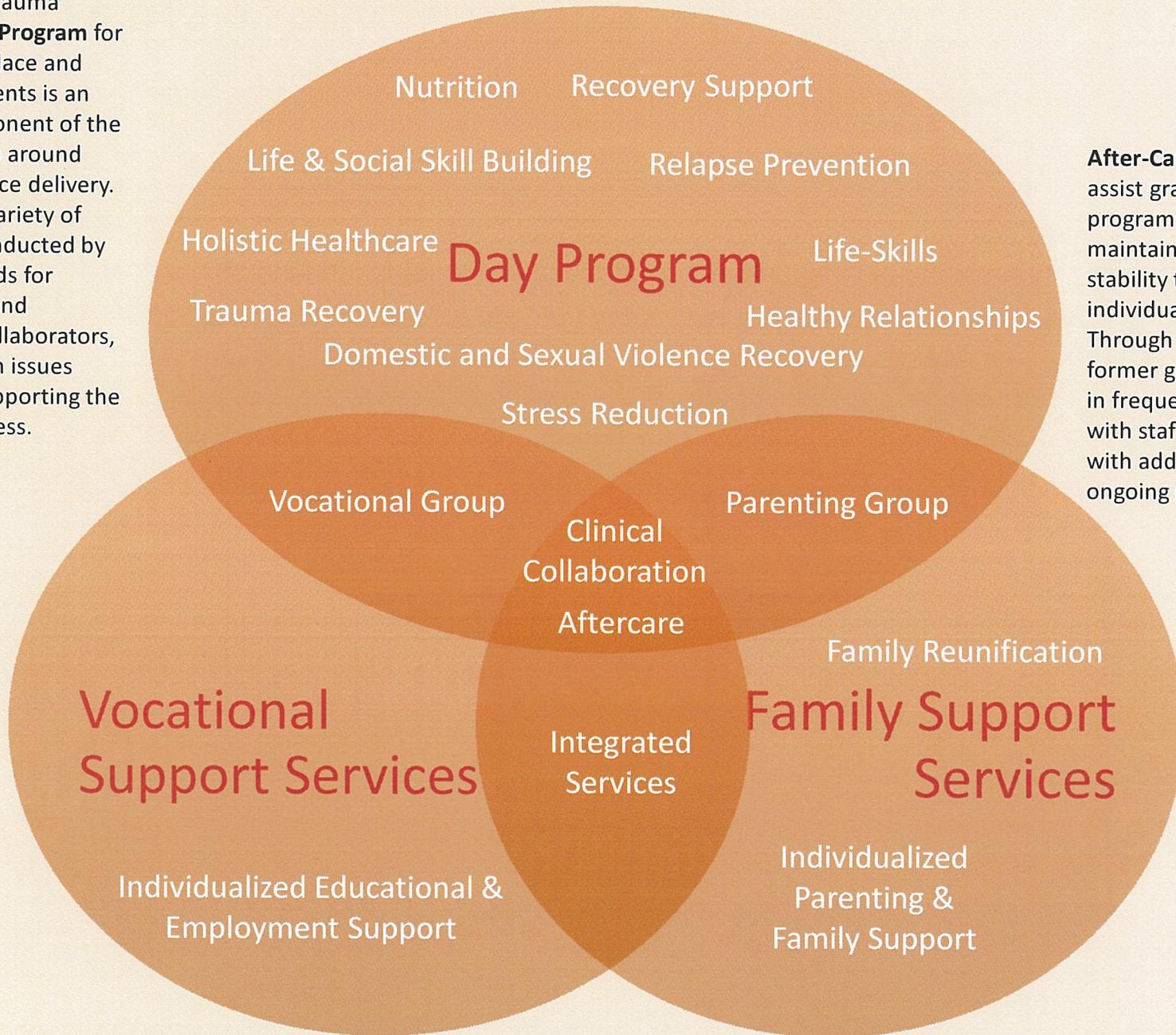


A client receives the Academic All Star Award at the Round House in Santa Fe



A client completes her internship program and receives her Professional Development Certificate

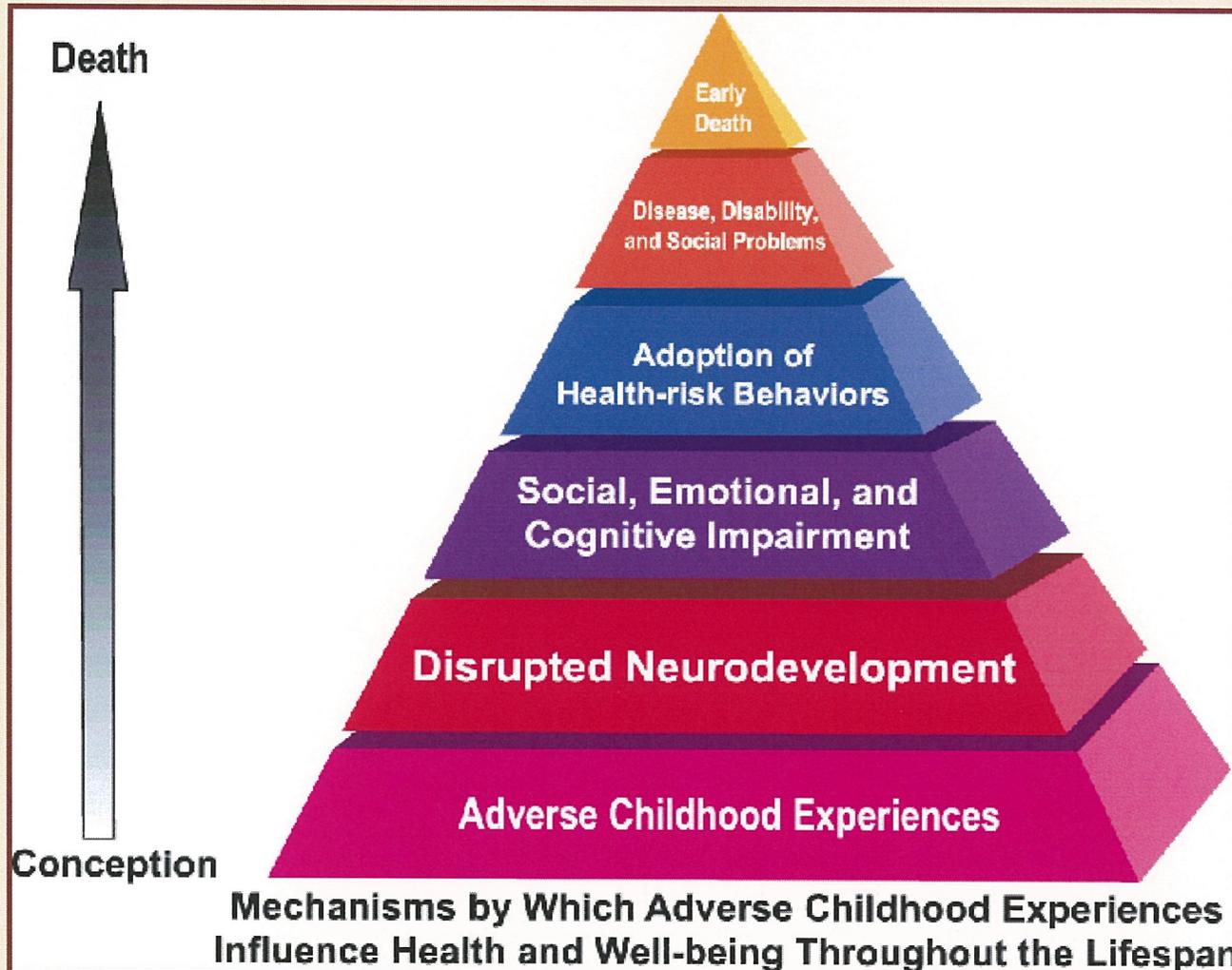
An intensive trauma informed **Day Program** for both Maya's Place and Crossroads clients is an integral component of the intensive wrap around model of service delivery. Each week a variety of groups are conducted by both Crossroads for Women staff and community collaborators, which focus on issues relevant to supporting the women's success.



**After-Care** services assist graduates of our programs in maintaining their stability through individual services. Through this program, former graduates are in frequent contact with staff that assists with addressing their ongoing needs.

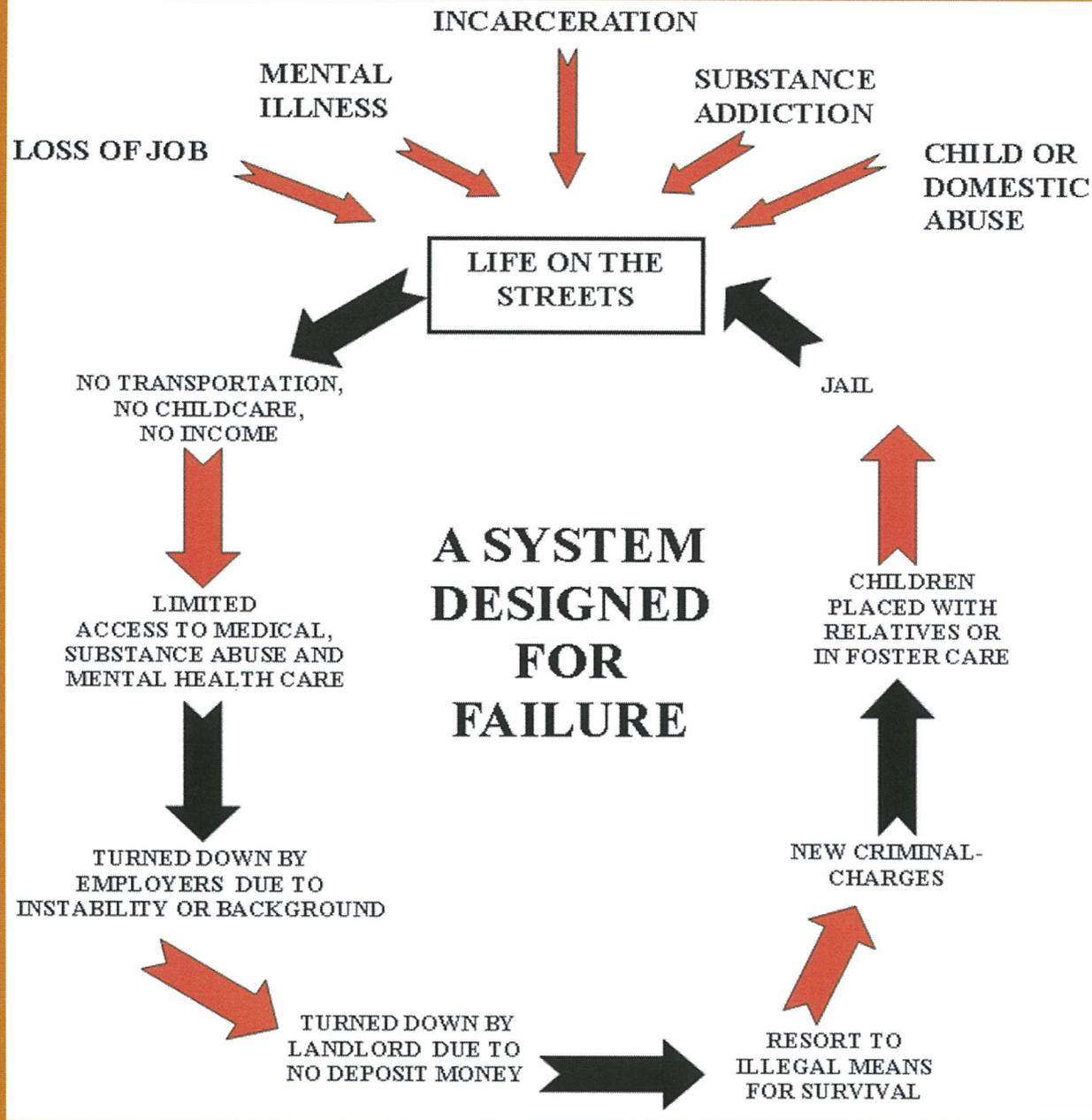
# Trauma & the Brain

*A systemic approach to address the systemic impacts of trauma*



Women offenders with substance abuse problems have generally been victims of violence with nearly 80% of women inmates having experienced some form of abuse including physical, sexual, and or emotional abuse as children and adults. CSAT TAP #23, p.7.

By addressing the women's mental and substance abuse disorders and histories of violence/trauma this program will help reduce the pervasive, harmful, and costly health impact of violence and trauma by integrating trauma-informed approaches and addressing the health and behavioral health needs of women involved in the criminal system. Substance Abuse and Mental Health Services Administration (SAMHSA) Strategic Initiative: "Trauma and Justice"



**Crossroads began housing women in 2001**

**28 current clients at Crossroads:**  
Report being incarcerated **239** times at MDC. Avg. 8.5 times per woman.  
**8** reported being incarcerated at MDC more than **15** times each.  
**6** of these women reported they were also incarcerated at Grants a total of **15** times for an average of 2.5 times per person.

**Maya's Place opened in 2005**

From January 2011 to the present 120 women received services from Maya's Place. These women report being incarcerated a total of **975** times.

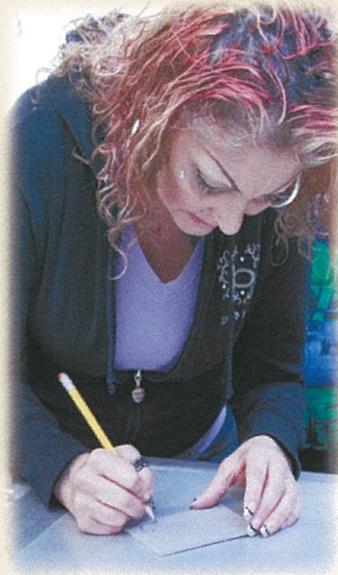
**98** women applied to the program while at MDC or while living on the streets. These women were incarcerated a total of 815 times. Avg. 8.32 times per woman.

**5** women applied while at Grants or stated that their most recent episode of incarceration was at Grants. These women were incarcerated a total of **56** times. Avg. 11.2 times per woman.

**16** women entered the program through the Federal Probation. These women were incarcerated a total of **104** times. This is an average of 6.5 times per woman.

# Crossroads for Women

## Stability

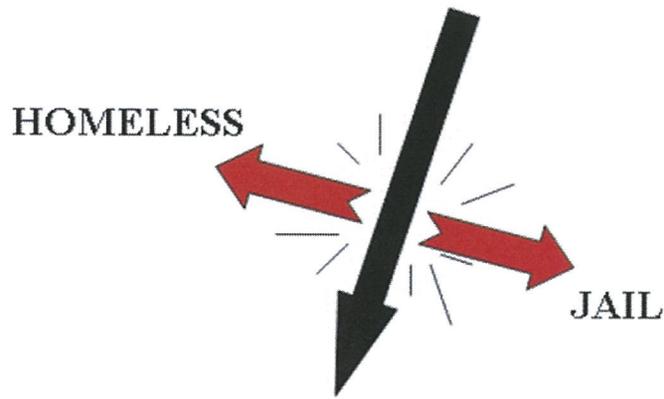


## Aspiration



## Achievement





# A New Direction for Women on the Streets

## CROSSROADS FOR WOMEN



SAFE AND STABLE  
FURNISHED HOUSING

CONTINUOUS INTENSIVE  
CASE MANAGEMENT AND  
PROGRAMMING

ACCESSING  
MEDICAL AND  
MENTAL HEALTH  
CARE

EDUCATION AND  
VOCATIONAL  
ASSISTANCE

ECONOMIC SELF-SUFFICIENCY  
HEALTHY LIFESTYLE  
SAFE AND SECURE FAMILIES

FAMILY REUNIFICATION  
AND PARENTING  
SUPPORT

From July 2010 to present, **97** women were housed in the Crossroads Permanent Supportive Housing Program. Of these:

**71%** are in permanent housing

**11%** moved in with family or friends

**14%** returned to jail or prison

**2%** returned to the streets

**2%** deceased

Of all of the women participating for any length of time, whether they successfully complete the program or not, **over 90% do not return to jail or prison on new charges.**

After three months in either housing program, **over 90% are involved in either an educational program or employment** which supports their movement toward self-sufficiency.

**Over 88 children** have been reunited with their mothers.

**34** of these women have sought After Care services

## Successfully Completed Audits

- ☑ New Mexico Department of Health
  - ☑ Optum Health New Mexico
  - ☑ United States Probation and Pre-Trial Services
  - ☑ New Mexico Mortgage Finance Authority
  - ☑ US Department of Housing and Urban Development
  - ☑ City of Albuquerque
  - ☑ Bernalillo County
- Identified as an exemplary program worthy of replication in the Executive Summary of the Behavioral Health Needs and Gaps in N.M.
  - In 2007 Crossroads received an award for its outstanding accomplishments and contributions to the field of behavioral health from the NM Behavioral Health Collaborative.

### **Why Does Crossroads Need Money:**

When the state transitioned behavioral health dollars to CSA agencies, Crossroads was not eligible for CSA status (because it serves a limited and specific population) and the agency lost the ability to bill Medicaid for core services such as CCSS and Psycho-Social Rehabilitation. AND

The US Department of HUD also changed their regulations reducing access to some funding Crossroads had previously received. In addition, HUD only permits 7% of its grant allocations to be used on administrative overhead.

Crossroads operates with a 9% overhead, and has an annual budget of less than \$1M, and has not recovered from the loss of Medicaid and HUD funding, approximately \$120,000. We have had to reduce staffing and key personnel have taken pay cuts threatening a model that we know works.

Crossroads salaries can not compete with other social service opportunities, resulting in the loss of valuable professional staff with expertise in the field of addiction, mental health and trauma.

### **Why Crossroads should get General Fund support:**

- We are a cost effective alternative to repeated incarceration and homelessness. Approximately \$64 a day.
- The benefit to the budget, to public safety, to the well-being of the children and families and to the community at large far exceeds the benefits of incarceration.
- The population it serves is deep need, with high vulnerability and has a strong probability of recidivism unless there is gender specific programming like Crossroads; there is a recurring expense with multiple incarcerations.
- A report by the NM Sentencing Commission (June 2013) reported that women incarcerated in NM had a high incidence of Adverse Childhood Experiences, which is related to substance abuse, poor health outcomes, and likelihood of incarceration. The report states that NM needs programs that focus on the needs of this population. The women identified the need for post release programming that addresses substance abuse, employment and housing: Crossroads does all three.
- At any given time, approximately 50% of the women in The Crossroads housing have children in their custody; if the women do not stabilize, their children are at extremely high risk of criminal justice involvement and substance abuse
- Crossroads is a successful program that can be part of the Results First initiative; it can be studied for efficacy. To date Crossroads has housed over 500 women and their children.
- The incarceration rate for women in NM has increased by 700% since 1998. Crossroads has long waiting lists for both of their housing programs.
- There is strong support from both Republicans and Democrats in reducing incarceration and recidivism rates.

# We Believe...



Women can recover from  
trauma and painful experiences  
of the past...



Everyone has the ability to heal  
and move on with their lives...



Everyone deserves new starts  
and second chances...