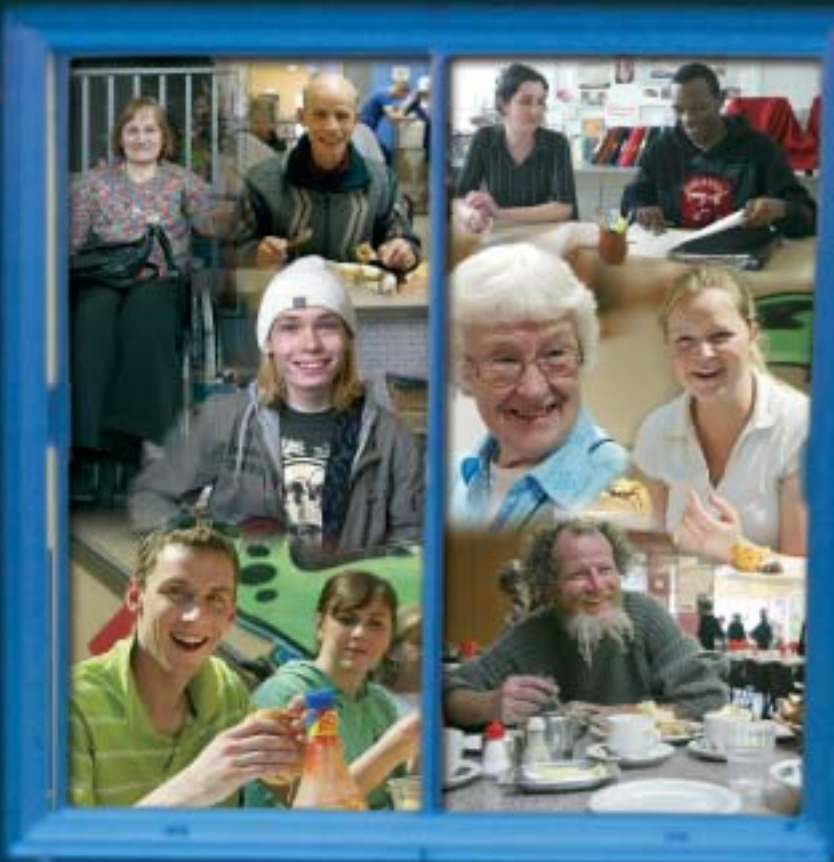
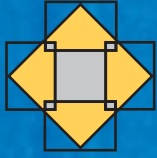


CROSSCARE
SOCIAL CARE AGENCY OF THE DUBLIN DIOCESE

ANNUAL REPORT 2005



To Act justly *To Love*
To Walk *Tenderly*
Humbly
With your God



CROSSCARE
SOCIAL CARE AGENCY OF THE DUBLIN DIOCESE

Who is CROSSCARE?

Founded in 1941 to tackle the dreadful poverty in Dublin in the war years, the Catholic Social Service Conference as it was then called, set up its famed food centres providing nourishing meals for those who were hungry, while the clothing department provided those in need with new clothes.

The growth in CROSSCARE's services emerged as the needs and concept of poverty changed in the Archdiocese over the following sixty-five years. However the central remit of this social care agency has always been to address and redress poverty, marginalisation and social exclusion in Dublin.

Mission Statement:

Drawing inspiration and guidance from the Gospel of Jesus Christ and from the social teachings of the Catholic Church - our mission in CROSSCARE is to serve the needs of the poor and marginalised in the Archdiocese of Dublin, by using resources put at our disposal to:

- *provide for basic needs such as food, clothing and shelter;*
- *counsel, affirm and support those who experience disadvantage & exclusion;*
- *enable individuals and communities to participate more fully in their own development & destiny;*
- *carry out our work in a professional and caring manner.*

In solidarity with others, it is also an integral part of our mission to:

- *discern in political, social and economic structures the underlying causes of poverty and disadvantage in society;*
- *make our own Catholic community and the wider society aware of these realities;*
- *advocate and work for the changes required, particularly in attitudes and beliefs, to create a more just and caring society where priority is given to the welfare of the poor and the disadvantaged.*

Contents

Foreword	2
Introduction	3
Farewell and Thank You	4

To Act Justly

Information and Advocacy – CentreCare	7
Encouraging Disability Awareness and Respect – Cedar Programme	9
Travellers Programme	11
Emigration, immigration and returning to Ireland – Emigrant Advice	13

To Love Tenderly

Homeless Services	19
Food and Clothing Programme	23
Young People's Care Services	27
Teen Counselling	31

To Walk Humbly

Carers Support Programme	37
Community Education Programme 2005	41
Crosscare Community Training Centre	43
Drug Awareness Programme (DAP)	45

List of Staff & Volunteers 2005	48
Income & Expenditure Account	51
Balance Sheet	52
Notes to the Financial Statements	53



Foreword

by Most Rev. Diarmuid Martin

Archbishop of Dublin and Primate of Ireland

The social care work of CROSSCARE is at the heart of the mission of the Catholic Church in the Archdiocese of Dublin. Traditional services such as food centres are complemented by new responses to changing needs such as the innovative text messaging based drug information service. These examples illustrate the breadth of reach of Crosscare has in our society.

This report gives information on these and on the many other programmes Crosscare delivers as it endeavours to fulfil its stated mission to "...draw inspiration and guidance from the Gospel of Jesus Christ" as it strives to meet the needs of the....poor and marginalised in the Archdiocese of Dublin".



Crosscare has a long and proud tradition of delivering these services effectively and quietly, embedding them in local communities and facilitating those most in need to take control of their own lives.

This work is undertaken by a vibrant and committed group of people, both staff and volunteers, in the different Crosscare programmes. These are ably supported by voluntary advisory committees and by Crosscare's governing council.

The report recognises the many statutory agencies helping to fund the services Crosscare provides and of course the people of the diocese and the general public who have been extremely generous in their support once again. On behalf of the Archdiocese I would like to thank very sincerely all who have helped to make Crosscare an effective and creative agent of social care.

In the last year Conor Hickey was appointed Director of Crosscare, the first lay person to hold the position. He is already making his mark on the agency. He succeeded Fr Mick Cullen who, in his five years as Director, guided Crosscare, strengthened its structures, built partnerships and developed its services. I am most grateful to him for his very effective work.

"...To act justly, to love tenderly and to walk humbly with your God". This quotation from the Prophet Micah (6.8) is the theme Crosscare has chosen as the framework for its report this year. It gently draws our attention to the real focus of the work of the agency. My wish for all who availed of Crosscare's services in the last year is that your search for justice and love brought you closer to your desire. On all working with and for Crosscare I pray God's blessing, as you address the challenge of the emerging and unmet needs of people in our rapidly changing society on behalf of the people of the Archdiocese of Dublin.

Diarmuid
Archbishop of Dublin

Introduction

Crosscare provides a wide range of services across the voluntary sector as we respond to our mission to support the most vulnerable and marginalised people in the Diocese of Dublin. This report outlines the excellent and comprehensive work programme undertaken on our behalf by the staff and volunteers of Crosscare. On behalf of Council I would like to extend my thanks to them and to the funders and supporters of Crosscare for their continued dedication and commitment

In particular I would like to thank Fr. Mick Cullen who led the organisation so well as Director during the last five years. Mick has taken up his new appointment as Parish Priest in Laurel Lodge and we wish him every success there.



The new Director, Conor Hickey, brings skills from across the voluntary sector having worked with people who experience homelessness, with Travellers, and in the addiction services prior to taking up his appointment on 1st March 2006. On behalf of Council I wish Conor every success in his new role and look forward to working with him on the many challenges that lie ahead.

The environment in which Crosscare operates is changing rapidly. Modern Dublin is unrecognisable from the city that existed in 1941 when Crosscare – then called the Catholic Social Services Conference – was first established. Flexibility and creativity will be required of Crosscare in responding to the emerging and increasingly complex social issues and problems. Increased state funding for the sector has placed new demands on voluntary groups and new regulatory requirements, while to be welcomed, bring their own challenges. New multi-cultural communities are also emerging and these while providing new opportunities also bring challenges relating to social isolation, exclusion and racism.

Now, more than ever, Crosscare needs to be sure that

- our mission is relevant to today's issues
- our services are delivered both professionally and in line with the Crosscare ethos
- our resources are being used to their maximum potential.

This is our approach to the development of a new strategic plan for Crosscare to be ready in early 2007 and which involves extensive consultation both within and outside the organisation.

Council looks forward to this next phase in the life of Crosscare and is determined that the high standards of the past are maintained and the challenges of the future met with conviction and courage.

Frank O'Connell

Chairman

Council of Crosscare

Farewell and Thank You

This is my last Annual Report after five wonderful years with CROSSCARE. I finished in February 2006 and a new lay Director, Conor Hickey, has been appointed. This is a new beginning for CROSSCARE but I know that Conor will be welcomed and given every support and encouragement. I have been appointed Parish Priest of St. Thomas the Apostle in Laurel Lodge, back in a pastoral role in a parish and enjoying the change.

It is important to remind ourselves why CROSSCARE is involved in the Diocese. Its mission, rooted in the Gospel values of Jesus Christ, challenges us to reach out to those most in need, to be the church in action at the coalface in today's society. In the past five years I have consistently been impressed with the level of service, effort and commitment put into CROSSCARE'S work by all those involved.



I take this opportunity to express my gratitude for the help and co-operation to me both personally and professionally in my role as Director from staff and volunteers and for the privilege and the learning experience it has been to be part of the great work of CROSSCARE.

I wish every blessing to Conor and his staff in continuing to reach out to those most in need in our Diocese today.

Fr. Michael Cullen

To Act Justly

Crosscare has a long tradition of advocating and championing the cause of those most disadvantaged in our society.

...“Advocate and work for the changes required, particularly in attitudes and beliefs, to create a more just and caring society where priority is given to the welfare of the poor and disadvantaged.”

Extract from Crosscare's Mission Statement

Crosscare programmes:

- Information and advocacy service – Centrecare
- Encouraging Disability Awareness and Respect – Cedar
- Travellers programme – Promoting Traveller inclusion
- Emigration, immigration and returning to Ireland – Emigrant Advice



The promotion of justice is at the heart of a true culture of solidarity. It is not just a question of “giving one’s surplus” to those in need but of helping enable people presently excluded and marginalised to enter the sphere of economic and human development

Information and Advocacy CentreCare

CentreCare is our city centre information and advocacy service with expertise on housing, homelessness, social welfare and related matters. Based at Cathedral Street Dublin 1, CentreCare operates at two levels:

- provision of a high quality information, support and referral service to vulnerable people, with a view to enabling them to make informed choices about their options and
- use of trends in client queries to inform relevant policy development, with a view to creating a more just and caring society.

CentreCare's work includes:

- Running an information and advocacy service which is accessible via the 'walk-in' centre in Dublin or by email, post, phone and via the website www.centrecare.ie. Through this service we had 1,977 contacts in 2005 providing:
 - information on a broad range of issues, including social welfare entitlements, health board payments and accommodation options
 - advocacy on behalf of the person when dealing with either statutory or voluntary agencies
 - referrals to other statutory and voluntary organisations, where appropriate
 - a key-worker if the client had a number of issues and needs a high level of support.



- We made an additional 676 contacts through our outreach clinics to nine locations including our food centres throughout Dublin city centre. This helped us to reach people with greatest need for information and support.
- We held 17 training sessions which were attended by 22 external organisations assisting them in working with their clients in relation to housing, homelessness and social welfare matters.
- Publication of relevant documentation including a daily list of flats and houses available for rent at our centre and a 'Map of Homeless Services' (detailing services for over 18s which accept 'self referral').
- Recording homeless-related queries on Dublin Link (the Homeless Agency's Dublin-wide database) and non-homeless-related queries on our database, using these records to track trends among service users. We research the issues underlying the trends and campaign so that problems can be appropriately addressed, submissions prepared, etc.

In 2005 CentreCare raised its profile through mail-outs to relevant agencies, inputs to agencies about its services and further development of its website. We continued to engage in staff training and group supervision in order to both keep up-to-date on relevant subject matter and to reflect on and develop good practice. We also participated in the Homeless Network, the Homeless Agency's Information Workers Network and inputted into a range of Homeless Agency's research initiatives.

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Encouraging Disability Awareness and Respect **Cedar Programme**

Our Cedar Programme's mission is to raise awareness and change attitudes of people to those with disabilities within the parish communities throughout the Diocese. We facilitate the inclusion and participation of people of all different abilities in the life of the church. We promote understanding, awareness and respect of disability and ability within the parish community through education, to bring about a change in attitude, to see beyond the disability, to see the person. Cedar can assist parish communities in moving to a situation where the church is fully inclusive and more welcoming to people of all abilities.

Programme Services

Developing Awareness – We provide parishes with ideas for 'inclusion' at all levels of parish life, including education and awareness programmes about disabilities.

Auditing Parishes – We conduct parish accessibility audits across the diocese. The audit brings out evidence of good practice along with identifying the barriers that prevent people with a disability from fully participating in the life of the church. The audit is undertaken in consultation with people with a disability and members of parish organisations and the parish council.

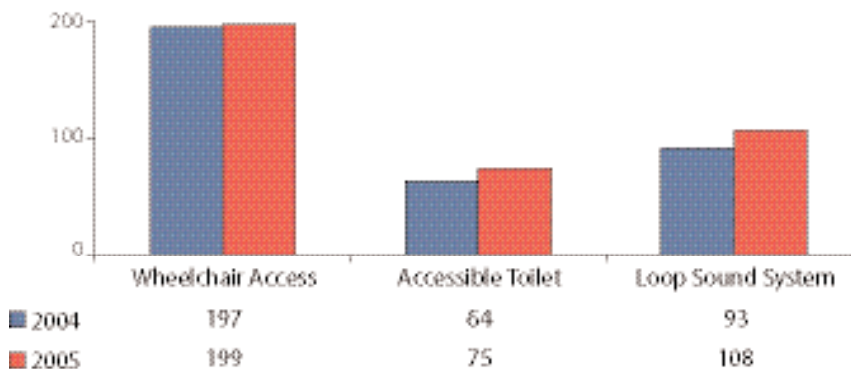
Advising Parishes – Cedar can advise on physical accessibility issues in line with the guidelines set out in the building regulations for access for the disabled in churches and parish buildings.



Service Development in 2005

The establishment of parish councils has been to the benefit of the Cedar Programme and has facilitated the development of the programme. Presentations on the issues surrounding disability are now being given to members of parish councils which has resulted in a growing awareness of the rights of people with a disability throughout the Dublin Diocese.

- Symbols denoting accessibility are now featured beside each parish in the Diocesan Guide Book and on the Diocesan website.
- Our survey on accessibility and enhancing participation in parish ceremonies was updated in 2005. A total of 203 parishes were surveyed and the figures show a slow but steady increase in access and in the provision of the loop sound system in parish churches.



For more information about Cedar contact:

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Travellers Programme

Annual Report 2005 – Travellers

The mission of the Traveller programme is to promote Traveller inclusion in Irish society. Our objectives are to work *with* Travellers groups rather than *for* them, to work in partnership with statutory bodies in the areas of accommodation and education and to promote the integration of Travellers in society while recognising their distinct ethnic and nomadic lifestyle. Supporting local Traveller groups and working in partnership with statutory agencies is a priority. Other priorities include targeting pre-schools and youth in schools due to the distinctive age profile of Travellers. At a local parish level, the Traveller programme is perceived as a problem-solving resource that deals with local issues as they arise. As well as offering small grants for pastoral assistance, the Traveller programme acts as a referral agency.

Programme Services

Crosscare is on the management committee of 2 local Traveller groups and 3 sub-groups of the Irish Traveller Movement.

Accommodation

The Traveller Programme monitors the new four-year programmes of the six Local Authorities in the Diocese and works in partnership with all interested parties in advancing the local accommodation plans in each area. These plans have the potential to deliver significant improvements in the quality of life for the Travelling Community.

Education.

In June 2005, we launched a freely available 'online' intercultural education pack for senior primary schools, "Celebrating Difference" – www.crosscare.ie. Originally produced in paperback in 1995, this updated version was a collaborative effort with three primary school teachers – Mr Brendan Hyland (Principal Rathdrum Boys' National School), Ms Sheila Nunan (President Elect of I.N.T.O.) and Mr Michael O'Reilly (Principal Scoil Chiaráin, Bray). "Celebrating Difference" complements the guidelines for schools which were produced by the National Council for Curriculum and



Assessment, Intercultural Education in Primary Schools (2005).

We hope to reach into classes and to provide practical assistance to teachers while promoting the message that diversity enriches our society.

Crosscare provided sponsorship support to two local schools in Clondalkin which carried out a number of educational assessments for Traveller pupils transferring from primary to secondary level. We also continued to assist a small number of Travellers who are currently attending third level courses.



Promoting Inter-Agency coordination.

We have participated in the Coordinated Services Committee since it was established. This group, reporting to the Department of the Taoiseach, identifies barriers that inhibit service delivery to the Traveller Community and develops initiatives to overcome them.

Recent Developments

Pat Brady retired from his position in January of this year. Pat's replacement is Colin Thomson. Colin who took up his position in February of this year is no stranger to Crosscare having worked alongside Pat in recent years and having worked before in our Residential Project.

Pat will be missed from Crosscare and we would like to again thank him for his tireless work over the years and for his significant contribution to the development of education and accommodation solutions to the Travelling Community across the Diocese of Dublin. We wish him good luck and good health in his retirement.

For more information about our Travellers programmes contact:

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Emigration, immigration and returning to Ireland

Emigrant Advice

Emigrant Advice was established in 1987 as a response by the Dublin Diocese to the increased rate of emigration in the 1980s. Its mission is:

- to provide a quality service of information, follow-up and, where necessary, advocacy to enable people involved in a migration decision or experience, to make informed decisions and
- to effect positive change in migration policy through social policy work, campaigning and networking.

Services 2005

Working with people planning to emigrate

In 2005 we worked with 492 people with information needs relating to emigration. Most of these queries related to Donnelly Visa lottery to the USA and skilled migration visas to Australia. Approximately 300 of these contacts were made in October through the 'Working Down Under Expo' at the RDS, Dublin, where we provided pre-departure information to people thinking about emigrating to Australia. The rest were general queries relating to emigration.



In 2005 Emigrant Advice conducted research on recent vulnerable Irish emigrants to the UK in relation to their profile, experiences and pre-departure solutions. The aim of the research was to identify means of effectively targeting intending vulnerable emigrants in Ireland through our pre-departure information and advocacy service. This research will be published in early 2006.

In 2005 we:

- Networked with a variety of public and voluntary services in Ireland who have contact with Emigrant Advice's target group e.g.: Probation

services, Youthreach and the Youth Information Service, Traveller organisations and the Prison service.

- Raised the issue of vulnerable intending emigrants in publications such as the Combat Poverty Agency magazine, the INOU Bulletin and the Irish Youth Work Scene magazine
- Liaised directly with services such as the Anna Liffey Drug Project and Peter McVerry's homeless services and made direct inputs to potential intending emigrants in vulnerable situations.

Working with people immigrating into Ireland

625 people with information needs relating to immigration contacted Emigrant Advice in 2005. 137 of these non-Irish nationals contacted Emigrant Advice through its outreach information service based in the Polish Centre and 104 of the total number contacted us through our information and advocacy clinics based in the Islamic Centre in Clonskeagh, Dublin. Below is a breakdown of the queries of the 625 people:

Nature of query	% of total queries
Work Exploitation/Employment Right	36%
Work Permit	15%
Social and Economic Rights	12%
Change of Status	8%
IBC Residency	11%
Family Reunification	8%
Leave to Remain	5%
Student Visa	2%
Work Authorisation	2%
Working Visa	1%

Where necessary, Emigrant Advice works with non-Irish nationals to address their problems through the Employment Appeals Tribunal and the Rights Commissioner among other means.

Working with Irish people returning to Ireland

In 2005 Emigrant Advice worked with 178 people with information needs relating to return migration. Most of these queries were made by phone, letter and email from people living abroad planning their return. Most frequent queries are in relation to Habitual Residence condition, social welfare entitlements, transfer of benefits and accommodation.

This year Emigrant Advice completed its new version of 'Returning to Ireland'. Launched in Dublin and London by Minister Seamus Brennan, Minister of Social Affairs, this publication is in 'fact-sheet' format so information given to clients is specific to their needs and fact-sheets can be updated when their content changes. For example, after the December 2005 budget a number of *Returning to Ireland* fact-sheets required up-dating. With 20,000 Irish people returning to Ireland

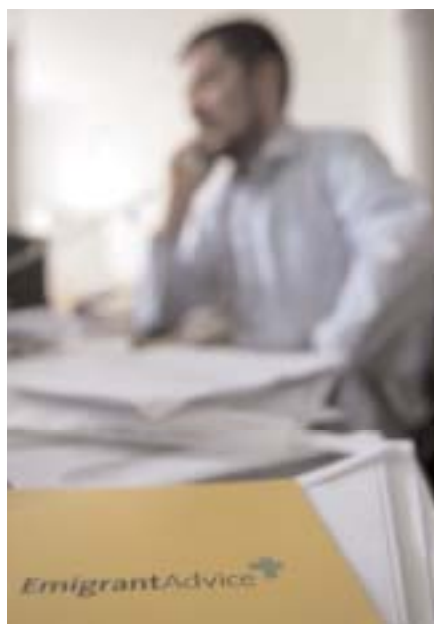
annually (CSO) and a prediction that this figure will increase, the up-dating and distribution of this publication is of key importance.

Supporting agencies in their migration work

In 2005 Emigrant Advice supported 218 agencies to resolve migration queries with their clients. These figures do not reflect the frequency or detail of queries with each of these people and agencies.

Social policy work

In 2005 we made submissions to the 'Immigration and Residency Bill', the 'Employment Permits Bill', the 'National Social Inclusion Consultation Process' and the 'Budget'. Emigrant Advice is an active member of the Emigrant Advice Network, Integrating Ireland and the NCCRI Migration sub-group, among other bodies.



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If the “dream” of a peaceful world is shared by all, if the refugees’ and migrants’ contribution is properly evaluated, then humanity can become more and more of a universal family and our earth a true “common home”.

To love Tenderly

Provision of direct care to those who are most vulnerable or marginalised is at the core of the work of Crosscare.

...Drawing inspiration and guidance from the Gospel of Jesus Christ and from the social teachings of the Catholic Church our mission in Crosscare is to serve the needs of the poor and marginalised...

Extract from Crosscare's Mission Statement

Crosscare programmes:

- Homeless Services
- Food and Clothing
- Young People's Care Services
- Teen Counselling



It is the person who
is motivated by
genuine love, more
than anyone else,
who pits his
intelligence against
the problems of
poverty, trying to
uncover the causes
and looking for
effective ways of
combating and
overcoming them.

Homeless Services

Crosscare's Homeless Services believe in the intrinsic value of each individual person derived from their creation and we acknowledge this by advocating their right to respect, food, shelter, safety and the opportunity to realise their full potential.

Crosscare's two emergency accommodation shelters at Longford Lane and Dún Laoghaire provide food and shelter to rough sleepers every night. The service is offered to those who cannot avail of other hostel services as we operate a 'low rules', 'high tolerance policy'.

Many of those who present on a regular basis have a range of problems including long-term homelessness, alcohol-related problems, physical and mental health issues and relationship breakdowns. The programme team establishes relationships based on trust and respect and encourages service-users to address these issues with the help of our own G.P., nurse and a multi-disciplinary Mental Health Team.

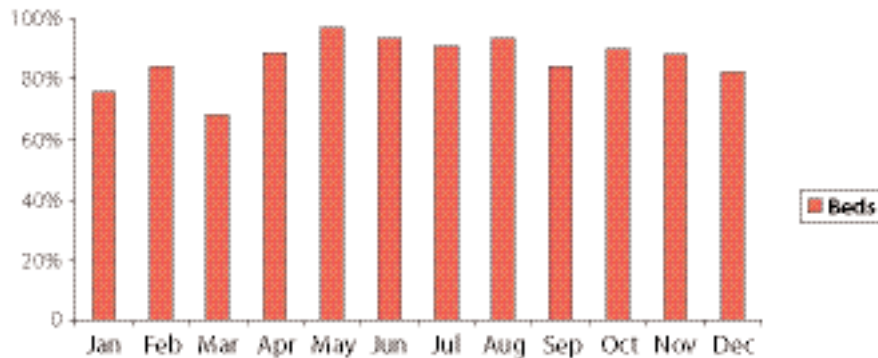
This multi-disciplinary approach is the result of a working partnership with the local authorities, Dublin City Council and Dún Laoghaire/Rathdown County Council and the Health Service Executive in the eastern and south western regions.

Our purpose is to create opportunities for change. We have facilitated, where appropriate, clients returning to their families, entering private-rented accommodation, transitional housing, detox and rehabilitation. We support those who are ready to take the decision to leave the emergency shelters.



Longford Lane – Night Service

Longford Lane Night Service opens from 9:30p.m. to 7a.m. seven days a week. However, clients may stay in the shelter until 10.30am Monday – Friday, and until 11.00am at weekends. In May 2005 the number of beds was reduced from 20 to 14. Staffing levels were maintained to offer a more comprehensive service to the clients. An average of 404 meals was served to clients each month. Bed occupancy averaged 86.4% per month.



Longford Lane Bed Occupancy 2005

Structural work was carried out in September 2005 which expanded the kitchen area, toilet facilities, and the office. The expansion of the office provides a space where private conversations can be conducted with the clients.

Longford Lane Day Programme

The day programme at Longford Lane Shelter operates from 7.00a.m. to 2.00p.m. Monday to Friday. The service continues to make every effort to encourage and assist our clients to move to more appropriate services and accommodation. A total of 70 clients moved on from this service in 2005. 18.6% of these returned to the service while 81.4% of referrals were successful.

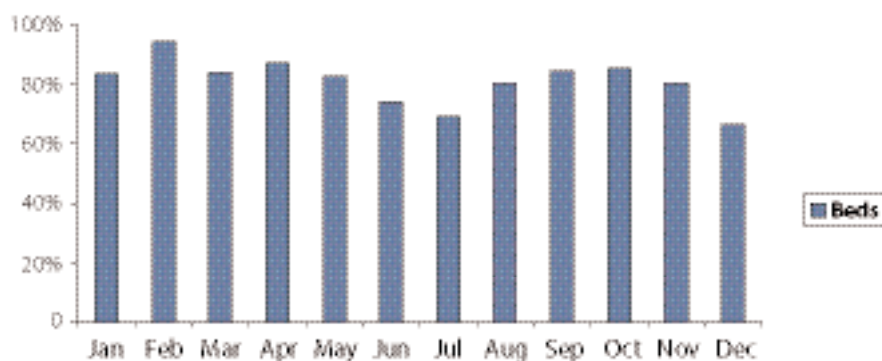
A second Outreach Worker was employed full-time in the Day Programme in May 2005. As a result the morning service has a more focused and individualised approach. The Outreach team works closely with clients to meet their immediate and medium-term needs. Weekend morning cover was also established at this time, which allows residents to stay in the shelter until 10.30a.m. Monday – Friday and 11.00a.m. at weekends. Prison and hospital visits were maintained throughout 2005.

A G.P. surgery has just been established on Monday mornings and will continue throughout the year. Negotiations have started with Dublin Simon to employ a nurse to work between Crosscare and the Simon Community in 2006. These developments will add a new level of care to the Longford Lane service.



Dún Laoghaire Night Service

The Dún Laoghaire Night Service continues to provide 16 beds for men and 2 for women every night. The service opens between 8:30p.m. and 8a.m. The night service had 81% occupancy in 2005.



Dún Laoghaire Bed Occupancy 2005

2005 saw the successful move-on of a number of long-term clients. Staff overlap between the day and night service has improved communication between the two services and has enabled staff to monitor clients' welfare more efficiently.



Dún Laoghaire Day Programme

The day centre extended its opening hours in 2005 and opens from 8a.m. to 8p.m. Monday to Friday. The St. John of God Ciudad Health Team (multi-disciplinary mental health team), services of a G.P., an Outreach worker from Dún Laoghaire/Rathdown County Council (DLRCOCO) and a Community Welfare Officer from the Homeless Persons Unit continue to operate from the Day Centre. The services of a nutritionist and a holistic therapist have been added. 64 service-users were referred to services more suitable for their needs in 2005. These included B&B accommodation, private rented accommodation, transitional housing, local authority housing and detox programmes.

The centre acts as a place of social interaction and encourages independence and responsibility. Involvement in daily chores gives clients a feeling of usefulness and confidence in themselves and creates a sense of normality.

We are grateful for the involvement of the local CARE group from the Church of Ireland, Monkstown, and St. Michael's parish, in serving the meals at the centre and providing social support and friendship, particularly to members of the Traveller community.

Our relationship with Gardaí, the medical services and the local authorities has allowed us to receive valuable feedback on the work of the centre. The Accident & Emergency Unit of St. Michael's Hospital have informed us that the impact of the Centre on its work has been positive. Likewise, the Gardaí have noted the decrease in the number of public order offences.

Staff Training & Networking

We have an ongoing staff-training programme in all our centres. This training is provided on an in-service basis, through Homeless Agency courses and supporting staff in pursuing third level training in relevant disciplines. Participation in the Homeless Link and Hostels On Line are important elements of our work, as are our relationships with the Homeless Persons Unit and other service providers. Our staff are also involved in a range of working groups and networks across the sector.

Bentley Villas – Building Work Begins

Building has begun on the new homeless services in Bentley Villas in the heart of Dunlaoghaire and is expected to be completed by October 2006. Staff in both day and night services are looking forward to moving to more permanent premises.

New Crosscare Homeless Services

Amiens Street

Dublin City Council invited Crosscare to deliver a cold weather response service to the growing numbers of people sleeping rough on the streets. It opened on 16th December 2005 and is intended to run for a period of six months. It caters for males over the age of eighteen who are referred from the Dublin City Night Bus.

West Pier Traveller Initiative

Arising from Crosscare's experience working in Dún Laoghaire, a Cold Weather Response project was established in conjunction with the local county council and HSE in December 2005. The West Pier Project has four main aims:

1. To meet the basic needs of nutrition, hygiene and health.
2. To introduce stability to the client group.
3. To assist clients to identify their own needs and become further involved in addressing them for themselves.
4. To address clients' drinking patterns.

The project seeks to adopt links with other agencies both local and national. A pro-active approach will be taken to assist and promote projects similar to the West Pier Project and to improve our own service.



Both of these projects are in keeping with the mission statement of our homeless services. They present new challenges in how we implement our mission statement and allow for a great learning experience for all involved.

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Food and Clothing Programme

Incorporating our Food Centres, Food bank, “Healthy Food for All Initiative” and Clothing Department.

1. Food Centres

Crosscare runs three food centres.

1. **St. Agatha’s Food Centre**, Portland Row, Dublin 1. Mon – Fri from 11.45 am to 1 pm
2. **St. Brigid’s Food Centre**, Holles Row, Dublin 2. Mon – Sat from 12pm to 1.20 pm
3. **Our Lady of Mt. Carmel**, Longford Lane, Dublin 8. Mon – Fri from 12 noon to 1.20 pm

In these centres we give recognition to each person’s individuality and to provide a space for people to experience a sense of community and social interaction. For most people, the Food Centre not only serves a meal in warm welcoming surroundings, but also provides possibly their only social contact each day. Familiar faces greet each other, and for many isolated or lonely people, it becomes an extended family. The social dimension of the Food Centre provides a key point of contact and social interaction for the socially excluded in our society.

Crosscare’s Food Centres provide midday meals to hundreds of people each day. They also provide a “meals on wheels” service to the housebound, using parish delivery schemes.

The involvement of an information and advice worker from our CentreCare Programme has brought additional value to the centres. Advice on a range of social welfare issues, on rent allowances, accommodation and payments from Community Welfare Officers is now available in all our food centres.



Meals on Wheels

The Meals on Wheels service provides a service that helps elderly and vulnerable people living alone to stay living in their own homes and out of residential care. A nutritionally balanced meal every day is a key element in maintaining health as is the short chat with the delivery person every day.

Employment Training Programme

The Employment Training Programme at St. Brigid's Food Centre, Holles Row provides a real training opportunity for those placed on the FAS-sponsored programme at the centre. Many of the participants achieve, as a result of their time at the centre, a level of skill and competence that equips them to obtain work in the hospitality sector.

2. The Food Bank

"Crosscare's Food Bank, at Dunne Street, Portland Row, was founded in 1989 next door to St. Agatha's Food Centre, in central Dublin.

Since then, it has offered a unique service to some 100 organisations and charities in the greater Dublin area. Year round, its van visits food and distribution companies and collects and stores large amounts of surplus, end-of-line, or slightly damaged food products of all kinds, including frozen goods and vegetables, cleaning agents and toiletries, biscuits, sweets and non-alcoholic drinks, etc.



Very many organisations on a weekly basis call and load up as much as they need of whatever products are in stock, for a small annual membership fee and a minimal shared maintenance contribution. These organisations save an enormous amount of money by using the Food Bank service.

The Food Bank services have up to now been based on a model of collecting surplus goods, slightly damaged or end-of-line. The aim in the future is to move to a model wherein the food sector is asked to dedicate a percentage of product to the poor as a policy, and as a gift to the wider community. In this way, it will be possible to procure high value, nutritional food products and top-quality toiletries and cleaning agents for delivery to the needy.

3. Healthy Food For All Initiative (HFFAI)

The Healthy Food For All Initiative is a new venture which developed as a result of the dissemination of the Food Poverty and Policy Report (May 2004), published by Crosscare, Combat Poverty Agency and Society of St. Vincent de Paul. The HFFAI will be housed within Crosscare for a period of 1 year. The aim of the HFFAI is to address social inequalities in food consumption and dietary behaviour and to promote policy and good practice on availability, access and affordability of healthy food for low-incomes groups.

4. Clothing Department

The work of the Clothing Department in providing a subsidised central purchasing service for community based groups who are involved in knitting, sewing and crafts is still hugely valued by the 42 groups that used the service in 2004. These groups work in their community and provide an opportunity for community learning and personal support. The Clothing Department offers group credit to purchase the raw materials for the entire group. This facility allows for wider participation by groups who may not be in a position to purchase from the normal retail options.



The support of the Clothing Department to the work of the Food and Shelter Programme has been significant in the past year. Essential items such as new clothing, hats, gloves, thermal underwear, socks, shirts and T-shirts are provided to the homeless in our shelters.

Our small team of highly dedicated volunteers is a unique feature of this service. Without their sustained commitment, this service might be considered as not being viable. Out of the team of five women, two of the longest serving are in their eighties, surely a testimony to the saying – *Stay Healthy, Stay Active*.

For more information about our Food and Clothing Programme contact:

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MARY KENNEDY – IN APPRECIATION

Monday, 29th August 2005 was a dark day in the history of the Crosscare Residential Project. Early that morning, the Project manager, Mary Kennedy, passed away following a very brief illness. The shock of her sudden death stunned all who knew her and added to the grief and sadness experienced throughout Crosscare.



Mary spent almost all her working life in England until she came to the Residential Project ten years ago at a difficult time in its history. She took over the reins smoothly and capably and was rapidly on top of her task. It is not an easy project to manage, but Mary was indefatigable, forthright and committed to the best interests of the boys and her staff at all times.

After several years in the Project, despite her heavy work load, Mary decided to undertake the Postgraduate Diploma in Child Protection and Welfare at the Department of Social Studies in Trinity College. Faced by the difficulties experienced by any mature student, Mary met them imperturbably and thrived in the academic atmosphere. She was considered to be an excellent participant in classes and workshops, always having interesting contributions to make. She went on to attain the M.Sc degree in Child Protection and Welfare, continuing to run the Project efficiently as she did so. She was awarded that degree in 2001 and child protection remained the abiding focus of her working life.

At her funeral Mass, the celebrant spoke of her childcare work as a vocation and I also think this is the way she regarded it. She occasionally spoke to me about other job opportunities that came up for her over the years, but she was always deterred by the lack of contact with children and the bureaucracy that would be involved.

As far as this project is concerned, she certainly fulfilled her vocation wonderfully and she is and will continue to be greatly missed. The attendance at her removal and funeral of so many of the other Crosscare managers and the number of representatives from social care projects and agencies, including the Health Service Executive, was a reflection of the respect and esteem in which she was universally held. She will be remembered with much affection for her qualities of loyalty, honesty, friendliness and good humour.

On a personal note, I miss her frequent long phone calls when we would discuss the progress of the Project. I remember that she would never begin any conversation until she had ascertained that all was well with me and my family. That was typical of her and epitomises the essence of her nature, her care for others.

We find her loss so difficult that it is unconscionable to imagine the shock and grief experienced by her mother, brothers and her extended family. To them we offer our condolences and assure them of our continued prayers and remembrances in the future.

Mary Kennedy's dedicated work in the Crosscare Residential Project will never be forgotten.

May her kind, gentle soul rest in peace.

Audrey Woods



Young People's Care Services

The purpose of Crosscare's Young People's Care Services are to provide a comprehensive and integrated service to teenage boys and young men who are out of home, at risk of becoming homeless or experiencing acute family/personal difficulties. Tragically in August 2005 we lost our Residential care manager Mary Kennedy to a sudden illness. Audrey Woods on behalf of all of us in Crosscare pays tribute to Mary below.

1. Short Term & Emergency Care Centre

Eccles Street Residential Project works in conjunction with the Health Service Executive's Crisis Intervention Services to provide residential care to young men between 12 and 18 who are at risk of or are experiencing homelessness. The young people who access this service may have experienced poverty, marginalisation, education breakdown, problems relating to addiction and family breakdown/dysfunction.



- We provide a holistic programme based on the individual young person's needs.
- We offer support to remain in or return to educational programmes, anger management, counselling and life skills programmes.
- We recognise that as well as the basic primary needs, young people have social, intellectual, emotional and spiritual needs that help them mature through their teenage years.

The centre has provided both short term residential beds and emergency beds in 2005. However, it is our plan to move to a new location in 2006 and we intend to close the emergency beds while creating a more stable home-like environment for the young people.

2. Non Residential Aftercare Support Unit

This important project is centered round a highly structured, non residential, skill enhancing support centre in the basement of 64 Eccles Street. We offer our young people a variety of options including a wide range of sports, literacy, individual tutoring and computer skills. These activities are run in tandem with individual intervention & family support in partnership with other relevant agencies. The Unit provides support to young people who have resided in our residential units.

The Aftercare Support Unit offers young people a long-term support package involving all facets of their lives. Every young person is assigned a Link Worker to assist and develop strategies for ongoing support and development. This will include a family support element. This Unit is actively involved in supporting parents and carers of young people.



- 2005 was a year when the formation of a new agenda within the unit was realised. The Operational Development Plan 2006-2011 began to take shape.
- During this 12 month period we provided support education and training programmes to 26 young people.
- Our education programme was funded by AIB better Ireland Programme and The Dormant Accounts Fund.
- We had 8 young people who sat state examinations in 2005.
- Our sports and leisure programme involves active participation of young people in sports including football, pitch & putt, tennis and swimming.
- Our under 18 football team won The Inter-agency Cup and our Street league team was beaten in the All Ireland Final.
- One young person captained Ireland at the Homeless World Cup Finals in Edinburgh. During the year staff and external tutors provided our young people with regular courses in health awareness.

3. Residential Aftercare Services

2005 saw a new approach to accommodation on foot of the research carried out in 2004 outlining the need for change in service provision for young men. The indications were that as young people were now looking for an independent approach to 'move-on' accommodation, it was decided to make changes in our service provision.

Our house in Ranelagh Road was converted into five self-contained bed-sits. Places in



Ranelagh Road were opened to young men 18-20yrs who had lived 'in care' and were in need of a supported living situation to ensure a smooth transition into independent living. Each young man was assigned a link worker to help them develop and pursue their own Personal Progress Plan (PPP). The ideal behind the 'PPP' was to equip the individual with the necessary skills and resources required for when they move into their own accommodation. These life skills comprise a large part of link work, whereby the link worker assists the young person to develop budgeting, cooking, home maintenance, social and interpersonal skills.

The Mews was acquired in early 2005. It is situated to the rear of the building in Ranelagh Road and provides two self-contained apartments. 'The Mews' was originally designed as a means to save for the deposit on a flat or affordable housing. It is anticipated that both young men currently residing there will have the means to move on in early 2006.

- In 2005, six of seven bed-sits were occupied.
- One resident continued with third level education, two were in full-time work, two worked part-time and one remained unemployed.
- A large number of ex-residents maintain contact with staff. An informal outreach service is provided to these ex-residents as the need arises. It is an important aspect of the work of the Residential Aftercare team. Many of the young people who have been residents in Ranelagh continue to need some level of support. This on-going support is vital and minimises the risk of homelessness amongst the ex-residents. Currently none of the ex-residents are homeless. This is in large part due to the fact that the Residential Aftercare service is committed to working with ex-residents as the need arises, to ensure their continued well-being.

For more information about our Young People's Care Services contact:

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Human rights are the minimum conditions for life in community.

In Catholic teaching, human rights include not only civil and political rights but also economic rights...

This means that when people are without a chance to earn a living, and must go hungry and homeless, they are being denied basic rights. Society must ensure that these rights are protected.

Teen Counselling

Crosscare's Teen Counselling service has over 30 years experience in providing a service to young people from 12-18 years of age and their parents, addressing general adolescent problems within a family context. We currently provide services in 5 different areas around Dublin.

Our aims are:

- To provide a service in a friendly, efficient, competent and easy to access manner.
- To promote mutual understanding and respect between teenagers and parents or others in a similar position.
- To enhance a family's capacity to enjoy relationships both internally and with the wider community.
- To help adolescents to develop into well-rounded adults, avoiding or at least minimising the negative effects of difficulties that teenagers and families experience.
- To share the service's expertise and experience where appropriate.



These aims are realised through clinical work with teenagers and their parents/carers in the context of the family, where the teenager is central, not the problem.

1. Key Issues

Profile of Teenage Clients

In relation to the profile of teenage clients across the service in general, two-thirds are aged 12-16 and one third are 16 years and over. While in 2004 approximately equal numbers of boys and girls were seen, in 2005 there was a comparative increase in female clients seen in both the Under and Over 16 categories.



Parental Separation/Disharmony

Adolescent upset and misery at parental disharmony and separation cannot be over stated. Many try to get on with their own lives and may be lucky enough to have good friends and extended families, sports, and hobbies to help. For others, drugs, delinquency or depression are the refuges they see available. Helping teenagers in this situation is a large part of our work. We provide a service to parents of adolescents experiencing marital/relationship problems or where parents have separated and are having difficulties jointly parenting. The role of the non-resident parent is given particular focus and importance. Parental acrimony, whether living together or separated, is a major contributory factor in adolescent adjustment problems. Working with parents on this issue and with adolescents on their own issues simultaneously creates change and has a ripple effect to other siblings. This work requires a considerable amount of staff resources.

Bereavement Counselling & Support

Teen Counselling is regularly called upon to support teenagers and their families coping with deaths, both untimely and in the natural order of things. Adolescence is a time when teenagers spread their wings; they feel invincible. At such a stage the death of a loved one can have a great impact. If this death is by suicide, then profound confusion can be another component of the grief. Bereavement may impair a parent's capacity to parent at this crucial stage in a young person's life.

2. Teen Counselling Centres

Mater Dei

In 2005, **Teen Counselling Mater Dei (TCMD)** provided a service to 3 Community Care Areas – 6,7 and 8. While last year almost 65% of adolescents were under-16 years of age, this year the figures fell to 46% with a commensurate increase in the over-16 age group. The figures for teenagers 'living with both biological parents' fell to 34% from 51% in 2004. Because of staff changes, fewer families were seen and it may be that higher priority presentations, which often involve family split-up resulted in more of this category being seen. One hundred and eight (108) advice/consultation calls were dealt with by TCMD in 2005.

Clondalkin

In 2005 **Teen Counselling Clondalkin (TCC)** saw 45 families, a slightly higher number than in 2004 when 41 new families attended the centre. One very significant change for the service was the increased number of older teenagers who attended. 22% of teenagers seen in 2004 were over 16 years of age, this doubled to 44% in 2005. This may well reflect the need for a specific service for this older teenage group who do not have any place within the current Child & Family Services provided by the Health Service Executive (H.S.E.). The work with these older teenagers was in many cases related to their mood and their coping skills when dealing with such issues as

Leaving Certificate and school pressures, bullying or family break up. We also began work with Our Lady's Hospital in Crumlin to counter the dramatic increase in adolescent obesity.

Tallaght

Fifty-five families attended **Teen Counselling Tallaght (TCT)** between January and December 2005. As 28 cases were carried over from 2004, the total number of families seen in 2005 was 83. Since expanding to a full-time service in 2003 the new families seen each year have almost doubled (2002: N=30; 2003: N=53; 2004: N=54; 2005: N=55). Thirty-five (64%) of the new teenage clients were female and 43 (78%) were under sixteen years of age. This represents a shift to a younger female client group compared to previous years. A higher percentage of girls were using drugs (11%), drink (27%) and cigarettes (11%) when compared to the boys, despite their young profile. Family conflict and behavioural problems at home were noted on 72% of referrals, but problems in school (24%) and problems with mood/anxiety (22%) were also significant. We continue to monitor the increase in the number of referrals for self-harm: 4% in 2004, 16% in 2005.

Ballygall

Teen Counselling Ballygall (TCBG) was established in 1998. Counselling is offered to young people aged 11-18 years of age who are living or going to school in the Finglas East area. The emphasis is on early intervention. While a high percentage of our referrals continue to come from the schools in the area, referrals directly from parents are increasing. The locally-based nature of the service facilitates an easily accessible, preventative service, responding to young people and their families. The centre is staffed on a half-time basis by a counselling team, consisting of a psychologist, social worker and secretary. A consultant psychiatrist is available to the centre as required. In 2005 there was an increase in referrals of young people dealing with parental separation or conflictual home situations. There was also an increase in the number of young people presenting with depression and consequently issues of self-harm and risk of suicide.

Ballybrack

Teen Counselling Ballybrack (TCBB) has now become an established centre within the community following its development from a new satellite service in 2001 to operating on a half time basis in 2002. The centre continues to provide a half time counselling support to adolescents and their families who live within Community Care Area 1 (Dun Laoghaire). The service was initially invited into the area in response to the need for a counselling service for young people which was recognised by the local Child Care Manager.

The catchment area for the service covers the whole of the Health Service Executive (H.S.E.) – Eastern Region Community Care Area 1. However, since this includes such a huge area with so few adolescent services, the target area was pinpointed as the local areas accessible to the service mainly Ballybrack/Loughlinstown, Cabinteely, Shankill and Sallynoggin. The locality has been ear-marked as disadvantaged under the RAPID programme.

For more information about Teen Counselling contact

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Poverty is the inability for
people to realise their
God-given potential.

Fighting poverty means that
we invest in human capacity,
we enable people to be the
people that God wishes them
to be. We rejoice that they can
be so, equal in dignity to us.

It means that we personally
feel hurt when there are others
in the world who are unable to
have the same opportunity to
fully realise themselves as we
are. Our relationship is one
based on love and respect for
the other, in their inherent
dignity and freedom.

To walk Humbly

Crosscare knows that there are many excellent organisations working with the marginalised and excluded in our society. We believe that empowering people to take control of their own lives is key to breaking free from poverty, addiction social isolation and exclusion.

Enable individuals and communities to participate more fully in their own development and destiny....

Extract from Crosscare's Mission Statement

Crosscare programmes:

- Carers Support – Supporting those who provide care at home
- Community Education – Supporting the development of disadvantaged communities through informal education
- Community Training Centre – Training and pre employment preparation for young people
- Drug Awareness Programme – Information and training in Drug awareness.



Solidarity is not a feeling of vague compassion or shallow distress at the misfortunes of so many people, both near and far. On the contrary, it is a firm and persevering determination to commit oneself to the common good; that is to say to the good of all and of each individual, because we are all really responsible for all.

Carers Support Programme

The vast majority of frail older people and people with disabilities want to remain in their own homes and in their communities for as long as possible. In many cases this depends on the willingness and ability of the Carer to care for a loved one at home. Carers are often under considerable stress and our aim is to improve the quality of life of Carers so that they can continue in their important role.

Programme Services

All family Carers are welcome to participate in our support programme. Our catchment area is North Dublin, Community Care Areas 6,7 and 8. The programme currently offers support-group meetings in Finglas, Drumcondra, Portmarnock and Lusk. The work in these areas is achieved in cooperation with HSE Northern Area and local parishes.



Carers who join the programme report that they experience less isolation, less guilt and that they become more confident in articulating their needs. When caring ceases, some move on to further education or rejoin the workforce.

The main ways in which the programme supports Carers are:

- Information and Advice
- Carer-support groups including a bereavement group for former Carers
- A telephone care-line that is available during office hours
- One-to-one meetings arranged at the Red House, at the Carer's home or at an agreed venue.

The programme annually receives between 800-1000 calls from Carers and the various support group meetings are well attended. Carers are offered information and advice on a number of issues pertinent to their role, either in person or by

telephone. Access to formal and informal counselling is organised for Carers and their families on a needs basis. The service is totally confidential.

The Carer's newsletter, which is published by the programme, is circulated to 400 Carers, former Carers, Public Health Nurses and Social Workers in the North Dublin area. It is an internal production by Carers for Carers and provides, in addition to general information on a range of topics relevant to Carers, views, opinions, poetry and stories.

Respite

One of the central elements of the Carer-Support Programme is a variety of respite breaks that is offered to Carers during the course of the year. It is essential for Carers to have regular planned breaks but they often feel guilty when they take one. In 2005 our breaks took the form of two respite weekends to Wexford and Galway, an annual summer outing, a day of reflection, weekly coffee mornings during July and August and a Christmas social.



Due to the physical and mental strain involved in their work, as well as the time commitment, Carers often lose sight of the positive side of their role. In order to help Carers regain their confidence and social skills, and to encourage self care, last year the programme offered the following possibilities:

Transition Group: Because of the time commitment involved, Carers often lose their friends when their caring duties prevent them from socialising. In the Carer-Support programme they strike up great friendships with other Carers, who are in the same situation as they are. When caring ends former Carers can join the transition group. This group is a social group of former Carers that meets monthly for a meal and get-together in a Dublin hotel.



Coffee Mornings: Carer coffee-mornings are held in The Red House during the summer months. Some Carers find it difficult to get to support group meetings and the coffee mornings are really appreciated by them. Because some of these Carers expressed the need for contact with other Carers throughout the year, we will introduce monthly coffee mornings in January 2006 on a trial basis.

Computer Training: Once again, in conjunction with CROSSCARE'S Community Training Centre, we offered a computer training course to Carers. This course was highly valued by the Carers and we hope to repeat it in early 2006.

Courses in Yoga, Stress Reduction and Relaxation: All Carers contacting the programme are dealing with some level of stress as a result of their role. Some suffer from depression, and need a lot of support to be able to recognise when medical help is needed. These courses help Carers to be conscious of their stress warning signs and to take steps to prevent the kind of chronic stress that can be very harmful to health.

Writers' Group: The medium of writing provides Carers with an outlet to express their feelings, views and attitudes in a safe and pleasant environment. We are very honoured to have the guidance of a professional writer, Susan Knight, winner of several literary awards. With Susan's gentle guidance, Carers are given the opportunity to build their own confidence as they unveil talents they didn't know they had.

Advocacy: In order to promote awareness and recognition of Carers' issues we meet with politicians and other Carer groups.

Referrals: The Carer-Support Programme has a good working relationship with the social workers at Beaumont and the Mater Hospitals and many of our referrals come from these hospitals. We also receive many referrals from public health nurses, social workers and managers of HSE Day Centres.

Education: Staff from the programme along with two Carers gave a talk to trainee nurses in the Nursing School of the Mater Hospital again this year. This talk will now become an annual event as nurses say it makes them more aware of the plight of family Carers.

For more information about the Carers programme contact:

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A consistent theme of Catholic social teaching is the option or love of preference for the poor. Today, this preference has to be expressed in worldwide dimensions, embracing the immense numbers of the hungry, the needy, the homeless, those without medical care, and those without hope.

Community Education Programme 2005

The Community Education Programme of Crosscare has as its mission the support and development of disadvantaged communities through community education. The Programme also encourages and supports educational initiatives which encourage integration and development within the communities of the Diocese of Dublin.

Programme Services

This programme supports a network of education providers helping them to achieve the highest quality of provision in their local communities. In this way we hope to ensure that individuals attending classes are supported in their educational progression and

as a result their families are encouraged to feel positive about school and to look forward to a better educational experience. For this reason, the Network would see itself as being a force in breaking the cycle of intergenerational poverty in the Archdiocese.



Programme Developments during 2005

Over the last year, new groups have joined the Network, increasing their number from 24 to 30. As well as the new groups attending the Network, Crosscare has also been working with other groups who are engaged with adults experiencing disadvantage.

Last year we developed a FETAC, Level Five, Module in 'Training for Craft Trainers'. It is hoped that those who took that module will now go into community groups and provide a professional training in crafts. We would like to congratulate the participants, all of whom gained their qualification with distinctions and credits in this FETAC Programme. An evening celebrating their achievement was attended by Professor Joyce O'Connor, Chairperson of FETAC. Certificates were presented by Fr. Michael Cullen, outgoing Director of Crosscare.

With funding from the Department of Community Rural and Gaeltacht Affairs and with the cooperation of the Vincentian Centre for Justice and Peace, we

offered training for trainers in the Active Citizenship Programme. We have also run training to help the Network Groups to develop more inclusive programmes and to involve the 'New Irish' in the community to a greater degree than is currently happening. We intend to continue the policy of encouraging ongoing training in the Network.

To ensure a high quality of service to the communities, Crosscare offers *evaluation* of courses to the groups in the Network. Over the year, this service has been availed of by many of the groups. These evaluations allow the participants to give their reactions to the courses they have attended and allow the course organisers to hear which parts of the course have not been successful and which have worked. Through the evaluations we hear about the difference that these courses have made to participants' lives. Again and again we hear about the changes in life patterns which have resulted from the personal development courses taken; we hear stories of depression being overcome and of families which are now more in tune with the educational system, of the ways people have begun to ready themselves for a new career as a result of the rise in their sense of self-worth. The results of these courses extend through the families of those attending, into the schools and the communities of the participants.

We would like to take this opportunity to thank the facilitators of these courses, who provide such a professional service. This work goes on each year and the coordinators should be very proud of the support they give to the participants. We would like to express Crosscare's appreciation of the work done by the coordinators, many of whom are volunteers and all of whom provide a very valuable service. Through the support of the Dublin Counselling and Therapy Centre, counselling is provided in a number of the centres to support clients who have undertaken Personal Development Courses. It is very important to be able to support people through counselling and the service is free of charge. We express our thanks to Dublin Counselling and Therapy Centre. We also congratulate our Network participants, many of whom are volunteers, on the many services they provide and the support their services give to people in their areas.

There has been continuing involvement with the Dublin Men's Coalition (DMC). We are currently supporting them in increasing the numbers participating in their group. This year many of those involved became employed. This good news did mean that there were fewer meetings of the DMC.

This year again, Crosscare was proud to be involved with the Hale Centre in Edenmore in providing certification for the Personal Development course they run for recovering addicts. The awarding of these certificates was a happy and very proud morning both for Crosscare and for the recipients of the certificates.



For more information about our Community Education Programme contact:

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Crosscare Community Training Centre

The Community Training Centre (CTC), working in conjunction with FÁS, was set up to offer localised training responses to young people (early school-leavers) and young adults who were long-term unemployed. The aim of the programme is to adapt to the ongoing needs of the most disadvantaged members of a local community, particularly early school-leavers who have left the school system without attaining a qualification.

By providing training, it is hoped that this client group is then able to compete for jobs, further education opportunities and specific skills training. While early school-leavers form the main client group of the CTC, the programme also seeks to respond to the needs of older persons and those job seekers who have not yet obtained a secure foothold in the labour market.



Crosscare assumed overall responsibility for the CTC in Wellington Street in 1998, in the wake of the closure of the Dublin Institute of Adult Education, which formerly managed the service. CTCs have been funded by FÁS since 1977.

Programme Services

The Community Training Centre is located in a former primary school building at 26 Upper Wellington Street, Dublin 7. The facility consists of 4 fully equipped training areas, a literacy room, an office and ancillary service areas.

Features of the Training Programme include two main elements:

Practical Skills Development – particular emphasis is given to the acquisition of transferable skills, and on the statutory provisions of the Safety, Health and Welfare at Work Legislation.

Personal Skills Development – Trainees are facilitated in the development of personal and social skills, with particular emphasis on co-operation / teamwork and job seeking / retention skills.

Trainees receive the FETAC (NCVA) Certificate for modules completed.

Uptake of Training and Outcomes for 2004

41 participants availed of training in 2005, as reflected in the following statistics which pertain to age range, geographic location of the participant and training outcome or placement.

Placement:	Jobs	12
	Further Training	8
	Further Education	8
	Drop Out	2
	Pregnancy	5
	Unplaced	6
	Total	41
Age Range:	Under 18	11
	18 to 24	30
	Over 25	0
	Total	41
Home Area:	Dublin 1	9
	Dublin 2	2
	Dublin 3	3
	Dublin 7	13
	Dublin 8	2
	Dublin 9	1
	Dublin 11	3
	Dublin 12	1
	Dublin 13	1
	Dublin 16	1
	Co. Dublin	4
	Co. Meath	1
	Total	41

For more information on CTC contact:

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Drug Awareness Programme (DAP)

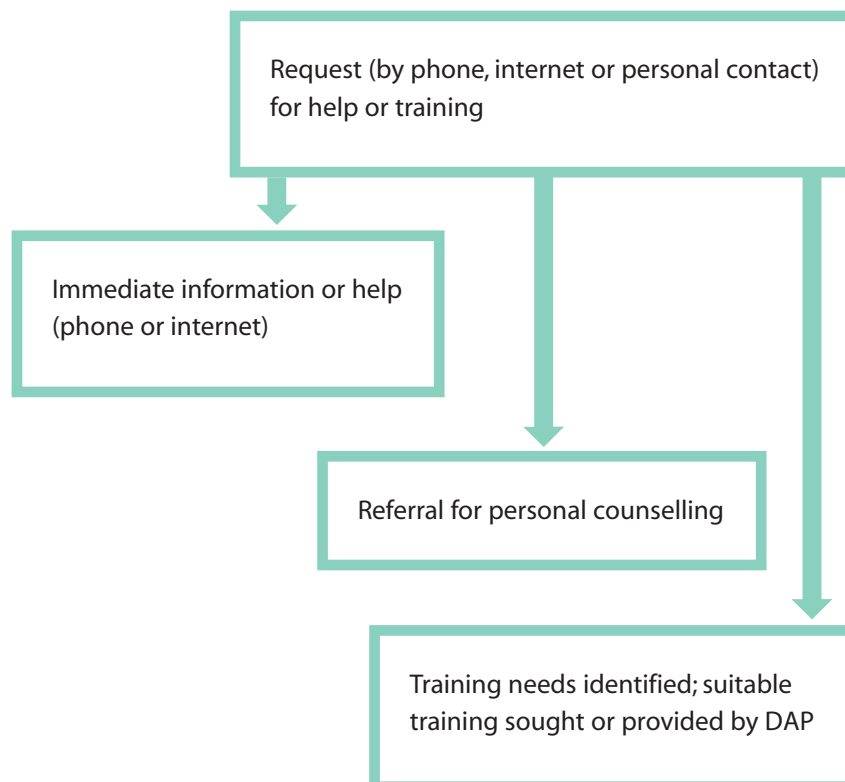
We often describe DAP's core work as "training the trainers", but it's more than that. Our target group includes not just trainers but all those for whom substance use is an issue: teachers, parents, Crosscare staff and other social care agencies, parish teams, youth services and those in networks such as drugs task forces.

Our aim is to offer these a comprehensive range of resources – information, good-practice guidelines, training, facilitation, referral, support and counselling – to enhance their own capacity to address drug issues.



Programme Services

Consider this flow-chart:



When a request is received, whether for personal help or for training, we endeavour to respond appropriately, drawing on services in the person's own locality or, in some cases, providing that help through our own staff. We also initiate services in response to a perceived need without receiving a specific request, as in the Addiction Studies' Certificate course.

To make all of this happen, DAP is equipped with:

- Trainers / facilitators on staff, offering good-practice guide-lines as well as training programmes;
- DAP website, with an extensive database of information;
- Telephone help-line service during office hours;
- Live Helper on the website, which allows us to respond confidentially to a person on line;
- Counsellor available on a limited basis;
- Collaborative networks with others in the field of drugs awareness.

Deserving Special Mention

The **Addiction Studies** certificate training is summarised in four lines on the next page, but this belies the complexity of this undertaking. The course uses an adult-education modality in which students take responsibility for their own learning; and speakers are carefully chosen to fit in to this approach. Students are supported and evaluated; and tutors' meetings are attended in Maynooth to ensure consistent and high standard is maintained. To have twenty-one graduates is a great achievement. Thanks are due to the organisers (see "Credits" below) and to the Dublin North-East Local Drugs Task Force, who sponsored students living or working in that area.

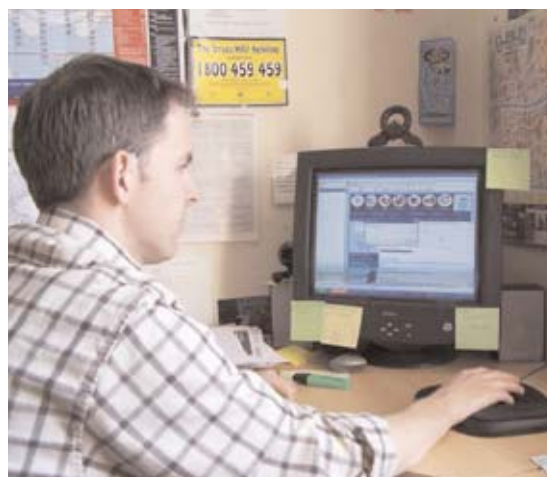
Likewise, the **Quality Standards** document is the product of assiduous research and of many collaborative meetings. It indicates good practice for Substance-use Education in three settings: in schools, youth-work and in community-based education. The Quality Standards project is under the auspices of the Drug Education Workers' Forum and funding is being sought to publish this excellent document.

The **Website Evaluation** also deserves special mention because of its unique methodology. It was conducted by Gian-Carlo at Activelink, who sat down at a computer keyboard with each of his research subjects, inviting them to use the website as he observed, and to answer questions and offer their opinions on key aspects of the site. The subjects ranged in age from twelve to fifty-nine. The website has been re-designed using the feedback from the evaluation – see the finished product at www.dap.ie.

Service Provision in 2005

Website:

- 1,101,368 hits on the website, of whom 60,684 spent more than ten minutes reviewing the site.
- 362 "chats" via Live Helper on the web.
- 239 email requests for information or other contact.
- 1050 hours availability of Live Helper.
- 29% of drug-specific queries on Live Helper were about cannabis and 21% were about cocaine.



Telephone Help

- 239 Help-calls
- 124 Requests for information

Counselling / Psychotherapy

- 213 one-hour sessions for a total of 31 clients.

Training Courses

- Addiction Studies certificate 2004-5: 21 graduated.
- Addiction Studies 2005-6: 25 current students.
- Teacher training ("Walk Tall"): 4 days.
- Youth worker training: 2 days.
- Addiction and Group Skills training for substance users: 14 sessions.
- Drugs Awareness seminars: 8 half-day seminars.
- Facilitation for committees developing substance-use policy for schools: 3 meetings.



Networking / collaboration / sharing expertise (with number of meetings in brackets):

- **NACD** (National Advisory Committee on Drugs) Prevention and Education sub-committee (8)
- **Traveller**-specific Drugs Initiative (with Pavee Point) (5)
- **RDTF** (Regional Drugs Task Forces) in North Dublin and East Coast area (20)
- **DEWF** (Drug Education Workers' Forum) seminars and committee meetings (23)
- **Quality Standards** researched and written for DEWF (11)
- **Partnerships** for school substance-use policy (7)
- **IBDI** (Irish Bishops' Drugs Initiative) (4)
- **Citywide** (5)
- **Health Promotion Networks** for youth (4)
- **Others** – mostly one-off (37)

New Developments

21 Years Old

In April 2005 DAP celebrated its twenty-first anniversary. Fr Paul Lavelle, its founder, joined current staff and Advisory Committee for a lunch in the Crowne Plaza. Paul urged the staff not to overlook the written word as a means of reaching out and his parting gesture at the end of the meal was writing in mid-air with an imaginary pen. Although it was not undertaken in response to Paul's urging, the Quality Standards document will soon fulfil his wish when it is published.

Other important developments in 2005 were the review of the website and the team's strategic involvement in Regional Drugs Task Forces.

For more information on DAP contact:

Chris Murphy, DAP CROSSCARE
The Red House, Clonliffe College, Dublin 3.
Tel: 01 836 0911 Fax: 01 836 0745
email: info@dap.ie / chris@dap.ie

List of Staff & Volunteers 2005

ADMINISTRATION

Fr. Michael Cullen – Director
Ann Loughney – IT & Office Manager
Marie Prunty – Accounts Officer
Stephen Synnott – Finance Manager
Brian O'Malley – Asst to A/C's Officer
Audrey Geoghegan – Asst. to A/C's Officer
Jean Patterson – Asst. to A/C's Office
Olivia Joyce – Secretary
Deirdre Lyons – Receptionist

CARER-SUPPORT PROGRAMME

Clare Cassells – Co-ordinator
Mary Dempsey – Project Worker
Nora Kirrane – Project Worker (start Nov 05)

CEDAR

Marie Carroll – Co-Ordinator

Steering Group:

Fr. Joe Jones
Hugh Buckley
Maura Buckley
Patricia McNamara
Geraldine Ryan
Dr. Michael O'Toole
Sr. Patricia Lynch
Bridget Campbell

CENTRECARE

Yvonne Fleming – Co-ordinator
Bryan Gavin – Information Officer
Nora Kirrane – Information Officer
Ciara McGrath – Information Officer
Madeleine Murtagh – Information Worker

Posts Shared with EMIGRANT ADVICE:

Yvonne Fleming – Co-ordinator
Ian Brennan – Reception
Celine Long – Administration
Thelma Hanley – Administrative Ass.

COMMUNITY EDUCATION PROGRAMME

Anna Dangerfield

COMMUNITY TRAINING CENTRE

Kieran Lynch – Manager
Aoife Flynn – Secretary
Deirdre Lyons – Art and DT Publishing
Maura Frain – Computer and Office Skills
Sara Mullen – Literacy Tutor
Liam O'Brien – Computer Applications

DRUG AWARENESS PROGRAMME (DAP)

Chris Murphy – Director
Elaine Butler – Training Co-ordinator
Conor Rowley – Team Co-ordinator
Michael McDonagh – Website Manager
Susan O'Neill – Project Resource Worker

EMIGRANT ADVICE

Yvonne Fleming – Co-ordinator
Joe O'Brien – Information/Outreach Worker
Paula Lally – Information Worker
Dick Stanton – Information Worker
Anthony Finn – Information Worker
Karen Mulchinock – Information Worker

FOOD & SHELTER

Jack Dunphy – Programme Manager
Tom Healy – Night Supervisor
Helen Daly – Administrative Assistant
Sinead Keenan – Research Worker

Clothing Department

Marcella Ward – Co-ordinator
Mary Shiel
Evelyn McCartie
Mary McCarthy
Mary Ryan

Foodbank

Valerie Cummins – Warehouse Supervisor
Denis O'Callaghan
Shay Doyle
Deirdre Cummins
Peter Hogan
Hubert Lavelle (R.I.P.)
Veronica Rickerby
Derek Balmaine

St. Agatha's Food Centre

Sr. Magdalen McHugh (D. of Charity)
 Belinda McEnery
 Jim Sheehan
 Margaret Grimes
 Jim Power
 Marie O'Connell
 Rose Hanley
 Natalie Kinlun

St. Brigid's Food Centre

Sr. Rupert Raftery (Bon Secours)
 Paula Lawless
 Esther O'Rafferty
 Nora O'Brien
 Elizabeth Fitzpatrick
 Noel Clarke

St. Joseph's Food Centre

Sr. M. Charles Ryan (Sisters of Mercy)

Our Lady of Mount Carmel Food Centre

Pauline Murray
 Margaret O'Donnell
 Angela Byrne
 Ann Uzell
 Noel Clarke

Night Service

Tom Walsh
 Jim Merrigan
 Hugh Cummins
 Mark Donovan
 Czeslaw Jurczyszyn
 Brendan Curran
 Keith Vaughan
 Cathal O'Sullivan
 Collette Gavin
 Shay Quinn
 Michael Hall
 Paul Dunbar
 Annemarie Colgan
 Olive Onono
 Aoife O'Toole
 Emer Morrissey
 Pat O'Hora
 John Smith
 Carol Mooney
 Muriel Enright
 Michael Carey
 Luka Hrstic
 Kevin O'Farrell
 Hugh Torphy
 Pat O'Donoghue

Day Service

Ciara Moen
 Wayne Stanley
 John White
 Rory Toland
 Tommy Flatley

RESIDENTIAL PROJECT

Mary Kennedy – Project Leader (R.I.P.)
 Shauna McCloskey – Ass. Project Leader
 Genny McGrath – Secretary/Accounts
 Helen Kavanagh – Project Social Worker

Short Term & Emergency Centre, Eccles Street

Lorraine Ryan – Snr. Team Leader
 Yvonne Booth – Team Leader
 Alan Donnelly – Child Care Worker
 Theresa Connolly – Child Care Worker
 AnnMarie McDonald – Child Care Worker
 Marie O'Malley – Child Care Worker
 Sinead Tierney – Child Care Worker
 Ashling Conaty – Child Care Worker
 Deirdre Kenny – Child Care Worker
 Fiona Aherne – Child Care Worker
 Sinead O'Hanlon – Child Care worker
 Grainne Ridge – Child Care Worker
 Darren Reilly – Relief Child Care Worker
 Radek Roule – Relief Child Care Worker
 Emer Boland – Relief Child Care Worker
 Mary Reid – Cook / Housekeeper

Residential Aftercare –Ranelagh / Rathgar

Veronica Worland – Manager
 Lorcan Maher – Senior Childcare Worker
 Kevin Conlon – Child Care Worker
 Margaret O'Brien – Child Care Worker

Non Residential Aftercare Support Unit

Paul Flynn – Manager
 Tracey Carroll – Senior Child Care Worker
 Evelyn Ward – Senior Child Care Worker
 Claire Healy – Child Care Worker

TEEN COUNSELLING**Mater Dei Centre**

Mary Forrest – Clinical Director
 Dr. Moya O'Beirne – Consultant Psychiatrist
 Fidelma Beirne – Senior Social Worker
 Jane Fry – Senior Psychologist
 Patricia Maguire – Psychologist

Irene Branford – Social Worker
 Fina Doyle – Social Worker
 Simon Molloy – Psychologist
 Monica Ferns – Secretary
 Margaret Agnew – Administrator

Quarryvale Clondalkin

Winston Jebb – Senior Social Worker
 Siobhán Nic Coitir – Psychologist
 Catherine Fullam – Secretary

Tallaght

Jane Fry – Psychologist
 Tom Casey – Senior Social Worker
 Patricia Maguire – Psychologist
 Nollaig Tubbert – Secretary

Ballygall

Brian Smith – Psychologist
 Orla O'Donovan – Social Worker
 Ann Donnellan – Secretary

Ballybrack

Cherry Sleeman – Social Worker
 Simon Molloy – Psychologist
 Ann O'Sullivan – Secretary

TRAVELLER PROGRAMME

Pat Brady – Programme Manager
 Colin Thomson – Project Co-ordinator

Patron

Archbishop Diarmuid Martin

Archbishop of Dublin

Council Members

Mr. Frank O'Connell – Chairman

Ms Anna Lee – Vice Chairperson

Mr. Rory Spain – Treasurer

Mr. Oliver Cussen

Mr. David Kennedy

Ms Frances Newman

Ms Patricia McNerney

Ms Audrey Woods

Fr. Michael Cullen

Advisory Committee Members

CentreCare & Emigrant Advice Advisory Committee

Ms. Frances Newman - Chairperson

Mr. Jack McGouran

Mr. Eamonn Hunt

Sr. Breege Keenan

Fr. Alan Hilliard

Fr. Michael Cullen

Fr. John Flaherty

Mr. Seamus Scally

Ms Yvonne Fleming

Community Training Centre Advisory Committee

Ms Patricia McNerney - Chairperson

Mr. Sean Maher

Mr. Kieran Lynch

Fr. Michael Cullen

Ms Marie Timmons

Residential Project Advisory Committee

Ms. Audrey Woods – Chairperson

Mr. Chris Dunne (to Mar 05)

Ms Valerie Mawe (from April 05)

Ms Ellen Roche (to Feb 05)

Ms Mary Kennedy (R.I.P. Aug 05)

Fr. Michael Cullen

Ms. Marguerite Woods

Mr. John Fitzpatrick

Sr. Angela Burke (from Feb 05)

Teen Counselling Advisory Committee

Mr. David Kennedy - Chairman

Ms. Mary Forrest

Mr. Chris Murphy

Dr. Mary Ellen McCann

Dr. Don Thornhill

Fr. Michael Cullen

Bishop Fiachra O'Ceallaigh

Dr. Moya O'Beirne

Ms. Jane Fry

Income & Expenditure Account

For the year ended December 2005

		2005 €'000	2004 €'000
Income	NOTE		
Church collection		654	617
Donations, gifts and legacies		1,900	527
Grants receivable	1	5,701	5,211
Investment income		68	51
Other income		392	400
Grants amortised		57	57
Total Income		8,772	6,863
Expenditure			
Costs of activities in furtherance of the charity's objects			
Grants payable		36	36
Operating costs		5,802	5,318
Support costs		479	442
Management and administration		1,342	1,163
Total Expenditure	2	7,659	6,959
Net incoming/(outgoing) resources before revaluations of investment assets		1,113	(96)
Gains and (losses) on the revaluation of investment assets		388	189
Net movement in funds		1,501	93
Accumulated Surplus at beginning of year		3,687	3,594
Accumulated Surplus at end of year		5,188	3,687

Balance Sheet

at 31 December 2005

	2005 €'000	2004 €'000
Fixed assets		
Tangible assets	536	574
Investments	4,273	2,410
	4,809	2,984
Current assets		
Stocks	9	12
Debtors	573	268
Cash at bank and in hand	831	1,298
	1,413	1,578
Creditors: amounts falling due within one year	737	520
Net current assets	676	1,058
Total net assets	5,485	4,042
Capital and reserves		
Restricted funds	385	563
Unrestricted funds	4,803	3,124
Capital grants	297	355
Total funds	5,485	4,042

Notes to the Financial Statements

for the year ended 31 December 2005

1 Grants Receivable: State & Local Authority	2005	2004
	€'000	€'000
Health Service Executive Northern Area	2,569	2,427
Health Service Executive Eastern Region	780	709
Health Service Executive South West Area	466	169
Dun Laoghaire Rathdown County Council	351	252
Dublin City Council	536	747
Homeless Agency	115	111
Department Social & Family Affairs	150	118
Department Foreign Affairs	73	35
Department Community, Rural & Gaeltacht Affairs	25	10
Young Peoples Fund	61	57
FAS Grants & Trainee Allowances	468	477
Family Support Agency	106	98
Department of Justice, Equality & Law Reform	1	1
Total Grants Receivable	5,701	5,211

2 Expenditure	2005	2004
	€'000	€'000
Carers Support	149	148
CEDAR Programme	30	19
CentreCare	305	338
Clothing Guild	37	37
Community Education	62	56
Community Training Centre	506	510
Drug Awareness	403	373
Emigrant Advice	314	181
Food Bank	267	245
Food Centres	499	476
Night Services & Day Centres	1,515	1,347
Red House: Unrestricted Funds	419	320
Residential Care Project	1,843	1,678
Teen Counselling	1,129	1,062
Travellers Programme	181	169
Total Expenditure	7,659	6,959

Last year:

4,420

counselling sessions offered to teenagers and their families

1,101,368

hits on our Drug Awareness website

13,625

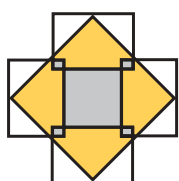
Sheltered Nights supper and breakfast for homeless people

30,000

meals served in our Food Centres

**The above would not be possible
without your support**

THANK YOU



CROSSCARE
SOCIAL CARE AGENCY OF THE DUBLIN DIOCESE

Crosscare, The Red House, Clonliffe College, Dublin 3.

Tel: 836 0011 **Fax:** 836 7166 **Email:** info@crosscare.ie