



Dear Supporter,

On behalf of the Catholic Community in the Archdiocese of Dublin, Crosscare has continued to develop its services and responses to those most in need in 2007/2008.

This review gives an outline of our work over this last year. I would like to thank our staff, volunteers, council members, funders, priests and religious, parishioners and all of you who have helped us to bring our vision and mission to life. In particular, I would like to pay tribute to the strength, courage and spirit of our service users and to thank them for placing their trust in us.

Frank O'Connell Chairman Crosscare



Homeless Services



- In November 2007, at the request of Dublin City Council, Crosscare took charge of a 56 bed emergency hostel for men who are without homes at Charlemont Street in Dublin's city centre. In our first year of operation we are delighted to have helped 40 of these men move on to homes of their own. The hostel is now being renovated with a view to providing the best possible service to those who need to stay with us.
- After 10 years of excellent service in conjunction with the Carmelite community at White Friar Street, Crosscare closed our emergency shelter at Longford Lane in September of this year. The building was unable to allow us

to provide the quality of environment our clients deserved and we were able to transfer our staff and the care of our clients into the hands of DePaul Trust. This move enabled DePaul to open its beautiful new service on James Street and gave each of our clients an opportunity to live in a far superior environment.

Crosscare continued to provide our residential services in Bently House, Dun Laoghaire and Amiens Street providing over 45,000 bed nights for those requiring both emergency and transitional care.

Our plans for the future will see us working in partnership with Cluid, the social housing provider. Together, we intend on developing a number of small, high quality long term supported housing projects for men and women who are unable to manage living independently. These people are currently trapped in a cycle of sleeping rough or living in emergency hostels for long periods of time.

- Our Disability Awareness Programme worked with various parishes throughout the diocese to increase accessibility for those with special requirements. It piloted actions in Blanchardstown to respond to unmet needs in the locality and will further develop this work in 2009.
- Our Community Food Services provided over 110,000 meals to those most in need from our three centres across Dublin. Our "Healthy Food for All" project has continued to develop launching a community food initiative "demonstration programme" which has been funded by *safefood* earlier this year.
- In addition, where relevant, projects carried out policy work to address common issues within their service user group at a collective policy level.

Young Peoples Services

In November this year we moved our Under 18s Residential Service to Echlin House on the South Circular Road, a newly refurbished state of the art building. We also refurbished our transitional programme in Ranelagh, for young people who have lived in care. These developments are a great improvement in the facilities provided for the young people in need of our care and offers them the respect and home comforts they deserve. The outcomes for young people as a result are more positive, giving them a greater sense of worth and value.



Teen Counselling's services were again accessed by more than 400 families and teenagers in crisis. Operating from 5 locations around Dublin we continued to address general adolescent problems within a family context. Increasing demand resulted in our Dun Laoghaire service going full-time this year and we hope to expand further in 2009.

These are examples of the direction we hope to take all of our Young Peoples Services. Over the next 12 months we have plans to develop new facilities for our Young Adult Support Services (Y.A.S.S.) and our Community Training Centre, ensuring that a high quality of training, educational, recreational and social opportunities are presented to young people. We will also develop our Services for Young People in the community through the use of the new Blanchardstown Centre. We will continue to offer a comprehensive service to young people presenting in crisis throughout the Dublin Diocese through our range of services to ensure they are supported and develop into adulthood.

Community Services

Inspired by Crosscare's long term vision statement "Faith in Action" we plan to develop five community outreach centres across the Diocese in the coming years. The first of these has been established in Blanchardstown with the help of the Capuchin order. From here, a set of services tailored to meet identified local needs is being developed. Plans are now underway to develop our services in the Co. Wicklow area with the opening of a new outreach centre there in 2009.



- 2008 saw over 3,000 people accessing our Housing and Welfare Information service through our city centre base and 10 outreach locations.
- Our Drug & Alcohol Programme responded to 70,000 requests (by website and SMS) for information and over 1000 personal requests (by phone, email and Live Help on the web) for counselling and support.
- Our Migrant Project provided information and support directly to over 2,000 migrants, including Irish emigrants and returning emigrants, through our walk-in and outreach services, in addition to assisting thousands more improve their migration experience through the use of our publications and resources.
- Our Traveller Inclusion Programme worked alongside the Parish of Travelling People to develop and implement an initiative to promote integration in local parishes. Also, the National Traveller Suicide Awareness Project, hosted by Crosscare, held 5 regional seminars at which over 300 Travellers joined with other agencies to start a dialogue about mental health and suicide awareness and identify further initiatives.
- Our Carers' Programme supported home carers through its 10 carer support groups, one-to-one counselling/information/advocacy, training and respite breaks.
- Through training, on-site support and networking events our Community Education Programme supported the work of over 40 community education groups who provide 2nd chance education opportunities throughout the diocese.

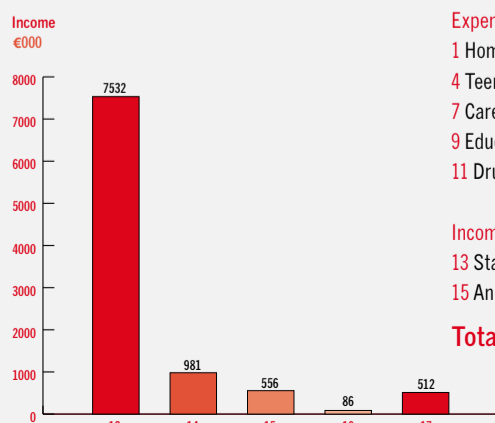
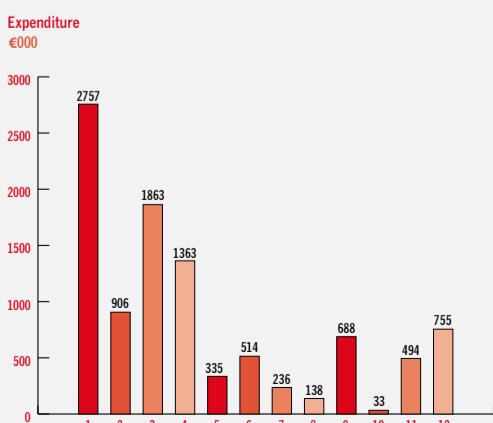
Other News

- We have now connected all of our programmes under the Crosscare name and logo. This will help promote our new long-term vision statement "Faith in Action". We believe that greater awareness of our organisation will help achieve our aim to bring about positive social change.
- We established our own design and building team within Crosscare. This team is now systematically improving all of our premises with the aim of creating environments that put the needs of our clients first and are of the highest possible standard.
- Our annual September church appeal increased this year. We hope to build on this success over the next 12 months with a new range of fundraising activities at local levels designed to help us fund our services in the difficult times ahead.

"Crosscare's mission is not just to reach out to problems. It is to give people who have for whatever reason been less fortunate a chance to be themselves as God wants them to be. The elderly and the lonely are not treated just as clients, but as men and women with their own story and with their own hopes."

– Archbishop Diarmuid Martin

Income and Expenditure 2007



- Expenditure**
- Homeless Services
 - Food Initiatives
 - Young Peoples Care Services
 - Teen Counselling
 - Housing and Welfare Information
 - Migrant Project
 - Carer Support Programme
 - Travellers Inclusion
 - Education, Training and Development
 - Disability Awareness
 - Drug and Alcohol Programme
 - Administration
- Income**
- State and Local Authority Grants
 - Donations and Bequests
 - Annual Church Collection
 - Investments
 - Other Income
- Total 9,667**



Paul Dunbar, Sr. Magdalene and Archbishop Martin at the launch of "Faith in Action"