



Dear Supporter,

2009 has been the first full year of this current economic recession. This cloud has hung over the whole country throughout the year and Crosscare's services users, staff and volunteers have all begun to feel the the pressure. Threats of and actual cutbacks in funding have coincided with an increasing demand for our services. The challenge for us has been to do more with less in order to respond positively to requests for help. I would like to thank everyone in Crosscare for keeping our services in focus over this last year. Their generosity of spirit was evident in assisting the organisation in cost cutting and fundraising initiatives that together resulted in us being able to continue to meet the demand for our services throughout the year. I would like to thank our statutory funders who have come under enormous pressure in the last year to cut costs. They are in a very difficult position and this is unlikely to improve in 2010. I would like to thank all the people of the Diocese who have continued to support us throughout the year. Their generosity is a life blood for our organisation. Special thanks too are due to our governing council, chaired by Frank O'Connell, which has been an invaluable support again this year. Final thanks are due to our service users who have continued to trust us and to come to us at a time of need in their lives. My hope is that we have lived up to your expectations and that we can continue to be of service in 2010.

Conor Hickey, Director.



Homeless Services

In 2009 we provided more than 30,000 bed nights for those affected by homelessness throughout Dublin. Our night services at Charlemont street and Amiens Street continue to provide important services for 78 men in the city each night. A warm welcome, great food and a safe place to stay for the night are the practical outcomes of Crosscare's belief that every person is created in the image and likeness of God. Charlemont Street also provides a housing information and support service which has successfully helped more than 100 people find a home of their own over the year. Bentley House, our other homeless project based in Dun Laoghaire, continued to provide a 24 hour high quality service for men and women in an environment that is second to none, This project uniquely offers three levels of response: emergency, short-term and high supported long term care. Our resettlement work over the past 12 months has successfully placed a further 30 people into long-term private rented accommodation. Our high-support work is centred around six residents who have multiple health complications and who require intensive support on a personal level.

Community Services

In 2009, our outreach centre in Blanchardstown provided a hub for people to access a range of community services in the local area including social activities for people with disabilities, suicide prevention training workshops, a weekly 'walk-in' information clinic, a drug and alcohol counselling service and a carer support group for parents of children with disabilities. Our meeting room provides a space for local groups to gather and offers additional community activities, training and information workshops. We will develop this service further to meet emerging needs throughout 2010.



- In 2009 Crosscare's
- Migrant Project provided information directly to over 1,000 returning emigrants through our walk-in and outreach services. Also, over 75,000 people used our publications and on-line resources.
 - Drug & Alcohol Programme responded to approx. 90,000 web and SMS requests and over 1,000 personal requests (phone and Live Help on the web) for information. IN addition, DAP continued its counselling support, published "Don't Lose the Head" (a support booklet for parents and guardians dealing with drug issues) and developed www.counsellingdirectory.ie.
 - Traveller Inclusion Programme assisted the Parish of the Travelling People in its support work and our National Traveller Suicide Awareness Project continued its work on suicide and mental health hosting a national conference (attended by 230 Travellers) and a range of awareness raising and training initiatives.
 - Carers Programme supported family carers through its 10 carer support groups, one-to-one counselling/support, training and respite breaks.
 - Community Education Network continued to support its 40 member organisations which provide 2nd chance education throughout the Diocese..
 - Disability Awareness Programme awarded its 'Cedar Award' to 7 parishes which had successfully addressed access issues in their churches. It also facilitated weekly social activities from in our centre in Blanchardstown for people with disabilities.
 - Community Food Services provided over 100,000 meals to those in need through our 3 food centres and 'meals on wheels' services. Through our Food Bank we redistributed over 600 tonnes of food aid to a wide range of charities.
 - Housing and Welfare Information carried out information and advocacy work with over 2,000 people in 2009 of which 40% were experiencing homelessness and 20% were at risk of homelessness. Over a quarter of this work took place at our 8 outreach clinics and much of it took place through our multi-lingual services offered.

Young People's Services

Young People's Services worked with a total of 484 young people aged between 12 and 25 in 2009, through the provision of residential and non residential services. The main aim of our services for Young People is to divert young people and their families away from long term crisis and avert adult homelessness.

- In October our Young Adult Support Service (YASS) moved to their new premises in Wellington St, putting this important service in a position to meet the increasing need and numbers of young people aged 17 and over, who are experiencing social isolation. In 2009 YASS worked with 32 young men and over the next year, the service will be extended to young women, and increasing numbers.
- We also refurbished our service in Ranelagh where we work with 10 young men on a long term basis. The aim over the coming year is to develop a new step down model from the main house thus providing an additional 5 beds.
- Echlin House continued to work with young people providing 16 residential placements and responding to 32 young people in emergency situation. Due to a reconfiguring of services, the emergency placements are no longer a characteristic of Echlin House ensuring much higher levels of stability for those staying with us at a difficult time.
- Teen Counselling's services continued to operate from 5 locations throughout Dublin and were accessed by 394 families in 2009. The highlight of the year was the move of our Finglas service to a new purpose built facility in the centre of Finglas village. In 2010, 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, using resources available to respond quickly to the ever growing need at this difficult economic times.

Other News

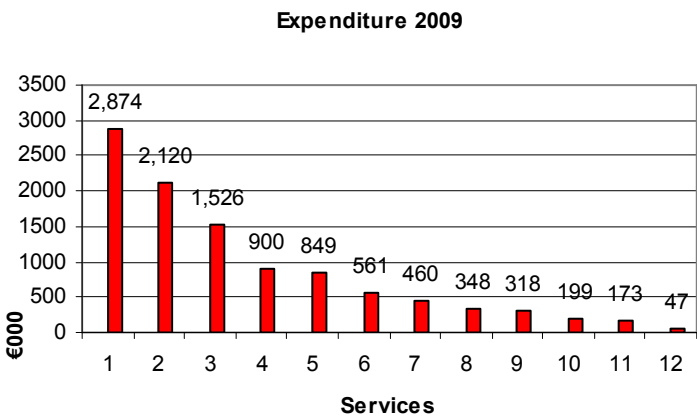
- In 2009 our Community Training Centre closed at Wellington Street as funding was diverted into suburban areas, providing an opportunity into 2010 to further develop the facility at Wellington St for the purpose of Education and Training within the local community.
- Crosscare's staff responded magnificently to the current economic crisis by initiating a series of fundraising events. Events ranged from sponsored parachute jumps to corporate dinners. We hope to build on these events in 2010.
- In November of this year we established Irelands first "Gifts for Good" Charity Gift shop. Opened with the support of the unwanted gifts appeal run by St. Mary's Pro-Cathedral, we hope that this shop will be a significant source of income to help us get through the next couple of years' expected cutbacks.
- In September Crosscare sent a small team to help the Dublin Diocesan annual pilgrimage to Lourdes. This team focused on assisting hotel based pilgrims who had restricted mobility by supporting their full participation at all services and enhancing their enjoyment of the Pilgrimage.
- In a new initiative Crosscare were able to recruit an additional 70 volunteers to assist us with our work across the Diocese.

Crosscare has a great talent, it is practical, it gets down to doing things, day after day, seeking to improve people's capacity to get on with their own lives. That is a great talent. Unfortunately, this means that Crosscare is all too often too busy to go around blowing its trumpet in the market place of public opinion. The Crosscare story needs to be better known.



—Archbishop Diarmuid Martin

Income and Expenditure 2009



Expenditure

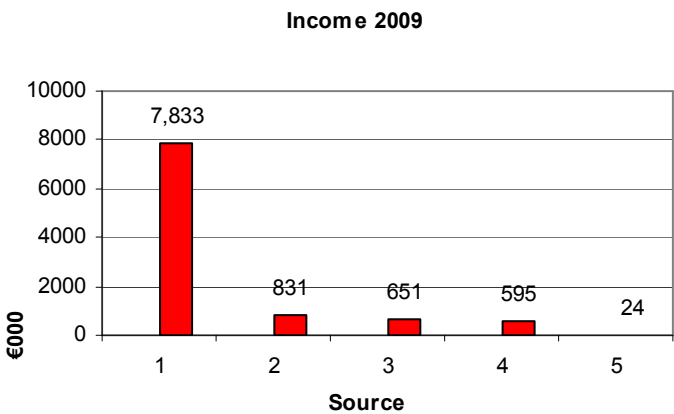
1. Homeless Services 2. Young Peoples Care Services
3. Teen Counselling 4. Food initiatives 5. Central services
6. Education, Training and Development 7. Migrant Project
8. Drug and Alcohol Programme 9. Housing and Welfare Information
10. Travellers Inclusion 11. Carer Support Programme 12. Disability Awareness

Total Expenditure €10,375,000

Income

1. State and Local Authority Grants 2. Donations and Bequests
3. Other Income 4. Annual Church Collection 5. Investments

Total Income: €9,934,000





every person is created in the image and likeness of God