

Dear Supporter,

Annual Review 2010



2010 has been another difficult year with the economic situation getting more challenging by the day. For Crosscare and the community it serves, the current recession has brought enormous challenges, particularly during 2010. Reductions in funding and in donations have been accompanied by an ever increasing demand for many of our frontline services. Crosscare's priority above all else during 2010 was to maintain our frontline services to those in the community we serve by cutting administration costs and seeking new funds from every possible source. This will continue to be our priority in the years to come.

Our success to date in meeting the needs of those who come to us for help has only been possible due to the generosity and commitment of our staff, Crosscare

management, our volunteers and council members and to all of them I say a heartfelt thank you. My thanks also to our funders, including the Archdiocese and parishioners for their help and support throughout the year.

Finally I would like to thank our service users for their continued trust in the ability of Crosscare to help them at a time of need in their lives. I hope we have met and hopefully exceeded their expectations and will continue to do so during 2011.

Frank O'Connell
Chairman



Homeless Services

In 2010 Crosscare continued to play a significant role in the provision of services to people who are homeless in the greater Dublin area. Great efforts are being made across the sector to improve the quality of service and environment on offer. And plans are well underway to turn our night shelters into full time services in 2011.



At **Amiens Street** our night service for intravenous drug users provided a safe and comfortable place for 20 men every evening. The facility was refurbished during the year and the improved environment allows residents to address their issues in an atmosphere of respect and professional care.

Chester House in Phibsboro was the location this year for Dublin's Cold Weather Strategy. Crosscare opened this temporary service with 40 beds to ensure that no one was left out sleeping rough during what was one of the coldest winters on record.

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 **Community Food Services** provided over 180,000 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.



Young People Services

Over the past year, an increasing number of young people came in contact with our Young People's Services. Our energy is focused on both prevention and crisis work for those most in need.

Crosscare responded to the needs of **separated children seeking asylum**, who were living in large numbers in hostels with little support and care. We quickly established four care teams who worked with approximately 80 young people and infants many of whom have been trafficked or smuggled into Ireland. Crosscare made a big impact in these young people's lives providing care and support in what is a very traumatic time. We were also involved in lobbying for the right to access aftercare for these young people.

Ranelagh Road continued to offer 7 long term residential placements to young people who had lived in care and developed a new model of accommodation through an integrative houseshare responding to the issue of social isolation for young people.

Echlin House offered 14 residential placements to young people in crisis this year. This project continues to offer a much needed home like environment within a community setting.

Our **Teen Counselling** service works with young people aged 12-18 years and their parents addressing general adolescent problems within a family context. We opened a 6th location in Blanchardstown this year and worked with 399 families across all our centres.

The **Youth Aftercare Support Service**, saw significantly increased numbers accessing this non residential aftercare service for young people.

Our centre on **Wellington St.** developed as a hub of Youth and Community education, responding to a variety of presenting needs, and most particularly developed an After Schools club and Youth Café. We also started to work intensively with families in the North Dublin area with a goal of retaining young people and children in education.

The challenge into 2011 is to continue offering responsive services to young people and their families with tighter resources and increasing need.

Community Services

Crosscare's **Housing & Welfare Service** carried out information and advocacy work with over 3,500 clients at our central service and various outreach locations - 56% clients were either homeless or at risk of homelessness. Many positive results were achieved - some with the support of our foreign language volunteers.



Our **Migrant Project** provided information and advocacy services directly with over 3,750 contacts with clients, including Irish emigrants and returning emigrants at our walk-in and outreach services. Over 70,000 people used our on-line resources, our publications were distributed throughout Ireland and our work to promote long term solutions to recurring issues continued.



Our **Carer Support Programme** provided 136 hours of group support in 8 centres around North Dublin, 90 hours of counselling and 160 hours of training. 80 carers availed of our two respite breaks. We developed two new initiatives - a male carers group and, collaborating with a VEC school in Finglas, a response to the needs of young carers.

Crosscare's **Drug & Alcohol Programme (DAP)** provided 600 counselling sessions from 3 locations. Our website www.drugs.ie was further developed and received over 100,000 unique visits with over 350 sessions held through its 'live helper' facility. DAP continued its outreach and training work and reprinted its 'Don't Lose the Head' (support manual for parents) resource with over 4,000 copies being distributed.

The **Disability Awareness Project** co-ordinated art, dance and drama initiatives in our Blanchardstown and Wellington St. venues. Our parish audit work, which supports parishes to enable people with a disability to fully participate in parish life, has this year contributed to a 10% rise in the number of churches providing both loop systems and accessible toilets.

This year representatives of 35 community organisations attended sixteen interlinked workshops run by the **Community Education Network** of Crosscare. Bi-monthly network meetings incorporating tailored inputs and information exchange and 'come & see' visits, where projects visit each other, have led to groups from different geographical areas not only developing closer links but sharing resources and facilitators.

Crosscare outreach centres in **Blanchardstown** and **Finglas** provide a hub for people to access a range of local community services and meeting room space. A new initiative in Arklow will see Crosscare open a small housing project in 2011 providing short term respite accommodation for individuals or families who experience a crisis and are at risk of homelessness.

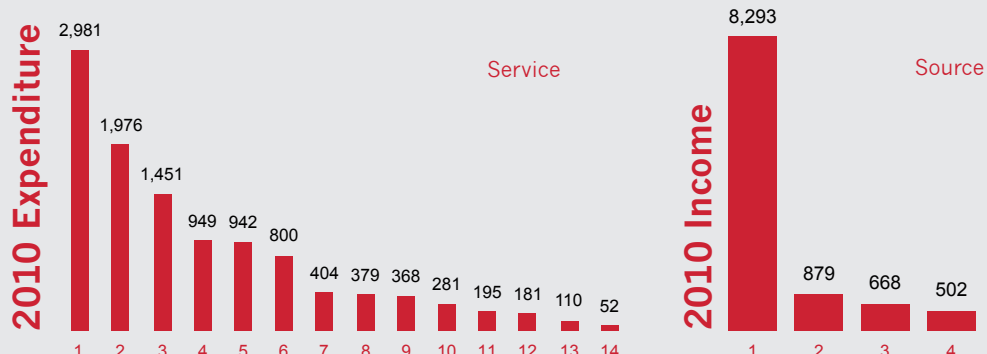
Crosscare also assisted the Parish of the Travelling People to respond to over 130 calls for support in the areas of accommodation, domestic violence and community conflict. In collaboration with Traveller groups and statutory and voluntary services, our **National Traveller Suicide Awareness Project** has continued its work - posters, two DVDs and a youth worker training resource pack were all published with the aim of reducing the rate of Traveller suicide (which is currently six times higher than for the settled population).

Other News

The Crosscare Volunteer Unit - itself staffed by volunteers - continued its work during 2010 building the volunteer numbers in Crosscare to almost 100. With procedures in place to guide volunteer recruitment, management, training and support, Crosscare has volunteers in central support roles throughout the organisation.

We also carried out a review of Health and Safety in 2010 as we assessed all 29 facilities and set standards in conjunction with the Health & Safety Authority, this work shall continue into the future.

Income and Expenditure



1 Homeless Services 2 Young Peoples Care Services 3 Teen Counselling 4 Food Initiatives 5 Separated Children's Project 6 Central Services 7 Drug and Alcohol Programme 8 Housing and Welfare Information 9 Migrant Project 10 Outreach & Other Projects 11 Travellers Inclusion 12 Carer Support Programme 13 Education, Training and Development 14 Disability Awareness
TOTAL Expenditure €11069

1 State and Local Authority Grants 2 Donations and Bequests 3 Other Income 4 Annual Church Collection 5 Investments
TOTAL Income €10,359