

What Makes Community Crossroads Unique ?

Innovation, Creativity, Partnerships

Since 1979, Community Crossroads has been at the forefront of innovative practices here in New Hampshire. Originally founded by a small group of families, the agency has maintained its “grassroots” approach to meeting the needs of today’s individuals and families. This innovation and commitment to people is evident in everything we do.

- **Maintaining Local Governance:** RSA 171-A requires that one third of our volunteer Board of Directors be made up of “consumer representatives”. In fact, over two thirds of our board members meet that criteria. Add to this, our outstanding Family Support Council and self-advocacy group People Power, and the governance of this agency is in good hands.
- **Providing Conflict-Free Case Management:** Community Crossroads has long been the only area agency not providing direct services. Instead we have concentrated on providing high quality case management and contract with 22 partner agencies in order to give individuals true choice in who provides their services. This approach is now mandated by the federal Centers for Medicare and Medicaid Services.
- **Serving Diverse Populations:** We are one of only two area agencies providing supports to children with chronic health conditions under *Partners in Health* and elders and other adults with chronic health conditions under *Choices for Independence*. We also have a unique collaborative relationship with CLM, our community mental health center, to serve people with complex mental health needs and developmental disabilities.
- **Offering Unique Support Services:** Whenever we see a gap in the service delivery system, we try to fill that need. That’s why we are the only area agency with a comprehensive oral health program available to anyone we serve, regardless of age or funding source. In addition we also serve as a Representative Payee organization throughout the state of New Hampshire for anyone receiving Social Security benefits who needs help paying their bills or managing their finances.
- **Addressing the Workforce Crisis:** No single agency can solve the workforce crisis the state is currently facing, but we are taking steps to reduce its impact. We have developed ongoing fellowship/internship programs with the following educational institutions: UNH Institute on Disability LEND Program; NH Technical Institute Dental Hygiene Program; and Salem High School. We have hired several graduates from these affiliations. Within the agency, we have developed a tuition reimbursement program for employees as well as a tuition discount arrangement with Franklin Pierce University. This has helped us achieve a low turnover rate of 10% (Aug. 2022), less than half the statewide average, despite the ongoing workforce crisis.
- **Assuring Financial Accountability:** We have been good stewards of the public funding we receive. For more than 40 years, we have supplemented our budget with fundraising income while maintaining a general management rate of 5.2%.