

# FAQ

*Frequently  
Asked Questions  
About Our Work*



*"Life is worth living until  
God says it's time"*

- Joni Eareckson Tada



**Crossroads**  
of **Crawford County**

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## Explain what Crossroads being nondenominational means.

Multi-denominational, non-denominational, denomination neutral, these are all terms we have used to describe our structure. We hope to join all Christian church denominations around these core things: Jesus' birth, life, death, and His promise to return, as well as His central command to love our neighbor. *By being SALT & LIGHT to others through our actions and by befriending them, we want what we have in COMMON to drive our actions instead of dividing us.*

We know there are significant differences in teaching and interpretation amongst the variety of Christian denominations. Without distinguishing those or having a teaching focus like individual churches have, we want to be a common thread that joins them and also to offer Christian hope and encouragement for both the church and unchurched families as they journey through life's battles. We want to be an energy for healthy families and relationships with the principles on which Christian denominations agree.



*So encourage each other and build each other up.*

*1 Thessalonians 5:11*

## What has been Crossroads' biggest challenge?

New nonprofits typically struggle through their progress toward creating an effective path to attaining their mission, and we have been right there as we wrestle with inadequate staffing and juggling multiple professional roles so what we actually DO for people is reduced at times.

Overall, the largest challenge is *getting folks to recognize this as both an outreach AND as an invitation*—to create Christian community action for families. The nonprofit and charitable structure are complete. Now we need to fill in the framework with building blocks—energy from healthy churches and families who can invest time and help us get the word out and educate potential donors to our needs so we can be a better resource for those hurting and seeking answers.

## Why doesn't Crossroads charge for their service?

We started this service with firsthand experience with people tending to withhold from getting professional assistance much longer than they should. Among those reasons include: stressed finances, stigma, fear, ignorance about the depth of their issues, or overwhelm with where to begin change. If Crossroads would not have a common, nonthreatening approach to finding resources to help, people simply won't come, and then problems worsen before they do seek help.

As we can build capital in order to hire committed and qualified staff, we do have some income-producing options to make the task of raising money for our outreach less difficult. But starting with those *ideas ahead of our mission would squelch our goal of being an OUTREACH*—an ordinary and a healthy starting place for anyone.

A thankful parent of a young woman who found herself in an unplanned pregnancy summed up what Crossroads strives to do beautifully:

*“We needed someone who was not personally involved to help us all think clearly and then to make detailed plans that put the needs of the child we hadn’t even met yet ahead of our own. If we had to fork out a fee, we could not have proceeded with Crossroads’ help.”*

## How is Crossroads funded then?

*In order to thrive, Crossroads needs to consider multiple avenues of funding to meet overhead and operation expenses as well as professional staff.*

In meeting our overhead budget, we do several **things to offset** our costs:

**Can redemption:** from a Schleswig collection bin, cans and bottles are sorted and bagged, and then brought to Wesco with proceeds to us.

**Print cartridge redemption:** all size ink cartridges are accepted during office hours at the Crossroads office. Pick up can possibly be arranged by calling us.

**Sparrow’s Nest:** an area at Crossroads which is designated for resale of cards, gifts and household or décor items, many of which are locally handcrafted.

We provide **fee-based services** which are very different from the no-charge referral assistance, personalized resourcing, and mentoring or befriending on which our outreach is based. Examples include, but are not limited to: special moving or cleaning service, adoption consultation, and family mediation. Services for fee are anticipated to increase once our staffing ratio is strengthened and positioned to allow for more focused time for the professional providing them.

**Fundraising** directly enables one-to-one time with families and individuals. The more funds, the more time we can offer and the

more families we can offer creative energy in tackling the many complicated layers of some of the problems. We have our primary fundraiser in September each year, with the location changing from one community to another so we can get acquainted and benefit each community we are in. Spring membership drive with a smaller scale fundraising event is being planned starting in 2019. An action group who strategizes and coordinates smaller events across the county throughout the year is highly needed and requested! Let us know if you can help in this manner!

**Contributions & Donations** Families and businesses who realize our goal for healthier families and the power of Christian encouragement contribute throughout the year and/or at time of fundraisers. We are incredibly grateful to these friends, as without them we could not operate. We know that God will bless a gift of \$5 as well as a gift of much more when it is prayerfully offered as a means to place us in people’s lives at a time that they need help through information, befriending, and encouragement.

**Memberships** are appreciated and encouraged. A lifetime membership is available for a gift of only \$25 per person or household, one vote per membership. At this time, membership fees help us with the costs of issuing communication such as our newsletter, the annual report, and informational flyers.

**Grants** are a perpetual goal in order to either build our programs, or to equip us with the resources and items we need for optimized efficiency and effectiveness. Far from an easy street to our income stream, however, grant writing requires a good deal of time for research, seeking key player relations, creativity to match the grantor’s passions, and a replacement income when a grant runs out. Grants need to fit our mission and values, as opposed to us changing our mission to receive grants.

## How is Crossroads different from other human service or helping agencies?

First, Crossroads is not a replacement service agency for any existing providers. *We seek to refer families who come to us to those agencies and resources* that are far more fully equipped to help. What makes us different is that once we get the referral piece accomplished, if the family desires, *we are available to remain alongside them with creative support* that most times, local agencies are grateful we can do. So, Crossroads is intended as a supplementary and supportive service.



However, there are *times when a situation does not qualify for other programs, or there are not openings*. For an example, Crossroads initially developed, in large part, around one resource need which the community did not have: a pregnancy resource center.

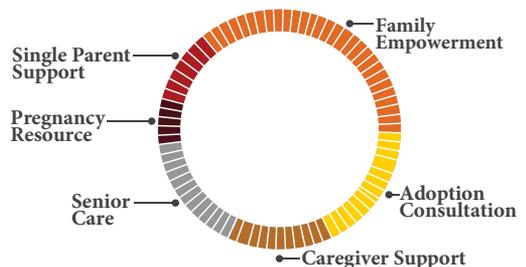
In situations that cannot be co-counseled with other community services, there is an incredible challenge to Crossroads. A family is stuck because nothing is available, and so it requires far more energy to do what we can to help the family *hold things together with them until we can find a resource*.

We want to be a *creative support in finding appropriate solutions, and to strengthen the community by preventing further complications* that can occur. That takes time, and certainly requires *strong relationships* both with the family and the community, which also takes a good deal of time.

We currently are in a position where we sometimes cannot give a situation all that is possible or that we can think of, simply because we are very early in the process of building dedicated and committed staff. Solutions sometimes are not especially complicated, they just require time and *relationship*.

*Our Christian foundation and focus also makes us different. We align with the professional helping which either secular or Christian professionals are doing, then add the personalized Christian encouragement and support if the family chooses for themselves. We want to be a tool for families to utilize in talking through things, realizing that God does have a plan for their situation, and strengthening relationships as God would have us do.*

2017 families served at CRCC





We heard Crossroads is a prolife organization. Is that correct?

Crossroads is prolife about needs in ALL stages in life. *We want life to count for everyone and for everyone to make their life count.* We want to help people understand that God allows His people many choices AND that any of those choices have consequences. We want to objectively help sort through all of their choices, and to offer encouragement as they make their way toward their choice.

So, we absolutely could not serve families and individuals without being *FOR life.* *We are all ABOUT life—and the hardships along the way, and joining families to find HOPE and PURPOSE in their journey.* We want to do what we can to make life better for anyone in need, through big and small ways.

While we DO NOT make decisions for them, we *DO seek to offer hope, encouragement, and creative solutions for the whole life journey,* from pregnancy to infancy to childhood to young adulthood to through middle age, senior years, and elderly years, and to the day God takes us home with Him. *We walk alongside of people in their journey to decision, AND at any point after their decision.* Even the right decision can indeed imply hardships later that need confidential listening and affirmation.

With that comprehension for our prolife stance, we want every single person or family that comes to us to know that we never want to judge them. We are there to LISTEN, to HELP them understand the positive and negative implications for any of their choices, and to educate on options. If their decision were easy, or if one certain thing were THE right answer, they would not need our help. Oftentimes the RIGHT decision and BEST decision are different answers, depending on who is involved. Certainly, layers of difficulty can be added when those two considerations may be different for each person affected by the decision.

We are certain God wants life to be our choice because he created life. While He did set the choice of life and death before us, in Deuteronomy 30:19 He urges us to

*“choose life so that you and your children may live”*

Each day, Crossroads wants to choose life by being intentional in what we read, listen to, watch, support, and participate in so that we can support life.

## Do you have plans for growth?

Yes, we believe that growing pains will always be a reality for us as the parameters of what we can offer are already wide, and life's problems won't simply go away. *We want to always be available as underpinnings to healthy family and relationships.*

In spring of 2018, we were incredibly blessed to receive office space that was conducive to our mission. Much of the remaining calendar year was getting the area prepared and then identifying and equipping staff who could help us meet the structural needs for organization as well as have a heart for outreach. We believe that next, *God will lead us to ways we can adequately staff the flow of needs and that we can optimize an individualized and Christian response.*

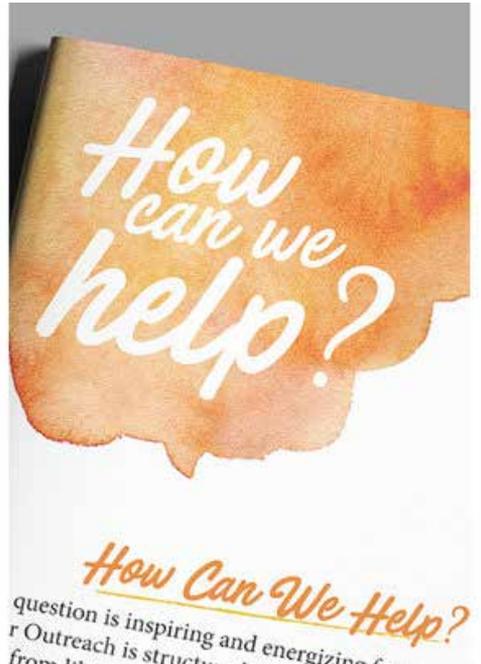
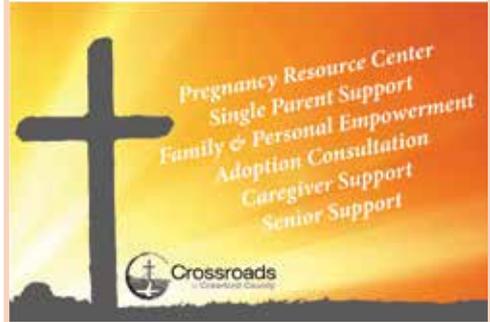
## What are the biggest needs of Crossroads right now?

We appreciate hearing this question raised. Aside from financial backing to strengthen our outreach, our *stable growth will entail strong prayer partners, involved members and volunteers, and the word about our mission being shared with helping partners from the all communities of Crawford County.*

Ultimately, we do not want to place higher value on one kind of help over another because we know God doesn't measure on size of any plans, prayers, or gifts. He does know the sacrifice and the heart behind them and we deeply appreciate every person who invests time, passions, energy, or support. We have another resource that fully identifies specific ways of helping Crossroads provide this outreach. It is available on our website and in a brochure format, and is titled *How Can We Help?*

## Why did Crossroads open themselves up to such a wide variety of community needs?

The diagram showing the service areas Crossroads offers was intended to illustrate for folks so they know how we can be utilized. While we do not have a detailed program in each of those areas, that is a goal for future service. Those areas all fit under one title: family life issues. It is the sum total of what we felt called to offer upon collaboration with professionals and lay people within the community as we were developing Crossroads' core outreach.



## What does Crossroads believe about how we should or should not help?

This excellent question has multiple layers within a thorough reply, so in interest of space and simplicity, we want to share that since our onset, this has been an area of intentional focus and refinement.

We know that Jesus helped others without judging. Jesus commanded us to love others as we love ourselves. Multiple accounts in the Bible affirm His will for us to serve others.

Yet, helping, as we often know it, can actually be very harmful. Authors Steve Corbett & Brian Fikkert used exactly that fact for the title of their book, *When Helping Hurts*. They went through great detail and biblical example to share how *if our helping enables a spirit of dependency or an unhealthy relationship balance, it is far from helpful* and is not the way we are directed in the Bible.

Here's how we work our giving at Crossroads: we are generous on TIME and for actual items we can offer, we have some limited storage for sharing practical items with those who we are actively working with AND who may have a need. Far from making any element of life easy for them, it is only enough to very temporarily ease a burden. Sometimes items can help us engage with a family, especially *when their needs are so basic that they cannot even move onto higher decisions without it*. Our job is to help families become as self-supporting as possible; not necessarily to meet their needs, but to help them understand their needs in line with God's ways for life. As noted earlier, *that takes TIME & RELATIONSHIP*, but we may start with connecting them with the community resources that are better equipped to help, alongside our additional coaching and support.

While we have had opportunity to serve intense needs such as this, more commonly, Crossroads serves working class families who may not qualify for public assistance, yet are caught in a financial struggle as well as their personal issues. Part of the reason we have been blessed with a healthy stream of families who trust us to hear their unique circumstances is that they see us as a safe starting place. Other times their issues may be common, yet difficult, such as grief and they do not feel professional help is necessary. Still other times, families just have not realized a specific beginning to their issues, and they have 'mucked through' without intentional focus to make change before they found themselves overwhelmed.

*The reasons we first engage with a family are typically unrelated to the family's income*. It is most likely to be about life situations they are wrestling that each one of us could easily face at any point—*grief, consequences of poor decisions, relationship difficulties, substance abuse by a family member, parenting struggles, decisions about aging parents, caretaking trials, health issues, or simply a quest for information from a biblical perspective*.

Sometimes more in depth and professional help is necessary. Other times, they simply need to share in a confidential manner with someone they trust. Others, additional support or mentoring optimizes their healing or success. If we can make a difference, we want to do just that. Our goal is to walk alongside of a hurting person as they journey through their difficulties, and to help where we can when it truly is help according to how Jesus would have served, alongside Christian encouragement and nonjudgmental support.

*A safe starting place*

*An encouraging middle place*

*A healthy ending place*



- Pregnancy Resource Center • Single Parent Support •
- Family & Personal Empowerment • Adoption Consultation •
- Caregiver Support • Senior Support •

**Crossroads**  
of Crawford County



*And let us consider how to stir up one another to love and good works, not neglecting to meet together.*

**Hebrews 10:24-25**