

## Fall 2011: A Day in the Life

We often get asked: **“What do your clients do with their time?”** The answer for them varies as much as it does between you and your friends and family. This newsletter gives you a look at the day-to-day lives of four of our clients, as well as the daily reality of being a busy ATC counselor.

When ATC first starts working with our amazing youth, they are all on the streets. We keep working with them as they make major life changes, from homelessness to stable housing, from focusing on survival to working and being in school. Their range of daily experiences is as diverse as the people themselves.

Among the stories below, certain threads emerge time and again. Being on the streets pushes our clients into contact with strangers, and yet isolates them. The profiles are, in part, about who they are in others' eyes, and who they are when they're alone.



Stephanie



Marcus



Pepper



Henrick

### Stephanie



Stephanie's life used to be filled with stress – and then she quit using drugs. “Before,” she says, “I was just running around to make money, doing things that were extremely stressful, against the law and not safe for me or other people that I care about.”

These days, Stephanie sleeps on a rooftop. Despite her homelessness, life is more stable than when she was indoors but using drugs. “It's just way calmer now that I am really clean,” she says. Stephanie's day starts around 9:30 AM. She uses a shared public bathroom to clean up, then goes to a local church that offers breakfast and a shower. She showers every day, even when it's raining and the line is especially long.

Most days she walks downtown, where she asks for change at the Powell Street BART station. She gets much of her food from church or from ATC, but some days she goes to the mall to take food left behind on tables. “People leave so much behind. I could walk in there and come out with a whole box of food

that lasts me all day.” She'll then walk to the Embarcadero, where she can go to a Giants game or sit by the water and read.

Recently, Stephanie has been trying to find a job. Until she does, she continues to rely on panhandling. While asking for spare change, she faces reactions that range from anger to compassion. “It depends on the mood that other people are in,” she explains. “Say they had a bad day at work and I ask for a quarter, they're like, ‘F\*\*k you, get a job.’ I've had a couple of people try to hit me on their bad days.”

She also encounters people who see her regularly and have come to care about her. “I've been getting a lot of people who really want to know what's going on and why I'm in the situation I'm in.” Many people just walk by,

says with a laugh. Although she has friends that she sees every day on the street, she is content to spend much of her time to herself. “I never had a problem just sitting down by myself and reading, or reading the paper and getting a cup of coffee by myself. Those are the things that make me feel kind of normal.”

Before she returns to her rooftop for the night, she makes sure that she has something to eat, and that her phone is charged. If she didn't charge it at the methadone clinic, she goes to Starbucks to use their outlets. She prefers her current living situation to previous ones in the Tenderloin. “It's in a great area, and it's covered. I don't have to worry about cops, I don't have to worry about people milling down there, and I can live by myself,” she explains. “It may be a little windy – but hey – there are stars.”

**“They are not obligated to help me. They are not obligated to speak to me. They are not obligated to even look at me.”**

which doesn't faze her. “They are not obligated to help me,” she says, “they are not obligated to speak to me, they are not obligated to even look at me.”

Stephanie maintains a sense of normalcy by finding time to herself. Her favorite thing to do is read. “I have a callus from reading,” she

*Stephanie has been working with ATC for about five years. She is one of those wonderful clients who always remembers to let us know how much she appreciates our support, and has impressed us all with her strength and ability to deal with adversity. Even on a bad day, she somehow manages to greet us with a smile and a hug.*

*continued on page 4*



# Letter from the Director

Rob Gitin

As a 19-year-old intern at a drop-in center for homeless teens in San Jose, I was on my third day at the job when I sat down with a girl, whom we'll call Laurie. She proceeded to tell me about her previous day, which included: stealing breakfast from a store, getting high three times, hanging out with her boyfriend, taking a sink shower, smacking a friend of hers, turning two tricks, getting physically assaulted by one of her Johns, coming to our drop-in center, and going to sleep under a highway overpass. She talked in the same casual tone that I might have used when discussing my previous day, which probably included going to classes, hanging out with friends, watching TV, reading the sports section, eating three good meals, and being annoyed at having to live in a one-room double.

There was nothing abnormal about her day. Her days were less routine than mine, and there were certainly a wider variety of things that might take place in the course of her day, but everything she had experienced that day was rather ho-hum for her. Any one of the things that had happened to her would have made for one of the most eventful and difficult days of my life.

For a while after this, as I would hear similar stories from other kids, I felt as if they were living a totally separate reality from mine, that we were living in two very different worlds that had little in common. This made the work feel challenging, confusing, fascinating, and a little disconnected.

Over the past 18 years of working with homeless youth, I have slowly come to realize the ways in which their lives are actually very similar to those of most young people. They want to have fun. They like to spend time with their friends. They want someone to listen to them and to care about what they have to say. Experimentation and socializing take priority over taking care of themselves. These are things that are easy to relate to, and helped bridge the gulf that I thought existed.

But what still sticks out as the most distinct difference in what dictates their daily decisions is their focus on survival. When we first meet our clients, their day-to-day choices are driven by what will help them survive the next few hours. Think for a moment about how you would have spent the last 24 hours of your life if you had placed no importance on setting your life up for today, let alone next month or next year. Really think about it. Your day would have looked totally different. You probably wouldn't have gone to work or school, slept much, run any errands, or done anything that was helping to build your future. This is the reality that our clients live in, and because of their poverty, drug issues, and survival needs, their options are extremely limited.

One of the best things in our job is when we get to see someone's day-to-day life shift. Instead of starting their morning with being dope sick (being physically ill from heroin withdrawal) and needing to hustle drug money, they get to begin their day with a shower and a bowl of cereal, having moved indoors and gotten clean from drugs. The satisfaction that our clients get from having a mundane morning routine is a pleasure to witness and share with them.

*If you would like a copy of one of our previous newsletters, send us an email, and we'll send it to you as long as we have some left (we have a limited supply). Electronic copies are available to view at [www.atthecrossroads.org/newsletters](http://www.atthecrossroads.org/newsletters)*



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## Mission Statement

At The Crossroads reaches out to homeless youth and young adults at their point of need, and works with them to build healthy and fulfilling lives.

### Core Values

- Prioritizing meeting the needs of our clients first
- Making services as accessible as possible
- Supporting empowerment
- Respecting individuality

## What We Do: The Basics

- ▶ ATC walks the streets three nights a week in two areas of San Francisco: Downtown/Tenderloin and the Mission. We hand out basic necessities like food, condoms, and socks, and slowly build counseling relationships.
- ▶ We work with young people whom others have given up on, who would not get help without us.
- ▶ We meet with clients 1-to-1. We listen to them talk about anything they want, with no agenda and no judgment. We help them figure out who they want to be, and how to become that person.
- ▶ We keep working with clients after they leave the streets. We continue to support them for as long as they want, helping them build outstanding lives, not just lives of subsistence.
- ▶ We work closely with other organizations, connecting our clients with services such as jobs, housing, education, health care, and mental health services.
- ▶ We support other programs in their efforts to work with homeless youth through dialogue, trainings, and technical assistance.
- ▶ We work with city government to improve the continuum of support for all young people on the streets in San Francisco.



*At The Crossroads lets me know that I am not alone, that I don't have to be by myself; I don't have to feel like I can't do anything.*

*-Marlon, ATC client*

## Get Involved with At The Crossroads

### Join our email list.

If you want to keep up-to-date on all of the goings on at At The Crossroads, it's time to join our email list. If you are only on our snail mail list, you are missing out on so much!

Twice a month, you'll get emails informing you about volunteer opportunities, upcoming events, and other ways to get involved. You'll also get to learn more about our clients, and about the people and places that support At The Crossroads. It is the best way to stay informed about ATC, and to learn about the many ways to take part in the organization.

Please encourage your friends to join our email list as well. At The Crossroads' future depends on having more and more people become acquainted with our work, and this is an easy way to introduce others to the organization.

To join our email list, just send an email to [getinvolved@atthecrossroads.org](mailto:getinvolved@atthecrossroads.org) and say "sign me up for your email list."

*We do not share your email address with anyone else.*





## Pepper



Pepper and her dog, Corduroy, recently moved into a “junior apartment” Single Room Occupancy in South of Market, complete with a bathroom and kitchen area, a transition that has brought greater stability to her life. “When I was homeless,” she says, “my whole day was trying to survive, until sleeping. I have a place to live now, and I’m starting to go to school. I don’t have to worry about my dog getting stolen.”

Now, her days are more structured. “I set the alarm earlier than I have to, so I can press snooze a bunch of times,” she says. She wakes up, smokes a cigarette, takes a shower, brushes her teeth, and feeds the dog. If she has food she’ll eat breakfast. She then catches the bus for the hour-long ride to class. Pepper signed

up for school to avoid having too much free time, and to have a reason to wake up early. “I go to sleep about 1 or 2 in the morning,” she explains. “I have bad problems sleeping. If I don’t have anything I have to do, I’ll probably sleep until, like, 12 o’clock.” At night, she’ll relax with her boyfriend and watch TV, then watch a movie or read before bed.

**“My life is busy, but normal. This is the most normal my life has ever been. I just hope that it gets better from here, you know?”**

Outside of class, and when she’s not meeting with her case managers, Pepper spends much of her time by herself, and likes it that way, relishing the opportunity to go to the beach or read. “When I want to have peace and quiet, I just want to be left alone, and just be in my own world; to have my thoughts to myself.”

At times, however, this isolation can become consuming. Corduroy is her “emotional support animal.” She helps relieve some of Pepper’s feelings of depression. “If it wasn’t for her,” Pepper says, “there are times when I wouldn’t even leave my house... I get depressed a lot. But now, you know, she’s gotta go to the bathroom.”

Even Pepper’s interactions with strangers are generally related to Corduroy. When people stop her on the street, “it’s usually people who want to stop and pet my dog.” For Pepper, socializing is largely unwanted, and often taxing. As she explains, “I get worn out. I get mentally exhausted if I talk to too many people.”

In most aspects of her life, Pepper values consistency. “It helps stabilize,” she points out, and she is enjoying her new routine. “My life is busy, but normal. This is the most normal my life has ever been – in my whole life. I’m pretty happy with the way my life is right now. I just hope that it gets better from here, you know?”

*Pepper has been working with ATC for the past six years. Her recent changes are nothing short of remarkable. Since getting off of the streets, she seems like a different person, and it is incredible to see how much her quality of life has improved. We are thrilled that she has the opportunity to have a more stable, peaceful life.*

## Henrick



quickly, depending on “how mad they are and how late I am.”

Henrick will spend the rest of his day with his employers, at their homes helping them with domestic chores or traveling with them to their appointments. His activities range from cleaning to cooking to taking out the trash. He feels a strong sense of responsibility for his employers, and wants to be able to help them. “I don’t want to be away from them,” he says, “because I know I’m useful and I can help them.”

**“If I’m alone, forget it, I’m nothing. I need to be around people.”**

It takes Henrick about 15 minutes to travel from one employer’s house to the other. He rides a black Diamondback bicycle, which is a bit too small. “I feel sorry for the bike,” he jokes. When he’s not riding, he is on his feet, walking, either with his employers to their appointments or just around the neighborhood to do errands. “I walk most of the day,” he explains. “All I do is walk.”

Outside of work, Henrick lives up to his self-imposed title: “people’s person.” “I get along with everybody who’s anybody,” he says. He spends most of his time in the same area, and has gotten to know different people in the neighborhood. “Every day I see the security guards, a friend where I live at, maintenance people who live in [the apartment complex] or across the street.” He is even friendly with local police. “I get along with them,” he says. “Even if I’m doing something stupid I’ll say ‘hey, how you doing?’”

In the evening, Henrick can be found around the house working on “little projects”: moving furniture, painting, experimenting in the kitchen. “I love cooking,” he says. “I’ll make a nice little hot, home-cooked meal, and I make it different all the time.” In his alone time, he takes a moment to draw simple things like his name. “My highlight,” he says, “is getting away for a second and bringing myself back.”

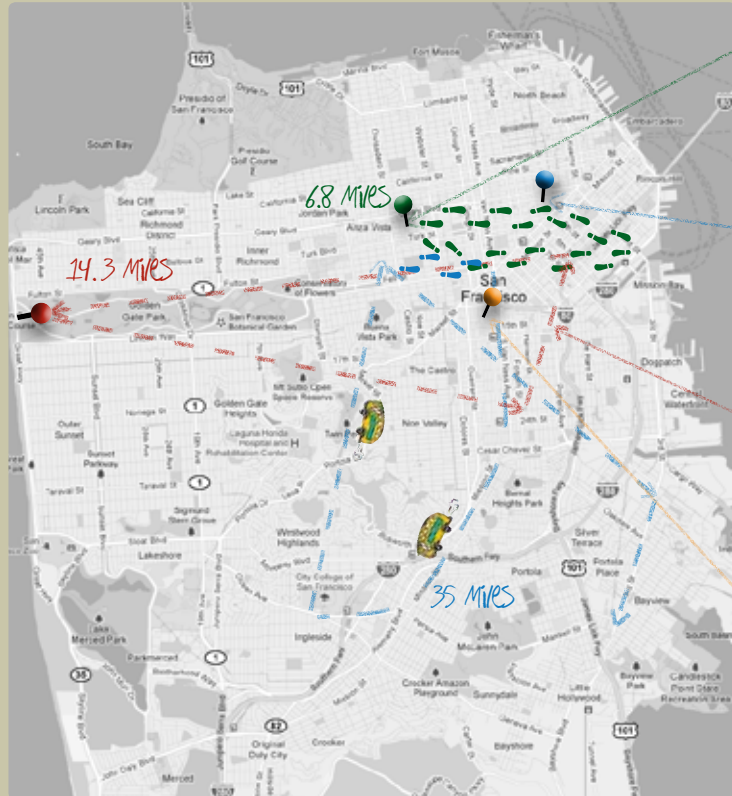
*Henrick has been working with ATC for about four years. If ATC had a class clown, that would be Henrick. If within 20 seconds of our seeing him, he isn’t cracking a joke or playfully teasing us, we know something is wrong. However, his constant humor can’t hide his big heart, try as he might.*

“If I’m alone, forget it, I’m nothing. I need to be around people.” It seems to Henrick, in fact, that his life revolves around other people. His job, providing in-home support services for two women, takes up most of his time. “They both need me at the same time,” he says, with a hint of exasperation, “I have to split myself in two.”

His days begin around 9:30 or 10 AM, often with a phone call from one client (he currently stays with the other). “You know I got an appointment today, right?” comes the voice over the phone, and Henrick rouses himself out of bed. Breakfast is often some type of snack – a cup o’ noodles for instance – eaten

## Spending a Day Accessing Services

ATC's clients spend a large amount of time on their feet. This is part of the reality of being homeless, poor, and without housed friends. Henrick says, "Pretty much all I do is walk." Stephanie walks at least ten miles a day. It's better now that she has a place to leave her belongings. "I don't have to carry around my stuff like before," she explains, "I [used to carry] a 50-pound pack around with my sleeping bag, clothes, and food." Marcus estimates that he's on his feet 13 to 14 hours a day, mostly outside. Below is a taste of the traveling some clients do throughout the day in order to access support.



Twice a week, Stephanie walks to a clinic to get methadone, which helps relieve withdrawal symptoms. Her time there is the most challenging part of her week. "Having to go to that place that I am physically dependent upon is hard." It is also difficult socially. "There are the people who are taking pills and still doing drugs," she says. Still, following through on appointments makes Stephanie feel good. "It feels good having appointments. Keeping them makes me feel better about my situation because I can still function."

Marcus graduated from Glide's construction program in 2008, but doesn't access many services these days, other than ATC. "Most of the services are for women and kids. For men, it's 'get a job, we don't have any services for you.'" While he's found service providers caring, he points out that there's a lack of individual attention. "[They'll say] 'we gotta fill these papers out, you gotta go here, gotta go there, goodbye, ok, next?'" These days, Marcus travels back and forth to his classes and to the job site for his construction work.

Pepper has two case managers who pick her up at her apartment and take her to appointments or just to the beach to relax. "If I didn't have a case manager, I definitely wouldn't have a house, and I definitely wouldn't be doing good right now. I'd still be homeless and doing drugs." She now has the opportunity to get out of the city, something she really enjoys. "Sometimes we'll go to a place that's out of the city, and it's all nature. It's really relaxing and I can let my dog off the leash, and let her play in the ocean."

Henrick spends much of his day taking his employers to various service appointments. For himself, however, Henrick does not access any services outside of At The Crossroads. He points to ATC as the most helpful people in his life. "So far the only people that really have a big impact are from At The Crossroads," he says. "They've seen me drunk, they've seen me high on drugs. They've helped me through so many situations."

### Marcus



Marcus is a busy man. He wakes up at 7:00 or 7:30 AM, brushes his teeth, shares a joke with his cousin, and says a prayer. The rest of the day finds him in one of the two insurance classes he takes, caring for his two-month-old baby, or doing six hours a day of home remodeling for his uncle. He considers this a side job as he looks for more stable and lucrative work. In his free time, Marcus is a rapper, using the stage name CNT.

"I spend about two-thirds [of the day] working, trying to find extra jobs, and trying to find better ways to set myself up music-wise."

His daughter and his strong sense of faith keep Marcus going. "I pray on the regular," he says, "which is the only thing I do every day

besides giving my daughter a kiss. I realize God loves me because he gave me my daughter, and finally I have something to work hard for, somebody who's always going to love me and always going to care for me, and who's always going to know that I love and care for them." There's only one thing he'd change in his life: "not being able to look into my daughter's eye and say 'I got whatever you want right now.'"

Marcus' life has not always been so stable. "I went through being homeless, and dealing with addiction. I was going to college but didn't finish, and I was lazy looking for a job. That left me hustling on the streets and going to jail. It was a cycle and I had to take myself out."

A daily struggle for him is the way that he, as a young black man, is perceived by others. "I hate to say it," he explains, "but a lot of other races in the Fillmore district, they look at us weird." Some ignore him, while others fear him. "People don't know what makes them fear the unknown," he continues, "but don't be afraid, we might be some of the best friends you've ever known. You gotta keep an open mind."

Police interactions can be especially negative. "The police have harassed me. On the day of my partner's funeral, they jumped out at me,

asking, 'what are you doing?'" After explaining that he was walking home from a funeral, the police proceeded to search him. "A lot of time they look at black people not as a threat but as a problematic state that they gotta try to fix."

**"People don't know what makes them fear the unknown, but don't be afraid, we might be some of the best friends you've ever known."**

When he wants to be alone, Marcus goes to the beach, or walks in the park, and prays. He considers his life "blessed." "My partner's gone, I got five friends gone, my mother's gone, my grandma died this year, a month to the day of my partner's funeral and fourteen days before my daughter was born. I got a chance to wake up, I get a chance to kiss my daughter, do it right."

*Marcus has been working with ATC for three years. He is a thoughtful, kind-hearted individual, who has the ambition of opening his own nonprofit one day to help others in his situation. It will be a fantastic program.*

# A Day in the Life of an ATC Counselor



**8:00 AM:** Wake up, go for a run

**9:35 - 10:00 AM:** Walk to work

**12:00 PM:** Meet with a client downtown

**3:00 PM:** Office hours starts

**7:30 PM:** On the street, talking with clients

**11:00 PM:** Debrief outreach, head home

"I'm a completely different person now than I was four and a half years ago," says Naomi Irvine, one of ATC's outreach counselors. "After doing this work, I don't take things as seriously. I've realized what's important in life."

Five years ago, Naomi was a college student looking for a nonprofit to volunteer with, when ATC called to offer her an outreach volunteer position. She was always aware that her work needed to be more than just a job. "I always knew that I wanted to do work where I felt meaning," she says, "or that felt like I was making a difference in the world." When she graduated, a full-time position at ATC opened up, and she jumped in.

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Naomi wakes up around 8:00, exercises, and gets ready for the day. Every morning, she walks one and a half miles to ATC's office. The morning is about taking care of herself, an essential part of her job. "I have learned," she says, "that part of being a good counselor is making sure that I take care of myself. I wasn't always very good at that, but I am getting better." Being able to take care of herself allows Naomi to be more present for her clients.

Much of her morning at work will be spent meeting with her clients. ATC's clients choose where to meet, anywhere in the city; she meets with one young man at a park. Counseling meetings are a chance for young people to talk about anything they want, big or small.

In one meeting, Naomi and her client, who she has been meeting with for four and a half years, talked about self-care. "[My client] took time out for herself, and she has been working on that," says Naomi. "Her mentioning that really just put a smile on my face." This young woman is constantly doing things for others, almost never taking time for herself. After seven years of working with ATC, she is only recently beginning to identify the need to take care of herself, and to put that realization into action.

According to Naomi, "it's all the little things that really amount to this work being meaningful. It's not just helping youth get housed or get off drugs. Those are the big things, but it's really the day-to-day little things that people do for themselves."

**"Whenever someone walks away from a meeting feeling better about themselves, or understanding themselves better, you feel good. And I don't think it ever stops feeling really good."**

One-to-one meetings can take a variety of forms. Sometimes, she will meet with someone to talk while they buy shoes, which ATC does for clients every six months. Other times, she will be traveling to a young person's living place to drop off food and to talk. For clients who can't travel, home visits take on added significance.

Naomi visits one client who suffers from severe chronic pain. "He can't get around," she says. "Due to his condition, he's often confined to his SRO. I'm honored to be the person that gets to go there and be with him." For Naomi's homebound clients, their meetings with her will sometimes be the only social interaction they have that day.

Naomi's job is all about meeting young people where they are at figuratively, through ATC's counseling approach, and literally, by allowing young people to set the meeting location. As a result, she spends a good amount of her day traveling around the city. She is grateful for the opportunity to be outside. When the weather is nice, she'll walk to her appointments, always with her headphones on, taking a moment to decompress. "Music adds peace to my day, for sure; to be able to unwind, listen to something, get ready for whatever else I have to do, and walk."

In her meetings, Naomi challenges people to understand themselves better. When clients have big revelations it is satisfying, but for Naomi, success is simpler still: "Whenever someone walks away from a meeting feeling better about themselves, or understanding themselves better, you feel good. And I don't think it ever stops feeling really good."

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By late morning or early afternoon, Naomi is back in the office. Over the years, her job has slowly moved indoors. Many of her counseling meetings take place over the phone. "Phone counseling is sometimes the best way you can counsel someone," she explains. "There's a weird thing when there's a phone in between you, people end up being super honest." Reaching many different clients means being creative about how to offer support.

Incarcerated clients are an important part of ATC's work. Many days, Naomi will spend time reading letters from, and writing letters to, clients in jail or prison. She sees a special opportunity in building these relationships. "A lot of times they're not getting that much support, and it's a time where all they have to do is think. So we're really able to be there for them when they need a lot of support in their lives." Carefully reading letters





11:44 am

Hop on BART, head over to meet a client to buy shoes



3:08 pm

Meet with a client and her children, pick out clothes



7:13 pm

Naomi and Brenda leave for outreach

from clients, and drafting a response, can be a time-consuming process, and Naomi probably writes more letters in a week than many people write in a year.

Naomi's time in the office is also spent researching options for clients who want to access other services, and helping them navigate the often-intimidating processes for access. Talking about one client who is currently applying for permanent housing, Naomi says, "I try as best I can to help her in that process, and to help make sure that everything's covered. It's really hard to work in the different systems, and it's nice to have someone there to help advocate for you."

When homeless youth are ready to make changes, society does not make it easy for them. For Naomi, seeing the obstacles that impede even the basic goals of clients is a profound challenge. "The hardest part of my day," she says, "is when someone comes in, and they really want a job, and they want to stop hustling, but they have a felony on their record and they have no professional experience. It's difficult to figure out all the steps when [the system] is not set up to have that person be successful in achieving the goals that they deserve."

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3:00 to 5:00 PM is office hours: a time when clients can call in or come to the door to pick up food and clothing, or just to talk. Office hours is a hectic scene, with phones in the office ringing off the hook, the doorbell chiming, and people hurrying to put together

bags of groceries, treats, and clothing for clients to pick up. On top of all this activity, Naomi makes sure to try to check in with clients when they come to the door. "It's always a juggle of giving people support and counseling, while also making sure that everyone's getting their food, food boxes are getting made, that kind of thing. At the end of office hours, you can be exhausted."

Many of ATC's youth experience crises on a regular basis. Helping her clients during those times can throw Naomi's day entirely for a loop. "Yesterday," she says, "someone called, and he was much more depressed and suicidal than he's ever been, so I spent way longer on the phone with him, when I normally would be helping out with office hours." But when someone is in crisis, schedules become meaningless.

On days that she has outreach, Naomi might have one more meeting, then a half-hour dinner break before she packs up her backpack, checks in with her outreach partner, and heads out to the streets. Despite the late hours (7:30 to 10:00 downtown, 8:15 to 11:15 in the Mission), Naomi enjoys her nights on outreach. "It's always my favorite part of the work day," she explains, "You get older and you don't want to do it as much because it's late, but it's the best part of this job for sure." It's a chance to catch up with people that she doesn't see very often. "It feels good to run into people that you haven't seen [in a while], check in, and get to support them wherever they are at." After two to three hours of handing out supplies, having

conversations, and giving and receiving a lot of love, Naomi's workday is done.

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At the end of most days, Naomi feels good. The best part of it all is working with a supportive group of coworkers. "At the end of the day when you can share a difficult story or laugh with your coworkers, it makes all the difference. The best thing is when you work with a bunch of people that you respect and admire, and when you have watched each other grow as counselors and as people."

Part of Naomi's growth has been learning how to manage the difficult realities her clients face on a daily basis. It is a process of letting go. "One of the biggest things," she says, "in order to be successful at counseling, is to be able to take whatever hard thing someone is going through, and to put it somewhere. Then you have to let it go, because there's only so much you can do in a day."

Part of letting go is knowing that ultimately, the young people she works with are capable of overcoming the challenges in their lives. "When it comes down to it," she says, "our clients are strong and are survivors." Time and again, she sees young people take steps forward amid very challenging circumstances. It never ceases to be inspiring. As she says, "I am constantly in awe of the strength of our clients."

At the end of each day, Naomi feels like she remembers what is important in life. "Witnessing the struggles that people face will forever change how you see things," she explains. "Our job gets to talk to a million different types of people and listen to how they feel. Even after four and a half years of doing this work, I still feel like at the end of the day, there isn't another place I'd rather have worked and spent those eight hours."§

**"Even after four and a half years of doing this work, I still feel like at the end of the day, there isn't another place I'd rather have worked and spent those eight hours."**

# Annual Fund Donors, May - November 2011

Because of the plethora of amazing ATC donors, we are only able to acknowledge those who have contributed since our last newsletter. To see all of our 2011 Annual Fund donors, go to: [www.atthecrossroads.org/contributors](http://www.atthecrossroads.org/contributors)

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**Al & Susan Camarillo**  
**Patty Daniels**  
**Lisa Feldstein & Max Drukman**  
**Malkeet Gupta & Nithya Ramanathan**  
*Leslie & George Hume*  
**Jim Hunt**  
**Barbara Koltuv**  
*Wennie Liao*  
**Steven & Trish London**  
Jan Masaoka  
Ebony McKinney  
**Dr. Rahma & Dr. Tamton Mustapha**  
Diane Parish  
**Ken & Betsy Plevan**  
Rachel Shechtman\*  
**Loren & Erica Taylor**  
**Nicholas Walsh & Jessica Mega**  
Elizabeth Witter

## SUPPORTER - \$250-\$499

*Anonymous*  
*Jaemie & Joey Altman*  
**Nikki Ausschnitt & Steve Krieg**  
*Kristina Batiste*  
*Cabot Brown*  
Nina Carroll  
Kat Cullen  
Kimberly Ginther-Webster  
**Michael Heuga & Julie Cochrane**  
**Sandhya Kilaru\***  
*Laura Rosenbury*  
*Daniella & Irene Sirooskey*

Liam Thornton  
Tim Treadway & Bill Poland

## FRIEND - \$100-\$249

Anonymous (multiple)  
*Suzanne Abel*  
Omar Alonso  
**Sandra Baron & Joel Blau**  
Angela Batiste  
Karen Baumgartner\*  
Jennifer & Daniel Belloni  
Barbara Beriman  
Diane Bisgeier  
*Don & Jeanne Boyd*  
**Irv & Lila Brandwein**  
*Joan & Tony Brenta*  
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*Mary & Tom Cao*  
*Susan & Scott Carey\**  
Lyman Casey  
Shannon Casey-Cannon  
Yvonne Craig\*  
Teodor Dabov  
Don Dagenais  
**Katie Dougherty**  
Miriam Dym  
*Gerald Eisman*  
*Margaret Erickson*  
Barbara & Bill Everdell  
Andrew Fisher & Jeffery Weisman  
**Mitch Gitin**  
David Gonzalez  
Cristina Gutterman  
Doug Harris  
*Archie Held*  
Joanne & Alan Herren  
Jorja Jackson  
Zem Joaquin  
*Michael Kenin & Kim Giambruni*  
Frances Kieschnick\*  
*Andrew Kingsdale*  
Emily LoSavio  
Tony Luick  
Karyn Massey  
Kate McIntyre  
Kathy McIver  
Jody McClelland\*  
**Ye Min**  
*Elizabeth Moore*  
*Robert Moore*  
Carol Otto\*  
Lynn Parker\*  
**Ben Peterson & Wendy McKennon**  
Julien Phillips

Paul & Cince Pringle\*  
**Fiona & Hannah Raymond-Cox & Mark Kelly**  
*Margaret Rhodes*  
Ryan Roth Gallo  
Jennifer Ruskin & David Rose  
*Ronald Smith*  
Eric & Polly Stanbridge  
**Gwynne Stoddart**  
*Gladly Thacher*  
**Mark Vermeulen**  
Michael & Johanna Wald  
Cynthia Walsh  
Douglas Whitehurst  
**Cedric & Amy Wiesner**  
*Betty, John & Jerrold Wong*  
Kendra Wright

## PATRON - \$1-\$99

Anonymous (multiple)  
Mark Abelso  
Jocelyne Ampon  
*Adrianna Bamber*  
*Debbie Bard*  
Kevin Bard  
Alan Barinholtz  
Naseem Bazargan & Jon Rowe  
Mitchell Benjamin  
Julia Bergman  
Jean M. Bogiages  
**Sandi & Charles Brown**  
Lisa Burton Ericson\*  
**Christopher Cary**  
*Sanjiv & Joey Chawla*  
Stanton Chew  
Yevgenya Chityan  
*Carla Cochrane*  
Linsey Collier  
Anielka Contreras\*  
*Laura DePalatis*  
Sibyl Diver  
Natalee Ernstrom  
David Esajian  
*Cait & John Evans*  
CeeCee Fairley  
Jonina Friedman  
Laura Gorman  
Debbie Goss  
Renee Greig  
*Eric & Marianne Haesloop*  
Heather Henley\*  
Kristin Ingram\*  
Francine Jacobs  
Patricia Johnson  
Jesse Johnson  
Kathryn Jurick

Nancy Kux  
Michelle Lee  
Vivian & Wilson Lem  
**Sabina Maier Smith**  
Margaret McClelland\*  
Jennifer Monago  
Colleen Ohair  
Kerry Painter  
Raven Pardue  
David Penner  
A.K. Petranich  
Gabriella Rodezno  
Jay & Zack Ruskin  
Lisa Shirley  
Elaine Tobin  
Jason Turbow  
Ronald & Linda Walker  
*Peter Westermayer*  
*Ashley Wolff*  
Kevin Wu\*

\*Donations were made in honor of the following

- Mark Dwight
- Mary Gregory
- Avner Lapovsky
- M. Kenneth Oshman
- Janet Yu & Andrew McClelland's Wedding

## FOUNDATIONS

*Anonymous Foundation, \$50,000*  
GGS Foundation, \$30,000  
Anonymous Foundation, \$25,000  
Morris Stulsaft Foundation, \$22,500  
**van Löben Sels/ RembeRock Foundation, \$21,000**  
John Burton Foundation for Children Without Homes \$15,000  
*Nick Traina Foundation, \$15,000*  
**Union Bank Foundation, \$15,000**  
The Intero Foundation, \$10,000  
*Stanley S. Langendorf Foundation, \$10,000*  
**Louis R. Lurie Foundation, \$2,000**  
Salesforce Foundation, \$1,500  
*The Odell/Kemp Fund, \$1,000*  
Building Art For Kids, \$250

## CORPORATIONS

*Genentech, \$10,000*  
Commonwealth Restaurant \$3,620  
Comerica Bank, \$2,000  
Mom's The Word \$1,000  
*HSBC Private Bank \$500*  
CCI - General Contractors \$100

## CORPORATE IN-KIND DONORS

Gap/Old Navy  
*Levi Strauss & Co.*  
Rickshaw Bagworks  
Timbuk2 Designs  
TRMA

## IN-KIND DONORS

Marjorie Benz  
Rachael Brown  
Sanjiv Chawla  
Amy Dalton  
Camille Dungy & Ray Black  
Allison MacQueen Felder  
Rena Ivy  
Megan Keane  
Max & Eve Koltuv  
Kathy McIver  
The Otters  
Kathy Phermponpanich  
Mirla Rayes  
Tony Roe  
Tanya Schevitz  
Janine Spaulding  
Lynn Taslitz  
Karen Wessenberg

## OTHER IN-KIND DONORS

**Condom Distribution Program, SFDPH**  
Food Runners  
San Francisco Friends School

## DISCOUNTED GOODS PROVIDERS

**San Francisco Food Bank**

## DONATIONS & VOLUNTEER HOURS WERE MATCHED BY THE

FOLLOWING COMPANIES

*Gap, Inc.*  
*Genentech*  
Google Matching Gifts  
*Levi Strauss Foundation*  
Salesforce Foundation

## I Think I Can Campaign, Summer SunDay Hike, and Spinning Spokes for Homeless Folks Cycling Event Donors

We wish there were enough space to acknowledge everyone who donated to the 2011 I Think I Can Campaign, Summer SunDay Hike, or Spinning Spokes for Homeless Folks Cycling Event, but there are too many - 1,872 - to list. A good problem to have! Find your name immortalized at:

[atthecrossroads.org/contributors](http://atthecrossroads.org/contributors)

# THANK YOU!



# Summer SunDay 2011

On Sunday, July 24<sup>th</sup>, 110 people rolled out of their beds early, put on their hiking boots, and joined ATC on Mt. Tam for our **second annual Summer SunDay Hike for Homeless Youth**. They were greeted at Rock Springs by thick fog, cheerful volunteers and delicious treats. As they hiked, the fog lifted, and they enjoyed a beautiful hike to the summit. Afterward, they ate a scrumptious lunch in Madrone Grove. And the best part is that this fun, enthusiastic crew raised more than \$28,000 from nearly 500 donors to support our work! **Thank you to the wonderful hikers.**



We are so grateful to the 39 amazing businesses that donated delicious food, cool goodie bag items, and other random fun items. They allowed us to spend less than \$1,000 on the entire hike, and made our hikers feel like kings and queens! And major thanks to **Merriman Capital**, our lead financial sponsor for the hike.

7x7  
Affi's Marin Gourmet  
Andante Dairy  
Bella Viva Orchards  
Bi-Rite Market  
Bryan's Market  
Canyon Market  
Clif Bar & Company  
Costco Wholesale  
Della Fattoria

Fresh Organic  
Alfieri Farms  
Gap Inc.  
Haight Street Market  
Hamada Farms  
Happy Girl Kitchen Co.  
Ike's Place  
Jelly Belly  
K & J Orchards  
Laura Gigliello

Marin Amateur Radio Society  
Marqué Press  
Miette  
Mitchell's Ice Cream  
PacWest Athletics  
Pop Chips  
Rainbow Grocery  
REI  
Rickshaw Bagworks  
Safeway

Social Imprints  
Sports Basement  
Sukhi's Gourmet Indian Foods  
SusieCakes  
The Real Food Company  
Trader Joe's  
Whole Foods Market  
Yerena Farms  
You Name It Promotions  
Zuckerman's Farms



The Rickshaw crew posing at the peak



A delicious spread of snacks at the starting line



Nina giving a high five at the finish line to a happy hiker

## I Think I Can Participants

888 Dumpling Gang	Chrissy Lacy
Ivan Alomar	Avner Lapovsky
Dave Barnard	Seth Leonard
Barbara Berman	Michelle Lin
Corey Brown	Karen Mabry
Rachael Brown	Kurt Manley
Mateo Burtch	Chelsea Martens
Bayliss Camp	Ted Matula
Catherine Camp	Angela McEliece
Kristina & John Chance	Adam Miller
Yevgenya Chityan	Christina Moretta
Karin Cotterman	Tim Morrison
Alan D'Souza	Kristina Ng
Alison Dagenais	Marisa Pena
Dulcinea Deuschel	Frank Petkovich
Camille Dungy	Kristyn Poehner
Mark Dwight	Bonnie Puckett
Aria Galletti	Fiona Raymond-Cox
Ally Gibely	Daniel Reinholz
Deborah Gitin	Angelo Santiago
Rob Gitin	Marc Scoppettone
Erika Gonzalez	Jon Sege
Mary Gregory	Suzanne Sege
Jenn Guitart	Kate Shaw
Rhoda Haberman	Christine Solari
Meredith Hanson	Roxanne Somboonsiri
Naomi Irvine	Wendy Todd
Kati Jackson	Henry Toothman
William Kellibrew	Marc Vogl
Rebecca Knoll	Jaci White
Suparna Kudesia	Hannah Yaritz

## Spinning Spokes for Homeless Folks Participants

Will Choi	Dylan Dibona	Lee Jensen	Mark Madeo
Melanie Chuen	Gerardo Ferrando	Nick Kreeger	Heather McDonald
Zoe Cohen	Neil Gehani	Kevin LaKritz	Dan Oehlberg
Emilie Cole	Jim Haack	Allison MacQueen	

## Summer SunDay Participants

Shwetica Bajjal	Kristy Duval	Michelle Lin	Lihi Rosenthal
Beth Baron	Molly Estrin	Cynthia Lor	Chris Schroeder
Jennifer Belloni	Laura Fauber	Ellen Lu	Ron Sege
Daniel Belloni	Glenn Fernandes	Will Luo	Sandra Shapiro
Lisa Benham	Ryan Francis	Anna Mieirtz	Eric Sloan
Marjorie Benz	Nick Gamino	Charles Miller	Roxanne Somboonsiri
Barbara Berman	Laura Gigliello	Joe Montana	John Spillane
Laurie Halsey Brown	Jill Gordon	Christina Morato	Emily Stone
Kimberly Burton-Laurance	Joel Gordon	Amy Morikami	Drew Sutton
Sarah Cabassa	Douglas Harris	Greg Nerpouni	Elaine Sy
Bayliss Camp	Christina Hsieh	Ronald Ng	Christine Templin
Michael Chang	Sue Hsieh	Maciej Paluch	Jean Templin
Amie Chen	Huo Nan Hsieh	Caren Park	Terri Thomas
Nevin Cheung	Jorja Jackson	Greg Parulski	Emiko Tom
Anita Chung	Kati Jackson	Sam Pincus	Matt Ullakko
Jed Clevenger	Tamiko Johnson	Adelina Pineda	Marc Vogl
Joanna Cyprys	Ben Jones	Mary Powell	Violet Votin
Martine Darwish	So Young Kang	Emily Powell	Theresa Vu
Cindy David	Joanne Kay	Ellie Quinlan	Kai Wee
Amy Davidson	Megan Keane	Heather Regan	Karen Wessenberg
Ellyn Dooley	Chrissy Lacy	Seana Reilly	Nicole Wong
Tom Dooley	Sam Levin	Joanna Riedl	Logan Young
Lisa Dunmeyer	Sergio Licea	Lynne Rodezno	Rosemary Zappulla

# Welcome to our New Staff and Board Members

## ATC Staff



### Jelena Hasbrouck

Jelena Hasbrouck joined the At The Crossroads team in 2011 as the first ever Development and Finance Administrative Assistant. She divides her time between ATC and the USF graduate program in Public Affairs where she indulges her political geekiness. In her non-existent spare time, Jelena likes watching (and sometimes acting out) *The West Wing*, taking random road trips and professing her undying love for the Seattle Seahawks. Before coming on at ATC, Jelena worked as a program manager for a pilot low-barrier housing program for transitional age youth in Seattle. Perhaps as a result of that experience, she can always be found with a cup of coffee in hand.

## Board Members



### Emily Chan

Emily Chan met us at Board Match, and it was mutual love at first sight. She peppered us with questions, and then demonstrated her outstanding listening skills. She is wise beyond her minimal years. She is an associate attorney with the NEO Law Group, a San Francisco-based law firm that focuses its representation on nonprofit and tax-exempt organizations. Emily works with clients on corporate, tax, and governance issues, and is the principal contributor to the Nonprofit Law Blog. Emily is a long-term Bay Area resident, having gone to Berkeley and to Hastings. She is a former competitive ice skater, and the high point of her life was meeting Brian Boitano. We're not kidding. She brings a wealth of expertise, enthusiasm and intelligence to our Board.



### Channa Bannis

Channa Bannis's relationship with ATC had modest beginnings. She's the Director of Marketing at Aravo Solutions, Inc, which provides Supplier Lifecycle Management solutions to Fortune 1000 companies. Aravo had some folders they wanted to donate, and Channa came by to drop them off. Upon meeting her, it was clear to us that she had so much more to offer. We learned about her extensive work with homeless youth, which includes establishing the Boston chapter of StandUp for Kids. That organization named her national leader of the year. We learned about her work on the Board of Directors and as the Marketing Director for African Voices Communications. We have subsequently discovered her incredible attention to detail, and her thoughtfulness, which was on display when she brought our whole staff pastries as congratulations after a major event.



## Major Staff Transitions

Yes, these are the people that the community has entrusted to help some of its most needy individuals. You have every right to be afraid. Actually, it's a pretty amazing bunch. Why have we chosen to include this picture? It's kind of a teaser for our next newsletter. Some incredible counselors are departing ATC in the coming months after many years of dedicated service, and we recently welcomed some great new people. But we need more than a paragraph to do this transition justice. So keep your eye out for our Spring 2012 newsletter, which will be all about Transition, a critical topic in our clients' lives and in our organization's development.



## TRMA Takes ATC on a Shopping Spree

Every year, the **Telecommunications Risk Management Association** likes to pick local organizations to help out in creative charitable ways at their conferences. TRMA focuses on reducing fraud and uncollectibles in the telecommunications industry. This year, TRMA picked ATC, and basically had their conference attendees go on a massive on-line scavenger hunt/shopping spree for clothing on Old Navy's website. They purchased \$5,000 worth of outfits for our clients, and then one of their members, **Don Donagher** of Penn Credit, threw in an extra \$1,000 for socks! They hand-picked the clothing that our clients most wanted. Thank you so much to TRMA (and **Roberta Aronoff**, who organized the whole thing) for making our clients look and feel amazing.

Commonwealth

## Delicious and Generous

**Commonwealth** is more than just one of the best new restaurants in San Francisco. It is also deeply dedicated to supporting good work in the community. Every month, Commonwealth picks a different nonprofit to receive \$10 from every tasting menu it serves. Guess which one of its Mission District neighbors it picked earlier this year? Okay, I'll give you a hint. Their name rhymes with Fat The Flossroads. \$3,620 was raised for ATC, and many people in our community were introduced to Commonwealth's amazing, creative, unique cuisine. 362 people had happy, full bellies, thanks to this wonderful philanthropic restaurant. Commonwealth is truly a model of both social responsibility and divine digestibility.



## Cycling 'til They're Sore

**Mission Cycling** has been helping out ATC for the past couple of years; you may have read about them in a previous newsletter. They're an awesome neighborhood-based cycling club that aims to bring people together through the shared experience of cycling. And now it is time to give them yet another shout-out. In September, Mission Cycling partnered with ATC to create **Spinning Spokes For Homeless Folks**, a new cycling-based fundraising event. 15 intrepid cyclists joined on to the effort. They set an initial goal of \$5,000. Boy, were they off. It raised \$11,949! And we heard many stories of people being inspired to bike more than they had in years. We love us some Mission Cycling.



## Interns to the Rescue

For the past four years, ATC has been incredibly fortunate to have VISTAs helping us out with our fundraising, and with building community partnerships. They were essentially free staff members, paid for by the government. Sadly, we had them for as long as is allowed. In order to fill this void, we created an internship program, and we have been fortunate to find some amazing individuals. **Alyssa Ramirez** (not pictured), **Kiersten Illingworth**, **Rebecca Roberts**, **Flynn Gourley**, **Juliet Park**, **Caroline Doyle**, and **Ellie Quinlan** have worked diligently, enthusiastically, and thoughtfully, to do the behind-the-scenes work that keeps our organization financially afloat, and helps our clients connect with opportunities to achieve their goals. And we love having them around the office!



hop on board

**i THINK i can**

**2012**



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"The I Think I Can Campaign ensured that this past year was not another one in which my New Year's Resolutions were all abandoned by February. It gave me the structure and the incentive to accomplish a lifelong goal."  
-Adam Miller

"I felt like a superhero with powers to conquer my goals and help others along the way."  
-Bonnie Puckett

"The ATC staff's good cheer was great motivation"  
-Bayliss Camp

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