In this issue:
Over the past few years, At The Crossroads has begun to devote more time and energy towards advocating for systemic change, not just for homeless youth, but for all disconnected youth and young adults. We want to help prevent young people from becoming homeless, while ensuring that those youth who are on the streets will receive the breadth and quality of support that they deserve. Our advocacy flows directly from the work with our clients, whose experiences inform and direct our efforts to improve systems. In this newsletter, we ask clients, counselors, and professional advocates to weigh in on what is working, what isn’t, and what needs to change in order to better meet the needs of both homeless and at-risk youth.

Changing the System

In Too Big To Ignore, a recent report on youth homelessness in California, it was estimated that there are 200,000 homeless minors in the state. When it came to quantifying homelessness among 18-24 year olds, it could only state that they are “numerous”, shining the spotlight on a huge quandary; how do you address a problem when you can’t even determine the scope of it? This is among the many challenges being faced by the people who are trying to tackle the massive issue of youth homelessness.

We talked with three individuals who started their careers in direct services and have become leading advocates in identifying the needs of disconnected and homeless youth and creating solutions, working to ensure that no young people are without a place to call home.

What works?

One of the biggest successes so far in advocating for disenfranchised youth has been around those who are transitioning out of the child welfare system. California has created the THP-Plus funding stream, which provides resources for housing for youth aging out of foster care. In 2008 the Fostering Connections Act went into effect, which provides federal funding for states to create services, including housing, case management and other necessities, to former foster youth until they are age 21. California recently passed AB 12, extending transitional foster care services to eligible youth between 18 and 21 years of age.

Amy Lemley, Policy Director for the John Burton Foundation for Children Without Homes, has been one of the leaders in changing the system for youth aging out of foster care, and has begun to tackle the challenges facing the much broader population of all homeless young adults. There are a large proportion of disconnected youth who were not in foster care when reaching age 18, but who need services in order to leave behind or avoid homelessness.

In doing advocacy work for these youth, Rachel Antrobus, Director of TAYSF (Transitional Age Youth San Francisco), sees the recipe for success as combining data and feedback from young people and providers to find a solution that brings together funders and government to improve structures of support. Services should be created and prioritized when “young people and providers say that [the service] continues to be important.” This model allows programs to be more client-centered and for policy to come from the people who are actually in need, rather than from the top down.

In thinking about her own work, Nell Bernstein, one of the lead researchers for the California Research Bureau’s report, Voices from the Street: A Survey of Homeless Youth by Their Peers, also points to the need for youth to speak for themselves. “They can talk about their own lives, and it’s very powerful,” she says. In the process of presenting the research on the youth profiled in the report to California state legislators, she witnessed “that people do respond to hard core research and the actual stories of youth,” and is excited to continue to see what the impact of the research she was a part of will have on creating systemic change for youth on the streets.

What gets in the way?

One of the main obstacles to advocating for youth on the streets is how both the general public and lawmakers perceive them. “There is a lack of awareness that young people, ages 18-24, are struggling to the extent that they are,” says Amy. “People simply don’t understand, and ask questions like ‘Why can’t these kids just...” continued on page 4
Imagine that when you tried to join a gym, they put you on a waitlist for two months. Then, when they finally allow you to join, strangers sit down with you and ask intimate details of your life for a couple of hours. After that they then tell you the exact workout regimen that you need to follow, regardless of what you are interested in, and say that if you try to deviate too much, you’ll be kicked out of the gym. When you are not at the gym, you can’t eat any jelly donuts, and if they find out you did, you get kicked out. Even if you do a great job at going to the gym, getting in shape, and losing weight, they kick you out after a couple of years, because they don’t want anyone to become too dependent on the gym, or they need room for new people to join. And if you complain, there’s a good chance you’ll get kicked out.

Doesn’t sound like a gym you’d want to join, does it? Well, unfortunately, all of these are conditions that our clients have experienced at the programs that are trying to help them (although, fortunately, it is rare to find an organization with all of these restrictions). This is why so many of our youth have left programs, been kicked out of them, or don’t want to set foot in them in the first place. For the past 13 years, ATC has been listening to clients tell us about these experiences, and we are trying to aggregate their voices into cohesive policy and system recommendations that will improve the continuum of care for all youth.

For ATC, advocacy hasn’t meant shouting, protesting, and telling The Man to change his ways (even though many would argue that as a privileged white male, I am, in fact, The Man). Instead, it has meant getting to know the places where decisions get made and funds get allocated, trying to get a seat at the table, and in some cases trying to play a leadership role in the discussions.

Most of the time there are very smart, committed people already at the table, including nonprofit leaders, city department heads, and philanthropic representatives. Sometimes, our role is to make sure that our clients needs are understood and represented, and to make sure that the city is accountable to this population. Other times, we play a facilitator role, listening to what others are saying, helping to draw out the ideas of people with expertise with different groups of youth. We aren’t wed to any one role. We just want to see things get better.

ATC is able to contribute a unique voice to the dialogue because of who we work with, and how we work with them. What is essential is that no matter what, the actual experiences of young people need to drive changes to the systems.

When trying to improve services, it is vital to hear from the kids that no one wanted to work with, or who took one look and walked away. As mentioned earlier, our clients have left, been kicked out of, or have been uncomfortable walking through the door of most programs.

Also, in 13 years, ATC has worked with more than 5,000 youth, and has never kicked a client out of our program. Not one. With ATC, clients know that nothing they say will push us away. They can speak honestly and openly about their experiences, thoughts, decisions, and the things they like or don’t like about the existing service options (including ATC), and still know that we will be there, regardless of their opinions.

We have the privilege of getting to work with young people who have a great deal to add to the conversation, but would otherwise be missed. It is an honor to represent them, and a challenge to try to capture their diverse needs. We are excited to see the changes occurring, slowly but surely.
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 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.

Get Involved with At The Crossroads

Volunteer
Individually
Do you have free time in the afternoon or evening? Come by our office and sort donated clothing, put away food, drive to the Food Bank and go shopping, or pitch in on a number of other tasks that keep us going. Interested? Email getinvolved@atthecrossroads.org.

Collect unused gift cards
Everyone has a gift certificate (or 20) that is sitting around the house, collecting dust. ATC can put them to good use by giving them to our clients or buying items we need. In case you didn’t know, most gift certificates in California don’t expire. One of our volunteers has already collected thousands of dollars in gift certificates for ATC! And to make it easy, we have an email template you can use to ask friends if they also have gift certificates to donate. Interested? Email getinvolved@atthecrossroads.org.

Expand our network
Share our documentary
After you watch our documentary, if you like it, invite your friends over for lunch, cocktails or dinner to check it out. An ATC staff member can join you to discuss our work. It’s a great way to introduce people to ATC. Email getinvolved@atthecrossroads.org and let us know.

Share our newsletter
Please let others who might be interested in ATC know about our work! If you want us to send people our newsletter, email us their names and addresses, and we’ll send them copies. Email getinvolved@atthecrossroads.org.

Be creative
We’re open to hearing your ideas for supporting ATC. If you have any questions, feel free to contact us through email (getinvolved@atthecrossroads.org) or phone (415-487-0691 x101).

Sarah, one of our stellar weekly office volunteers, in the ATC prep room.

Make a donation to ATC
You’ll experience a sense of happiness and fulfillment that you’ve never known. You’ll want to do it again and again. In all seriousness, the future of At The Crossroads depends on the generosity of individuals who believe in our work. Make a credit card donation at www.atthecrossroads.org. Or make checks payable to: “At The Crossroads, a project of CI.”

Watch our documentary
In 2008, Monica Lam filmed a documentary that takes you into the world of our clients and our work. You can find it at www.atthecrossroads.org. It is 15 minutes long, and we promise you won’t regret taking the time to watch it.
live with their families?” she adds. On top of that, the federal funding stream for housing assistance doesn’t use a definition that captures homelessness among 18-24 year olds. Youth who are on and off the streets, or unstably housed, do not always fit the current definition of “chronically homeless,” in the same way as adults who have been on the streets for years. This makes it difficult for developers and providers to find the necessary funding to create and administer age-appropriate housing for youth.

Rachel agrees with Amy’s assessment of the perception of street youth, and feels that there will “continue to be a problem creating effective systemic change for these youth without serious thought being brought to marketing and outreach.” “These young people are invisible,” she says, and are difficult to reach and hard to find, and it’s “hard to get compassionate support for youth that are [generally] seen as dirty, drug-addicted and violent.”

In addition, Rachel feels that one of the limiting factors in reaching youth, and properly advocating for them, is the complexity of their needs. “Each person is so different,” she says, “and this is a marginalized population inside of a marginalized population.”

Policies for change
There is much work yet to be done in envisioning, let alone implementing, solutions that would effectively meet the needs of these youth. “We are still at the stage of building a collective will, answering why youth voice is so important, combined with debunking the notion that they are freedom-seeking runaways,” says Nell. “We don’t take collective responsibility for our youth,” she says. “There is no system that owns them.” This makes it difficult to advocate at the policy level.

Much of Amy’s work focuses on advocating for statewide policy to address youth homelessness. The John Burton Foundation has prioritized four objectives to better meet the needs of these youth, including creating a permanent source of funding for permanent housing for transition aged youth.

In San Francisco, Rachel is working with a coalition of providers and city departments to work on the issues of transition aged youth. “Ultimately, we have to come together [as providers and lawmakers] to agree on what we are going to enact, to have a community-wide goal.”

Services that make a difference
When youth living on the streets are ready to accept assistance, many obstacles remain to getting the help they desire. When asked what services they would like to see provided for these youth, these three women offered valuable ideas.

“Permanent relationships tied with permanent housing; something to grow up within,” says Nell. “Housing you don’t have to get out of; because it can be retraumatizing being put out of the place you are staying.”

Providing youth with creative outlets for their energy is important to Rachel. Being able to channel the vigor of this group, and “engage young people back into productive ways to spend their time,” is key. It would “require sophisticated partnerships to tap the energy that young people have without being restrictive,” she says, empowering youth to feel more useful and valuable.

Amy sees the biggest gaps in the continuum of care around housing and drug treatment. “I would like to see treatment on demand that is age-appropriate for youth, and affordable housing with supportive services for as long as they need it.”

Reasons for optimism
“Young people are the most inspiring; even in their darkest times there is a fight or spark that they are going to figure it out, even if the systems fail them,” says Rachel.

Nell is also confident in the youth. “These kids have a strong drive towards security,” she says. “That’s a resource for those of us who are working with them, they are not in despair, they have goals and they have hope. If we can step up and meet them halfway, I think we could get our kids home.”

San Francisco Steps Forward

In 2006, the Mayor’s office created the Task Force on Transitional Age Youth, charged with improving the outcomes for the city’s most vulnerable 16-24 year olds. The Task Force came out with its recommendations in 2008. Over the past three years, despite a declining budget, San Francisco has been able to take some important steps in improving the systems of support for these youth. ATC has felt privileged to play a leadership or supportive role in many of these efforts, and is excited to grow this component of our mission. Some of the initiatives of the Task Force include:

- Created TAYSF (The Transitional Age Youth Initiative), the first permanent body in San Francisco to specifically and exclusively focus on improving the city’s outcomes for disconnected 16-24 year olds.
- The Mayor’s Office of Housing adopted the Task Force’s recommendation to develop 400 new units of housing for this population. To date, 178 of the units have been created, or are under development.
- Created the Emergency Housing Fund for youth who are homeless or at risk of becoming homeless, which has helped numerous youth get off of the streets or avoid falling back onto them.
- Adult Probation has put a new emphasis on 18-24 year olds, giving them more support to help reduce rates of recidivism.
- “Gateway to College” has come to San Francisco. It is a program at City College of San Francisco that serves students between 16-20 who have dropped out of high school or may not graduate. It helps them get their high school diplomas and college degrees.
- SF received a Gates Foundation grant to implement the Communities Learning In Partnership (CLIP) grant, which aims to double the number of low-income students receiving post-secondary credentials by age 25.
Our Youth Are the True Experts

For years, we have listened to our clients discuss the challenges in the system of care that is supposed to be helping them. It can be such a battle for them to get to the point where they are ready and able to make major life changes, but they cannot do it alone. Those who are truly disconnected from their families and friends rely on services to fill the void that a strong community ideally would play. They had a great deal to say when talking about their various experiences trying to get help.

People matter the most

As you will see later in this article, our clients discussed many factors that affect whether or not they have successful experiences with support services. However, the primary issue that they raised again and again was the quality of the people providing services. More than anything else, this determined how they felt about the programs that they worked with.

Youth want to know that the people helping them truly care, and want to hear what they have to say. "A good service is them being there for you when you make that call. You know, you call them and they’re there to listen to your problems or whatever it is," says Keya, a client with ATC for the past five and a half years. Homeless youth have rarely known what it means to have someone who is truly there for them. When they experience it, it creates a feeling of safety and comfort with a program.

Our clients talked about the importance of people who showed them respect and patience. Kim, an ATC client for seven years, still remembers the phlebotomists (folks who take your blood) at a service she used to access, and how they treated her. "They were so well-trained to deal with people who were not exactly in the best health. They were very gentle, they explained things to you. You know, when you’re a kid and you’re on the street, nobody explains anything to you. Things just happen to you," she says.

The staff’s cultural competency is also an important component in clients feeling that services are accessible. Having employees who are knowledgable about the issues that truly matter to clients enables youth to make meaningful connections. Kim talks about the best programs having people who are "better educated, I mean streetwise."

Unfortunately, clients cited examples where the people who were charged with supporting them did not live up to the standards we would hope for. Keya has felt as if she was treated more like a statistic than a person. "A lot of people just aren’t into their job and they really don’t care about the person they are talking to," she says. For her a personal interaction is crucial. "At least you should sit down and see where I’m at. And see what type of person I am."

Accessibility is a complicated issue

Even if every program had great people, that would not solve every problem. Services have numerous barriers that make them difficult to get started with, or to maintain. Obstacles can be created by limited resources, excessive bureaucracy, or the reality of trying to get help when you are poor, overwhelmed, and have a past that interferes with your future.

Readiness to ask for help and the ability to actually find the desired assistance sometimes do not coincide for youth on the street. "It’s just finding the services," says Kim, "that’s the hard part." Many youth are completely isolated, and have no one to steer them in the right direction.

Then, once youth find programs, the services are often operating beyond capacity, and struggle to provide the personal attention that our clients want. "Unfortunately, you are getting good care, but it’s oftentimes very overcrowded," Kim says.

"How can you criminalize someone’s behavior when you’re not providing them with an alternative? And you are criminalizing people who haven’t fully developed all of the skills they need to get off the streets."

—Kim

For many of our youth, navigating the layers of rules and applications required by some programs can prove to be too overwhelming, and they can simply give up. Ramondo, a client ATC has worked with for one year, would like to attend school to get an education in Construction Management. "When I went to apply, I was like, wow, it’s like pages and pages and pages of stuff. It’s kind of stressful," he recounts. Even young people in the best of circumstances get frustrated having to deal with the requirements of some programs. For homeless youth who live in a culture that is so present-focused, where the future is often an afterthought, too much paperwork, long-waitlists or seemingly needless rules can become insurmountable challenges.

It is incredibly unfortunate that when our clients reach the point when they are ready to make changes, the realities of their past and present can still interfere with their ability to create a better future. A common problem...
clients cite is transportation. Without money to pay even for public transit, actually getting to a service can be out of the question. For Keya, who has five children and is currently homeless, being able to access services is a catch-22. As she says, “we wouldn’t even be coming to these programs, if we didn’t need the help,” so when services can’t reimburse for travel, they can end up excluding those who are most in need.

Having a felony on your record makes it impossible for you to access many services, including housing, jobs, and education assistance. Keya has been plagued by this for years. Earlier this year she was enrolled in a peer-mentoring program that promised to be a good fit for her, and she felt that she was quite successful at the role she was given. Unfortunately she was let go when her record came back with an old felony charge from 1999. “It’s not fair, if a person has changed their life, has done everything, like end their probation. I think they should give that person some slack,” she says. “I think that needs to really, really change.” When you are arrested, you end up “paying your debt to society” again, and again, and again, making it so difficult for people who want to leave their old lives behind to do so.

You can’t sit there!
The entanglements that come along with involvement in the criminal justice system are among the reasons that our clients are so against the proposed sit/lie law, which would criminalize lying down or sitting on public sidewalks. Often these laws create cycles where youth get ticketed and are unable to pay the fines, which first result in the tickets having hundreds of dollars of late fees tacked on; then the unpaid tickets get turned into arrest warrants, which ensure that our clients remain stuck in their situations. Kim sums it up when she says, “How can you criminalize someone’s behavior when you’re not providing them with an alternative? And you are criminalizing people who haven’t fully developed all of the skills they need to get off the streets.”

It is yet another instance where our clients feel targeted because they are homeless. Anthony, ATC client with his girlfriend Megan for the past 6 months, has had experiences with a similar law in Oregon, where he used to live. There he found that the police were inconsistent in how they applied it. “It was just specifically targeted at the homeless,” he says, “cause you’d see people sitting out front of their work, and as long as they weren’t dirty or whatever, they didn’t get messed with.”

Meet the youth that speak up for change

**Keya**

What age did you end up on the streets? 19 or 20.

Are you currently housed? No, I’m homeless.

Services that you currently access, other than ATC: Homeless Prenatal, Connecting Point, Welfare to Work.

What’s the most important service to you, besides ATC? Homeless Prenatal. They have transitional housing or you can share housing. I just became homeless last month, as I was in my own place for three years.

How long have you been in the Bay Area? I’m from here.

Who has helped you become the person you are today? My mom.

Where do you hope to be in the next couple of years? Hopefully settled in our own place again. Maybe in a position or doing training, a trade or something like that.

“**It was just specifically targeted at the homeless, cause you’d see people sitting out front of their work, and as long as they weren’t dirty or whatever, they didn’t get messed with.”**

—Anthony

Anthony

What age did you end up on the streets? 13, but I started traveling when I was 15.

Are you currently housed? Yes, we’ve both been for the past few months.

Services that you currently access, other than ATC: Healthy San Francisco, Homeless Youth Alliance, Needle Exchange, Homeless Outreach Team.

How long have you been in the Bay Area? Since February of this year.

Who has helped you become the person you are today? My mom & Megan.

Where do you hope to be in the next couple of years? Continue my sobriety, a huge house with a blacksmith out back. That and go to school, get off of food stamps, get a bank account, all that white picket stuff.

Megan

What age did you end up on the streets? 18.

Services that you currently access, other than ATC: Homeless Youth Alliance, UFO Study, Needle Exchange, Homeless Outreach Team.

Who has helped you become the person you are today? Anthony.

Where do you hope to be in the next couple of years? Going to school, working, being domestic for a change.
And beyond the legal issues, our clients talked about how sit/lie is just plain uncompassionate. “It’s a messed up rule. I slept on buses, park benches, everything,” says Ramondo, “it’s kind of hard when you get tired if you’ve been walking all day, you get tired and so you’ve gotta sit down.”

So what does work for youth?

At the end of the day, our clients want to know that if they are going to make the effort to get support, there is something concrete that will come out of it. Jeff, an ATC client for two and a half years, talks about how services feel worth his time, “if you felt like you got something out it, you learn something, or you got some hookup or some kind of referral.” Too often, youth have to deal with intakes, waitlists, and multiple meetings before they get anything that feels of value to them.

Sometimes, in order to get want they want, youth have to be comfortable being their own best advocates. This can be hard for young people who have received the message that it is their fault that they are struggling, and that they don’t deserve better. Megan recently got placed in housing, but, as she says, she found that it was necessary to really have to push for it. “Sometimes you have to go after them, like with the housing - I just had to keep bugging them.” Not all of our clients have the confidence to do this, and those who don’t often get left behind when trying to access support.

The overall continuum of support can be more effective if feedback from young people drives the models of services. While there have been great strides forward in incorporating youth voices into program design, there is still much room for improvement. “I think that the people being helped need to be heard a lot more,” Kim says. “You know, as good a job as you guys [ATC] do advocating for us, I think that we can advocate for ourselves also.” We couldn’t agree more, and are excited to see young people like Kim who are moving into positions in their lives where they are speaking up and working to change the system for others. §
ATC Counselors Speak About Helping Youth Navigate Services

As they work daily to help our clients navigate the systems designed to help them get off the streets, At The Crossroads counselors get to see firsthand how these programs are set up and implemented, and the way these decisions impact how helpful they are for our clients. Given this unique insight, we wanted to find out from our counselors what works and what doesn’t when it comes to services and policies, as well as their specific opinions about what is lacking when it comes to resources for our clients.

What gets in the way
Several of the counselors mentioned that budget cuts have hurt many programs that our youth access, including ATC, making already scarce services even harder to find. Shawn Garety, ATC’s program manager and a staff member for six years, notes that “things do seem better for 18-24 year olds,” but that even for them, “there are still more needs than there are resources. For example, the Section 8 housing waitlist just closed, and for those who got on it, the wait is 10 years long.”

Often, the programs that do have space are ones that are most challenging for youth to work with. For example, Naomi, ATC counselor for the past four years, recently took a client to a jobs program. He was interested in seeing what they offered, and is extremely eager to get a job and to find housing. “We went into the place,” she reports, “and they required that you have a driver’s license, no criminal record, a clean pee test from drugs, and your GED, and it was just overwhelming for that client to even be able to walk in that door, let alone talk to people about the job program.”

Youth and the criminal justice system
Being involved in the criminal justice system has the ability to sabotage our clients’ ability to move forward in their lives. Whether they are recently released or haven’t been arrested in years, having a prior record makes everything much, much harder. When our clients go to jail, they often end up losing their jobs and their places to stay, and then upon release have no safety net whatsoever. Ivan, a counselor with ATC for the past five years would love to see programs for those being released from jail (re-entry programs), similar to those set up for youth who emancipate from the foster care system. Generally these programs for former foster youth provide housing and support to help youth move out of a system and into living independent lives.

However, when youth are let out of prison or jail, there is little in terms of services and support. They often are released back in to the neighborhoods and communities where they found themselves involved in activities that led to incarceration. As Ivan says, “these youth need a place to take that first step to be able to put their pasts behind them. These clients end up simply going in and out of the criminal justice system.”

Having a criminal record means that some of the increasingly scarce resources that exist for the poor or the homeless are no longer an option. “Having a criminal history means that they can’t collect certain kinds of public assistance,” Shawn says. It can also prohibit them from qualifying for financial aid for school and automatically removes them from certain job opportunities. “In terms of jobs and housing, your criminal history follows you,” she says, “but being able to survive on the streets usually requires you to engage in criminal activity.”

Some of our clients have been able to leave this cycle behind by getting their records expunged after going years without being arrested, but many more are caught in the trap of no longer being eligible to access the services that would eliminate some of the challenges that can lead to committing crimes.

Another issue in terms of the criminal justice system and its impact on our clients are Stay Away (SA) orders. These are specific court orders that require an individual to literally stay away from specific neighborhoods or blocks, in which they have perhaps repeatedly been hanging out and/or engaging in “criminal activity.” The problem, as Kris, an ATC counselor for the past two years, sees is that “many of the programs and services that our clients access are in the areas designated as their SAs.” We have heard more than one client mention being arrested for violating their stay away orders when they were coming to our office.

How to really help
For all of our clients, difficulties at home often created the conditions that made it impossible to remain there, and made them turn to a life on the streets. These troubles at home can often cause youth to be delayed in developing the necessary life skills to provide for themselves adequately, let alone be able to navigate the systems of many services. As Ivan says, services need to take this into account, and understand that “it’s not about age, it’s about where the client is in their life,” so that they can then provide the most appropriate care and guidance.

It is a fine line between babying clients and making things too difficult for them. Services that work for youth, according to Brenda, an ATC counselor for the past three years, “are not about handholding, nor are they about creating obstacles that only a high functioning person can navigate.” In her opinion, services that create an atmosphere that allows clients to advocate for themselves, while simultaneously meeting clients where they are, work the best for the youth we serve.

When thinking about how services are delivered, Kris feels that “services need to pay more attention to the individual and while you can’t standardize services, you can have a standard (i.e.- treating people with dignity and respect).” In addition, she also feels it is important to provide a “user friendly centralized source for accessing all the services available that works with the realities of our clients.”

Helping our clients wade through sometimes cumbersome systems can get difficult and frustrating for our counselors. But for Shawn this simply spurs her on to work harder and more diligently. “It makes me want to be a better advocate and create services that are needed and give a voice to people who don’t have a voice.”

“It makes me want to be a better advocate and create services that are needed and give a voice to people who have don’t have a voice.”

—Shawn, ATC Program Manager
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*Donations were made in honor of the following:

- Mitch Gittis’ 70th Birthday
- Jane Nicholas, Joanne & Alan Herren, and Bob & Irene Risedorph
- The marriage of Kim Page & Joel Swartz
- Patty Daniels
- Mr & Mrs David Bazirgan
- In memory of Diane Seibert
- Taj Mustapha, MD

**Foundations**

Anonymous Foundation $50,000
Mortar Foundation $40,000
The Nick Traina Foundation $25,000
van Loven Sels/Rembe Rock Foundation $20,000
Five Bridges Foundation $20,000
Homeless Youth Capacity Building Project of the John Burton Foundation $15,000
Union Bank Foundation $15,000
The Stanley S Langendorf Foundation $10,000
The Capital Group Companies Charitable Foundation $5,000
Bamford Foundation $5,000
Heffeman Foundation $4,000
Louis R Lurie Foundation $2,000
Bill Graham Supporting Foundation $1,000
The Oldel/Kemp Fund $1,000
Y & H Soda Foundation $1,000

**Corporations**

Genentech $10,000
Katie Morris & Jason McCarberry
Bill & Sharon Neuman*
Tim Parment
Tung Phan
Erich Pitcher
Lesley Regalado
Lynne Rodzineau*
Jay & Zack Ruskun
Dale Shapiro*
Matt Solomon
Dave Solok
Paul & Karen Spanue
Ellen Stein*
Greg Tucker
David & Bena Weber
William & Rochelle Weisman
Peter Westermayer
Morli Wilson
John Worten*
Gordon Yamamoto*

**Corporate In-Kind Donors**

Gap/Old Navy
Grasshopper Salon
Hotel Tomo
Joie De Vivre Hospitality
Levi Strauss & Co.
MBV Law LLP
Oracle
Peninsula Beauty
Saintsbury
Salesforce.com
Social Imprints
Timbuk2 Designs
Union Bank

**In-Kind Donors**

Jen Blackman
Robert & Betty Brown
Christine Beliveau
Wendy Chang
Gabriela Coral
Lisa Culver
Julie Erieh
Deborah Gitin
Mitch Gitin
Rena Ivy
Eve & Max Kolotu
Karen Penn
Terry Rillera
Lisa Socolow
Janine Spaulding
Sam Test
Joe Thurgood
Veronica Vaskinn-Lew
Shannon Wentworth

**Other In-Kind Donors**

Condom Distribution Program, SFDPH
Food Runners

**Discounted Goods Providers**

San Francisco Food Bank

**During 2010, donations and volunteer hours were matched by the following companies:**

- AAA Northern California, Nevada and Utah Dollars for Doers Program
- Capital Group Companies
- Charitable Foundation
- Genentech’s Employee Giving Program and Volunteer Match Program
- Levi Strauss Foundation
- Microsoft Matching Gifts Program
- Pacific Foundation Services
- Salesforce Foundation
- San Francisco Foundation
- Employee Matching Program

Bold indicates donors who have supported us annually, for at least five years.
Italic indicates donors who have supported us annually, for at least three years.
• Donors who have given in honor or memory of another.

Our donors are extremely important to us. If you notice omissions or errors, please email pasadini@atthecrossroads.org.

I Think I Can Campaign and Summer SunDay Hike donors

We wish there was enough space to acknowledge everyone who donated to the I Think I Can and Summer SunDay: Hike for Homeless Youth Campaigns. But there are too many-2,055— to list. A good problem to have. Find your name immortalized at atthecrossroads.org/contribute/currentdonors.php

THANK YOU!
Welcome to our new staff and Board members

VISTA Americorps Members

Hannah Yaritz’s desk hosts a collection of pictures of friends and family and the only living plant in the office. We think, that this nicely reflects her down to earth and lively presence in the office. Hannah, who hails from the Midwest, having recently moved to San Francisco from Milwaukee, will be focusing on setting up an internship program to keep our I Think I Can Campaign staffed and rolling in the dough.

Ally Gibely is ATC’s jet setter, earning her title by racking up a long list of countries she has visited. With all that movin’ and shakin’ we feel excited to have her settle in for the next year as our new Campaign Coordinator in charge of PR and community outreach. This Boston sports teams fan is not new to California, but she certainly has retained her East Coast spirit, and divulges that in her spare time she enjoys trashy magazines.

Welcome to Alison Dagenais, our other Midwesterner, who recently graduated from Grinnell College with a double major in French and Anthropology. She is excited to be in the city and to “people watch at Dolores Park” and admits to being obsessed with glitter and construction paper. We can’t wait to see what she does with our events for the I Think I Can Campaign this year; we expect lots of glitz.

Board Members

Alan D’Souza is a librarian at City College of San Francisco. A small-town boy at heart, he finds great joy in building community through volunteering, public service and creating art. His highly inquisitive mind, passion to learn, and flexibility to help out in any way make him a welcome addition to the board!

Frank Petkovich joins the board with 25 years of experience in marketing, working currently as a marketing consultant. Frank is an avid cyclist, and a gourmet cook, and has used both passions in helping ATC. He brings a bottomless reservoir of optimism, enthusiasm and ideas to ATC, and we are the better for it!

Zeb Young is an attorney who recently decided to be ridiculously noble and put his Bay Area legal practice on hold to spend the year volunteering full time in Philadelphia for an agency that provides direct services to the homeless community. Zeb’s keen legal mind, humility, and strong sense of justice have made an impact on all of us!

A ‘Double Feature’ for our favorite community groups

San Francisco Skate Club

In case you were wondering who is the coolest youth skate program in SF, look no further. It is the San Francisco Skate Club, without a doubt. They trash like nobody’s business, have a diverse, amazing group of young people involved, and are led by Shawn Connolly and Thuy Nguyen, two of the best people you’ll ever meet. And, if that wasn’t enough, they are quite the philanthropists! For the past two years, they have done two of our favorite I Think I Can Campaigns. In 2009, they raised $2,200 by holding a Skate-A-Thon for their youth in Golden Gate Park. This year, they raised another $2,200 by creating a full-length skate video, “Skate Dreams,” which premiered at our favorite neighborhood theater, The Roxie. It feels like such an honor to be supported by a community group that we hold in such high esteem. Learn more about them, and check out their fantastic Campaign videos at sfskateclub.com.

Mission Cycling

In 2009, Rickshaw Bagworks, one of our favorite local businesses, connected ATC with Mission Cycling, which provide’s cycling enthusiasts from the Mission district (where ATC works) the opportunity to meet each other, ride together, and create a gear-loving community. This past May, they capped off Bike To Work Day with a movie night (also at the Roxie) showing biking movies, and donated the proceeds to At The Crossroads. Their members have become donors, volunteers, and Campaign participants. When fellow nonprofits choose to get involved to support our cause, it is both humbling and motivating. Thank you Mission Cycling!
Our Hikers Get Fat and Feel Special!

Summer SunDay: A Hike for Homeless Youth (on August 15th) would not have been possible without unbelievable community support. This included the 41 businesses listed below that kept our hikers fed and hydrated, and made them feel properly appreciated. It included Trish Richman, Kat Cullen, Vic Su, and Arun Bhalla, whose design and web development skills made the fundraising possible. And special thanks to the 30 volunteers who showed up at Mt. Tam and made our hikers feel so special!

18 Rabbits  
7x7 Magazine  
Affi's Marin Gourmet  
Andante Dairy  
Bella Viva  
Bi-Rite Market  
Boon  
Bryan's Market  
Charles Chocolates  
Clif Bar  
Colibri  
Della Fattoria  
Fayes Video  
G.L. Alfieri

Galaxy Granola  
Gap  
Girl Venture  
Hamada Farms  
Happy Girl Kitchen Co.  
House Kombucha  
K & J Orchards  
Mariposa Baking  
Miette  
Mission Mini's  
Mitchell's Ice Cream  
PacWest Athletics  
Peninsula Beauty  
Popchips  
Real Foods  
Rickshaw Bags  
Sports Basement  
Sukhi’s Indian Foods  
Susie Cakes  
Sweet Dish  
Taylor's Tonics  
The Sandwich Spot  
Trader Joes  
Whole Foods  
Yerena Farms  
You Name It Productions  
Zuckerman's Farms

Campaigners and Hikers Rock

During this difficult fundraising environment, ATC is indebted to the amazing people who have raised more than $120,000 for us by participating in the I Think I Can Campaign or Summer SunDay Hike. They also introduced more than 2,000 new people to our work. We cannot thank them enough!

I Think I Can Participants

Ivan Almar  
Megan Ameduri  
Nancy Anding  
Naseem Bazargan  
Jennifer Berbel  
Jennifer Blackman  
Jennifer Brightman  
Berry Brown  
Pasadini Brown  
Matoe Burton  
Kimberly Burton-Laurance  
Olatan Callender-Scott  
Bayliss Camp  
Caroline Camp  
Kristina Chance  
Alyse Chayman  
Jennifer Cogliandro  
Abby Conover  
Elizabeth Costello  
Katrin Cotterman  
Brenda Covarrubias  
Patty Covarrubias  
Vanessa Covarrubias  
Laura DePalatis  
Kimberly DeRoche  
Julie Dery  
Katie Dougherty  
Camille Dungy & Ray Black  
Mark Dwight  
Allison MacQueen Felder  
Violet Ferrante  
Rachel Fletcher  
Jeff Gillis  
Laura Gigiello  
Deborah Gitin  
Rob Gitin  
Anna Greenberg  
Mary Gregory  
David Guerette  
Nova Hammerquist  
Melissa Hung  
Adam Hunter  
Shari Husain  
Naomi Irene  
Rena Ivy  
Katherine Johnson  
Meredith Johnson  
Megan Keane  
Rebecca Knoll  
Evelyn Kuo  
Anver Lapovsky  
Barbara Lin  
Michelle Lin  
Emily LoSavio  
Risa Malecki  
Chelsea Martens  
Megan McCarthy  
Andrew McClelland  
Kevin McCracken  
Rachel McLean  
Tiffany Moore  
Erica Morse  
Abigail Nathanson  
Josie Ng  
Pela Ni  
Grace Oakes  
Party Corps  
Tim Parmont  
Dawn Pavli  
Frank Perkovich  
Arnold Posada  
Bonnie Puckett  
Fiona Raymond-Cox  
Mary Salome  
Angelo Santiago  
Serh Schneider  
SF Skate Club  
Sigma Omicron Pi  
Lisa Socolow  
Roxanne Sumboonsiri  
Janine Spaulding  
David Stassen  
John Stassen  
Amanda Stein  
Ian Stewart  
Michelle Stoner  
Drew Surton  
Tori Talavera  
Joe Talmadge  
Edgar Tamayo  
Erica Taylor  
Jason Thompson  
Christine Valdez  
Nie Viss  
Dan Walsh  
Rebecca Weill  
Bex Wohl  
Jennifer Yip

Summer SunDay Hikers

Suzanne Abel  
Anne Adams  
Mason Austin  
Kristina Batiste  
Marjorie Benz  
Tiffany Bryan  
Kathryn Cullen  
Ellyn Dooley  
Alan D’Souza  
Laura Giggiello  
Laura Guzman  
Devon Hayden  
Brenna Holland  
Sara Hron  
Monica Lam  
Sam Levin  
Antrea Lim  
Vanessa Lyons  
Rich McNelis  
J Mullineaux  
Sue Newman  
The Ramadashians  
Lynne Rodezno  
Jen Schara  
Erica & Loren Taylor

Love it, Like it, Help it, Hike it's Hike  
Michelle Lin  
Debbie Miller  
Priscilla Para-Huerta  
No Reason Necessary Hike  
Devon Geter  
Marcella Licea  
Aaron Rui  
Bonita Song  
Javier Urena  
Mike Watson  
Slayers Hike  
Kurt Manor  
Joana Riedl

Sunshine's Hike  
Mercedes Aviles  
Angelica Rodriguez  
TBD's Hike  
Paul Boyer  
Team Arriaga  
Barbara Arriaga  
Michelle Arriaga  
Team Awesome  
Brazen Bigglestone  
Rinchie Rieh  
Maggie Stern

Team O'Neill-Irvine's Hike  
Maureen O'Neill-Irvine

Team Rickshaw  
Chris Crew  
Mark Dwight  
Juliet Hoffman  
Kati Jackson  
Joe Montana  
Christopher Schroeder  
Lisa Taylor

Team Sweer's Hike  
Suzanne Ash  
Rob Charette  
Terry Charette  
Eileen Chun  
Linda Inderbitzen  
Karen Johnson  
Den Rainin  
Shannon Reee  
Tricia Wagner

Yay Hiking  
Violet Votin

Zack and the Bean’s Walk’s Hike  
Darcy Wheeler
I Think I Can, I Think I Can, I Think I Can

Hop on board to make 2011 an amazing year for yourself and for homeless youth.

SIGN UP AT CAMPAIGN.ATTHECROSSROADS.ORG
MORE TO COME IN DECEMBER

ATC told its community to Take a Hike, and they listened!

On August 15, 75 people joined us on Mt. Tam for our first ever Summer SunDay: Hike For Homeless Youth. It couldn’t have been more fun!

Top 5 Highlights:

1) Gorgeous sunny weather
2) Incredible views of the summit
3) Delicious, gourmet post-hike picnic, donated by more than 30 local eateries, stores and restaurants
4) Fantastic, custom-made thank you bags, with goodies provided by 10 generous businesses
5) And, most importantly, it raised nearly $20,000 from more than 400 donors to support our work

photos from top to bottom: Team Awesome is psyched to reach the peak; Erica & Kristina reach the peak and show off their ATC love; all the amazing food at our recharge station; Callie Violel shows of her ATC pride in a Summer SunDay onesie!