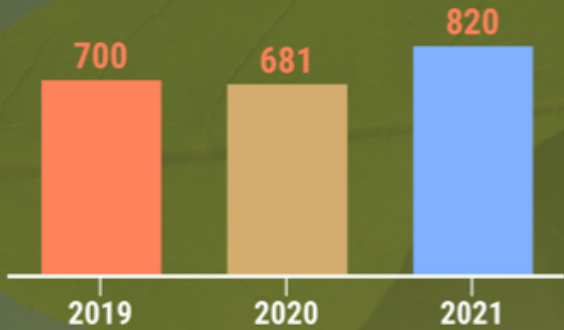




CrossRoads Counseling Centers

2021 Annual Report



NEW CLIENTS REQUESTING COUNSELING



COUNSELING SCHOLARSHIP ALLOCATIONS

14,361 counseling sessions

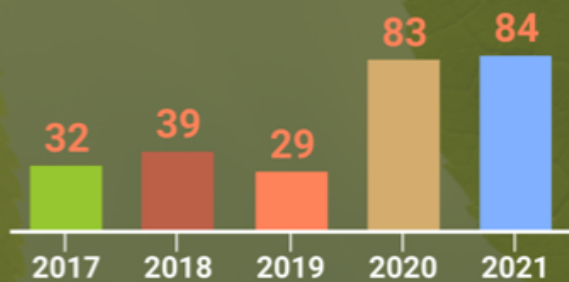
\$238,487 in discounted fees

30 counselors

6 locations



REGIONAL & WORLDWIDE REACH



A GROWING DONOR BASE

CrossRoads Counseling Centers is a 501c3 non-profit that combines innovative clinical counseling with a redemptive worldview to restore people to emotional health, relational unity and a hopeful future.



What in the world has CrossRoads been up to?

St. Louis
Creve Couer
South City
University City
Ferguson
Austin, TX

Like many of you, we've had to put some things on pause during the pandemic. These have not been regular years. Momentum on some of our passion projects slowed. So we rethought our plans and shored some things up, investing in our future growth. Maybe you remodeled the garage; we remodeled our record keeping system, a key infrastructure for a counseling center. Perhaps you found yourself taking on new roles to make a new family rhythm work; we created leadership positions to facilitate better management and processes. Here's a glimpse of what CrossRoads has been up to during our "wintering". Pray with us that it bears much fruit!

Expansion

Launched our first out of state location in Austin, TX, and partnered with churches to recuse the barriers to seeking emotional care in times of struggle



Technological Infrastructure

Transitioned to a cloud based client information system, enabling better access to information for clients and counselors, and enabling HIPAA compliant portability of records from any location where counseling needs to happen



Staff Retention

We are grateful that in a time some are calling the Great Resignation, in an industry fraught with burnout, we not only retained 100% of our staff in 2021, but added six more skilled, experienced counselors



Leadership Development

Formation of the Executive Leadership Team, with staff leaders from our four key departments: clinical counseling, administration, satellite offices and community connections



Community Partnerships

Equipped churches to help their members build strong emotional and spiritual foundations, and reducing the barriers to seeking emotional care in times of struggle



WAYS YOU CAN PRAY



For wisdom, endurance and safety as 10 CrossRoads counselors travel to Spain , providing pro bono counseling to hundreds of cross-cultural workers



That our counseling centers in under-resourced communities will flourish, reducing stigma and inviting many to seek care



For our counselors as they willingly walk alongside people facing overwhelming situations

CrossRoads has a vision to transform individuals and families so that self-protection gives way to love, connection fosters flourishing, and healing unlocks the door to change.