2025 CARF Exit Survey Interviews for CCI / CRMHS

- The leadership team of Crossroads Community Inc. is astute, experienced, and compassionate with regard to client needs. The leadership members have experience in the behavioral health field, and there is a firm commitment to the organization's mission and vision. The organization takes great pride in its provision of high-quality services.

- The organization is recognized as a dependable partner in the community, consistently meeting the needs of referral sources and clients. The organization's prompt responses and adjustments to accommodate referral sources and clients demonstrates a commitment to excellence, enhancing its reputation and encouraging continued referrals.

- The organization's culture appears to promote teamwork, collaboration, and professional development and learning. The organization's commitment to providing quality services with care and compassion is seen and felt by clients and staff members and is believed to be the cornerstone of how to do business the "right way."

- Crossroads Community is program home grown out of need in the community which started with a single grant and now has expanded to 6 counties on the beautiful Eastern Shore of Md. Crossroads Community is about the heart of the community and serving the citizen with mental health in a program which has therapy, groups, individuals, residential homes, day treatment and holistic choices available to everyone who enter the program. The program has strong roots in the community and clients are encouraged to stay however long they need to be stable and a functioning contributing member of the community. The program is preparing to become a CCHBC and merging the residential and outpatient program in to one blended program to serve the communities they serve.

- Hired from the heart is how the program looks to hire and mentor their staff in the program. As the director stated, I can give you every training an skill development needed, but we hire based on the heart of every staff member. This is evidence when interacting with every staff you meet in the program. Under new leadership team, the program has reduces turnovers, reduced a 27% vacancy

rate and has begun to mentor their staff from their start through licensure if that is their goal. They also have a robust internship program.

- The staff are caring, professional, engaged, joyful, dedicated, and enthusiastic who demonstrate tremendous pride in the programs and in the progress of the clients. There is obvious proof of teamwork throughout the behavioral health programs. The atmosphere is joyful, loving and caring. Family is the word that best describes the culture at Crossroads. The enthusiasm and skills of the staff members in the programs contribute much to the development and provision of high-quality programming for which the clients and family served are truly appreciative. Teamwork and family are constant theme with every staff in the programs and they beam with pride when explaining the services they provide and the accomplishments of their clients and each other. Staff feel taken care of by leadership and feel free to make suggestions. They feel empowered to help move the programs forward, create new therapies, and believe they will be supported by leadership.

- The primary office building is clean, and brightly decorated with bright colors, and each staff office is designed with clients in mind. There is evidence of activities, holistic programs, decorations, artwork and many celebration-oriented decorations throughout the programs. The program has a professional artist who works with the clients and their art work is displayed in the offices, homes and annually they participate in a local art show where their art can be purchased. The residential homes are in the neighborhoods, they are well maintained, comfortably furnished, and colorful, Each client can decorate their own room. Every client has a single bedroom and houses consist of 3 to 5 individuals. The home also have great spacious yards and seating to enjoy the summer weather outdoors. Each home has a family feel.

- The clients served could not say enough great things about the program, and brag about how the program has helped them in so many ways. The clients served all report how the program has not only saved their life but literally changed their life. They said they love and support they show us is genuine, they love us from day one. I have learned you can not only do better, but you can thrive in a new life. I am forever grateful to this program. ' I know no matter what comes next this program will be by my side. Even when I wanted to give up on myself, the program wouldn't let me. I don't know what I would have done if I

hadn't found them. They gave me a chance when everyone else gave up on me. That chance gave me a new life. The parents all stated how the program has not only helped with their child, but also helped the family as well. Many stated you can always call them and they will be there for you. It is easy to see what a special place this is and the impact the programs have made in the communities they serve.

- Crossroads Community, Inc. are commended on continuing to provide employment supports, and job development programs. These programs have revolutionized the job landscape for individuals facing barriers to traditional employment. At the heart of this leadership and staff have been pivotal in guiding, advocating, and facilitating opportunities for clients seeking meaningful work.
- Crossroads Community Inc. understands the multifaceted role of an employment program and how crucial these programs are in supporting adults with disabilities.

- The organizations Respite program is a critical service for families that provides temporary relief to caregivers. As part of the organizations continuum Crossroads Community respite program has improved families' quality of life which has helped improve outcomes, including promoting more healthy and stable living situations.

- Clients served throughout the survey process, reported positively about the programs offered and stakeholder reported on the organization's collaborative partnerships, responsiveness and advocacy.

- Community houses are located in thriving neighborhoods, provided for individual space, safety and security as well as leadership and staff of the programs appear invested in quality of care, create better outcomes and increaae quality of life for supportive housing clients, especially those with multiple barriers to housing stability.

- Crossroads Community, Inc. is commended on continuing to provide housing, PRP and employment programs to Maryland's most vulnerable populations. This continuum of services offered in tandem increases the success of clients served.