

# Do you think that every homeless youth deserves the chance to build an outstanding life?

At The Crossroads does.

**At The Crossroads' mission is to reach out to homeless youth and young adults at their point of need, and work with them to build healthy and fulfilling lives.**

ATC focuses on reaching young people who are not accessing any services, and helping them identify and achieve their goals. We work to accomplish our mission through a combination of counseling-based street outreach, one-to-one counseling meetings, and collaboration with social service and city government agencies. Our innovative model shapes our support services around the needs of each individual client.

## Who Are Our Clients

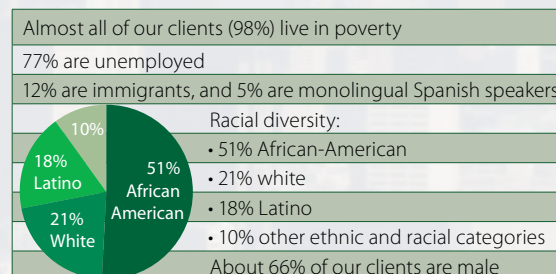
### Underserved

Our clients are disconnected from people and organizations that can help them achieve their goals. They do not have consistent access to people or services which might help them think about their lives, create realistic plans to meet their goals, or connect them with the resources necessary to follow through on their plans.

- Many homeless individuals who still identify as "youth" are too old to receive services at some of the youth agencies, but do not feel comfortable in the environment of "adult" programs
- Youth who do not have stable housing may not feel comfortable identifying as "homeless," and are unlikely to approach programs that target homeless people
- Many of these youth do not fit the typical profile of homeless youth, because of their race, dress or survival activities, and are more likely to be targeted by law enforcement than by homeless service providers
- Some youth have negative associations with, and do not trust service, programs or institutions
- Some youth have needs that are outside the realm of existing services
- Many youth are not aware of services that could be of help to them

### Demographics

At The Crossroads works with young people in their teens and twenties. Since we began our work 12 years ago, we have reached approximately 5,400 young people, and have worked one-on-one with 1,000 youth in intensive counseling relationships. A demographic picture of our client base:



# About At The Crossroads – The Basics

(for more information, look us up at [www.atthecrossroads.org](http://www.atthecrossroads.org))

<b>Vision + Core Values</b>	<p>Our Vision: To see a day when every homeless youth in San Francisco has the opportunity to achieve their goals</p> <ul style="list-style-type: none"><li>• Prioritizing meeting the needs of our clients first</li><li>• Making services as accessible as possible</li><li>• Supporting empowerment</li><li>• Respecting individuality</li></ul>
<b>Outreach</b>	<p>Outreach is the foundation of our direct services. ATC walks the streets four nights a week in two areas of San Francisco, Downtown and the Mission. We hand out items like food, condoms, and hygiene items, using these items to build trust so we talk with youth about their lives, helping them process the difficulties of street life, or discuss their goals. We let them prioritize whatever issue they feel is most important.</p>
<b>1-to-1 Counseling</b>	<p>On outreach, we regularly encounter youth who express interest in working more closely with an ATC counselor. We then begin meeting them 1-to-1.</p> <p>Counseling meetings occur during the day, in a public space of the young person's choosing. Our holistic approach addresses our clients as whole people, not as a collection of problems and challenges. We work with every young person on the streets for as long as they want, regardless of the decisions they are making. We listen as they discuss their lives, and help them gain a better understanding of who they are and who they can be. We help our clients figure out how make healthy decisions for themselves, empowering them with their own strengths and accomplishments so they can lead the lives that they want.</p>
<b>Collaboration</b>	<p>As our clients begin to move forward in their lives, we recognize the importance of helping youth connect with other social service agencies that can help them reach their goals.</p> <p>We work closely with organizations that provide our clients with jobs, housing, education, health care, and mental health services. In order to provide our youth with the greatest possible chance of achieving their goals, we don't just give our clients a phone number or an address, we walk them through the process of accessing services from beginning to end, to help ensure that they are prepared for every step. We then continue to work with them, helping them navigate these services and get the most out of them.</p>
<b>Advocacy</b>	<p>ATC advocates on different levels to create and improve services for youth. Our goal is to ensure that there is an effective, culturally competent continuum of services that meets the diverse needs of our clients. We support other programs in their work with homeless youth through dialogue, trainings, and sharing resources. We advocate with local government to create new services where none exist.</p>