

A FOCUS ON
40
YEARS OF
CARING

These Forty Years

have been filled with people who cared. The community leaders, the professional staff, news media, volunteers, contributors, family and friends of patients have cared. Together they have built a facility, provided a program and financed its operation, to make Crossroads one of the best rehabilitation facilities in the nation. They have cared enough to provide the very best treatment and training for people who have not been able to maintain a home, work, or go to school because of a debilitating handicap.

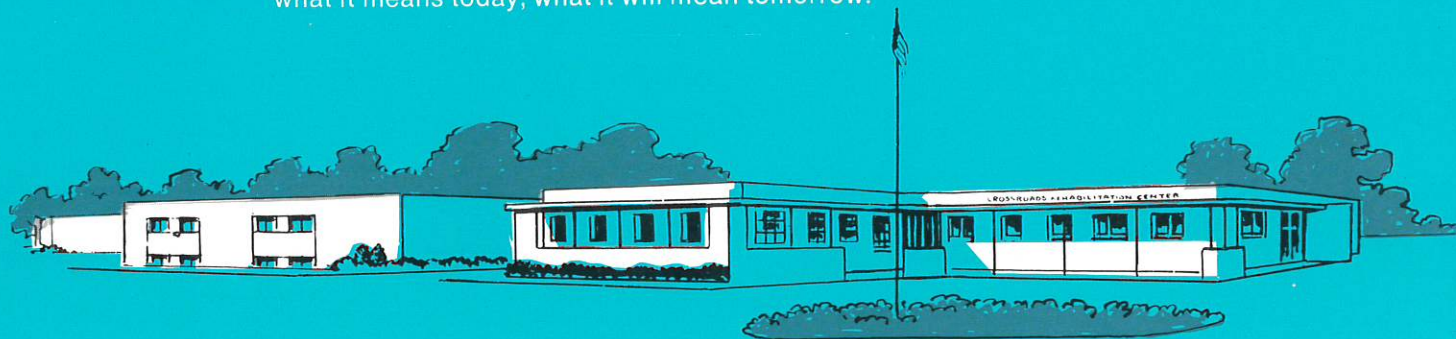
From a modest beginning, the Center has established historic growth records. A group of handicapped teenagers, meeting for purposes of socialization, is how it all began. Eventually a curative workshop was formed with the main purpose of training the handicapped in some skill to qualify them for community payrolls.

Crossroads was located in an inadequate facility filled with architectural barriers. Gradually a model nursery, physical therapy department, and social service department were added. The entire professional staff consisted of three persons.

During the mid-1950's occupational therapy, speech therapy, Activities of Daily Living, psychological services, and vocational evaluation were established in the new building at 3242 Sutherland Avenue. The Center continued to grow at a rapid rate during the 60's. Since the original construction, eight additions to the building have been completed, creating a facility which today offers nearly 90 services for adults and children.

Each year, the staff has laid the groundwork to serve more handicapped people. Rehabilitation techniques have been improved. The latest developments in evaluation, job training, and rehabilitation are found in Crossroads' services. The most sophisticated and effective techniques for removing the "dis" from disability have been utilized. The primary purpose of Crossroads is to provide rehabilitative services for physically handicapped, mentally retarded, and speech and hearing handicapped individuals, with the goal of restoring each individual to his or her maximum level of independence, consistent with the disability involved. Additionally, the Center is concerned with increasing the understanding of rehabilitation within the community and promoting and actively participating in rehabilitative activities at the local, state, and national level for the general benefit of the disabled and the community at large.

1975-76 has seen the renewal of a staffing grant for the Independent Living Skills instructor and the outreach liaison person with the Hook Rehabilitation Center; a new staffing grant for two behavior modification technicians; an equipment grant; and a new innovation and expansion grant for a mobile evaluation unit. These grants were funded through Indiana Rehabilitation Services and will assist with the Center's overall goal of reaching out to more handicapped men and women. The story of Crossroads is: what it has meant, what it means today, what it will mean tomorrow.



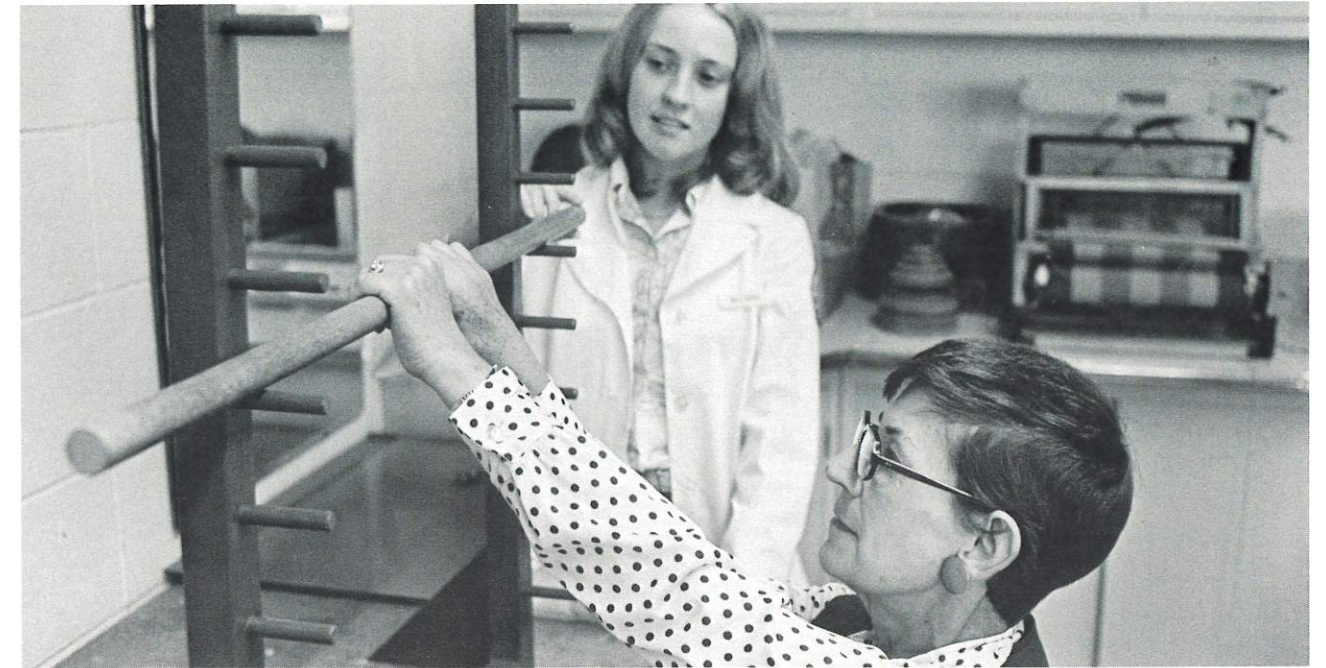
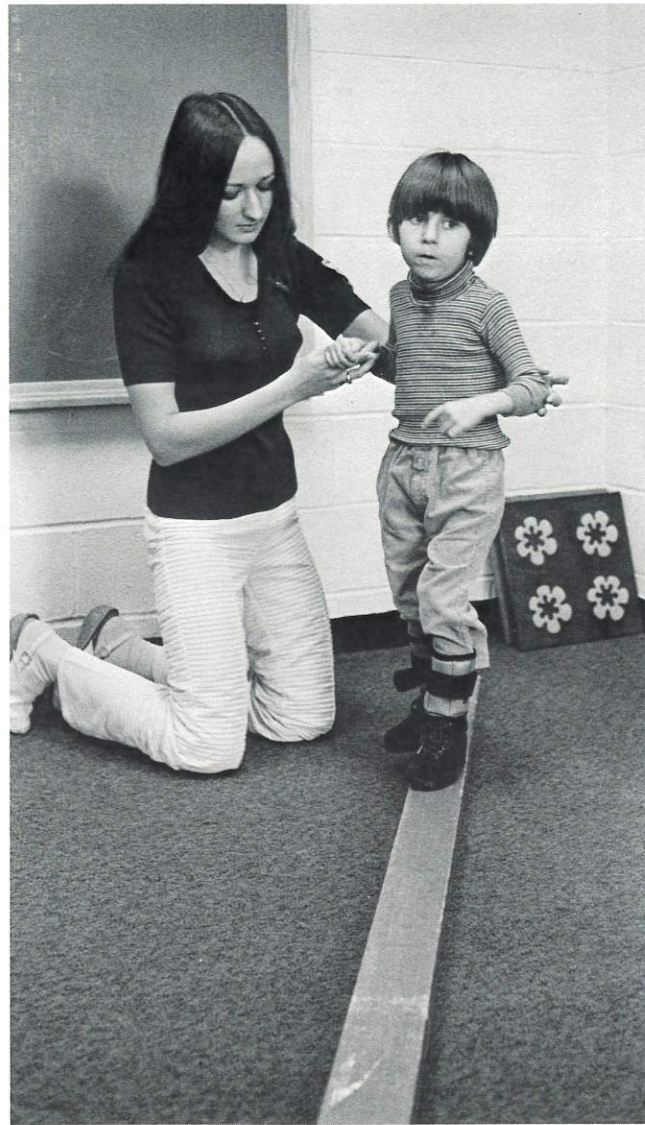
PROFESSIONALS HELP PLANNING



Each patient has his own rehabilitation program which is unique to his personality, individuality and disability. The professionals at the Center approach each patient's rehabilitation program with his individuality in mind. To them there are no typical patients. The success of rehabilitation depends largely upon team work. Joining the therapists in the team approach is an out-

standing staff of social workers. Each patient is assigned a social worker who admits the patient, obtains the necessary medical, social, and economic information and outlines a rehabilitation plan for him. Socio-psychological services generate acceptance of the rehabilitation process and provide the determination that enables the handicapped to persist when the going gets rough. Each patient's progress is reviewed on a regular basis

and upon reaching maximum benefits, his disposition is determined. The staff holds individual and group counseling sessions and also family conferences to help the families of patients improve their understanding of the patient's needs arising from the mental and emotional adjustments that are a part of rehabilitation.



Crossroads represents much more than a physical point. It is tears and laughter, frustrations and triumphs. It is people. People working together for themselves and for each other, trying to build futures. Miracles are wrought each day at Crossroads: not by the therapists alone, but by the patients themselves through the help of the therapists.

Although man has developed many methods of measuring time, it remains an elusive

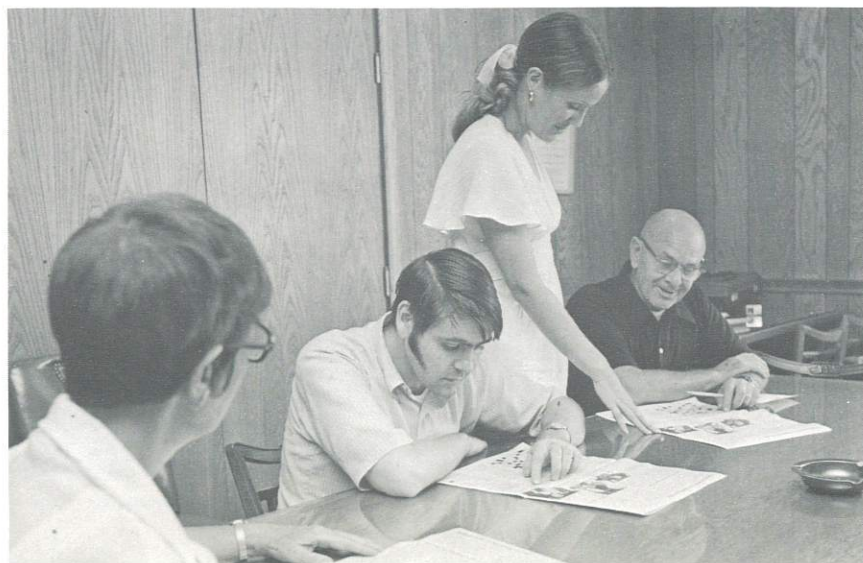
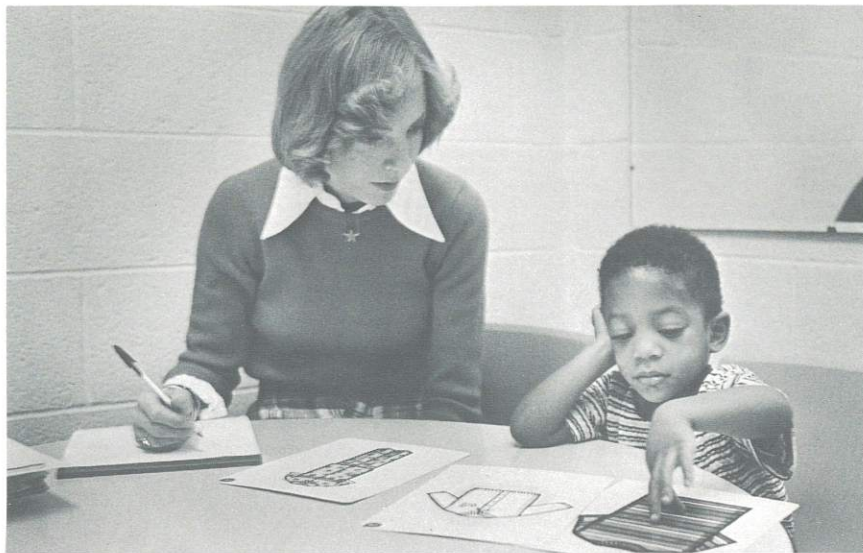
entity in the minds of most. We gauge our lives in seconds, minutes, years and decades and it is hard to imagine a person's whole life being changed in a fleeting moment, an interval so brief . . . the onset of a stroke, a diving or skiing accident, or an automobile crash.

Persons suffering from the results of such tragedies are seen daily in physical restoration services. It is the team work in physical therapy and occupational therapy that brings the results and accomplishes the

miracles. The many hours spent exercising to regain the use of muscles, to train different muscles to perform familiar tasks in unfamiliar ways; or to learn the use of an artificial limb can be very tiring and taxing to a person who has suffered a traumatic experience. Treatments which restore health are provided in ways which encourage the patient to do purposeful things with the strength he has regained.

The occupational therapists contribute to the total rehabilitation of the client by means of meaningful and purposeful activities to promote an increase in range of motion, coordination and to gain maximum independence in activities of daily living. People who are multiply handicapped, deaf, retarded, emotionally disturbed, educationally or socially deprived often have problems of poor personal hygiene, socially unacceptable behavior, or the inability to live independently. In order to meet these special problems, the occupational therapy department has developed programs of Activities of Daily Living and Independent Living Skills training that can be taught according to specific needs as identified through evaluation. This includes housekeeping, money handling, meal preparation, laundry, and sewing.



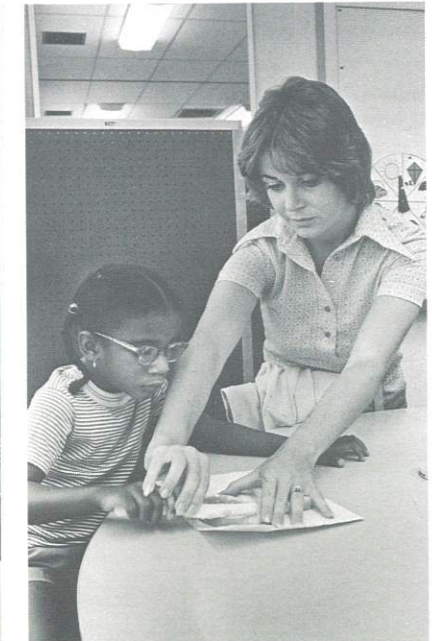
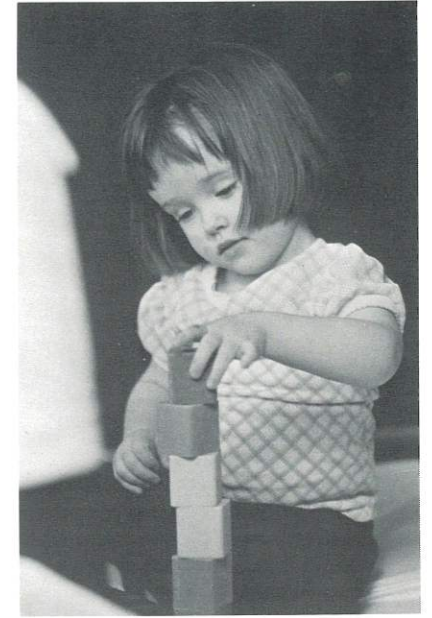


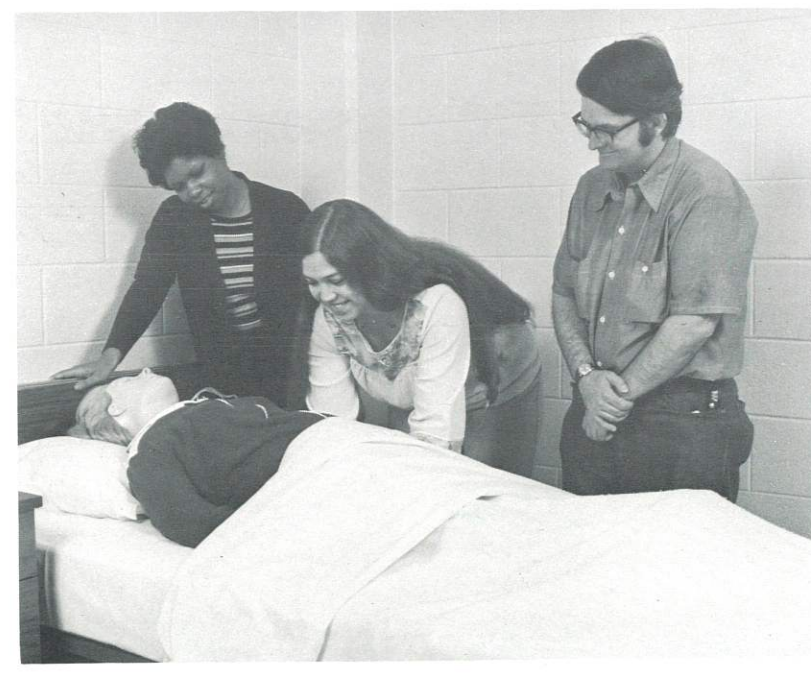
PATIENTS HAVE PROBLEMS

A child who cannot "put" a sentence together can benefit from a new program currently being offered in the Speech and Hearing department. The program was developed initially for children from three to six years of age whose sentence structure was below expectations for their chronological and mental ages. In a story telling situation, the child is encouraged to respond to the pathologist's conversation and when the response is correct, he is rewarded accordingly. Other services provided by the staff of pathologists, who are licensed, hold master's degrees, and the Certificate of Clinical Competence in Speech Pathology, include speech and language evaluations, speech and language therapy, hearing services, including screening, hearing aid orientation and lip reading; and counseling services. A classroom for children with communication disorders dealing primarily with expressive language and articulation problems is held on a daily basis. An adult group therapy class for aphasic patients is held weekly. The Crossroads speech department offers one of the most complete programs of rehabilitative services, both diagnostic and therapeutic, available anywhere.

PEOPLE HAVE PROBLEMS

The children's developmental program exists to serve young children who have learning disabilities, mental retardation, physical handicaps, or speech and hearing problems. Each child receives a complete evaluation and an individualized program is established to meet each child's specific needs. Self help skills, social and language skills, adaptive behavior, language development, motor perceptual activities and pre-readiness activities are stressed by the special education teachers and volunteers in the program. It is a learning remedial program which is based on each child's learning strengths and weaknesses. A summer session of the program enables children to maintain the degree of achievement accomplished during the school year. Crossroads also conducts a program for the educationally handicapped school aged child who has a learning disability. The class is co-sponsored by the Indianapolis Public Schools. The children have emotional or perceptual problems that interfere with learning and regular school adjustment and come to Crossroads for remedial work. Stress is placed on remediation in reading, arithmetic, spelling, and writing. The goal of the program is to help the child exercise his abilities to his fullest potential and to return to regular classes.





PAY HELPS PRODUCTION

Handicapped persons are determined to succeed and are succeeding. Industrial support of vocational programs for the handicapped means an investment in that very important resource . . . people. It's a new hope and a fresh start for the disabled. The basic idea is simple enough: find a disabled person whose handicap is preventing him from working or going to school or from living a full, happy, productive life. Bring him to Crossroads. Give him intensive evaluation; including psychological, medical and vocational to discover his abilities and his liabilities; help him attain the fullest development of which he is capable; and get him on a payroll in the competitive work force. Crossroads' vocational evaluators and supervisors attempt to do this with every client assigned to them.

There are vocational training opportunities at Crossroads including medical aid, janitorial, domestic, welding and machine operation, general office procedure and switch-board operation. In the Crossroads workshops, handicapped persons perform a wide variety of jobs, including assembly, packing, wrapping, shrinking, welding, salvaging, manufacturing, collating, and mailing. Through these jobs, an individual's work habits, tolerance, attitudes, and levels of productivity are tested and modified. Each individual is paid according to his ability to produce.

A job seeking skills course is offered by the vocational

placement specialist. When a vocational client is ready for competitive employment, the placement specialist assists with obtaining the right job for that particular person. Vocational conferences are held on a regular basis to review each client's progress.

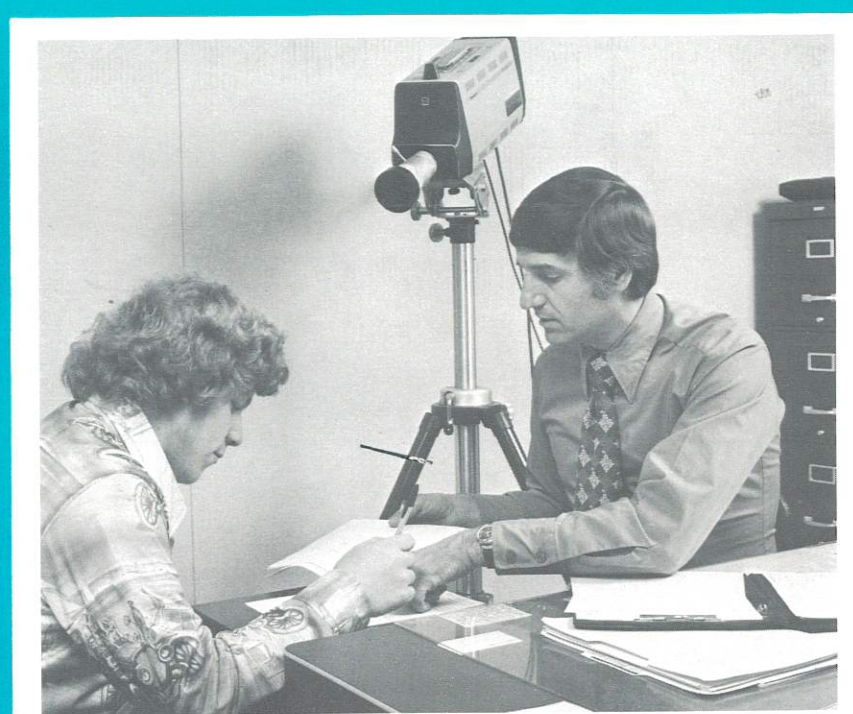
PEOPLE HEAR PEOPLE

But, some people can't hear. And sometimes this handicap is compounded by cerebral palsy, mental retardation, or brain damage. Crossroads' program for the severely handicapped deaf adult is currently accepting referrals from Indiana and 16 other states. The emphasis is on vocational psychological evaluation, geared to the realities of deafness. The program fosters the development of and use of communication skills. For the deaf person it means sign language, finger spelling, lip reading. Hands, eyes, mouth, body movement, all working together to express or to learn.

The emphasis is placed on paid work, counseling, preparation for independent living in the community and supervised recreational and social activities.

Vocational evaluation uses the best parts of several systems. Work adjustment training provides a variety of work to sustain their motivation while in training. Total communication is used all the way at the client's level.

At Crossroads our staff teaches disabled persons to do more for themselves, to successfully handle ordinary situations, to acquire self confidence and realize their full potential as a contributing member of the community.



PEOPLE HELPING PEOPLE

And we have more than 2,800 of them at Crossroads, serving without compensation. Giving for the sake of giving. Our volunteers come from all walks of life; they are all ages; each has his own special interest of service. Members of the Crossroads Volunteer Association, Crossroads Guild, and individual volunteers give freely of their time.

They have a deep interest in the future of our children and in the lives of our adults. They believe that today well lived, makes every yesterday a dream of happiness and every tomorrow a vision of hope. They really are people helping people. They are the lifeline of our organization.

CROSSROADS CHALICE RECIPIENT



When John Kennedy was referred to Crossroads, he could say one word, "Johnny", the name of his son. The victim of a stroke which paralyzed his right arm and deprived him of his ability to communicate, John had been a salesman for a number of years, having an on going social contact with others. He was married and the father of four children. John was admitted to Crossroads in October, 1973 for treatment in physical therapy, occupational therapy and activities of daily living. He was referred for a speech and language evaluation. He could do nothing with his right hand. Due to his aphasia, his therapists were not certain he understood what they were saying to him. His initial speech evaluation revealed severe auditory disturbances. He was unable to repeat one syllable words due to his auditory problems and oral apraxia. He had severe word finding difficulties. He began individual speech treatment once a week and increased to two times per week as he progressed. His wife was given a home program for him. He improved to the extent that he was placed in the weekly aphasia group class.

In September, 1974 he was discharged from physical therapy, having achieved maximum benefits. He continued in occupational therapy and speech. It became apparent that he would be a good candidate for vocational rehabilitation and for a driving school. His counselor from Indiana Rehabilitation Services arranged for a three week period of evaluation for him. His abilities and interests were measured to determine his vocational objective. John needed to increase his dexterity skills and to adjust to using his left hand through continued experience in hand assembly work and exercise in occupational therapy. Jobs which would be suitable for him depended on the progress he made in speech therapy. At that time, he was limited to a job requiring very little verbal activity, which could be performed with only one hand. His assets were his accuracy and close attention to detail; his ability to follow directions; and his adequate physical stamina. He had a good work performance. He was able to detect flaws and to assist with quality control. John was placed in sheltered employment at Crossroads to further develop his work dexterity and stamina. In June,

1975, he began driving his own car to work. He continued with the aphasia group and occupational therapy. The goals being to increase his expressive language skills; to increase reading and writing skills; and to increase self confidence. He was urged to join the Stroke Club. He appeared to enjoy that activity as well as the group therapy. His language, reading and writing skills continued to improve. A conference with the staff psychologist resulted in the suggestion that John and his wife increase their social activities. It was the opinion of the psychologist that John would not continue to improve until he found competitive employment. John has indicated his ability to function normally in spite of his handicap; he has accepted his handicap. The placement counselor began searching for a job for him and on August 15, John went to work as athletic training assistant at Butler University. John has truly made a remarkable recovery because he is a very determined man. He is most deserving of the highest honor to be bestowed upon a patient.



Mr. Grayson



Mr. Fenstermaker



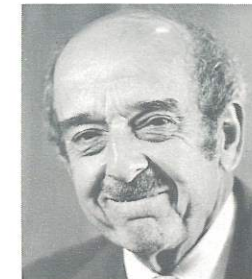
Mr. Griffith



Mr. Dick



Mr. Eason



Dr. Hedrick



Mr. Hulett



Rev. Leech

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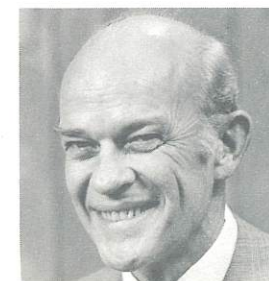
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J. William Wright, M.D.



Dr. Manning



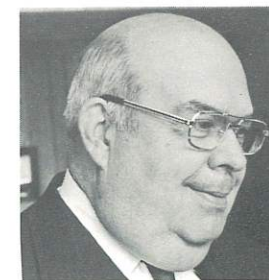
Mr. McConnell



Dr. Pickett



Mrs. Prall



Mr. Reeves



Dr. Schuster



Mr. Smith



Dr. Thomas

REPORT OF INCOME, EXPENSES AND SERVICES

September 1, 1975 through August 31, 1976

INCOME

1. Crossroads Operating and Capital Funds	\$1,356,056
2. United Way	244,244
3. Federal & State Grants	170,445
Total	\$1,770,745
4. Federal State Equipment Grants ..	\$ 290
Total Funds	<u>\$1,771,035</u>

EXPENDITURES

1. Total Expenses	\$1,725,685
Accumulated Earnings from operations	45,060
Accumulated Earnings from grants	290
Total expenditures and accumulative earnings	\$1,771,035

MEDICAL SERVICES

1. Medical DirectionINVESTMENT \$	3,750
2. Physical Restoration. 1,223 patients received 29,062 treatments	INVESTMENT \$ 116,328
3. Speech and Hearing. 312 patients received 6,029 treatments	INVESTMENT \$ 51,685

VOCATIONAL SERVICES

1. Vocational Industrial Shops. 505 severely handicapped developed good work habits, skills, responsibility, work tolerance and earned an income	INVESTMENT \$ 524,897
2. Vocational Evaluation. 172 physically, mentally and emotionally handicapped received comprehensive evaluation to determine needed training and employment potential	INVESTMENT \$ 20,540
3. 134 in Deaf Services. These cooperative services with Indiana Rehabilitation Services; Vocational Rehabilitation Division; Indiana School for the Deaf; and Divisions of Vocational Rehabilitation in 16 additional states have been rated as "outstanding." They include special counseling, evaluation, work adjustment, communication therapy, remunerative employment, job placement, a recreation program, social services, and semi-independent living	INVESTMENT \$ 169,268
4. Vocational Work Adjustment. 144 physically, mentally, emotionally,	

deaf and hard of hearing and neurologically handicapped individuals developed work tolerance, good work habits, skills and ability to accept supervision	INVESTMENT \$ 19,997
5. Counseling, Guidance and Training. Clients profited by personal services of specialists in rehabilitation as well as placement and follow along services	INVESTMENT \$ 15,509

SOCIAL-PSYCHOLOGICAL SERVICES

A total of 769 patients received social service, professional information. 127 psychological tests were administered, and clients received psychological evaluations

INVESTMENT \$	56,139
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CHILDREN'S DEVELOPMENT CENTER

124 children ages 2½ through 7 attended the specialized classes for speech and hearing problems, physically handicapped, motor perceptual dysfunction, learning problems, educable mentally retarded, and multiply handicapped. Both individual and group therapy were used to promote the greatest degree of improvement

INVESTMENT \$	82,273
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GENERAL SERVICES

Operations and maintenance of buildings, and care of grounds. Supplies, repairs, replacements, insurance, utilities and depreciationINVESTMENT \$ 371,954

TRANSPORTATION SERVICES

A fleet of station wagons provided transportation for ages 2½ through 88 for treatment training, recreation and children's services

INVESTMENT \$	99,136
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EDUCATIONAL SERVICES

Public Education. 824,325 pamphlets, brochures, booklets, slides, films, reports, news articles and spot announcements for radio and television were produced..... INVESTMENT \$ 30,235

VOLUNTEERS

2,869 volunteers gave 25,917 hours of services for the children's services, summer school, special events, fund raising and treatment and training

INVESTMENT \$	9,948
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MAILING SERVICES

Postage, mailing files, equipment and personnel

INVESTMENT \$	16,625
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ADMINISTRATION SERVICES

Direction, management and supervision of the comprehensive services of the Center, includes accounting, auditing and purchasing .. INVESTMENT \$ 137,401

CAPITAL IMPROVEMENT

New equipment, safety regulations, and building additionINVESTMENT \$ 44,662

CROSSROADS REHABILITATION CENTER



Through your investment, you directly improved the lives of hundreds of patients, from very young children to older adults, whose futures are brightened. You are a partner with Crossroads in a great humanitarian program.



JOHN A. GRAYSON
President

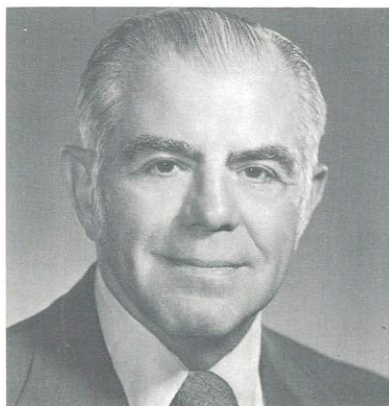
FROM THE PRESIDENT

As we complete the fortieth year of serving men, women, and children with all types of handicaps, from all economic backgrounds, from all types of environments, and with diversified goals for their personal lives, I wish to thank the thousands of concerned people who made it all possible. This work could not have taken place without the expanding support of business and industry, private and public agencies, the news media, the general public, and our volunteers and contributors. During these years, the Center's programs have met the urgent needs of many hundreds of troubled individuals, families, the physically, mentally, emotionally and vocationally impaired. The focus has been on the individual,

his feelings, his abilities, his strengths, and his emotions.

Now comes the time to plan for the next forty. In the years ahead, we shall continue to serve the physically impaired, deaf and hard of hearing, mentally retarded with new and innovative programs. Through this endeavor we need your continued support and encouragement so that handicapped people may achieve their individual maximum benefits, with courage adequate and with dignity intact. Working together, we can offer commitment and encouragement to those who are striving for achievement and dignity.

John A. Grayson
President



JOHN J. CHRISTY
Col., USA, Ret.
Executive Director

EXECUTIVE DIRECTOR'S REPORT

This year, 1976, is a double anniversary for Crossroads Rehabilitation Center. Not only is it the 40th anniversary of Crossroads; 20 years ago Crossroads moved to its present location.

Many have shared in the development and growth of Crossroads; many can rightfully point with pride to the progress that has been made. Together many have done what none could do alone. Together many can continue to demonstrate their commitment to improve the lives of disabled people.

The Crossroads' story is documented by the productive partnership among the concerned and the interested. Rewarding work has seen improvements in programs and facilities. Crossroads has responded to the need for adjustments in programs and has met the challenges for new services.

In its 40 years of operation, Crossroads has been blessed by meaningful involvement by recognized and respected members of the community whose leadership gives direction and purpose to Crossroads. The Crossroads' staff provides an organized effort which specifically focuses on providing quality services and training to the disabled children and adults in

our community. Dedicated and committed volunteers provide the additional element of wholehearted and sincere help without which a facility such as Crossroads would not progress and develop. And then there is the generous support of a concerned citizenry which has responded year after year.

And, finally, the reason for Crossroads being—there are and have been many hundreds of children and adults who, in some way, have had rewarding first-hand experience in this place called "Crossroads;" many have been patients who come in wheelchairs and walk out proudly; many have been children who overcome their disabilities and claim their rightful place in society; many of our disabled population develop their own independence through gainful training and work in the workshops of Crossroads.

These, then, are the elements of the Crossroads' story. These are the elements which have generated the progress and development which have been achieved. And these are the elements which will ensure the continued growth and development of Crossroads.

John J. Christy
Col., USA, Ret.
Executive Director

STAFF

Col. John J. Christy, USA, Ret., B.S.
Executive Director

Roy M. Campbell, M.S.W.
Associate Director

Mrs. Glenda Westbrook, B.S.
Assistant Director

Mrs. Lucy Smith
Administrative Secretary

Mrs. Virginia Barth
Secretary

Col. Wm. R. Sterling, USA, Ret. M.B.A.
Controller

Mrs. Marianna Kelly
Supervisor, Bookkeeping

Mrs. Carolyn Nelson, A.A.
Bookkeeper

Miss Judith Doyle
Bookkeeper

Mrs. Zeldia Hanna
Bookkeeper

Mrs. Carolyn Tucker, B.A.
Director, Public Education

Mrs. Pamela Anderson, B.S.
Assistant, Public Education

Mrs. Jean Penniston, B.S.
Supervisor, Volunteers

Mrs. Jane Queisser
Supervisor, Mail Services

Mrs. Rachel VanCauwenbergh
Assistant

Mrs. Jane Forbes
Assistant

Philip Ludeman, M.S.W.
Supervisor

Betty Goldsmith, B.S.
Social Worker

Ms. Susan Roy, B.A.
Social Worker

Mrs. Doris Olin
Coordinator, Central Records

Mrs. Sue Cochran
Secretary

Gerald Goldstone, Ph.D.
Consulting Psychologist

Philip Hedrick, M.D.
Medical Director

Ms. Colleen Hittle, B.S., R.P.T.
Supervisor, Physical Therapy

Mrs. Sally Williams, B.S., R.P.T.
Physical Therapist

Ms. Cheryl Arbeiter, C.P.T.A.
Certified Assistant

Mrs. Annette Ludkiewicz
Assistant, Physical Therapy

Jerry Williams
Assistant, Physical Therapy

Mrs. Sylvia Boze, B.S., O.T.R.
Supervisor, Occupational Therapy

Ms. Beth Anne Sutter, B.S., O.T.R.
Occupational Therapist

Mrs. Gloria Foster
Assistant

Mrs. Denise Johnson
Assistant

James C. Shanks, Ph.D.
Speech Consultant

Mrs. Shiela Moeschl, M.A.T.
C.C.C. Speech Pathology,
Supervisor, Speech and Hearing
Department

Ms. Nancy Cole, M.S.
C.C.C. Speech Pathology, Speech
Pathologist

Ms. Marilyn Kerins, M.A.T.,
C.C.C. Speech Pathology,
Speech Pathologist

Mrs. Margaret Labelle, M.S.
Director, Children's Developmental
Center

Mrs. Teresa Thorne, M.A.T.
Teacher, Classroom #4

Mrs. Lynn Noel, B.A.
Teacher, Classroom #3

Ms. Linda Painter, B.S.
Teacher, Classroom #2

Mrs. Sheryl Proctor, M.S.
Teacher, IPS

Mrs. Sara Verner
Assistant

David Craig, B.A., Th.B.
Placement Counselor/Job
Developer

Mrs. Louise Lehman, B.A.
Supervisor, Evaluation

Ms. Paula Krzyzaniak, B.A.
Outreach Diagnostic Liaison

Michael Leahy, B.S.
Evaluator

Mrs. Sherryl Henry, L.P.N.
Training Instructor/Voc. Services

Ms. Christine Kriebel, B.A.
WAT Specialist

Thomas Brouse
Supervisor, Shop A

Ms. Yvonne Jacks
Supervisor, Shop B

Gregg Nussbaum
Behav. Mod. Tech.

Ms. Melba Gaff
Behav. Mod. Tech.

Mrs. Julia Bontrager
Secretary, Voc. Services

Eugene W. Petersen
Manager, Deaf Services

Ms. Jan Moomaw, B.A.
WAT Specialist, Deaf Services

Barry Critchfield, B.S.
Evaluator

Ms. Donna Leahy, B.S.
Counselor

Ms. Alicia Marshall, B.S.
Recreation Therapist

Mrs. Ruth Roberts
Communications Therapist

Roy Bunnell
Communications Therapist

Mrs. Andrea Miller
Secretary

Gene BeMiller, B.S.
Director, Vocational Workshops

Joe Petro, B.S.
Contract Procurement Specialist

Dennis F. Estep, A.A.S.
Assistant Vocational Shop
Director/Supervisor Shop C

Ms. Dixie Thurston
Supervisor, Shop C

Ms. Jeri Pippin
Supervisor, Shop D Annex

Steven K. Hooley
Supervisor, Shop D

Mrs. Margaret Hall
Clerk, Shop C

Mrs. Mattie Powell
Clerk, Shop D

Ms. Karen Fields
Clerk-Typist

Leon Dandredge
Truck Driver

Stephen Carter
Forklift Operator

Donald Tallent
Forklift Operator

Forest McBain
Supervisor, Transportation

Louis Gordon
Senior Driver

Andrew Ransom
Driver

Otha Jackson
Driver

Jerry Payne
Driver

Rudolph Grundy
Driver

Mrs. Arletta Piper
Driver

William Vaden
Driver

Mrs. Helen Vaughn
Executive Housekeeper

Daniel Williams
Supervisor, Maintenance

Emlon King
Assistant, General Maintenance

Mrs. Hattie Hunt
Receptionist-Typist

Ms. Marla Christy
Switchboard Operator-Typist

Ms. Virginia Berry
Clerk-Typist



Crossroads Rehabilitation Center

*is a not-for-profit, out-patient rehabilitation center.
It serves the handicapped without regard
for race, age, geographical residence, religious affiliation
or financial standing.*

*Referral is by private physician.
Admission is based solely on the need
for medical, vocational, educational,
or socio-psychological services.*



Crossroads Rehabilitation Center inc.

3242 Sutherland Avenue
Indianapolis, Indiana 46205
Phone: 924-3251.

A UNITED WAY AGENCY
AN EASTER SEAL SERVICE