Crossroads Receives Joint Commission Accreditation, Marking Major Milestone for Arizona Treatment Programs

March 19, 2026

CHANDLER, AZ - March 19, 2026 -
Crossroads Inc., an addiction treatment center in Arizona, is proud to announce its Joint Commission accreditation, a recognition that reflects the organization?s commitment to safe, high-quality, and evidence-based addiction treatment. The accreditation applies to Crossroads Chandler, the Crossroads Aftercare Program at the Phoenix corporate office, and Crossroads at Pure Heart in Glendale.

For more than six decades, Crossroads has served Arizona communities with a mission-driven approach to substance use treatment and recovery support. As a nonprofit organization rooted in the 12-step community, Crossroads provides accessible care for men and women working to overcome drug and alcohol addiction. Its services include residential treatment, outpatient care, aftercare support, case management, peer support, and programs designed to help clients build stability in recovery over time.

The Joint Commission accreditation confirms that Crossroads meets nationally recognized standards for client safety, clinical quality, and operational effectiveness. Every few years, the Joint Commission conducts on-site surveys to evaluate treatment organizations in areas such as staff credentials, clinical practices,

program curriculum, policies and procedures, safety measures, and risk management.

For Samantha Nixon, Outpatient Programs Administrator, the accreditation is a meaningful reflection of the standards Crossroads sets for itself every day.

?The accreditation shows just how hard we have worked,? Nixon said. ?Our standards are high and we expect quality service for the clients so that they can recover and learn to live a new, amazing life.?

Crossroads Chandler is part of a broader continuum of care that helps clients move forward with support at different stages of recovery. Core services include residential and outpatient treatment, and aftercare programming. At Crossroads in Glendale, clients can participate in an intensive outpatient program focused on relapse prevention, trauma recovery, and wellness through a holistic treatment approach. The program runs for a minimum of 12 weeks, with sessions held five days a week for three hours per day, including both morning and evening options.

For Nixon, the recognition also reflects something deeper than clinical standards alone. Before joining the organization as a leader, she first came to Crossroads as a client. That experience continues to shape how she views the work.

?I?d been to another treatment and you felt like a number, you felt like you were just a part of it, you weren?t significant,? Nixon said. ?As a client at Crossroads, I felt like I was a human being. People wanted to know my story, know who I was and they wanted to love me until I could love myself.?

That sense of dignity and compassion remains central to the Crossroads model. Staff work to create a recovery environment where clients are treated with respect, supported without judgment, and given the structure needed to begin rebuilding their lives.

Crossroads also remains committed to making care accessible. Guided by the belief that every person deserves the chance to find recovery regardless of ability to pay, the organization offers grants and scholarships to help uninsured clients access treatment. Staff also work with many individuals to explore insurance options and, whenever possible, reduce financial barriers to care.

?At Crossroads, we do not want to turn anybody away, we want to help someone if they are wanting help,? Nixon said. ?One way or another, we are going to help someone who needs it.?

Following the accreditation, Crossroads hopes to continue expanding its reach and serving more communities in need, including veterans and first responders. For the organization, the recognition marks not just a milestone, but an ongoing commitment to changing lives through compassionate, accountable, and

community-based addiction treatment.

To learn more about Crossroads Inc. and its programming, call 480-937-1999.

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For more information about Crossroads, Inc, contact the company here:Crossroads Chandler, IncTimothy Benson480-937-1999admissions@thecrossroadsinc.org501 N. Washington StChandler, AZ, 85225

Crossroads, Inc

The Crossroads Chandler Campus provides residential and outpatient addiction treatment services for adults in a structured, peer-driven setting.

Website: https://thecrossroadsinc.org/chandler-campus/

Email: admissions@thecrossroadsinc.org

Phone: 480-937-1999

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