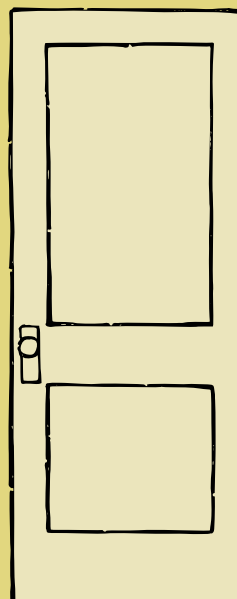


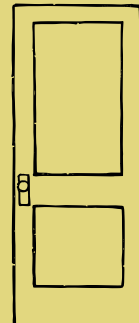
ANNUAL REPORT 2008

The Road Home



The mission of The Road Home is to help people step out of homelessness and back into our community.

We are privileged to help people in need. Thanks to your support, people are overcoming homelessness every day.



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President's Message

When we look upon the challenges and goals in this coming year, it is important to recall our mission statement to end homelessness and the services that our organization provides to the homeless members of our community.

Our first priority, based upon our mission statement, is and has to be advocacy for the homeless. We need to be focused on our mission and recognize the importance of the services we are providing. We are going to face some challenges in the near and distant future for the shelter because the dynamics are changing in the homeless population. Therefore, we need to keep an open mind as to these changing dynamics, while providing ongoing services to our homeless friends and families.

Palmer Court is a new development that is aligned with our mission statement to find solutions to end homelessness. We commend all the community leaders, board members, and faithful supporters who saw the vision and had the courage to step forward and do something different than what we had done before. We appreciate the efforts of so many people who have spent countless hours working on this project. Palmer Court gives us a new and tremendous opportunity to promote the mission of housing as a solution to homelessness.

A major issue we need to focus on is the ever-increasing need for services to clients seeking assistance. Since last year, our organization has seen a 31% increase of individuals seeking comfort in our shelters. Another issue is the changing source of funding for our agency. Ten years ago, 47% of our funding was from private sources. This year, it has increased to 58%. We must constantly think and work to find and then prudently use the resources needed to provide these critical services to the homeless.

As always, we will remain vigilant in our pursuit of finding lasting solutions to end homelessness.

LOUIE CONONELOS

Board President



SUCCESS

The Road Home has a four-star rating from Charity Navigator, the highest rating possible.

Executive Director's Message

In the course of serving this remarkable mission, our team faces multiple challenges and opportunities alike. This past winter, our agency served more families in our Community Winter Shelter than we have in any previous season on record. The trend has persisted into the summer months and fall, and we expect to either match or exceed last season's record demand for shelter.

The housing rental market has also presented significant challenges for people working to overcome homelessness. Extremely low vacancy rates have skewed the supply/demand balance of available housing to renters, causing a spike in rental costs. Increases in housing rental prices throughout the Salt Lake valley are among some of the steepest in our nation. Reduced supply and increased pricing present added burdens to families already struggling to overcome.

The dedicated members of The Road Home do not take these challenges lightly. We have further refined our strong collaborations with a variety of community partners, including fellow agencies, individuals, small businesses, foundations, and corporations, as well as state and local government. Our agency, in collaboration with our esteemed partners, has developed new tools to help families to get out of shelter more quickly. Over the course of the past year, our team has increased its rapid re-housing efforts.

Our rapid re-housing strategy leverages various revenue sources to provide a variety of rental subsidies to people experiencing homelessness. These subsidies vary from one-time to intermediate and longer-term, based on the personal factors of those beside whom we are working. Our thoughtful case managers determine the appropriate level of investment needed to help families move out of the shelter and reintegrate into community housing.

This approach enables families to experience a shorter episode of homelessness, thereby reducing their trauma. Additionally, by moving families out of the shelter and back into housing more quickly, our team has increased the capacity of the shelter to serve more families in need, thereby more effectively utilizing our facility. Rapid re-housing was one of the most important factors enabling our agency to weather the tide of families who have turned to us over the course of the past year.

I must also acknowledge the three other factors equally significant in making this success possible: 1) the hope, faith, and hard work of courageous men, women, and families with children who are in the midst of homelessness; 2) our dedicated team, both staff and volunteers, who work with steady perseverance to assist those who have turned to us; and 3) you, the faithful supporters of this beautiful mission. Without you, none of the victories we achieve each day would be possible. Thank you.

MATTHEW MINKEVITCH

Executive Director





Program Facts at a Glance: FY08

The Road Home provided services to **6,660 individuals** (unduplicated) throughout our programs, an increase of **461 people** over last year (6,199). This is the second year in a row that we have increased the number of people served by at least 400 over the previous year.

ALL SHELTERS COMBINED

Last year, all shelters (both the Winter Emergency Shelter as well as the Salt Lake Community Shelter) served an unduplicated **4,471 individuals** for a total of **255,411 nights** of shelter. The total number of shelter nights is up by **14%** or **32,835 nights** over last year.

THE SALT LAKE COMMUNITY SHELTER

Last year, the Salt Lake Community Shelter served **2,400 households** consisting of **2,743 people**, including **1,681 single men**, **373 single women**, and **157 families** consisting of **219 children** and **188 adults**. A total of **195,320 nights** of shelter were provided.

WINTER SHELTER

Last winter, this program provided shelter to **2,712 households** consisting of **3,088 individuals**, including **2,256 single men**, **339 single women**, and **143 families** with **510 family members**. A total of **60,134 nights** of shelter were provided from October 20, 2007, to April 17, 2008.

EMERGENCY ASSISTANCE

This past year, the Emergency Assistance Office served a total of **3,248 individual clients** with over **7,891 services** including bus passes, birth certificates, clothing, and more.

HOUSING

During fiscal year 2008, we moved **162 households** into our housing program. We assisted another **117 households** with one-time deposit assistance. The Housing Program provided ongoing supportive services to **336 different households** during the course of the year.

STAFF CONTACTS

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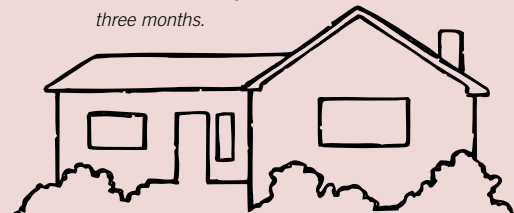
LESLIE RUSSELL

Director of Human Resources and
Grants Management

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SUCCESS

75% of clients stay less than
three months.





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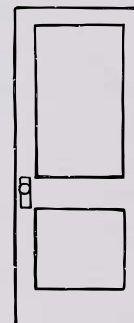
First American Title

Bret Yeargin

Morgan Stanley

SUCCESS

*91% of our clients did not
return to shelter after 12
months of being housed in our
housing program.*



2008 Shelter Demographics

95% of clients at The Road Home report having incomes at or below the federal poverty level.

11% of clients at The Road Home report upon intake having a mental health concern. National statistics show that 57% of the homeless population demonstrate signs of mental illness.

14% of clients at The Road Home report at intake having an issue with substance abuse. National statistics show that approximately 46% of the homeless population report abusing substances in the past year.

9% of clients at The Road Home report at intake being a veteran. National statistics show 23-40% of the homeless population nationwide are veterans.

Average lengths of stays are as follows:

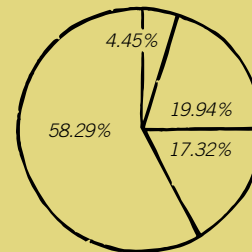
- Family Shelter: **60 days** (40 days less than last year)
- Men's Self-Sufficiency Shelter: **60 days**
- Women's Self-Sufficiency Shelter: **45 days**

National statistics were taken from the National Alliance to End Homelessness website at www.endhomelessness.org.

Revenue and Expenses

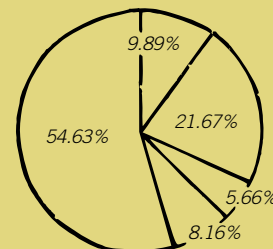
REVENUE

Federal	\$261,951	4.45%
State	\$1,173,640	19.94%
Local Government	\$1,019,459	17.32%
Private Contribution	\$3,430,259	58.29%
TOTAL	\$5,885,309	100.00%



EXPENSES

Emergency Assistance	\$478,132	8.16%
Shelter	\$3,200,569	54.63%
Self-Reliance	\$579,174	9.89%
Housing	\$1,269,265	21.67%
Administration	\$331,408	5.66%
TOTAL	\$5,858,548	100.00%



Emergency Shelter

The Salt Lake Community Shelter Provides 344 emergency beds for men and 50 emergency beds for women. Residents who choose this option are provided up to 90 days of shelter. They have access to referrals for resources including employment and housing. We also provide an outreach case manager who visits regularly with these residents. The Emergency Shelter is designed for those individuals who need shelter for only a short period or those who do not wish to participate in case management. All residents of the Emergency Shelter are eligible to move into one of our case-managed programs. These programs include options for residents who are employed and seeking housing, those enrolled in substance abuse treatment, those who are referred from 4th Street Clinic with a medical need, and others with special needs that can be assisted with case management.

Community Winter Shelter

Community Winter Shelter (CWS) serves as our primary emergency shelter during the cold winter months of November through April. Our main shelter facility is located downtown and is always filled to capacity; each shelter maintains a waiting list. CWS helps ensure that anyone who seeks shelter during the winter months will be provided a warm, safe place to stay. This program utilizes several locations including extra space at our main shelter facility, the St. Vincent De Paul dining room, and a warehouse located in Midvale.

Supportive Housing

This year, we have seen progress and success in so many of the households we serve. We have had a continued focus on our chronically homeless population. We assisted in the placement of 33 chronically homeless individuals who had consumed thousands of The Road Home shelter nights. With each of those individuals who are now housed, we will be able to serve at least eight short-term homeless people each year.

Our Housing Placement and Supportive Services programs housed at rates higher than ever before. We also worked to ensure that more people were able to sustain their housing. We placed 162 households (354 individuals) into our Supportive Services programs. We placed an additional 117 households into community housing with a simple Deposit Assistance package. The total number of households placed was 279 (last year we placed 180 households). This number included 646 adults and 288 children.

We have placed programmatic emphasis on targeting people for the most appropriate Housing and Supportive Services option as quickly as possible after shelter entry. We have shifted the culture of shelter residents so that people are thinking about housing from the day they enter shelter.



SUCCESS

13% of clients used the shelter for one night and did not use our services again.

Central Intake and Assistance Office

In order to more fully realize our mission, we provide basic needs, shelter intake, and access to housing all through our Central Intake and Assistance Office (CIAO). The CIAO feeds directly into the Housing Administration team for housing placement and on into the Housing Supportive Services department for ongoing support and case management in the community. All three of these programs form our Housing Department. Having them all under the same umbrella with common oversight encourages a streamlined approach to getting people off the streets and back into the community as quickly and efficiently and in the most dignified manner as possible.

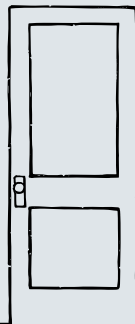
Individuals and families in need have immediate access to services, including housing. Assessment, information, referrals, and even placement into housing can happen right at shelter entry. This concept puts housing first.

Self-Sufficiency and Special Needs

With the advent of the new Central Intake and Assessment Team and their streamlined approach to housing first, the in-house group of case managers, Services, is shifting their focus to concentrate on families and individuals with greater needs and complicated barriers to housing, such as utility debt, insufficient income, and medical and mental illness.

Individuals who are prevented from moving directly into housing due to these barriers are assessed and provided the support needed to guide them on their road back to housing. Helping mentally ill individuals obtain a livable income, structuring budgeting plans for families who are so beset with debt that the rental market is out of reach, and reconnecting folks with desperately needed medical treatment, are all tasks the Services Team works hard to accomplish everyday.

Once these barriers are addressed, our more difficult population will be eligible for housing subsidies. Housing subsidies, in our ever-increasingly out-of-reach housing market, are the surest way to prevent people from becoming homeless again in the future.





SUCCESS

94% of households who entered housing in the first six months of FY08 have not returned to the shelter at the end of the year.

Volunteer

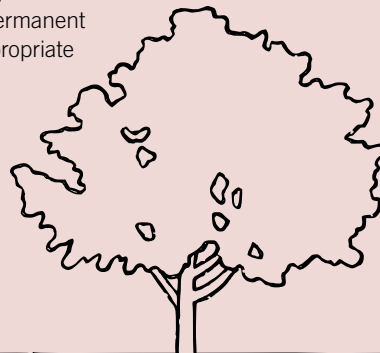
The Volunteer Program is a vital part of The Road Home. There are a variety of options including one-time/group and ongoing programs. Ongoing volunteers help assist staff at the front desk, monitor the computer lab for the residents, volunteer for the Book Club for kids, and volunteer in the playroom of the Family Shelter. Our one-time/group volunteer opportunities include preparing and serving a meal to residents, planning a group children's activity, helping move furniture to the new homes of clients, Eagle Scout projects, and more. Interested volunteers may go to our website at www.theroadhome.org for more information or contact Ashley Farmer, Volunteer Coordinator, at 801-819-7298 or afarmer@theroadhome.org. All volunteers are asked to attend a New Volunteer Orientation held on the first and third Thursday of the month (please check website for any changes) to complete an application and undergo a background check. Approximately 200 volunteers per month help us provide service to our clients.

Palmer Court

In April 2008, renovation began on the new permanent supportive housing development, Palmer Court. This conversion of a hotel property into 201 apartments for individuals and families will provide permanent subsidized housing for people who have been homeless and are in need of supportive services to help maintain housing. Our goal is to provide long-term housing for those who have been using the shelter as a permanent destination because they were unable to find appropriate housing. This will enable us to use the shelter for shorter stays and to serve a much great number of people with short-term emergency shelter. The renovation is scheduled for completion in the Spring of 2009.

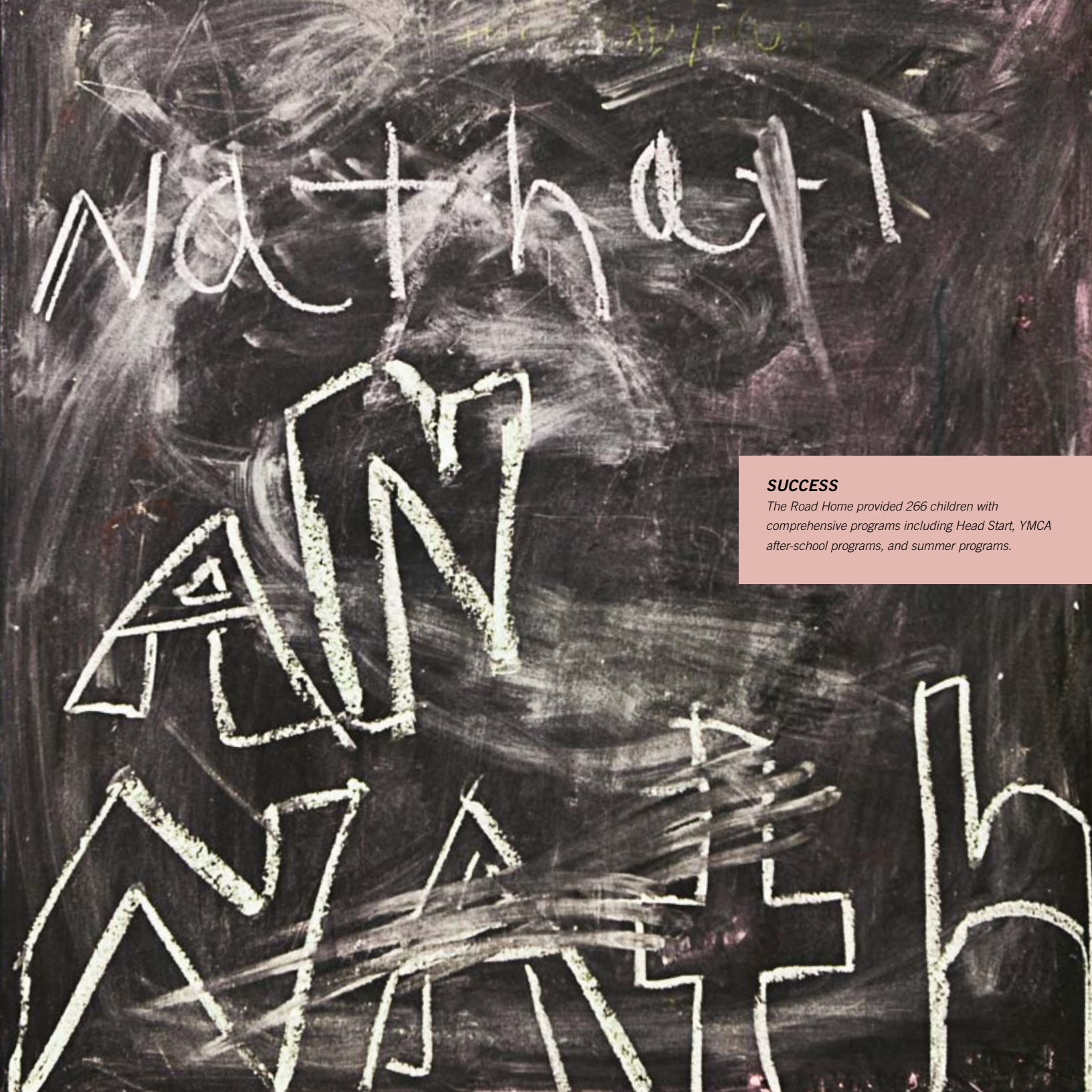
Children's Programs

The Road Home has an extensive Children's Program with two main goals. Primarily, we seek to provide structured educational and recreational opportunities in a stress-free environment for the children living in the shelter; as a secondary effect, parents have time away from their children to work toward meeting the goals necessary to address the issues that led to the families becoming homeless. The Children's Program coordinators work year-round with families to ensure that children living in the shelter attend school and receive appropriate quality services. The Road Home works in collaboration with the YMCA of Greater Salt Lake as well as Global Artways to provide an after-school and summer program for children living in the shelter. Through a generous grant by the Cultural Vision Fund, these programs are made possible. The Salt Lake Art Center has also been a very supportive partner in donating space for our students to practice their art. This summer, a beautiful mosaic mural created by our children and local artists Louise Fischman and Wayne Geary was completed and displayed on the west side of The Road Home. Be sure to come by and take a look at this wonderful creation.



SUCCESS

Palmer Court is a unique collaboration of private and public funding. Government resources such as the Salt Lake Redevelopment Agency, various housing authorities, and private funders such as The Church of Jesus Christ of Latter-Day Saints, local corporations, and The Crusade for the Homeless have joined forces to make this project a reality.



SUCCESS

The Road Home provided 266 children with comprehensive programs including Head Start, YMCA after-school programs, and summer programs.



Donors \$500 and Above

The Road Home would like to thank our donors. It is their generous spirit that makes the work we do possible.

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