

THE ROAD HOME ANNUAL REPORT 2012



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Dear Friends of The Road Home,

On the first day of school this year, 52 children lined the sidewalk in front of The Road Home Emergency Shelter, as they waited for the school bus. Five years ago there were only 16 school age children starting their first day of school while living in the emergency shelter. We continue to provide emergency shelter to more families than ever before. This year, we provided emergency shelter to 260% more families than we did 5 years ago. During the single month of July, 2012, 172 different families (with 323 children among them) came to us when they had nowhere else to turn.

The past year has been an extraordinary one at The Road Home. July marked the end of a 3 year program funded through federal stimulus dollars, through which we provided rental assistance and supportive services to families experiencing homelessness. Through this program our team helped 1,044 different households move back into homes in the community. That is 1,063 children who started this school year in their own home, rather than in shelter.

Although the stimulus program has come to an end, The Road Home and our community partners, such as Department of Workforce Services, The State of Utah, Salt Lake City, Salt Lake County, Catholic Community Services, and 4th Street Clinic are committed to continuing to operate a rapid re-housing program. Even with greatly reduced funds, we have learned that it is an extremely effective approach. A key part of our rapid re-housing program is utilizing a progressive engagement model, where we assist families for a very short time, evaluating every family's situation regularly to determine if additional support is needed. Our team carefully works with each family to help them overcome barriers to maintaining stable housing. For a small number of families (5%) with significant barriers to housing, such as physical disabilities, permanent supportive housing is needed to maintain stable housing. For these families, we will continue to seek out long term subsidy solutions.

With your support and through thoughtful service delivery, we have continued to meet the growing need

for families experiencing homelessness without building a bigger shelter. This truly is a magnificent accomplishment. Most importantly, it means more children starting school in their own homes, rather than in shelter.



Matt Minkevitch
Executive Director - The Road Home



THE MISSION OF THE ROAD HOME IS TO HELP PEOPLE STEP OUT OF HOMELESSNESS & BACK INTO OUR COMMUNITY.



The Road Home is a private non-profit social service agency that assists individuals and families experiencing homelessness in Salt Lake County and along the Wasatch Front. The Road Home provides emergency shelter and personalized case management to help people identify and overcome the obstacles that have led them to becoming homeless. In addition to operating the largest shelter in Utah, we also address a spectrum of needs that people experiencing homelessness encounter from supplying a bus token to providing comprehensive housing programs that help people move into permanent housing as quickly as possible.



Dear Friends of The Road Home,

On behalf of the Board of Trustees and the dedicated staff of The Road Home, I would like to thank you for your continued support. Our team provides compassionate, caring services to families and individuals in crisis and works tirelessly to help everyone return to a home in our community. As you review our annual report, there are a few things I would like to highlight.

We are serving more families than

ever before – a 260% increase over 5 years ago. That is 659 unique families this year, compared to 183 families 5 years ago.

We have worked hard to change our service delivery model and move families quickly into housing. In 2007, families stayed in shelter for an average of 71 days. In 2012 we have reduced the average length of stay for families to 42 days.

In July 2012, state and federal funding for our Rapid Rehousing program came to an end. During fiscal year 2012, 554 families received financial assistance through this program.

Despite this transition in funding our team is dedicated to this approach and will continue to seek additional resources for this effort.

We have learned that rapid rehousing works. 87% of families assisted did not return to shelter. When families move out of shelter quickly with rapid rehousing assistance, there is more room at the shelter available to meet the needs of new families who turn to us in their time of crisis.

We are focusing on a progressive

engagement model with families, whereby we provide the least amount of subsidy possible at first, providing more assistance and services for those who need it as time progresses. This has proven to be an effective use of resources and allows us to assist the maximum number of families possible. We have found that only 5% of families need long term assistance to maintain stable housing due to significant barriers.

With your support, we will continue to make positive changes and meet the needs to the most vulnerable families in our community.

A handwritten signature in blue ink, reading "Bob Hyde", on a light-colored rectangular background.

Bob Hyde
Board President - The Road Home

WHO WE ARE

Core Values



EQUAL TREATMENT

We are committed to providing equal treatment to all who come to us in need.

COMPASSION

We will nurture our love for humanity within each of our relationships & interactions.

RESPECT

Respect will be the cornerstone of our conduct.

DIGNITY

We value the innate human dignity of every person.

Vision

We envision people moving seamlessly from the cold streets into warm housing; from despair and alienation toward home and inclusion. We envision a community that recognizes the inherent dignity of those who live in poverty and homelessness. The Road Home will work with all of our partners to realize this vision.

EMERGENCY SHELTER



Emergency shelter acts as the community safety net for individuals and families experiencing homelessness. The Road Home's emergency shelter and resource center is located in downtown Salt Lake City, near other homeless service providers to allow individuals and families to easily engage with the assistance they need.

Our emergency shelter has separate spaces for single men, single women, and families and can accommodate all who come to us in need.

In collaboration with Volunteers of America, Utah and 4th Street Clinic, The Road Home sets aside a number of beds in our emergency shelter for those who require specific medical attention or are in need of substance abuse support.

Last year, 6,725 individuals (including 659 families with 1,223 children) turned to us for shelter.

Most people, (62%) come to our shelter for a short period of time (6 weeks or less) and with minimal assistance, are able to move back into our community. For those who need a little more help, supportive services are available to get them back on their feet.

On any given night, there are roughly the same number of people in The Road Home's housing programs as there are in our shelter.

This represents a dramatic shift in the distribution of our services in the last five years.

Children's Programs

Children staying at The Road Home's family shelter are enrolled in programs that offer enrichment activities, exercise, and homework assistance. A variety of activities in our after school programs, including visiting artists, book clubs, and outdoor activities, provide an invaluable calm in the storm for children experiencing the change and loss associated with homelessness.

WINTER SHELTER

Shelter can save lives on cold Utah nights. From November to April, The Road Home operates a second shelter to ensure that no one is left out in the cold.

Our Community Winter Shelter in Midvale provides another shelter for the many families with children who turn to us for help. This also creates additional space for men and women staying at our Salt Lake Community Shelter during the winter months.

We are able to provide emergency shelter and case management services to an additional 80 families at our winter shelter. Combined with our Salt Lake Community Shelter, we can provide emergency shelter to 100 families throughout the winter.

We are currently able to provide shelter to all the single men and women in need of our help at our Salt Lake Community Shelter year-round.

In FY 2012, 45% more families than last year received shelter and supportive services through our winter shelter program.

The Road Home recently purchased the Community Winter Shelter. This will allow for needed improvements, making it a more comfortable place for families to stay.



In FY 2012 we provided life saving winter shelter to:
336 Families
1,819 Single Men
463 Single Women

EMERGENCY SERVICES

The Road Home's Emergency Services office is located across the street from our Salt Lake Community Shelter in the Weigand Center of Catholic Community Services. Our Emergency Services office provides appointments and referrals to help individuals and families with travel assistance for employment, Utah identification, work boots and shoes, clothing, birth certificates and short term case management services.

This office serves anyone who needs help, whether they are enrolled in one of our programs or not. Many people are seen only once for emergency travel assistance, while others return for continuing support while working towards self-sufficiency.

In FY 2012, 3,794 people received 8,946 unique services through our Emergency Services Office.



SUPPORTIVE SERVICES

Our supportive services team members work side by side with people to help them connect with resources in the community that assist with income, employment, benefits, treatment for substance abuse and mental health, food, clothing assistance and more.

Supportive services team members also work closely with local school districts, health care providers, child care programs and other child support organizations. The overriding goal of the supportive services team is to provide the support and guidance needed to find and maintain housing during this difficult transition period.

Success Story

Recently, 4th Street Clinic referred Bud to our Medical Beds program. Bud is a truck driver with no permanent residence or health insurance. He suffers from severe heart problems.

Bud stayed at The Road Home while



he received medical care from 4th Street Clinic and recovered. Having 24 hour access to safe warm shelter and case managers helping him make and keep appointments for treatment and helped reduce Bud's recovery time.

After a month in shelter, Bud had established a treatment plan with our partners at 4th Street Clinic and was ready to return to work.

HOUSING FIRST

In FY 2012, 657 households were able to experience the joy of having their own home, including 1,152 children.

The Road Home adheres to a housing first philosophy, believing that families and individuals can more effectively address the issues that have lead them into homelessness when they are in stable, long-term housing with access

to supportive services. For this reason, we work to place people into housing as soon as possible. We believe access to housing paired with case management offers the greatest hope for individuals and families to overcome homelessness.



The Road Home works in collaboration with an array of community partners and employs a two-part strategy to help people step out of homelessness. The first involves rapidly rehousing families who are experiencing a one-time episode of homelessness.

Rapid Rehousing has helped our agency and our community withstand the surge in family homelessness that resulted from the most recent decline in the U.S. economy.

The second portion of our strategy involves creating permanent housing opportunities for people who are experiencing long-term or chronic homelessness. Employing this strategy provides distinct benefits. First, in providing a genuinely affordable housing alternative, coupled with supportive services provided by thoughtful case managers, we provide a way out of homelessness for a person who has lived a life of continual crisis.

Secondly, this approach frees up capacity in the sheltering system. For every person moving out of long-term homelessness, our shelters have greater capacity to serve more people in need of emergency shelter. As we continue to work this strategy to its logical conclusion, our community can meet its sheltering needs without having to build larger shelters.

...PROGRAMS THAT MAKE A DIFFERENCE

Most of the families and individuals who come to us in need of shelter leave quickly without needing additional housing services. A small number of the people we serve need more assistance. The Road Home manages several different supportive housing programs with the purpose of helping people obtain housing and stabilize so they do not fall into homelessness again.

We provided supportive housing services to 1,121 households in FY 2012. Our housing programs have an 87% success rate in helping people obtain and maintain stable housing.

As a result of these innovative housing strategies and better shelter service delivery, The Road Home provided shelter to 1,497 more people this year than we did 5 years ago.



PALMER COURT

Palmer Court opened its doors in the spring of 2009. This permanent supportive housing development contains 201 rental units for formerly chronically homeless individuals and families. The rich array of supportive services available at Palmer Court help to provide a stable, safe, permanent home for people who had previously spent years cycling through the shelter system.

Palmer Court team members help connect residents with resources in our community relating to income, employment, federal benefits, treatment for substance abuse and mental health, along with food and clothing assistance. An on-site Head Start program for children is operated by the Salt Lake Community Action Program. A pilot employment program, in partnership with the Department of Workforce Services, also helps connect Palmer Court residents with local employment opportunities.

Some of our formerly chronically homeless residents will move on to independent housing once they have stabilized. Others will remain at Palmer Court, recovering from long-term homelessness and the physical and psychological challenges they faced during life on the streets.



CHRONICALLY HOMELESS SERVICES & HOUSING

In October 2011, The Road Home began a new program that enables us to provide targeted services to chronically homeless individuals in our community. Our Chronically Homeless Services and Housing program was made possible through a grant by the Substance Abuse and Mental Health Services Administration (SAMHSA). The goal of this program is to use a housing first strategy to stably house 80 chronically homeless individuals over 3 years.

During this program's first year, 30 individuals were able to secure something many thought would not be possible: a home of their own.

The men and women served through this project have been the most challenging for The Road Home and our partners to engage. Our Chronically Homeless Services and Housing team utilizes targeted outreach to locate and engage clients, often working with existing outreach efforts provided by our community partners, including Valley Mental Health, Fourth Street Clinic, and Volunteers of America Utah.



VOLUNTEERS

The Road Home relies on the passion and dedication of our volunteers to provide for the needs of individuals and families in our community.

Our volunteer program has continued to grow over the past 3 years, providing engagement opportunities for people in our community to help serve their neighbors.

Volunteer activities focus on providing donations, children's activities, dinners and front desk and warehouse assistance. Approximately 20% of our volunteers are ongoing, weekly volunteers and 80% are part of groups that have provided a one-time service.

Special thanks to the Lowell Bennion Community Service Center at the University of Utah. They have provided tremendous ongoing volunteers to assist with our Kid's Book Club, Playroom and Teen Night Out Activities.

In FY 2012 11,500 volunteers spent 24,300 hours serving at The Road Home, providing a value of \$409,500!



DONATIONS



Donations Delivery
Salt Lake Community Shelter
210 S. Rio Grande St. (455 S.), Salt Lake City, UT
84101
Community Winter Shelter
529 W. 7300 E. (9th Ave.), Midvale, UT 84047
Seven days/week, 7:00 a.m. to 7:00 p.m.

The Road Home relies on generous community support through in-kind donations to provide for the basic needs of the people who turn to us for help. Through our Emergency Services office and Supportive Services team, we work to distribute necessary items to anyone who might be in need of a blanket, coat or shoes.

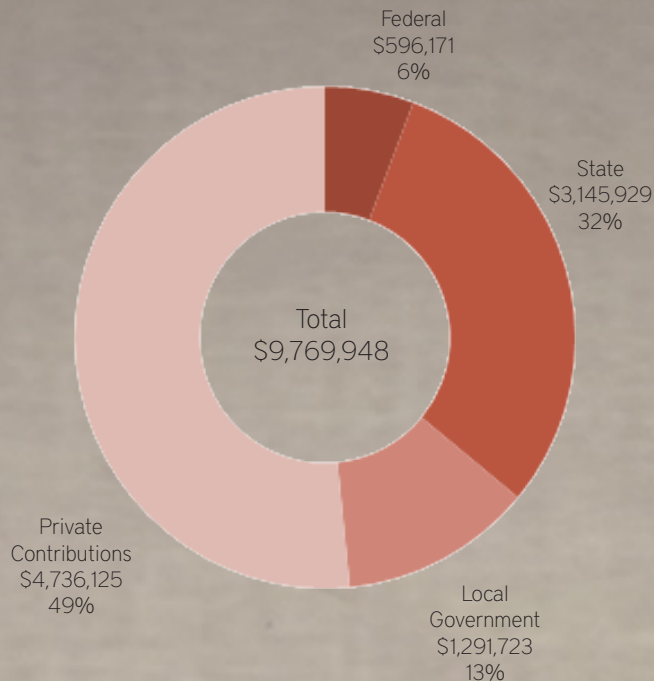
In-kind donations can include almost any items that are in good condition and clean when donated. Our most urgent needs year round are:

- Blankets (twin & full)
- Adult Socks
- Towels
- Diapers & Wipes
- Clothing (all ages)
- Personal Hygiene Items

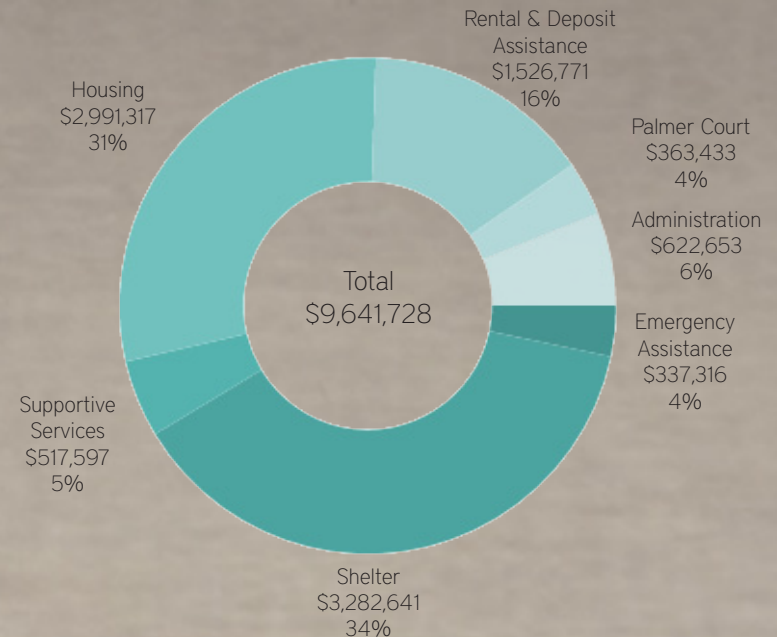


FINANCIAL SUMMARY

Revenue



Expenses



THE ROAD HOME ONLINE



View our Charity Navigator rating at
www.charitynavigator.org

GREAT★Nonprofits

Read reviews of The Road Home at
www.greatnonprofits.org

Charity Navigator

The Road Home is proudly rated as a Four Star Charity and in the top 2% of homeless service providers in the nation by Charity Navigator, America's premier independent charity evaluator. Charity Navigator works to advance a more efficient and responsive philanthropic market place by evaluating the financial health and transparency of over 5,400 of America's largest charities.

Great Nonprofits

We are also proud to partner with Great Non-profits, the leading developer of tools that allow people to find, review, and share information about great non-profits. When volunteers, donors, and supporters have direct experience with a charitable organization, GreatNonprofits makes it easier for them to share that knowledge so that other people can discover that group as well.

Additional information about financial reports, programs and services, volunteer opportunities, and ways to help The Road Home can be found at

www.theroadhome.org



THE ROAD HOME'S DONORS 2012

Associations, Churches, Non-profits, Schools

\$100,000 +

Church of Jesus Christ of Latter-day
Saints Humanitarian Services
Crusade for the Homeless
Campaign

\$75,000 - \$5,000

United Way of Salt Lake

\$5,000 - \$1,000

Chevron Employee Fund
Granite Park Junior High School
J.E. Cosgriff Memorial Catholic
School
Mountain View Christian Assembly
of God Church, Inc.
Murray Baptist Church
Network for Good
Rotary Club of Salt Lake
U.A. Local 140
Utah CCIM Chapter

\$1,000 - \$500

Bingham High School
Christ United Methodist Church
Eisenhower Jr. High School

First Baptist Church

Gilmer Park Neighborhood
Association
Juan Diego Catholic High School
Saint Thomas Moore Church
United Way of Central & Southern
Utah
United Way of Southeastern
Pennsylvania
United Way of the Columbia-
Willamette
University of Utah Chemistry
Department
Wasatch Hills Seventh-Day
Adventists Church

Corporations

\$50,000 +

American Express Center for
Community Development
Morgan Stanley

\$50,000 - \$10,000

Ace Disposal
Capmark Bank
Chevron Companies
CIT Bank
Fidelity Charitable Gift Fund
First City Investors
GE Money Bank
Gerber Construction, Inc.
Goldman Sachs Investment Group
Guardian Life Insurance Company of
America
JPMorgan Chase
Rocky Mountain Power
Salt Lake Board of Realtors
Starbucks Partner Giving Programs
UBS Bank USA

\$10,000 - \$5,000

City Creek Reserve Inc.
Coldwell Banker Residential

Brokerage Community Foundation
CommGap International Language
Services

DealerTrack Systems Inc.
E*Trade

EnergySolutions

Integra Core

Neways, Inc.

Questar Corporation

Richards Brandt Miller Nelson

Rio Tinto

Springbok Group, LLC

Utah Blaze

Van Cott, Bagley, Cornwall &

McCarthy

Waste Management

Wells Fargo - Community
Development & Relations

\$5,000 - \$1,000

a la mode, inc.
Abey Construction, Inc.
Barrick Gold of North America
BMW Bank of North America
Boeing ECF (Salt Lake)
Brighton Bank

Corporations

CCI Mechanical, INC	McCann Erickson	Van Cott, Bagley, Cornwall & McCarthy	Housing Authority of Salt Lake City
CDC Restoration & Construction	Merrick Bank Corporation	VCBO Architecture	Jody Wilkinson Acura
Century Link - Telephone Pioneers	Misc. P&D Inc.	Wansutter	KPMG Community Giving Campaign
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Chevron Humankind Employee Fund	Mountain West Truck Center		Communication Systems West
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eBay GIVE	Simmons Media Group	America's Best Karate	Perry Financial Group, Inc.
Eisenberg Gilchrist Morton	Smith's Food & Drug Centers	Asset Management Services	Pitney Bowes Bank
Energy Solutions	Southern Wine/Spirits West LLC	ATK	Presto Print & Copy
Fidelity Investments	St. Mark's Hospital (HCA)	Bank of the West	Rehrig Pacific Co.
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Green Sneakers	Summit Ice SLC LLC	Colvin Engineering Associates, Inc.	Rocky Mountain Recycling
Gus Paulos Chevrolet	Teleperformance USA	Construction Waste Management	Rush Truck Centers
Intermountain Healthcare	The Chiropractic Place	Continental Lime Inc.	Select Health
Jacobsen Construction Company	The Regence Foundation	D and S Service LLC	Signature Equipment
Java Jo's	Toyota Dealer Match Program	DD Reconstruction, LLC	Spectrum Gems
Key Bank National Association Trust	University of Utah Health Plans	Everest Collision Repair LLC	Superior Title Company of Utah, Inc.
Lucky Dog Communications	Utah Building & Construction Trades Council	Future Community Services, Inc.	Verite
Marriott Vacation Club	Utah Food Services	GE Foundation	Wasatch EMC, Inc.
			Watson Laboratories, Inc.

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The Sorenson Legacy Foundation

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Bonneville Charitable Foundation
Butler Family Fund
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Masonic Foundation of Utah
New York Life Foundation
PRD Foundation

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Schmidt Family Foundation
Schneider Electric/Square D.
Foundation
Schwab Charitable Fund
Silicon Valley Community Foundation
St. Benedict's Foundation
The Harry F. Barnes & Carol H.
The Moss Family Foundation
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W. Hague & Sue Ellis Foundation
Wheeler Foundation
Windermere Foundation

\$1,000 - \$500
Harmon Charitable Foundation
Scott W. and Betsy D. Thronton
Family Foundation
W. Mack and Julia S. Watkins
Foundation

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\$100,00 +

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\$50,000 - \$10,000

Drew Browning and Judy Brady

Nancy Farr Delgado

Sue Durrant

Robert and Tracy Hyde

Bart and Liz Warner

Don and Peggy Watkins

John and Kristine Wehmann

\$10,000 - \$5,000

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Mr. and Mrs. Jared Heaton

Glenn A. Herrick

Marvon Holdaway

Stephen Horvat

Jerri S. Hunt

Elizabeth Hunter

Lee and Laura Imlay

Gordon I. Irving

David James and Marina

O'Neill-James

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Michael Wray
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L. Anderson
Leslie and Gilbert Anderson
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Becky Apgood
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Gary Berg
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Your support makes life saving shelter and services possible. We work to acknowledge every donation, no matter it's size, because the value of your gift is not measured in dollars alone. If we have missed your name in this report, please contact our Development Office at 801-819-7291.

Special thanks to

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THE CHURCH OF
JESUS CHRIST
OF LATTER-DAY SAINTS



SORENSEN LEGACY FOUNDATION

for their generous ongoing support of The Road Home.

KEY STAFF

The Road Home began working out of a bus station in 1923 as Travelers' Aid Society. Since then, we have grown into a 24 hour per day, 365 days per year operation with over 150 staff members. These teammates are dedicated to helping the people we serve step out homelessness and back into our community.

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HOME FOR EVERYONE SOCIETY

The Road Home's Home for Everyone Society is comprised of individuals and organizations that recognize and embody the mission of The Road Home and its quest to end homelessness. Members of the Home for Everyone Society enable The Road Home to meet the ever increasing challenges facing those who are homeless and who seek housing as a means to stabilize their lives and move forward in the mainstream of society.

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HOUSING LEGACY ENDOWMENT

In honor of Mr. Jack Gallivan



The Road Home's Housing Legacy Endowment is named for our dear friend Mr. Jack Gallivan. During his life, Mr. Gallivan was a passionate supporter of efforts to help families and individuals experiencing homelessness. This endowment will provide a permanent source of housing funds to assist The Road Home's efforts to eliminate chronic homelessness in our community.

**Learn more about the Jack
Gallivan Endowment or make a
donation at:
www.theroadhome.org**

CHILDREN'S PROGRAMING ENDOWMENT

In honor of the St. Benedict Foundation

St. Benedict's Foundation was founded by the Sisters of St. Benedict in Ogden in 1976. The foundation, sponsored by the Sisters of St. Benedict, strives to enrich and nurture families in Utah.

Through a generous donation from the foundation, The Road Home will be establishing a Children's Programming Endowment. This endowment will help to ensure that all children staying at The Road Home are provided the best quality programming and support during this difficult time in their lives.



**ST. BENEDICT'S
FOUNDATION**

Ministry of the Sisters of St. Benedict



Success at The Road Home

We are fortunate to see success every day at The Road Home. As people receive emergency assistance, shelter, or take steps towards housing, our team is dedicated to helping people step out of homelessness and back into our community.

We would like to share one of our many success stories with you:

After his wife of over 40 years passed away, Ron's business fell upon hard economic times. Within a few months, he found himself living in his mobile home without heat, running water or electricity. As a previous lightweight boxing champion, Ron had developed a strong work ethic and determined attitude. The loss of his loving wife and the business he had built put a tremendous strain on him.

Despite these challenges, Ron asked for very little and rarely complained.

Ron met members of Fourth Street Clinic's Medical Outreach and Volunteers of America, Utah's Home Outreach Program teams during their outreach visits to locations homeless individuals typically camp. Members of the outreach team asked Ron to take off his wet shoes and socks so they could see how his feet were doing.

They found he was suffering from frostbite on both feet. Ron was immediately taken to the burn unit at a local hospital, but the damage to his feet was so severe he lost part of both feet.

Ron spent the next four months in a care facility where his daily medical needs could be met. While there, Ron met members of our Chronically Homeless Services and Housing team who began working with him to find a more sustainable housing option. Our team

was able to connect Ron with a housing voucher and help him transition smoothly from his care facility to an apartment of his own.

Each time our case managers visit Ron in his new home, he proudly shows them the progress he is making towards standing and walking again. Ron continues to work with our Chronically Homeless Services and Housing team to maintain housing. He now spends much of his time at a local senior center socializing with new friends and building a strong community around himself.

Success stories like Ron's would not be possible without your ongoing support of our shelter and housing programs. Thank you for your generous support.



Children in our shelter programs have access to a variety of programs that foster creativity and community during a difficult period in their lives. Thank you for your support of these programs.



the ROAD HOME

Support and shelter for overcoming homelessness.

2012 Annual Report

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