

The Road Home

BEYOND SHELTER



Letter from the Executive Director

As The Road Home embarks on a second century serving Utah, we are taking all that we have learned to continue evolving and adapting how we meet the needs of our neighbors experiencing homelessness. While we will always be a safety net for all those seeking immediate refuge, we know the importance of going beyond shelter to make homelessness rare, brief, and non-recurring.

We know how to get people into housing—the only real solution to homelessness—and how to invest in partnerships that bring services together to provide the resources and support that people actually need to help them find long-term stability. In going beyond shelter, we aim to create a future where every Utahn can find the support they need to feel stable in their home and self-sufficient in their community.

But this impactful work is only possible because of the generosity of supporters like you. Your commitment to The Road Home's mission is instrumental in bringing about significant and long-lasting change. We greatly appreciate your support and we know that our continued efforts will provide much-needed refuge, resources, and relief to those who seek our help.



In gratitude,

Michelle C. Flynn

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Impact Numbers For FY 2023



Emergency Shelter

5,397 adults
1,051 children
335,834 nights



Rapid Re-Housing

792 households
1,028 adults
954 children



Volunteers

6,143 volunteers
15,584 hours



Permanent Supportive Housing

767 adults
434 children
387,251 nights



Veteran Housing Program

354 households
405 adults
85 children



Overflow/Temporary Shelter

3,161 adults
31,538 nights

630, 357

Total Nights of Housing

335, 834

Total Nights of Shelter

95% of those exiting to permanent housing do not return within two years

85% Stay of less than six months in shelter

Unprecedented Need

Going beyond shelter

On a cold night in January of 2023, volunteers conducted the annual statewide point-in-time count. They found 3,687 Utahns experiencing homelessness on a single night, an increase of 3.7% over the previous year.

In the face of volatile inflation, skyrocketing rents, low vacancy rates, and a crippling lack of affordable housing, the number of people experiencing a housing crisis and seeking our services has continued to increase. In the last year, we witnessed a troubling surge in both the number of families with children needing shelter and the number of people experiencing homelessness for the first time.

In this time of extraordinary need, The Road Home continues to be one of Utah's largest and most comprehensive homelessness support agencies. We are also leaders when it comes to supporting families facing or experiencing homelessness. In addition to providing emergency shelter and basic necessities, we go beyond shelter, providing case management, housing navigation, and other resources tailored to each household or individual's unique needs to help them get back on their feet and on the road to a permanent and stable home.

When we go beyond shelter, we are not just responding to the immediate needs in our community, but striving to create real change so that everyone—individuals, veterans, families, the elderly—feels safe, stable, and self-sufficient in their housing.

15,732 (a 10% increase)

Utahns experiencing homelessness in FY 2022

77,000

Statewide shortage of affordable and deeply affordable housing



We take our century's worth of experience and expertise to create groundbreaking programs that meet the continuously evolving needs in our community—programs like our Veteran Family Services, Medically Vulnerable Populations Program, and Family-Centered Support Services.

But we cannot do this alone. We are grateful to our community partners who are helping us to tackle the root causes of homelessness. And we are grateful to our donors who make our work possible. We can envision a future without homelessness, and together we can get there.

Veteran Housing Program

The Road Home was the first organization in Utah to receive government funding aimed at helping veterans find affordable housing. The Veteran Service Program assists low-income veterans and their families who are facing or experiencing homelessness. The program offers a range of supportive services to help these veterans find and maintain stable housing. It partners with the U.S. Department of Veterans Affairs and other community organizations to put an end to veteran homelessness in Salt Lake County.

During fiscal year 2023, The Road Home assisted approximately 360 veteran households through its various support services, including housing assistance, healthcare resources, counseling, education, and job training. We understand the unique challenges that veterans and their families face and work to provide them with all the necessary support to help them lead a fulfilling life post-service.

Frank, A Family Reunited

Frank is a veteran who served our country with an honorable discharge. He was deployed for a year, and when he returned, he faced many obstacles, including hearing loss, knee problems, and PTSD that led to his homelessness.

Frank was living in his vehicle and separated from his family when he came to The Road Home. Frank expressed to his case manager that he was in need of assistance to get back on his feet and find a permanent home so that he would



have a safe place for his daughters to stay. The Housing Team provided Frank with guidance throughout the process and simplified the forms by breaking them down into manageable steps. Frank began to check in regularly with the team, and with the support of the Veteran Family Services, Frank was able to find a safe and welcoming apartment perfect for him and his daughters.

Now that Frank has found a permanent place to call home, he's using it as a platform to rebuild his life. Frank talks about his aspirations to start a business and to witness his children grow up.

Medically Vulnerable People Program

It's not surprising that poor health can be exacerbated by homelessness and vice versa. Following a successful pilot during the Covid-19 pandemic and in partnership with Shelter The Homeless and Fourth Street Clinic, The Road Home is pioneering a medically vulnerable people (MVP) program that provides alternate full-time shelter for older adults and people with significant medical vulnerabilities.

Located in a renovated former motel, guests have their own private rooms to help them stay healthier in a less densely populated shelter environment, with access to tailored health care support. Additionally, guests are connected with case management to help identify longer-term, permanent housing opportunities.

Maria, Hope and Healing

Maria recently moved into the MVP program facility from another Homeless Resource Center (HRC) in Salt Lake County, where she stayed for several weeks. She is nearing her 70th birthday

and has been facing mobility challenges for some time. Due to the various stairs, bunks, and overall size of the programs in the previous HRC, Maria found it difficult to navigate the system. Using her walker to carry out day-to-day activities was very draining, leaving her with little energy to focus on long-term planning, appointments, and finding available housing in the community.

However, moving into the MVP program has provided Maria with a heightened level of stability, the privacy of a shared room, and close, attentive support from The Road Home and Fourth Street Clinic's teams. In just a few short weeks in the program, Maria has seen significant improvements in her mobility and motor skills, and has less difficulty moving around. She has also regularly connected with the Services teams. We're hopeful that with the support provided through the MVP program, Maria will be able to move into a permanent home of her own soon.



Family-Centered Support Services

It is unacceptable that an increasing number of families are living on the streets or seeking emergency refuge in our shelters. Not only is this troubling development impacting our communities today, it risks a cycle of intergenerational instability for years to come. From our roots as the Travelers Aid Society founded in 1923, we helped stranded travelers return to their families. And today, we continue to work closely with families to identify their needs and provide them with the tools and resources to ideally avoid, or else overcome homelessness.

When a family unexpectedly finds themselves experiencing a housing crisis, our case managers will not only help identify suitable interim, transitional, or permanent housing, but also help them access other resources needed to foster immediate and longer-term stability. This includes things such as childcare and schooling, healthcare, transportation, financial literacy, and food security. Our dedicated staff at the Midvale Family Resource Center (MFRC) are experts in identifying and sharing family-centered resources and support services.

Pam and Jeff, A Second Chance

Pam and Jeff faced financial difficulties after Jeff lost his job of fifteen years. With their rent due, they struggled to make ends meet and eventually had to resort to living in their van with their two children. In search of assistance, Pam visited the MFRC and had several questions about what help was available and the process to receive it. The Case Management team

at the center hoped to provide them with shelter and resources.

Pam, Jeff, and their children moved into MFRC three weeks later. The volunteers helped the children engage in various activities while Pam and Jeff worked on securing housing. After two months of searching, Jeff found a new job, and the housing team was able to find them an apartment. The Road Home's support during the family's difficult time was greatly appreciated and serves as a reminder that housing ends homelessness.



Looking Forward

While we are proud of the positive impact we've made in our community over the past 100 years, we recognize that there is still much work to be done. We are continually using our experience to adapt and innovate, ensuring that we are at the forefront of creating and implementing programs that best suit the needs of our guests and the community as a whole.

Re-envisioning Palmer Court



Originally a Holiday Inn, Palmer Court was transformed into a 201-unit permanent supportive housing (PSH) facility in 2009. Our PSH program serves those who are chronically homeless or have a disabling condition that makes stable housing more challenging, and the apartment complexes supporting this program are owned and operated by The Road Home.

Palmer Court has been the permanent home for approximately 280 individuals and families over the past 11 years. However, the building is in need of repairs to ensure that we can continue to provide onsite supportive services and a place that is safe and healthy for our residents. We are also exploring the potential to expand the complex to provide additional units to support PSH-eligible guests and families.

Ending Family Homelessness

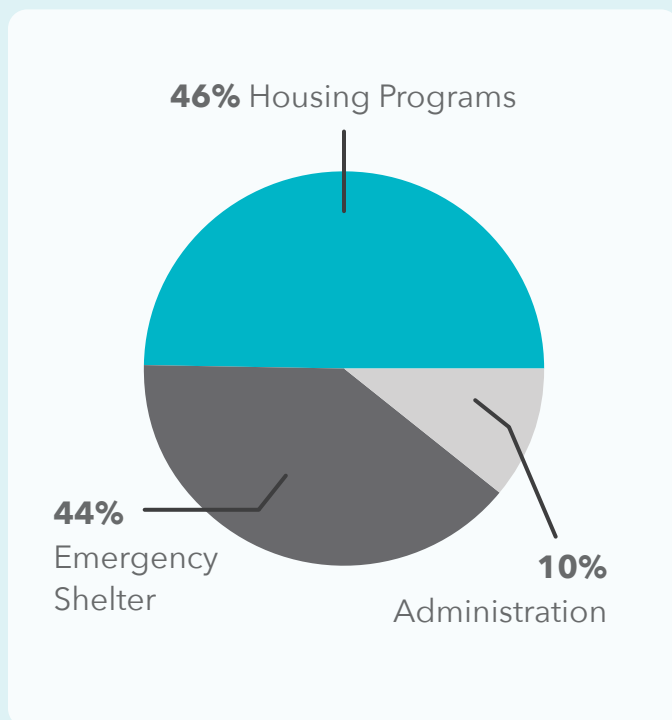
Recognizing the unprecedented surge in families experiencing housing crises, part of our investment in more family-centered supports includes providing additional shelter to act as interim housing.

In collaboration with Shelter The Homeless, a motel has been purchased in South Salt Lake and will be renovated to offer private rooms for a more supportive and healthy shelter experience for families with young children. As with all of our programs, this new resource center will work in parallel with our case management services that help families identify more long-term stable and permanent housing options. We will also boost our Family Street Outreach Program, be increasingly creative with homelessness diversion strategies, and continue to provide other family-centered supports—all with the goal of realizing a future where family homelessness ceases to exist.



Program Funding

90% of your donation goes directly to fund our programs and services.



Cost of Services

\$32

One night of emergency shelter for an individual

\$45

Application cost for an individual seeking housing

\$70

Five days of housing support for an individual

\$100

One night of emergency shelter for a family

\$224

One week of emergency shelter for an individual

\$700

One week of emergency shelter for a family

\$1000

Two and a half months of housing support for an individual

\$1860

Support for a family to achieve housing stability

The Road Home Programs

Supportive Services

At The Road Home, we know that housing solves homelessness. Emergency shelter allows us to meet vulnerable Utahns where they are. Once they have a safe place to sleep, we use case management to connect shelter guests to personalized resources so they can quickly get back on the path toward permanent and stable housing.

Our supportive services include:

Basic Needs: At our emergency shelter resource centers, we provide necessities like beds, meals, clothing, and showers, all in a safe environment.

Case Management: We work with guests to create a re-housing plan that works for

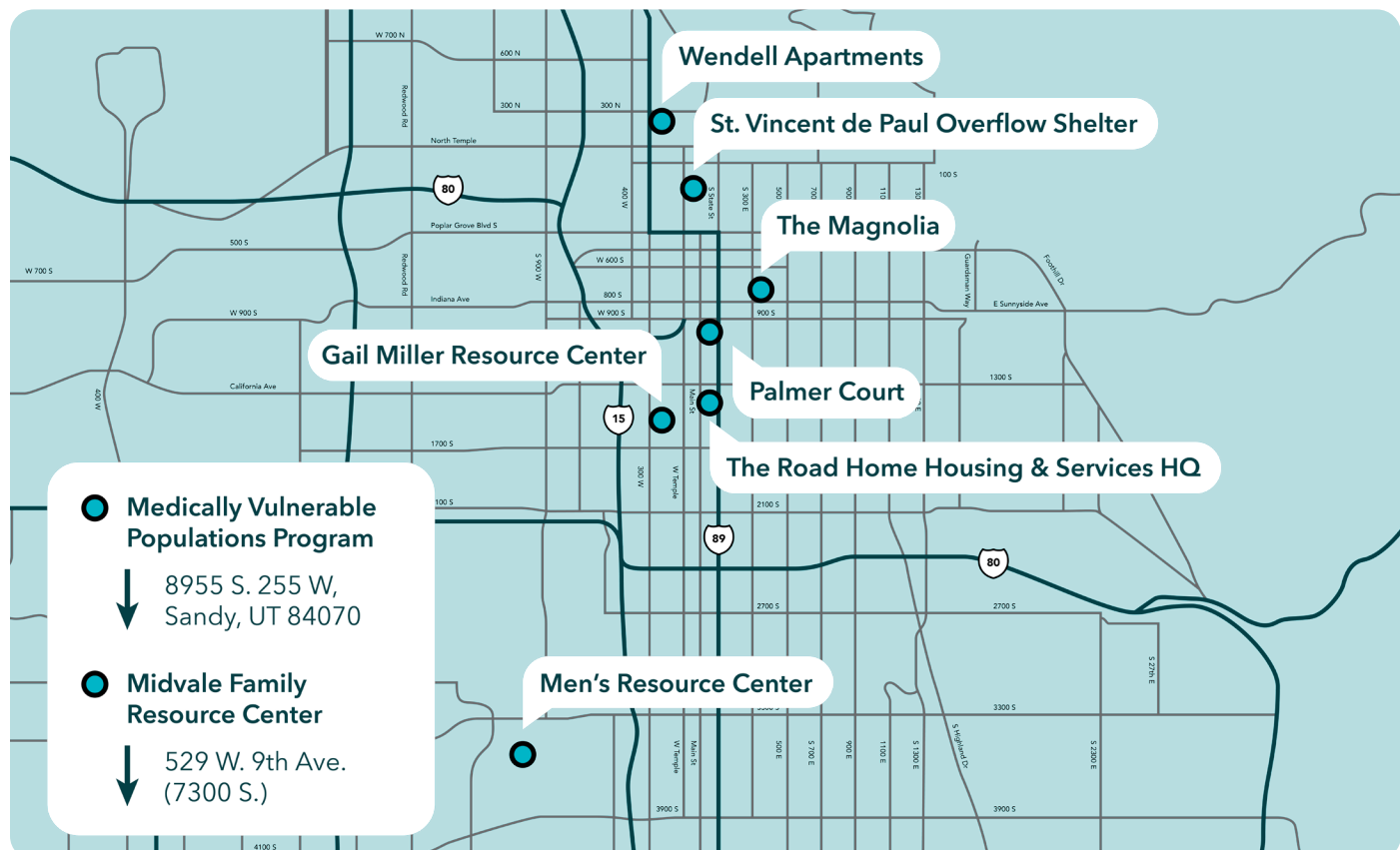
their unique circumstances and provides personal support along the way.

Counseling and Mental Health Support:

We connect guests to counseling and health services as needed to work through trauma, addiction, and other mental health issues.

Job Placement and Training: Working with community partners, we assist residents in finding employment and job training opportunities.

Other Resources: We help guests navigate complex systems such as public services, healthcare, childcare, education, legal documents, and financial management, so they can get back on their feet...for good.



*All locations are approximate

Location and Program Highlights



Resource Centers

- Safe shelter
- Showers and hygiene products
- Daily meal service
- Clothing and laundry
- Storage for personal items and bikes
- Income and employment resources
- Case management
- Housing navigation
- Connections to treatment and counseling
- Community connections

Pamela Atkinson Resource Center

- Serves men
- 300 Beds
- Up to 75 additional beds during extreme weather conditions

Gail Miller Resource Center

- Serves all adults
- 200 Beds
- Up to 50 additional beds during extreme weather conditions

Midvale Family Resource Center

- Families with children
- 300 beds

Medically Vulnerable Populations Program

- Up to 165 individuals

Overflow/Temporary Resources

- 40-60 beds
- Men and Women

Permanent Supportive Housing

- Apartment units owned and operated by The Road Home
- Trauma-informed case management
- Connection to community resources, such as job training and development, behavioral health treatment, childcare, and more
- Assistance with the development of life skills

Palmer Court

- 201 units

Wendell Apartments

- 32 units

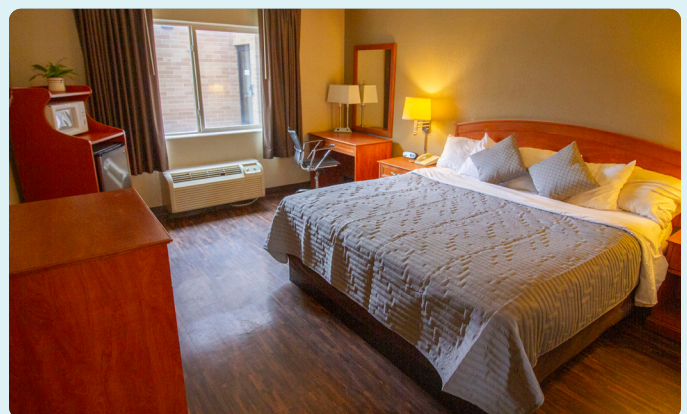
The Magnolia

- 65 units

The Road Home Housing & Services HQ

Home of The Road Home's Housing Services Team

- Housing Navigation
- Rapid Rehousing
- Rental Assistance
- Case Management
- Administrative Services



How to Stay Involved

Donations can be made online at www.theroadhome.org or by scanning the QR Code below.

Visit our website or social media accounts to stay up to date on upcoming events, top needs, and more!



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Contact Kat Kahn with any questions:

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The Road Home

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