



# The Road Home

FAMILY CRISIS

## Letter from the Executive Director

As we work with commitment every day to help people experiencing homelessness in our community, we also recognize that our role extends beyond providing shelter. We are here to meet people where they are, offering stability, support, and a pathway forward.

We understand that the journey into and out of homelessness is complex and that no single approach works for everyone. That is why The Road Home is dedicated to being a trusted resource for families and individuals who may have nowhere else to turn.

This work would not be possible without the support of our community. Your generosity fuels our ability to offer not just shelter, but hope, dignity, and support for those in need. Because of you, we can continue being the safety net that so many rely on, adapting and growing to best serve those who walk through our doors.

Thank you for standing with us as we work to provide lasting impact and meaningful change for individuals and families in our community.

With gratitude,



Michelle C. Flynn

### Board of Trustees

**Emily Wegener**

President

**Christena Huntsman Durham**

Board Secretary

**Greg Johnson**

Board Treasurer

**Pauline Ploquin**

Past President

**Chris Acton**

**Rick Bouillon**

**Peter Chamberlain**

**Angie Cook**

**Brad Crist**

**Connie Crosby**

**Steve Eliason**

Emeritus Ex Officio

**Evan Goldstein**

**Jennifer Goodwin**

**Rhonda Greenwood**

**Sue Mark Lunde**

**Eli McCann**

**Shawn Newell**

Emeritus

**Bronwyn Newport-Bradley**

**Becky Pickle**

**Gloria Salazar**

**Mitch Simkins**

**Denis Smith**

**Chris Sotiriou**

**Carlos Trujillo**

**Nikki Walker**

**James Washington**

# Impact Numbers for FY 2024



## Emergency Shelter

**4,057** Adults  
**946** Children  
**364,682** Nights



## Supportive Housing

**734** Adults  
**426** Children  
**361,658** Nights



## Rapid Re-Housing

**498** Households  
**677** Adults  
**704** Children



## Veteran Housing Program

**250** Adults  
**55** Children  
**41,292** Nights



## Overflow/Temporary Shelter

**962** Adults  
**24,938** Nights



## Volunteers

**5,976** Volunteers  
**15,851** Hours



**552,419**  
Total Nights of Housing



**364,682**  
Total Nights of Shelter



**7,300 individuals**  
Total Unduplicated Number of People Served in TRH Programs

## Family Crisis: A Pathway to Stability

---

At The Road Home, we understand that families experiencing homelessness face unique challenges. Through interconnected family-focused programs, we create a continuous support system that meets families' immediate needs while building pathways to permanent housing stability. Our integrated approach ensures that families receive comprehensive support from the streets, through our crisis shelter programs, and into housing. These components work in tandem to provide immediate relief and personalized assistance, laying the foundation for long-term success.

### **FINCH Family Shelter (Opening Soon)**

FINCH (Family Interim Non-Congregate Housing) will add crucial capacity to our Family Crisis Shelter program. With private rooms that preserve family unity, FINCH will offer vulnerable families a safe place to stabilize while working toward permanent housing solutions. FINCH has been thoughtfully designed to create a nurturing environment and features private family accommodations, child-friendly spaces, on-site case management, and family-focused amenities to ensure that each family's unique needs are addressed comprehensively.



# Family Crisis: A Pathway to Stability

---

## Family Street Outreach

Our specialized outreach team connects families experiencing homelessness to immediate shelter options and essential resources during crisis, building trusting relationships to ensure no family falls through the cracks. The team's mobile approach allows us to reach families who might otherwise remain disconnected from the resources we provide, creating a critical first point of contact in their journey to stability.

## Connie Crosby Family Resource Center

In its 27th year, the Connie Crosby Resource Center serves as a comprehensive hub for families navigating housing instability. It provides emergency shelter for families in immediate need, centralized access to multiple support services, family-specific case management, and housing navigation assistance. Families work with dedicated staff to address immediate challenges while developing longer-term plans for sustainable housing and financial stability, all under one roof.

## A Mother's Journey to Stability

Our team worked with Penny, a young mother who had entered adulthood without the safety net many take for granted. Having aged out of the foster care system, Penny found herself experiencing homelessness with her two small children, caught in a cycle where housing instability made consistent employment nearly impossible.

Through the support services at the Connie Crosby Family Resource Center, she was identified as eligible for a housing voucher program designed for young parents, and our team helped her through the process. This life-changing opportunity meant she would only need to contribute 30% of her income toward housing costs.

The stability of a home of her own will create a foundation for her family to thrive after years of uncertainty, allowing her to focus on building a more secure future.

**Your generous donations are the foundation of this holistic approach. When you invest in The Road Home, you directly enable families like Penny's to receive the support they need to rebuild their lives and thrive. Each family's success story begins with your commitment to our work.**



# Pathways to Support: Your Guide to The Road Home's Supportive Services

---

## Understanding Our Services: How The Road Home Makes a Difference

The comprehensive services provided by The Road Home represent your investment in action. When you read about our supportive housing, case management, or veteran services, know that your generosity powers these life-changing programs. Each person who finds a home of their own through these services has you to thank for making their journey possible.

## Supportive Housing Communities

The Road Home owns and operates Supportive Housing which provides permanent, long-term, stable housing for individuals and families with complex needs who have experienced chronic homelessness. These facilities offer affordable apartments with on-site support services. Our dedicated staff provides ongoing assistance to help residents maintain housing while addressing challenges like mental health issues or physical disabilities. This program serves those who need more than just temporary shelter—it offers a permanent home with the supportive services necessary for long-term success.



## Housing Navigation

Housing Navigation is the specialized process of guiding individuals and families experiencing homelessness through the often complex path to stability. Our trained housing navigators work one-on-one with clients to identify appropriate housing options, complete applications, secure necessary documentation, communicate with landlords, and overcome barriers to housing. They serve as advocates, educators, and facilitators, ensuring our guests have the support they need to secure and maintain stable housing.

## Case Management

Our case managers develop trusting relationships with clients to understand their unique circumstances, strengths, and challenges. They then create individualized plans with achievable goals, connecting clients to appropriate resources while providing consistent encouragement and accountability. This personalized approach ensures that each person receives the specific support they need, creating a foundation for lasting success.



---

## MVP Program

The Medically Vulnerable People (MVP) Program provides specialized shelter for older adults and individuals with significant medical conditions. In partnership with Fourth Street Clinic, the program offers onsite medical and behavioral health services including a full-time onsite nurse and EMT. The Road Home's case managers connect guests with community resources and help identify long-term housing opportunities. The MVP Program offers a compassionate and effective avenue to improved health and permanent housing for some of our community's most vulnerable members.

## Veteran Housing Program

The Veteran Housing Program provides dedicated housing solutions for those who have served our country. Through our partnerships with Veterans Affairs and other veteran service organizations, we create pathways to permanent housing for veterans experiencing homelessness. This specialized program includes targeted case management and supportive services that address the unique circumstances many veterans face.



# Pathways to Support: Your Guide to The Road Home's Supportive Services

---

## Safety and Basic Needs

At our emergency shelter resource centers, we provide immediate necessities like beds, meals, storage, and showers within a safe environment. These fundamental services meet physical needs while offering respite from the dangers and hardships of life on the streets. Our facilities are welcoming spaces where individuals and families find temporary relief from crisis, regain their strength, and begin working toward more permanent solutions. We are committed to safety and security and operate strong partnerships with local police departments.



## Medical and Behavioral Health Connections

We connect guests to counseling and health services as needed to work through trauma, addiction, and other mental health issues. Many individuals experiencing homelessness have endured significant trauma or struggle with untreated mental health conditions that contribute to housing instability. By facilitating access to appropriate therapeutic interventions and healthcare services, we help address these underlying challenges, clearing the path toward housing stability and improved quality of life.

## Increasing Income and Employment Opportunities

Working with community partners, we assist residents in finding employment and job training opportunities. Our employment specialists help clients develop résumés, prepare for interviews, and connect with employers willing to provide meaningful work opportunities. For those who need additional skills, we facilitate access to vocational training and education programs and a strong partnership with the Department of Workforce Services that can lead to sustainable careers.



## Pets at The Road Home

For many experiencing homelessness, a pet is their most loyal companion and source of emotional support. That's why we welcome pets in most of our facilities, providing safe spaces for these important family members. This approach prevents people from having to make an impossible choice: seek shelter or stay with their pet. By acknowledging that pets are family, we remove a significant barrier to accessing shelter and create a more direct path toward housing stability for everyone we serve.

**Behind every statistical measure of our impact are real people whose lives have been transformed through your partnership with The Road Home. Your commitment to our mission creates these moments of hope and new beginnings every day.**

## Tim and Otis

When Tim lost his job and apartment, he found himself homeless with his 14-year-old dog, Otis. Through cold nights and uncertain days, his biggest worry wasn't for himself—it was for his beloved companion. He feared seeking shelter would mean leaving Otis behind.

That fear eased when Tim was referred to the Gail Miller Resource Center, where both he and Otis were welcome. For the first time in a long while, Tim could breathe easier knowing they would both be cared for.

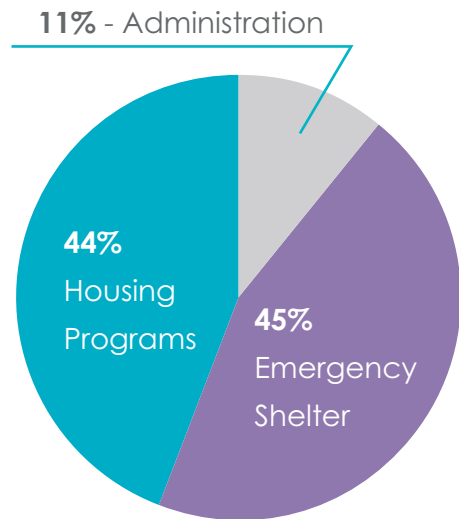
With support from his case manager, Tim worked diligently toward rebuilding his life. They created a plan for finding stable housing and employment. After months of perseverance, Tim and Otis moved into their own pet-friendly apartment.

Today, Tim and Otis are thriving together in their own home—a testament to the power of keeping loved ones, including pets, together during life's most difficult challenges.



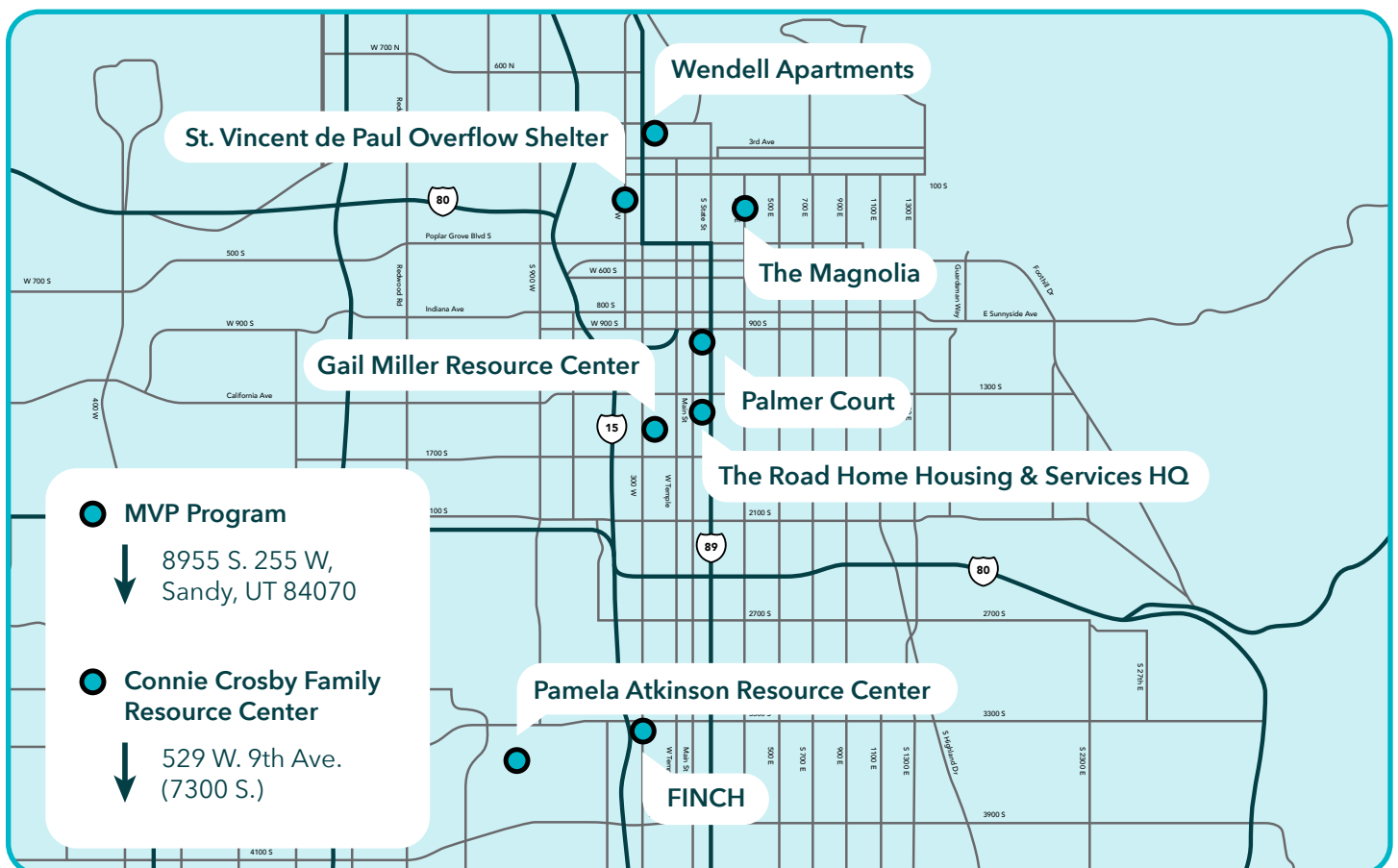
# Your Donations At Work

**89% 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
- \$1,000** Two and a half months of housing support for an individual
- \$1,860** Support for a family to achieve housing stability



# 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
- 250 beds

### Connie Crosby Family Resource Center

- Families with children
- 300 beds

## FINCH

- 70-85 families in private rooms
- 280 - 340 beds

### Medically Vulnerable People Program

- Men, Women who are older or have significant underlying medical issues
- Up to 165 individuals

## Overflow/Temporary Resources

- Men and Women
- 40-60 beds

## SUPPORTIVE HOUSING COMMUNITIES

- 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](http://www.theroadhome.org) or by scanning the following QR Code.



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

## How to Stay Involved



Contact Kat Kahn with any questions:

[kkahn@theroadhome.org](mailto:kkahn@theroadhome.org)  
or **801-819-7291**

**The Road Home**  
1415 S. Main Street  
Salt Lake City, Utah 84115