

The Road Home

HELPING PEOPLE FIND HOME



Letter from Chief Executive Officer

Every day, we work alongside people experiencing homelessness in our community. Our role is about more than providing shelter. We offer the kind of sustained support that helps people rebuild their lives, and we walk with them toward a more stable future. Because every person's story is different, The Road Home provides a range of services from emergency care during crisis to long-term programs that create lasting stability.

What makes our work possible is you. Your partnership allows us to be there for people during their hardest moments and stay with them until they're connected with community support and standing on solid ground. Your generosity provides the resources and expertise that meet people where they are with committed staff, programs, and barrier removal funds that turn hope into housing.

The journey from homelessness to stability is rarely simple, but it is always possible when the right supports exist. Thank you for believing in the potential of every person we serve and for investing in the work that makes second chances real.

With gratitude,



Michelle C. Flynn



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Impact Numbers for FY 2025



Emergency Shelter

4,363 Adults
954 Children
394,783 Nights



Supportive Housing

706 Adults
401 Children
356,576 Nights



Rapid Re-Housing

635 Adults
540 Children
195,327 Nights



Veteran Housing Program

355 Adults
80 Children
70,717 Nights



Overflow/Temporary Shelter

1,055 Adults
30,076 Nights



Volunteers

7,566 Volunteers
18,948 Hours



572,677
Total Nights of Housing



394,783
Total Nights of Shelter



7,450
Total Unduplicated Number of People Served in TRH Programs

Humanizing the Journey, Navigating the Road Home

Every Journey Home Looks Different

No two journeys into homelessness are the same, and no two paths back to housing are identical.

Some guests qualify for rental assistance programs. Families may access rapid rehousing support. Veterans can connect with dedicated VA-funded resources. Others do not fit neatly into any category, yet still face overwhelming barriers to securing housing.

What unites every journey is skilled professionals walking alongside each guest, advocating with property managers, identifying the right resources, and removing the roadblocks that would otherwise keep someone stuck.

The Invisible Infrastructure

Housing navigation isn't one moment or one single conversation. It's a circle of care of people – intake specialists, housing navigators, case managers, property manager liaisons – gathering information and working together to create tailored solutions. Each phase is guided by staff who know how to open doors that would otherwise stay closed.

1

Assessment & Eligibility

Housing experts meet each guest to understand their background and identify barriers like past evictions, criminal history, or gaps in income. It's the first step to understanding what each person needs to succeed.

2

Housing Search & Advocacy

Alongside some of our guests, case managers and housing navigators begin the housing search. The Road Home takes the lead communicating with property managers, advocating for second chances, and building on long-standing relationships to secure opportunities.

3

Inspection, Approval & Lease

Before a guest moves in, our team ensures the unit meets safety standards and that the rent rate is reasonable. A case manager then accompanies the guest to sign the lease – one of the most meaningful moments in the process.

4

Moving into Housing

Move-in day is what everything else has been building toward. Staff are there alongside each guest, helping secure furniture, household essentials, and anything else needed to turn a unit into a home. For many, it is the first night of safety and stability they have had in a long time.

5

Ongoing Support

Housing stability does not end at move-in. Housing navigators stay in contact with property managers, case managers provide consistent check-ins and resource connections, and when needed, staff help facilitate moves to ensure long-term stability.

Together from Shelter to Home

Chris and Gavin are two peas in a pod. They've referred to each other as brothers since they were welcomed into the shelter, always looking out for one another and advocating for each other.

They'd both been in shelters before and ended up back after an unfortunate situation with their last apartment complex. But they were determined to learn from their mistakes, find a new apartment, and secure housing where they could be roommates.

Housing Locators worked to identify units willing to consider their applications. Staff secured alternative deposit assistance, the difference between qualifying on paper and actually moving in. Property managers were engaged and case managers coordinated every detail.

After 186 nights of homelessness in the past year and 882 nights of homelessness total, Chris and Gavin moved into their apartment together.



Breaking Through Barriers

The path from shelter to housing is rarely straightforward.

Past Evictions, Poor References & Criminal History

A previous eviction, poor recommendation, or past conviction can close doors before they even open. Our housing navigators advocate for individual circumstances and connect guests with landlords open to second chances.

The Costs No One Thinks About

Even when a guest finds the right unit, hidden costs become barriers and create bottlenecks:

Application fees that add up when multiple applications are needed

Holding fees that most federal and state programs won't cover

Double deposits required by cautious property managers

Miscellaneous expenses in addition to rent like parking fees, internet packages, and pet fees that push rent out of reach

On some occasions, The Road Home is able to cover the costs government programs can't because of donors like you, who make permanent housing possible.



A Man, a Pup, and a Second Chance

Dave was sleeping on the streets for about two years after losing his job and access to his mental health medications. One cold night, Dave heard a noise under a bucket. When he lifted it, he found a puppy, which he named Buckets. Immediately, Dave tended to it and tried to keep the puppy warm.

When the weather didn't improve, Dave grew worried for Buckets and called the helpline asking for dog food. He was connected to the Gail Miller Resource Center.

At the shelter, Dave was able to get food and a dog coat from a case manager. Because we operate the Gail Miller Resource Center as pet-friendly, Dave didn't have to choose between shelter and his companion.

As Dave worked with his case manager, he restarted his medications, secured pet-friendly housing, and signed a lease. Soon after, he found employment.

“Buckets saved my life,” Dave said, “and I saved Buckets’.”



Veterans Housing Program

The Road Home's Veterans Housing Program has helped drive a 50% decrease in Veteran homelessness in Utah since 2012. As one of the state's largest veteran housing providers, we partner with the VA, housing authorities, and First Step House – reaching veterans through VA lists, outreach, helplines, and on the street.

Why the Veterans Program Works & What Makes it Unique

Specialized Staffing:

At any given time, at least one staff member is a veteran themselves, bringing lived experience and deep understanding to the work.

Healthcare Navigation:

Through specialized healthcare navigation, we help veterans access VA medical care and manage medications – ensuring health needs don't stand in the way of housing stability.

Move-In Resources:

Moving in means more than a roof. Veterans can create Amazon wishlists for household items, so they don't spend their first night in an empty house.

Personal Goal Setting:

Case managers work with veterans on individual goals beyond housing, like employment, relationships, and long-term stability.



Finally Home, Finally Together

David moved to Salt Lake City to be closer to his daughter and pursue custody. When a Housing Choice voucher fell through, he faced homelessness, adding another barrier to reunification with his child.

David connected with the Veterans Housing Program team. Within five weeks of his intake, he moved into his own apartment. With case management support, David set housing stability goals, including securing full-time employment.

In October, David successfully gained custody of his daughter. He proudly introduced her to his case manager – the person who had helped make this moment possible.

David's final month of assistance was in November. He feels confident about sustaining his housing and caring for his daughter moving forward. His journey wasn't just about finding an apartment. It was about removing the barriers between him and the life he wanted to build for his family.



Making Four Walls a Home

Most people don't think about what happens after the lease is signed. The moment someone moves from shelter into their own apartment should be one of pure relief and joy, but for many, that first night feels empty.

Many guests face moving to their housing with nothing: no bed, no furniture, no dishes or silverware, no towels or shower curtain.

The transition from shelter to housing is more than just changing addresses. It's the difference between a congregate space where basic needs are met and an empty apartment where suddenly you're responsible for creating comfort and stability from scratch.

The community changes that. Through vouchers from Deseret Industries, guests can access furniture and necessities. Thanks to donors, guests can purchase the items that transform empty rooms into functional living spaces: a bed frame and mattress, a kitchen table where a family can share meals together, pots and pans, cleaning supplies, linens and towels, a desk where children can do homework, and lamps that make the space feel warm.

When someone walks into their new apartment and sees it furnished with the basics they need to live, the relief is palpable. **This is what "welcome home" looks like – not just four walls and a key, but a personal space that feels like their own.**



STAFF SPOTLIGHT: Alexa

Alexa serves as a Senior Housing Program Leader at The Road Home. Her work lives mostly behind the scenes, in the space where paperwork meets perseverance and a family's future depends on someone making one more phone call.

Each month, Alexa signs off on final rent approvals for nearly 400 households. It takes only a brief time, but it's the last step before those families receive the rental assistance that keeps them stably housed.

"Many of our community members are living through the trauma of homelessness while navigating so many other challenges, yet they still find the strength to ask for help. That act alone takes vulnerability and courage. Their determination inspires our team to do the same."



A Village Working in Tandem

Behind every successful housing outcome is a coordinated team of staff members working together. That means assessors identifying the right programs, housing navigators building relationships with property managers, case managers developing individualized plans, housing locators finding available units, advocates supporting guests through setbacks, and facilities and staff ensuring shelter operations run smoothly. **This collective of dedicated professionals transforms “I need housing” into “Welcome home.”**



Staffing is Infrastructure

When donors invest in The Road Home, they're investing in people. Donor investments turn into well-supported staff who can build lasting relationships with both guests and property managers. These staff members have the capacity to advocate, educate, and keep showing up even when doors close. They understand that different households need different solutions and have the flexibility to adapt their approach.

STAFF SPOTLIGHT: Sarah



Sarah recently stepped into the role of Director of Communications at The Road Home, but her work in homelessness services spans many years.

Her connection to this work didn't begin in an office. It began as a

volunteer during cold nights in parking lots and temporary warming centers, sitting with people who were simply trying to make it through until morning.

“This work is not just professional for me,” Sarah says. “It feels like a calling.”

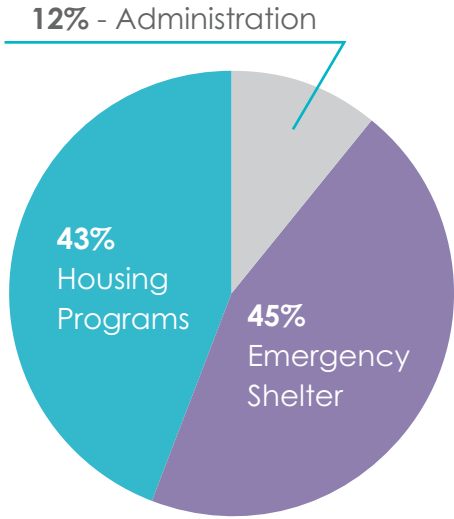
Sarah makes it a point to remember names, a simple act that communicates something powerful to people experiencing homelessness.

“For someone experiencing homelessness, so much of life can feel impersonal. You become a case number, a bed count, a statistic. Remembering someone's name is a simple act, but it communicates: I see you.”

“The people who come to The Road Home are people first. They are parents, aunts, uncles, and grandparents. They are providers, protectors, and survivors. They are not so different from any of us. The difference is that they are navigating a crisis without a safety net. At The Road Home, we strive to be that support system.”

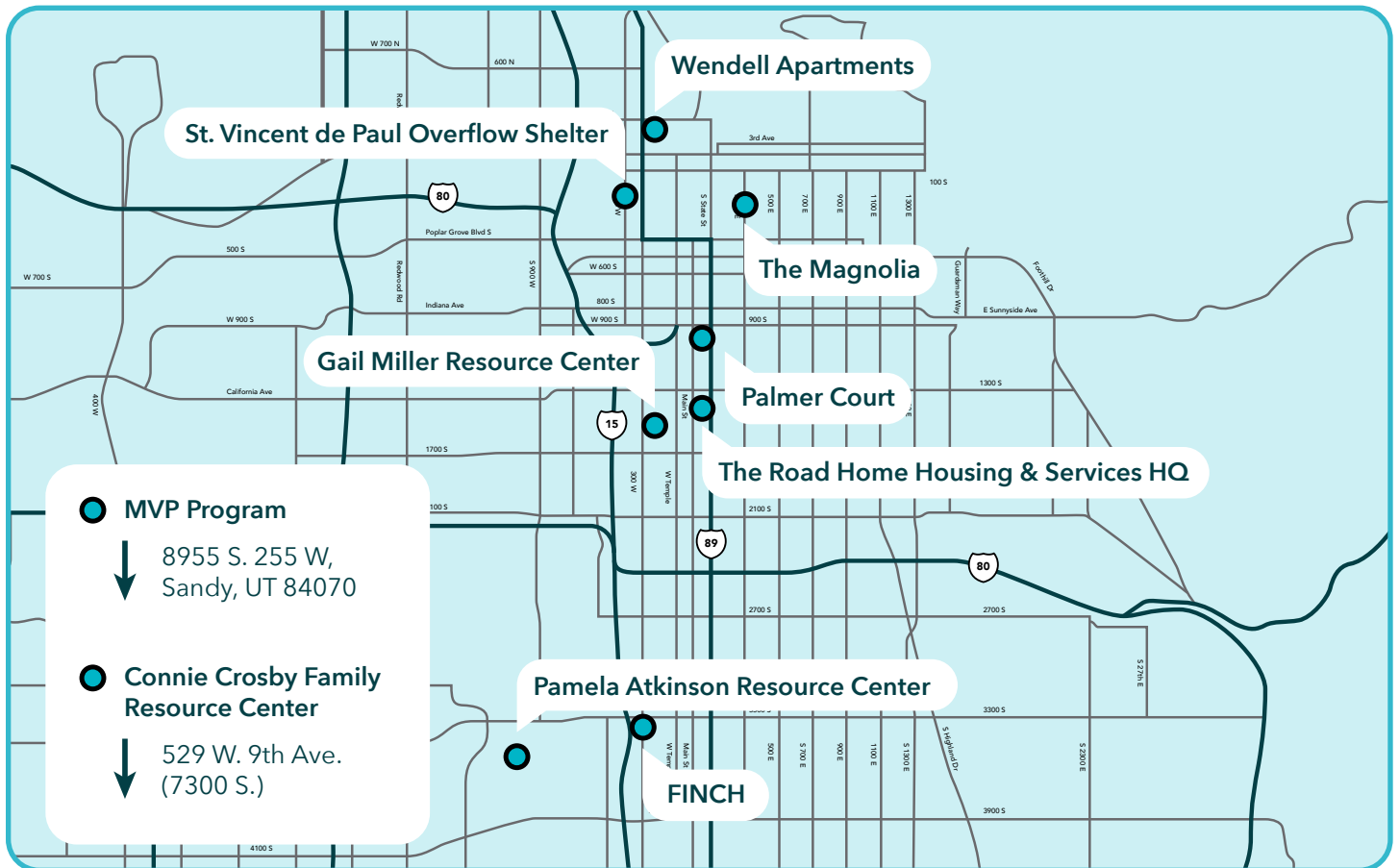
Budget and Cost of Services

88% 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



Programs of The Road Home

Services offered at all Emergency Shelter Resource Centers: safe shelter, showers and hygiene products, daily meal service, clothing and laundry, internet access, storage for personal items and bikes, income and employment resources, case management, housing navigation, connections to treatment and counseling, community connections and proactive engagement from team members in all support programs.

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

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 and 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
- 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 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:

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