“Change one. Change many.”™
2009-2010 Annual Report

Volunteers of America®
UTAH

www.voaaut.org
**Mission**
Volunteers of America, Utah is a ministry of service organized to reach and uplift those in greatest need and to provide opportunities to experience the joy of serving others.

**Vision**
To go where we are needed the most and do what most needs doing; to seek out the needy and minister to their needs; to help those who cannot yet help themselves; to embrace and include the excluded and outcast; and to do these things with faith in God and humankind.

**Programs and Services**

**Homeless Outreach Program**
- Outreach & Referrals
- Benefits Assistance & Housing
- Circle of Hope for Native Americans
- Pathways and Housing Case Management

**Homeless Youth Resource Center**
- Drop-In Center for Homeless Youth
- Street Outreach for Homeless Youth
- Transition Home for Young Women

**Detoxification Services**
- Adult Detoxification Program
- Jail Diversion Program
- The Center for Women and Children

**Cornerstone Counseling Center**
- Adolescent Substance Abuse Counseling
- Domestic Violence Counseling
- Housing Services
- Prevention Programs
- Substance Abuse Outpatient Treatment

**Senior Corps Services**
- RSVP (Retired and Senior Volunteer Program)
- FGP (Foster Grandparent Program)

**Special Projects**
- Red Rock Readers Program
- *I Remember Mama*
With These Hands...

Last fiscal year, we faced economic uncertainties which pushed us to be more frugal and flexible than ever, to ensure continued services for people in need. We saw thousands of people seeking help, many for the first time, after job losses and tremendous stress.

We were ready to help and fulfill our mission to reach and uplift people in greatest need in our community. Your continued financial and volunteer support made that possible. We are so grateful! Our actions required faith and an intense hands-on approach by donors, board members and staff.

With our hands:

We helped a homeless youth move a couch into his new apartment.
We cooked and served more than 90,000 meals to hungry people.
We received and gave out water, socks, toothpaste, and blankets.
We drove a young mother and her sick child to the medical clinic.
We led a writing group for people recovering from addiction.
We (1,000 plus individuals) gave cash gifts last year.
We helped chronically homeless men complete housing applications.
We promoted hugs and playtime between parents and children.
We clapped when people completed domestic violence treatment.

Our ministry of service helped nearly 11,000 people last year. In return, blessings were abundant. Thank you for lending a hand to Change One, Change Many.

Sincerely,

Kathy Bray,
President & CEO

Thank you for your continued support of our efforts to help homeless people, those with substance addictions and others who are suffering in our community.”

Kathy

Board of Directors

Kathy Bray - President & CEO
Jason Burrow-Sanchez - Board Member
Nicole Cushing - Board Emeritus
Jim Dreyfous - Board Member
Lorraine Jones - Board Member
Robert Lake - Chair Elect
Timothy May - Chair
Rob Millard - Treasurer

George Nikopoulos - Board Member
Abbie Paxman - Board Member
Donald Russell - Secretary
Christopher Stock - Board Member
Barbara Sullivan - Local & National Board Member
Robert Yorgason - Board Member

Executive Committee: left to right, Don Russell, Bob Lake, Kathy Bray, Tim May, Karen Keene, Mark Manazer, Zach Bale, Rob Millard.
Volunteers
Giving time and energy to help those in greatest need. Making meals, holding classes, sorting donations, cleaning, performing yard work and other projects go a long way in helping achieve our mission. To volunteer call 801-519-9721 or www.voaut.org.

6,652
Number of volunteer hours performed by 1,066 people in Salt Lake County.
Homeless Outreach Program

Reaching out to those in need by providing food, clothing and care. Outreach goes beyond the streets to help people find local resources, complete housing applications, and provide housing with continued follow-up and case management services.

12,542
Number of basic need items provided to people experiencing homelessness.
Homeless Youth Resource Center

Providing a safe haven and hand-up for homeless young people. Our Homeless Youth Drop-In Center and Street Outreach programs offer more than just a meal, a shower and warmth. We also provide employment services, case management, housing assistance and referrals for medical, and mental health needs and drug abuse treatment. Helping youth work toward self sufficiency.

837
Number of youth helped.
Helping young women grow into self sufficient, happy adults. Young women live together, set personal goals, go back to school, work and learn to take care of themselves, their health and relationships, under the guidance of professional staff. Many girls reunite with family or secure an apartment of their own.

17 Number of young women who lived at the house throughout last year.
Center for Women and Children
Nurturing homeless women and their children while taking the first steps toward a life free of drugs and/or alcohol. Women with or without children feel the caring hands of staff every day at the Center for Women and Children. Most of the time our 30 beds are full. Many women choose to go on to substance abuse treatment and productive sober lives.

426
Number of homeless women admitted along with 50 children.
Adult Detoxification
Caring for people for 25 years in our community. Staff help men and women detoxify from drugs and/or alcohol. They offer encouragement and options for sobriety. Although it often takes multiple visits, people are always welcome and encouraged to come back any time. Many of the people served accept assessment and referral to substance abuse treatment.

15,215
Number of over night stays used by Salt Lake County residents.
Cornerstone Counseling Center

Achieving balance through counseling, group activities and outreach. Our professional staff work to help people deal with substance abuse, mental health issues and counsel people experiencing domestic violence. Through our prevention efforts children learn the skills they need to navigate complicated family and life situations. Our unique Children’s Care Center provides on-site daycare for parents while they receive treatment.

4,750
Number of lives touched.
Housing Services
Opening doors of possibility. Our housing case managers put people and places together. Finding shelter and a place to call home isn’t easy for everyone. Our housing team helps people navigate the rules and regulations, applications and retention of housing. Services are offered through our Homeless Outreach Program and Cornerstone Counseling Center.

1,893
Number of case management hours dedicated to helping housing clients.
Prevention

Guiding school aged children through complicated home and life situations. Our Prevention team works in schools to help them learn life skills, how to cope with difficulties and prevent drug or alcohol use. Using art, respect, acknowledgment and rules to help kids grow and learn to love themselves.

3,262
Number of children who participated in prevention classes.
Substance Abuse Treatment
Getting clean and sober one day at a time. Through our Adult and Youth Treatment Services programs at Cornerstone Counseling Center people work in groups and are counseled individually to manage alcoholism and addiction. Parents who attend meetings can also take advantage of our no cost Children’s Care Center, helping to break down one more barrier to recovery.

798
Number of people who went through treatment with Adult and Youth Treatment Services teams.
Domestic Violence Counseling
Counseling individuals and families. We help people cope with and move on from violent relationships. Award winning staff touch the lives of kids, women and men every year. Giving them the tools they need to live in safety.

173 Number of domestic violence victims who received counseling.
Senior Corps Services
Offering time and talents. Retired and Senior Volunteers (RSVP) and Foster Grandparents (FGP) serve in schools, hospitals, museums, and many other facilities. Programs are operated in Carbon, Davis, Emery, Grand, San Juan and Tooele counties. These volunteers (55 and older) provide much needed help in their communities. To get involved visit www.voaut.org.

140,637
Number of volunteer hours performed by 508 people through RSVP and FGP.
2009 - 2010 Outcomes

Homeless Outreach Program
1,520 Individuals served
12,683 Items distributed and/or services provided
128 Circle of Hope participants

Homeless Youth Resource Center
837 Total Youth Served – Street Outreach, Drop-In Center, Transition Home
53% Received Referrals and Information
92% Received Basic Need Items
37% Received Case Management

Street Outreach Program
352 Individuals served
17,876 Basic need items provided
2,336 Referrals to other social service providers

Drop In Center
737 Individuals served
66,097 Basic need items provided
2,053 Referrals to other social service providers

Transition Home
17 Individuals served
75% were employed or in school at program completion
50% moved to independent living and/or reunited with their family

Detoxification Services
Adult Detoxification Center
1,731 Individuals served
3,981 Total admissions
314 Individuals accepted referral to services including outreach, medical services and substance abuse treatment

Jail Diversion Program
626 Individuals served
1,645 Hours of police time saved
94% would have been jailed otherwise

The Center for Women and Children
426 Women served
50 Children served
626 Total admissions
135 Women accepted referral to services including outreach, medical services and substance abuse treatment

Senior Corps Services
508 Volunteers
140,637 Hours of service provided

RSVP
463 Volunteers
86,563 Hours of service provided

FGP
45 Senior Volunteers
54,074 Volunteer Hours
428 Children impacted through one-on-one tutoring
88 Children, Cultural Heritage, Navajo Nation (San Juan County)
40 Children, Head Start
300 K-6 Children, Tutoring/Mentoring Literacy
20 K-12 After School/Summer School programs

Volunteers
1,066 Salt Lake County program volunteers
6,652 Hours served in Salt Lake County programs

Red Rock Readers Program
13,825 Estimated number of children receiving Scholastic books

10,916
Number of people served by Volunteers of America, Utah in 2009-2010.

90,000+
Number of meals served to people in need in 2009-2010.

144
Number of professional staff employed.
Cornerstone Counseling Center - Outcomes

Youth Treatment Services
267 Adolescents served
58% Completed treatment

Adult Treatment Services
531 Adults Served
50% Decrease in homelessness
17% Increase in # of clients employed

Day Treatment
213 Individuals served
31% Decrease in homelessness
29% Increase in # of clients employed

Housing Services
73 Households Served
48% of Clients completed treatment

Prevention
3,262 Individuals/children served

Program Attendance Breakouts:
Life Skills 678
Making Choices 124
Strong Families 93
Living Skills 494
Sixth Sense 1,121
Voices 431
Collaborative Multi-family Program (CMFPP) 321

Domestic Violence Counseling
412 Individuals served
25 Children witnesses served
214 Perpetrators served
173 Victims served
55% of Victims served were mothers

Financial Statements - July 1, 2009 to June 30, 2010

Balance Sheet

Current Assets
Cash & Cash Equivalents $2,052,952
Grants & Pledges Receivable $512,855
Other Current Assets $45,036
Total Current Assets $2,610,843

Property and Equipment
Land, Buildings & Improvements $2,410,248
Furnishing and Equipment $1,232,333
Accumulated Depreciation ($1,782,166)
Total Property and Equipment $1,860,415

Other Assets
Long-Term Assets $56,921
Total Other Assets $56,921

Total Assets $4,528,179

Liabilities & Net Assets

Current Liabilities
Accounts Payable $120,742
Accrued Expenses $449,239
Notes Payable, Current Portion $31,319
Total Current Liabilities $601,300

Long-Term Liabilities
Notes Payable $184,861
Total Long-Term Liabilities $184,861
Total Liabilities $786,161

Net Assets
Unrestricted $3,354,688
TemporarilyRestricted $207,330
Total Net Assets $3,742,018

Total Liabilities and Net Assets $4,528,179

Statement of Activities

Revenue
Public Support $978,620
In-Kind Contributions $433,096
United Way Grants $282,561
Government Agency Grants $5,426,363
Other Revenue $146,361
Total Revenue $7,267,001

Expenses
Encouraging Positive Development $755,711
Fostering Independence $744,395
Promoting Self Sufficiency $4,242,595
Total Program Expenses $5,742,701

Supporting Services
Management and General $939,435
Fundraising $342,908
Total Supporting Services $1,282,343
Total Operating Expenses $7,025,044

Change in Net Assets $241,957

Net Assets at Beginning of Year $3,500,061
Net Assets at End of Year $3,742,018

A copy of our annual audit and Form 990 are available upon request.

Annual Report photos donated by: Ison Imagery, Robert Ison.

$950,000 Amount of cash donations received to match government grants and fill program gaps.

$430,000 Amount of in-kind donations utilized to match government grants and fill program gaps.
Thank you donors!

Gifts of $10,000+
Adobe Foundation
American Express
B.W. Bastian Foundation
Chevron U.S.A. Inc.
Crawford Family Foundation
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Philip Sullivan
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Walmart Foundation

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Pamela J. Atkinson
CIT Bank
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Imagining Concepts of Utah
John and Dora Lang Foundation
John and Helen Jarman Family Foundation
Susan P. Rice
Salt Lake Tribune Staff
The Castle Foundation
The Church of Jesus Christ of Latter-day Saints Foundation
The Henry W. Bull Foundation
Wells Fargo Foundation
James Wilcox

Gifts of $1,000 - $2,499
Richard Beck
Katherine Bray
DBA Art Investment
Douglas Murray
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George Felt

Amy Gunn
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Pauline K. Zvonkovic

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Catherine Carter
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Myron Cheeseborough
Jeff Child
Harold E. Christenson
Sylvia Chrysler
Robert R. Clark
Thank you donors!

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- UBS Bank USA
- Walmart Foundation

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- R. Harold Burton Foundation
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- Select Health
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- The Skolnick Foundation
- Val A. Green & Edith D. Green Foundation

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- Pamela J. Atkinson
- CIT Bank
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- Herbert I and Elsa B. Michael Foundation
- Imaging Concepts of Utah
- John and Dora Lang Foundation
- John and Helen Jarman Foundation
- Susan P. Rice
- Salt Lake Tribune Staff
- The Castle Foundation
- The Church of Jesus Christ of Latter-day Saints Foundation
- The Henry W. Bull Foundation
- Wells Fargo Foundation
- James Wilcox

**Gifts of $1,000 - $2,499**
- Richard Beck
- Katherine Bray
- DBA Art Investment
- Douglas Murray
- Jim Dreyfous
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- Graydon Foulger
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- Cathy Jensen
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- Verite, Inc.
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- Womendale
- Steve Yagi
- Robert J. Yorgason
- Zion's Bank

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- Ed Belka
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- Thomas Curley
- Phyllis Dansie
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- Equitable Life & Casualty
- First Congregational Church
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- Connie L. Gardner
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- Patricia Hall
- Lori Harding
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- Weber State University - Davis
- Cheryl Williams
- Robert C. Wray
- Brent Yorgason
- Zion Evangelical Lutheran Church

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- Albertson
- Elion L. Ashby
- Becky Aubrey
- Debra T. Ballard
- Steven Baumann
- Raymond Behle
- Eloise Bird
- Blessed Sacrament Council of Catholic Women
- Tiffany Bona
- Lois Boomer
- Glen M. Burnham
- Frank Byrnes
- Cables To Go
- Yvonne Contreras
- Patrice Cornelii
- Michael Coudreau

**Gifts of $100 - $249**
- Pauline K. Zvonkovic

**Gifts of $100 - $249**
- Jason J. Burrow-Sanchez
- Alyson Brennan
- Rex C. Broadbent
- Mark B. Bromberg
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- E.P. Zimmerman
- Pauline K. Zvonkovic
## Contact Us

<table>
<thead>
<tr>
<th><strong>Volunteers of America, Utah Administrative Office</strong></th>
<th><strong>Adult Detoxification Services</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>511 West 200 South, #160</td>
<td>252 West Brooklyn Avenue</td>
</tr>
<tr>
<td>Salt Lake City, UT 84101</td>
<td>Salt Lake City, UT 84101</td>
</tr>
<tr>
<td>801-363-9414</td>
<td>801-363-9400</td>
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<thead>
<tr>
<th><strong>Cornerstone Counseling Center</strong></th>
<th><strong>Center for Women and Children</strong></th>
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<tbody>
<tr>
<td>660 South 200 East, #308</td>
<td>697 West 4170 South</td>
</tr>
<tr>
<td>Salt Lake City, UT 84111</td>
<td>Murray, UT 84123</td>
</tr>
<tr>
<td>801-355-2846</td>
<td>801-261-9177</td>
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<tr>
<th><strong>Homeless Outreach Program</strong></th>
<th><strong>Day Treatment and Housing</strong></th>
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<td>415 West 400 South</td>
<td>660 South 200 East, #308</td>
</tr>
<tr>
<td>Salt Lake City, UT 84101</td>
<td>Salt Lake City, UT 84111</td>
</tr>
<tr>
<td>801-519-9721</td>
<td>801-355-1528</td>
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<tr>
<th><strong>Homeless Youth Resource Center</strong></th>
<th><strong>Transition Home</strong></th>
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<tbody>
<tr>
<td>655 South State Street</td>
<td>718 South 600 East</td>
</tr>
<tr>
<td>Salt Lake City, UT 84111</td>
<td>Salt Lake City, UT 84102</td>
</tr>
<tr>
<td>801-364-0744</td>
<td>801-359-5545</td>
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<tr>
<th><strong>Senior Corps Services (RSVP &amp; FGP)</strong></th>
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<tbody>
<tr>
<td>Davis County</td>
<td>San Juan &amp; Grand Counties</td>
</tr>
<tr>
<td>140 East Center Street</td>
<td>PO Box 545</td>
</tr>
<tr>
<td>Clearfield, UT 84015</td>
<td>Bluff, UT 84512</td>
</tr>
<tr>
<td>801-779-1287</td>
<td>435-672-2243</td>
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<tbody>
<tr>
<td>Emery &amp; Carbon Counties</td>
<td>San Juan &amp; Grand Counties</td>
</tr>
<tr>
<td>PO Box 72 - 25 W Main Street</td>
<td>PO Box 545</td>
</tr>
<tr>
<td>Castle Dale, UT 84513</td>
<td>Bluff, UT 84512</td>
</tr>
<tr>
<td>435-381-2765</td>
<td>435-672-2243</td>
</tr>
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