We Shelter
We Care
We Empower

This is why we do what we do.

2011–2012 Annual Report
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
- Circle of Hope for Native Americans
- Pathways and Housing Case Management
- Housing Services

**Homeless Youth Resource Center**
- Drop-In Center for Homeless Youth
- Street Outreach for Homeless Youth
- Transition Home for Young Women
- Transition Home for Young Men (Fall 2013)

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

**Cornerstone Counseling Center**
- Adolescent Substance Abuse and Mental Health Counseling
- Adult Substance Abuse and Mental Health Counseling
- Children's Care Center
- Domestic Violence Counseling
- Prevention Programs

**Special Projects**
- Red Rock Readers Program
- I Remember Mama
- Volunteer Coordination

We are Volunteers of America.
And we are the first to step forward, taking on the most crushing problems. The dire. The hopeless. The untouchable. And we make a difference. Because we not only perceive the burdens of others, we know firsthand what it means to make them lighter. This is why we do what we do.

Our story is long and rich. And widely unknown. But we’re not chasing fame. Or glory. Our lives are meant for service. For lifting up the brokenhearted. For finding the lost. For reaching out with mercy and compassion to those who thought they were beyond reach. For uplifting all our lives. This is why we do what we do.

Every day, we see our brothers and sisters lying beaten and bruised on their own roads to Jerico. We act because we’re trained. We’re impassioned. We’re honored. This is why we do what we do. Like our Great Exemplar, we go among the unclean, the broken, the forgotten, and the outcast. And we use our lives to make theirs better. This is why we do what we do.

We are Volunteers of America.
2011 - 2012 Outcomes

Homeless Outreach Program
1,836 Individuals served
19,001 Items distributed
113 Circle of Hope participants
200 Clients provided housing and benefits assistance
76 Library staff trained by Library Engagement team

Homeless Youth Resource Center
1,264 Total youth served – Street Outreach, Drop-In Center, Transition Home
88% Received referrals and information
96% Received basic need items
68% Received Care Coordination for general, housing and employment needs
Street Outreach Program
768 Individuals served
20,427 Basic need items provided
5,157 Referrals to other social service providers
Drop In Center
864 Individuals served
79,821 Basic need items provided
7,499 Referrals to other social service providers
Transition Home
16 Individuals served
92% Were employed or in school at program completion
86% Accepted substance abuse/mental health treatment (of those needing treatment)

Detoxification Services
Adult Detoxification Center
1,737 Individuals served
3,657 Total admissions
942 Clients admitted referred by Police and Adult Probation & Parole
Jail Diversion Program
584 Individuals diverted
1,227 Hours of police time saved
88% Would have been jailed otherwise

The Center for Women and Children
367 Women served
38 Children served
495 Total admissions
98 Women accepted referral to services including housing, medical services and substance abuse treatment

Cornerstone Counseling Center
Youth Treatment Services
284 Adolescents served
75% Referred from Juvenile Court
Adult Treatment Services
673 Adults Served
169 Children of clients were served in the Children’s Care Center
51% Completed treatment or transferred to another treatment program
Prevention
3,257 Individuals/children served
Domestic Violence & Mental Health Counseling
389 Individuals served
21 Child witnesses served
111 Perpetrators served
102 Victims served
Volunteers
2,107 Salt Lake County program volunteers
15,625 Hours served in Salt Lake County programs
Red Rock Readers Program
5,372 Estimated number of children receiving Scholastic books
Balance Sheet

Current Assets
- Cash & Cash Equivalents: $1,678,754
- Grants & Pledges Receivable: $606,661
- Other Current Assets: $79,285
Total Current Assets: $2,364,700

Fixed Assets
- Land, Buildings & Improvements: $3,279,667
- Furnishing and Equipment: $1,134,496
- Accumulated Depreciation: $(2,004,879)
Total Property and Equipment: $2,409,284

Other Assets
- Long-Term Assets: $74,529
Total Other Assets: $74,529

Total Assets: $4,848,513

Liabilities & Net Assets

Current Liabilities
- Accounts Payable: $86,326
- Accrued Expenses: $412,139
- Notes Payable, Current Portion: $5,688
Total Current Liabilities: $504,153

Long-Term Liabilities
- Notes Payable: $91,737
Total Long-Term Liabilities: $91,737
Total Liabilities: $595,890

Net Assets
- Unrestricted: $3,865,254
- Temporarily Restricted: $387,369
Total Net Assets: $4,252,623

Total Liabilities and Net Assets: $4,848,513

Statement of Activities

Revenue
- Public Support: $1,521,111
- In-Kind Contributions: $682,331
- United Way Grants: $115,322
- Government Agency Grants: $5,527,509
- Other Revenue: $344,466
Total Revenue: $8,190,739

Expenses
- Encouraging Positive Development: $836,329
- Fostering Independence: $744,515
- Promoting Self Sufficiency: $4,860,798
Total Program Expenses: $6,441,642

Supporting Services
- Management and General: $754,846
- Fundraising: $560,779
Total Supporting Services: $1,315,625
Total Operating Expenses: $7,757,267

Change in Net Assets: $433,472

Net Assets at Beginning of Year: $3,819,151
Net Assets at End of Year: $4,252,623

Volunteers of America, Utah - Administrative Office
435 W. Bearcat Drive Salt Lake City, UT 84115
801-363-9414 www.voaut.org

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

Board Members and Senior Staff. From left, Zach Bale, Rob Millard, Robert Yorgason, George Nikopoulos, Kathy Bray, Jason Burrow-Sanchez, Don Russell, Bob Lake, Karen Keene and Mark Manazer.

Board of Directors
Kathy Bray - President & CEO
Jason Burrow-Sanchez - Board Member
Brad Burton - Board Member
Martha Crook - Board Member
Nicole Cushing - Board Emeritus
Jim Dreyfous - Board Member
Lorraine Jones - Secretary
Robert Lake - Chair
Tim Loftis, - Board Member
Rob Millard - Treasurer
George Nikopoulos - Local & National Board Member
Abbie Paxman - Board Member
Donald Russell - Chair Elect
Barbara Sullivan - Emeritus & National Board Member
Robert Yorgason - Board Member