“Change one. Change many.”
Annual Report 2007-2008
Dear Agency Friend,

When you help change one individual’s life, you ultimately change the lives of many people: family members, friends, the helper, the volunteer and so on. Thank you so much for giving time, money, and other donations to Volunteers of America, Utah where changes begin and ripple out to many.

In the midst of economic uncertainty, Volunteers of America, Utah will continue to serve those in our state who are struggling with poverty, substance abuse, domestic violence, homelessness, and loneliness. It’s an important time to offer a safety net for those who fall and to continue offering effective, quality programs.

For over 112 years, Volunteers of America has responded to community needs. With your help, we will continue to “Change One, Change Many”.

We appreciate your ongoing support, generosity and thoughtfulness.

Thank you,

Kathy Bray  Barbara Sullivan
President & CEO  Board Chair

Board of Directors
Barbara Sullivan - Board Chair
Tim May - Vice Chair
Nicole Cushing - Treasurer
Brian Jeppesen - Secretary
Kathy Bray - President & CEO

Senior Staff
Karen Keene - Chief Financial Officer
Mark Manazer - Vice President Clinical Services
Sam Stephens - Vice President External Relations

Kathy Bray
Barbara Sullivan

Front row, left to right: Karen Keene, Nicole Cushing, Barbara Sullivan, Kathy Bray
Back row, left to right: Mark Manazer, Sam Stephens, Tim May, Brian Jeppesen
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
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
  The Center for Women and Children
Cornerstone Counseling Center
  Substance Abuse Outpatient Treatment
  Domestic Violence Counseling
  Adolescent Substance Abuse Counseling
Prevention Programs
Housing Services
Senior Corp Services
  RSVP (Retired Senior Volunteer Program)
  FGP (Foster Grandparent Program)
Special Projects
  Red Rock Readers Program
  I Remember Mama
Enrich your own life and touch thousands.

Volunteer

People who volunteer with Volunteers of America, Utah are some of the most energetic and caring people in the country. Whether they are preparing a meal for a homeless young person or sorting clothing donations, their hearts are always open to the experience.

Volunteers contribute in many ways to our 10+ Salt Lake County programs. They support those in greatest need in our community and bring hope to thousands.

To see a list of volunteer opportunities or sign up to be a volunteer go to www.voaut.org or call 801-519-9721.

2007-2008
685 Volunteers
3,983 Hours served.

“Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it’s the only thing that ever has.”
- Margaret Mead
Keeping young people safe in uncertain times.
Homeless Youth Drop-In Center

Taking a hot shower, washing clothes and eating a warm meal are everyday activities we take for granted. For kids living on the streets these are luxuries. Volunteers of America, Utah’s Homeless Youth Drop-In Center offers young people ages 15-22 a safe place to take shelter from the harsh streets, five days a week.

The Drop-In Center offers basic needs such as meals and clothing but the ultimate goal is to help street kids build a new life of self-sufficiency. Case management services include life skills training, housing assistance, GED programs, parenting classes, job search assistance and much more.

“Change one. Change many.”

2007-2008
493 Individuals served.
15,738 items distributed and/or services performed.

“Our work is not all bread and shelter... the underprivileged, the weak and the unfortunate need more. They need sympathy, the warmth of fellowship, and the instilling of courage. It is only through the fulfillment of the needs of the individual that the spiritual advance of mankind can go forward.”

- Ballington Booth, Founder Volunteers of America, 1938
February

Groundhog Day

President’s Day

Washington’s Birthday

Mardi Gras

Lincoln’s Birthday

Valentine’s Day
Opening our hearts to those in greatest need.

Street Outreach

More than 500 young people are living on the streets of Salt Lake County. They become homeless for a variety of reasons; some have suffered abuse in their home, many are forced to leave because of financial hardship, several have aged out of foster care with no place to go and others were asked to leave after telling their parents they are gay. Regardless of the reason the Volunteers of America, Utah Street Outreach team is there to help.

The Street Outreach van cruises the Salt Lake area seeking out homeless young people. When they meet, they provide young people with basic survival items. They provide food and clothing, sleeping bags or tents and encourage youth to come to the Homeless Youth Drop-In Center for meals, support and comfort.

2007-2008
244 Individuals served
3,926 Items distributed and/or services performed

“You must be the change you wish to see in the world.”
Mahatma Gandhi
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March 2009

St. Patrick’s Day

First Day of Spring

February 2009

April 2009
“Remember there’s no such thing as a small act of kindness. Every act creates a ripple with no logical end.”
Scott Adams

The Volunteers of America, Utah Transition Home for young women is a safe haven in a complicated world. The house allows homeless women ages 16-19 to live and learn in a community setting. With support of staff the girls set goals, learn life skills and prepare to reunite with family or move into stable housing.

Young women at the Transition Home go to school, have jobs, stay in touch with family and learn life skills. These things might not have been possible in their previous environments. The stability and security of the house helps them learn to make responsible decisions. This type of atmosphere has a profound impact on the future of these young women.

2007-2008
16 Individuals served
70% Moved into permanent housing and reached self sufficiency

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Relief in the daily struggle to survive.
Homeless Outreach

“In the summer heat and winter snow, many homeless individuals in our community struggle to find a place to take shelter. Disabilities, mental illness, alcoholism, language barriers, poverty, traumatic histories or lack of knowledge force many in to a life on the streets.

Volunteers of America, Utah’s Homeless Outreach team works to provide relief from the struggle by handing out basic need items and offering support. Once they meet someone on the streets and help them with food, clothing or a sleeping bag they encourage them to accept additional services. Staff offer transport to shelters, medical professionals, the detoxification facility or mental health services. Case managers work with individuals toward finding housing and needed services.

“Nothing is so strong as gentleness, and nothing is so gentle as true strength.”
- St. Francis De Sales

2007-2008
1,293 Individuals served
7,113 Items distributed and/or services performed
78% Of clients accepted referrals for assistance

Volunteers of America
UTAH
“Change one. Change many.”
www.voaut.org
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- **Cinco De Mayo**
- **I Remember Mama**
- Become a sponsor by calling 801-363-9414
- **Armed Forces Day**
- **Memorial Day**

**Notable Dates:**
- Mother's Day: May 10
- Armed Forces Day: May 17
- Memorial Day: May 31
The Center for Women and Children will celebrate 10 years of helping women get their lives back in 2009. This 30 bed residential detoxification center helps homeless women through the difficult process of detoxifying from drugs and alcohol. Being able to bring their kids, up to age 10, with them takes one of the barriers to recovery out of the way.

Clients at the Center for Women and Children are treated with dignity and respect and are encouraged to make positive, lasting changes in their lives. While staying at the facility clients are monitored for medical problems and assessed for further treatment and services. The staff nurtures the children and the mothers, creating a healing environment for both.

2007-2008
380 Women served
72 Children lived at the Center
108 Women accepted referrals to substance abuse programs

“Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around.”
- Leo Buscaglia
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Providing a hand up on the road to recovery. 

Adult Detoxification

At Volunteers of America, Utah’s Adult Detoxification facility our staff offer compassion, support and encouragement to those being served. Detoxification is the first step in helping individuals with drug addiction and alcoholism get on the road to recovery.

Established in 1986, the 56 bed facility is operated 24 hours a day, every day of the year. While staying at the facility clients are monitored for medical problems and assessed for further treatment and services. Clients are treated with dignity and respect and are encouraged to make positive changes in their lives.

“Keep the faith - the simple faith dear and childlike, that has always been the strength and power of our work.”
- Maud Booth, Founder Volunteers of America, 1953

2007-2008
3,048 Total admissions
1,526 Individuals served
366 Accepted referrals to substance abuse programs
You’ll never walk alone.
Substance Abuse Treatment

For 40 years Cornerstone Counseling Center has been providing exceptional service to thousands of people in our community. When they joined Volunteers of America, Utah in January of 2008 it was a reason to celebrate. The merger between the two agencies has strengthened our ability to serve those in greatest need.

Whether someone needs an intensive substance abuse program, once a week counseling or a group environment, it can be found through Cornerstone Counseling Center and Volunteers of America, Utah’s Day Treatment Program. These two groups recently combined forces in the Cornerstone Counseling Center offices and together they are helping turn lives around. Counselors work to help clients resolve issues surrounding their drug and/or alcohol use and help them discover ways to maintain sobriety.

Cornerstone also offers a unique Children’s Care Center so parents can feel confident that their kids are being taken care of while they get the help they need to live a better life.

Outpatient Substance Abuse Treatment 2007-2008
258 Adolescent individuals served
386 Adults served

Day Treatment Program (Intensive 20 hour a week program) 2007-2008
187 Individuals served
19,074 Hours of substance abuse treatment provided

Clients who attended had an 86% success rate in abstaining from addictive substances.

“We do not believe in ourselves until someone reveals that deep inside us something is valuable, worth listening to, worthy of our trust, sacred to our touch. Once we believe in ourselves we can risk curiosity, wonder, spontaneous delight or any experience that reveals the human spirit.”

- E.E. Cummings

“Change one. Change many.”
www.voaut.org
Mapping out a new future.
Housing Case Management

“Remember, we all stumble, every one of us. That’s why it’s a comfort to go hand in hand.”
- Emily Kimbrough

Housing Program:
Volunteers of America, Utah’s Housing Program is an important component following substance abuse treatment. This program helps homeless individuals find permanent housing and stays with them, through case management, after they move. Having affordable and appropriate housing helps individuals maintain their sobriety and move on to self-sufficiency.

2007-2008
92 Clients served
1,050 Hours of case management provided

Chronically Homeless Case Management:
Case Management Services for the Chronically Homeless assists chronically homeless individuals by placing them in housing and providing intensive on-site case management. Case managers work with residents to assess their needs and develop individualized case plans. They connect residents with community resources, provide transportation, support and help them navigate the complex system of benefit providers. By being on-site, the case managers are also able to help residents develop household management skills, strategies for resolving conflicts, and techniques for maintaining their apartments.

2007-2008
On average 64 chronically homeless households per month are receiving housing case management.
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First Day of Autumn

Labor Day

Rosh Hashanah

October 2009

August 2009

September

First Day of Autumn

Labor Day

Rosh Hashanah
Opening the doors to a brighter tomorrow for kids.

Prevention

Prevention services at Cornerstone Counseling Center represent a continuum of drug and violence prevention trainings offered to students as they progress from elementary to junior high school. Programs are based on thorough research of current literature. Prevention interventions are developed to address developmental, environmental, and social factors appropriate for each age level and are carefully evaluated to assess their effectiveness. Programs focus on increasing protective factors such as life skills for youth and their families including: peer-social relations, school adjustment and success, healthy lifestyles, decision making, parenting skills, personal self-management skills and opportunities for pro-social involvement. Early intervention, demonstrated effectiveness, and family involvement make these award-winning programs unique.

2007-2008

224 People attended Families Plus
1,046 People attended Sixth Sense courses
499 People attended Living Skills courses
662 People attended Voices courses
827 People attended Life Skills courses

Total lives touched by Prevention Services was 3,258.

“How far that little candle throws his beams!
So shines a good deed in a weary world.”
- William Shakespeare

Volunteers of America
UTAH
“Change one. Change many.”
www.voaut.org
### October 2009 Calendar

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
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- **Columbus Day** on October 12
- **Yom Kippur** on October 8
- **Halloween** on October 31
The goal of the Domestic Violence/Mental Health team is to provide intensive treatment for perpetrators, adult and child survivors of abuse, as well as those who suffer from general mental health conditions. Available modes of therapy include individual and group psychotherapy, child play therapy, couples, marriage, and family therapy.

Our focus is to aid the individual in overcoming the devastating impact of domestic abuse, to treat the resulting psychological conditions, and improve the persons’ overall quality of life.

Beyond individual psychotherapy, there are several different treatment options for the adult survivor of domestic abuse. In particular, two groups focus on treating the symptoms of Post-traumatic Stress that often result from the abuse. A greater focus in these groups, however, is an effort to re-establish a sense of safety, an improved sense of self, and trust.

“Dare to reach out your hand into the darkness, to pull another hand into the light.”
- Norman B. Rice

Volunteers of America
UTAH
“Change one. Change many.”
www.voaut.org

2007-2008
98 Victims of domestic violence were served
177 Perpetrators of domestic violence were served
“Kindness is an inner desire that makes us want to do good things even if we do not get anything in return. It is the joy of our life to do them. When we do good things from this inner desire, there is kindness in everything we think, say, want and do.”

- Emmanuel Swedenborg

Using experience to make a difference.
Senior Corp Services

After years of working and raising families many seniors are looking for a way to give back and share a lifetime of experiences with others. RSVP (Retired Senior and Volunteer Program) provides opportunities for people 55 and older to serve in local organizations in several counties in Utah. Volunteers use their life experience to tutor, mentor and assist in hospitals, schools and community centers. RSVP currently operates programs in Davis, Emery and Tooele Counties. These dedicated volunteers spend thousands of hours a year giving back.

2007-2008 RSVP
516 Volunteers
68,055 Hours served volunteering

Foster Grandparent Program (FGP) offers a unique volunteering experience for seniors. Foster Grandparents are individuals 60 years of age and older with limited income, who love children and can volunteer 15 to 40 hours each week during the school year. Foster Grandparent volunteers serve at-risk children in schools and Head Start Centers by giving much needed attention and encouragement to help children develop skills, confidence and strength for success in life. FGP provides volunteer opportunities in Tooele, Carbon, Grant, Emery and San Juan Counties.

2007-2008 FGP
41 Volunteers
26,960 Hours served volunteering
Volunteers of America

**Statement of Activities**

### Revenue from Operation
- Public Support: $854,079
- In-Kind Contributions: $627,929
- United Way Grants: $260,721
- Government Agency Grants: $4,217,553
- Other Revenue: $139,446
- Total Revenue from Operations: $6,099,728

### Operating Expenses
- Promoting Self-sufficiency: $3,459,287
- Fostering Independence: $521,380
- Encouraging Positive Development: $769,541
- Total Program Services Expense: $4,750,208

### Supporting Services
- Management and General: $829,916
- Development: $388,030
- Total Supporting Services: $1,217,946

### Total Operating Expenses: $5,968,154

### Change in Net Assets: $131,574

### Financial Statement - July 1, 2007 to June 30, 2008

**Assets**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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<tbody>
<tr>
<td><strong>Current Assets</strong></td>
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</tr>
<tr>
<td>Cash &amp; Cash Equivalents</td>
<td>$1,322,663</td>
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<tr>
<td>Grants &amp; Pledges Receivable</td>
<td>$680,506</td>
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<td>Other Current Assets</td>
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<td><strong>Property and Equipment</strong></td>
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<tr>
<td>Furnishing &amp; equipment</td>
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<tr>
<td>Accumulated depreciation</td>
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<td>Total Property &amp; Equipment</td>
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<td><strong>Other Assets</strong></td>
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<tr>
<td>Long-Term Assets</td>
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<tr>
<td>Total Other Assets</td>
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<tr>
<td><strong>Total Assets</strong></td>
<td>$4,233,915</td>
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**Liabilities & Net Assets**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Current Liabilities</td>
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<tr>
<td>Accounts payable &amp; accrued exp</td>
<td>$476,045</td>
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<td>Other Current Liabilities</td>
<td>$120,832</td>
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<td>Total Current Liabilities</td>
<td>$596,877</td>
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<td><strong>Long-Term Liabilities</strong></td>
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<td>Notes Payable</td>
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<td>Total Long-Term Liabilities</td>
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<td><strong>Total Liabilities</strong></td>
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<td>Unrestricted</td>
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<td>Temporarily Restricted</td>
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<td><strong>Total Net Assets</strong></td>
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<tr>
<td><strong>Total Liabilities and Net Assets</strong></td>
<td>$4,233,915</td>
</tr>
</tbody>
</table>

**Thank you donors.**

Donations received from 7/1/07 to 6/30/08.

**Defender ($100,000+)**
- Corporation for National and Community Service
- George S. and Dolores Dore Eccles Foundation
- State of Utah Pamela Atkinson Homeless Trust Fund
- Salt Lake County Division of Substance Abuse
- US Department of Health and Human Services
- US Department of Housing and Urban Development
- United Way of Salt Lake

**Benefactor (Up to $99,999)**
- Crawford Family Foundation
- D. Forrest Greene and Gerda M. Greene Foundation
- Salt Lake County Community Resources & Dev.

**Champion (Up to $49,999)**
- American Express
- Edward G. Callister Foundation
- Marriner S. Eccles Foundation
- Richard K. and Shirley S. Hemingway Foundation
- Salt Lake City Housing Authority
- UBS Bank

**Leader (Up to $24,999)**
- B.W. Bastian Foundation
- Department of Veterans Affairs
- Herbert I. and Elsa B. Michael Foundation
- Lehman Brothers Commercial Bank
- Major League Baseball Players Trust
- Merit Medical Systems Inc.
- Peter R. Huntsman
- Ruth E. and John E. Bamberger Foundation
- Salt Lake City Housing & Neighborhood Development Division
- UV Partners

**Guardian (Up to $9,999)**
- Ashton Family Foundation
- Church of Jesus Christ of Latter-day Saints Foundation
- Church of Jesus Christ of Latter-day Saints Welfare Services
- Michael R. Denison Energy Solutions
- Federal Emergency Management Agency (FEMA)
- Friends of the Utah Jazz
- GE Capitol
- GE Money Bank
- Henry W. and Leslie M. Eskuche Foundation
- Robert Hyde
- Morgan Stanley Bank
- National Land Investments, LLC
- George Nikopoulos
- R. Harold Burton Foundation

**Patron (Up to $4,999)**
- CIT Bank
- Coldwell Banker Residential Brokerage
- David Heinlein
- Irwin Union Bank
- Kennecott Companies
- Merrill Lynch Bank
- Miller Funding Group, LLC
- Pitney Bowes Bank
- Rocky Mountain Power
- Stockamp & Associates
- United Way of Southeast Utah
- Wells Fargo Bank
- Daren F. Willden

**Pacesetter (Up to $2,499)**
- Pamela J. Atkinson
- Katherine & Steve Bray
- Randy S. Cameron
- Cottonwood Presbyterian Church
- Clark Cutler
- Discover Financial Services, LLC
- Jim Dreyfous
- George Felt
- John Hilde
- Iron Mountain Foundation
- Jewel Lee Kenley
- Kennecott Utah Copper Corp
- Vicki Kershaw
- Kathryn Lindquist
- Robert A. Lindsay
- Overstock.Com
- David E. Quinney
- Regence BlueCross BlueShield of Utah
- Teresa Robinson
- Jeff St. Romain
- State of Utah
- Barbara N. Sullivan
- The Castle Foundation
- The Rocky Mountain Conference of the United Methodist Church
- University of Utah College of Nursing
- WAL-MART Store #3232
- Womenade
Special Projects

Red Rock Readers Program
Through a national partnership with Scholastic Books Inc., Volunteers of America, Utah provides new books to disadvantaged children, ages 4-18. These books are distributed to children through the assistance of more than 50 nonprofit and civic groups across the state that are working to promote literacy. The goals of the Volunteers of America, Utah’s Red Rock Readers Program are to support literacy by:
• Getting books into the hands of children and families in need.
• Providing books for quality literacy programs and for programs that support motivational reading activities.
During 2007-2008, more than 30,000 books were distributed to children. Anyone interested in applying to receive books can visit www.voaut.org.

I Remember Mama Dinner
Celebrated in conjunction with Mother’s Day, I Remember Mama is a unique event designed to acknowledge and honor homeless and low-income women who have made the choice to break the cycle of substance abuse. Every year several hundred women involved in recovery programs throughout Salt Lake County are invited to attend a special dinner. Participants come together to share stories, gather strength from each other and celebrate their decision to recover from chemical dependency.
This elegant banquet, held in May 2008 featured Salt Lake County Councilwoman Jenny Wilson and Homeless Advocate, Pamela Atkinson who shared insights and provided inspiration to the group. The Outstanding Woman in Recovery award was presented. Women were also awarded scholarships and funding for personal projects by Womenade.

Contact Us...

Volunteers of America, Utah
Administrative Office
511 West 200 South, #160
Salt Lake City, UT 84101
801-363-9414

Adult Detoxification Services
252 West Brooklyn Avenue
Salt Lake City, UT 84101
801-363-9400

Cornerstone Counseling Center
660 South 200 East, #308
Salt Lake City, UT 84111
801-355-2846

Center for Women and Children
697 West 4170 South
Murray, UT 84123
801-261-9177

Homeless Outreach Program
415 West 400 South
Salt Lake City, UT 84101
801-519-9721

Day Treatment and Housing
660 South 200 East, #308
Salt Lake City, UT 84111
801-355-1528

Homeless Youth Resource Center
655 South State Street
Salt Lake City, UT 84111
801-364-0744

Transition Home
718 South 600 East
Salt Lake City, UT 84102
801-359-5545

Senior Corp Services
Davis County
140 East Center Street
Clearfield, UT 84015
801-779-1287

Senior Corps Services
Tooele County
888-893-7949
435-882-3154

Senior Corps Services
Castle Dale County
PO Box 72
Castle Dale, UT 84513
435-381-2765

Senior Corps Services
Green River
PO Box 191
Green River, UT 84525
435-564-8199

Senior Corps Services
Blanding
110 East Center Street
Blanding, UT 84511
866-578-2263

www.voaut.org

Volunteer Opportunities
If you are interested in volunteering or have a group of volunteers please visit www.voaut.org for details or call 801-519-9721.