THE MISSION OF THE ROAD HOME IS TO HELP PEOPLE STEP OUT OF HOMELESSNESS AND BACK INTO OUR COMMUNITY.

The Road Home is a private non-profit social service agency that assists individuals and families experiencing homelessness in Salt Lake County and along the Wasatch Front. The Road Home provides emergency shelter and personalized case management to help people identify and overcome the obstacles that have led them to becoming homeless. In addition to operating the largest shelter in Utah, we also address a spectrum of needs that people experiencing homelessness encounter from supplying a bus token to providing comprehensive housing programs that help people move into permanent housing as quickly as possible.
Dear Friends of The Road Home,

These have been challenging times indeed. We provided emergency shelter to 7,000 people this past year; compare this to the 3,861 people, in total we served in 2007. Our dedicated team at the Road Home, which include the men, women, and families with children whom we serve, alongside the fine men and women who I am proud to call my teammates, has felt the weight of this challenge, and has risen admirably to face it.

Since its inception in late 2009, our rapid rehousing team has helped over 700 families move out of shelter and into housing.

Our success rate for those families successfully housed remains over 90% to this day. What is so compelling about this effort is the fundamental principles which found this program’s core: a family is much better suited to address whatever challenges it faces, within the comfort, safety, and privacy of its own home; children are better served having a room of their own, in which to do their schoolwork; there is a therapeutic element to housing that best serves everyone in the long run.

Our creative approach to creating housing alternatives will ultimately prove to be the solution to ending chronic homelessness, and reducing overall homelessness throughout our community in the years ahead. We know that none of this progress would be possible without the tremendous support provided through the grace and generosity of key partners throughout our community.

Key nonprofit agencies work with us each day to achieve more than we could ever achieve on our own. Government agencies help us to devise new strategies and implement new, more effective approaches to service delivery. And powerful partners including the Church of Jesus Christ of Latter-day Saints, along with the George S. and Dolores Doré Eccles Foundation and the Sorensen Legacy Foundation, assure that we will be there to reach out to the multitudes of beautiful human beings, who turn to us in their moment of need, in search of an alternative. That we have the honor and privilege to be a part of this important union of like hearts and minds, is something that my teammates and I cherish.

We will continue our attempt to express our gratitude through thoughtful, compassionate service to each person who turns to us for help.

Matt M. Minkevitch
Executive Director - The Road Home
Dear Friends,

It is a privilege to serve as president of the Board of Trustees for this incredible organization. This year has presented us daunting challenges, matched only by the broad community support, which enables us to meet each challenge we face.

By any measure, The Road Home has achieved another successful year and truly, you are at the heart of our success. Thanks to you:

We have served more men, women and children than ever before in our history, both in emergency shelter and housing;

We witness daily, the success of people overcoming homelessness as they move into safe and affordable housing;

We see parents attending parenting classes, men and women working to gain employment, children in a safe place.

We have participated and collaborated with other providers in our community, to meet the challenges we face in pursuit of our mission — “to help people step out of homelessness and back into the community”.

This past year, our agency was invited to the Kennedy Center in Washington D.C. to accept the award for outstanding achievement from the National Alliance to End Homelessness. The Road Home was selected from out of the more than 10,000 agencies nationwide addressing homelessness to receive this exceptional distinction. It is a testament to the dedication and effort of each team member at The Road Home that this was possible.

Additionally, for the sixth year in a row, The Road Home received the highest ranking, four stars out of four stars possible, from Charity Navigator, an independent organization that compares and ranks nonprofit performance nationwide. This most recent ranking establishes the Road Home performance among the top 3% of nonprofit agencies nationwide.

We continue our commitment to transparency, publishing our audit reports online for community review. You can review our agency’s audited financial statements by logging on at: www.theroadhome.org.

Each of these accomplishments reflects what our agency recognizes is the most important principle of who we are and what we do: our dedicated commitment to serve each person who comes to us with dignity and respect. We demonstrate our attitude toward the person who comes to us in need of shelter, as well as each among you in the community who support our efforts. As always, our performance should, in a loving respectful way, reflect our profound gratitude to each of you who have made our service possible.

We are deeply appreciative of the support you provide to the agency, and in turn to each person we serve. As stated by John Wooden, “you cannot live a perfect day without doing something for someone who will never be able to repay you.”

With sincere thanks and gratitude,

C. Hilea Walker
President of the Board - The Road Home
This July, The Road Home was honored with the Non-profit Achievement Award by the National Alliance to End Homelessness. We are elated to have been chosen from over 10,000 homeless service providers as the recipient of this year’s award.

This national recognition of our efforts to end homelessness in Utah is an acknowledgement of our community’s work to build partnerships that help people overcome homelessness. In a time of dynamic challenges we have had tremendous success meeting the evolving needs of the people we serve.

**We owe our success and this award to the remarkable support of our community, and to you.**
The Road Home’s Emergency Shelter provides beds for 509 men, 85 beds for women, and 31 rooms for families. We offer a variety of programs and services to best meet the specific needs of each family and individual that comes to us for help.

In collaboration with Volunteers of America and the 4th Street Clinic, The Road Home sets aside a number of beds in the emergency shelter for those who require specific medical attention or are in need of substance abuse support.

From November to April, The Road Home operates the Community Winter Shelter, which acts as the community safety net to ensure that those most vulnerable in our community have a warm, safe place to sleep.

In FY11, 83 (15.6%) more families turned to us for shelter in our Community Winter Shelter program than last year.

Most people (64%) come to the shelter for a short period of time (6 weeks or less) and with minimal assistance, are able to move back out into the community. For those that need a little more help, supportive services provide that additional assistance.

In FY11, The Road Home provided shelter to a total of 7,000 people, including:

- • 615 Families (including 1,063 children)
- • 4,387 Single men
- • 740 Single women

The Road Home’s Emergency Shelter provides beds for 509 men, 85 beds for women, and 31 rooms for families. We offer a variety of programs and services to best meet the specific needs of each family and individual that comes to us for help.

In FY11, 1,063 children in Salt Lake City called the emergency shelter home.
During the Winter Shelter months, The Road Home expands from serving an average of 635 individuals per day, to serving 780 per day.

Our Community Winter Shelter opened in mid October due to an increase in the number of families seeking shelter. In FY11, we provided life saving winter shelter to:

- **232 Families**
- **519 Single Women**
- **1,256 Single Men**
Children staying in The Road Home family shelter are enrolled in programs that offer enrichment activities, exercise, as well as helping the children with their homework.

A variety of activities in our after school programs, including visiting artists teaching fun new skills, provide an invaluable calm in the storm for children experiencing the change and loss associated with homelessness.
Our supportive services team members work side by side with people to help them connect with resources in the community that assist with income, employment, benefits, treatment for substance abuse and mental health, food and clothing assistance, and more.

Supportive service team members also work closely with local school districts, health care providers, child care programs and other child support organizations. The overriding goal of the supportive services team is to provide the support and guidance needed to find and maintain housing during this difficult transition period.

The Road Home provides a variety of supportive services including helping with travel assistance, Utah ID, local transportation, work boots and shoes, clothing, birth certificates and short-term case management services.

These services are available to anyone who needs help, whether they are enrolled in one of our programs or not. Some are seen only once for emergency travel assistance, while others return for continuing support services while working towards self-sufficiency.

As a result of innovative strategies in housing and shelter service delivery, we provided shelter to 7,000 more individuals this year than we provided 5 years ago.

**WE DID SO WITHOUT HAVING TO CREATE A BIGGER SHELTER.**
Our housing program is the largest supportive housing program in Utah for individuals and families emerging from homelessness. We currently provide supportive services to over 750 households each year. Our housing opportunities include a variety of subsidies and levels of services that allow us to align the appropriate level of supportive services with the needs of the individuals and families.

In FY11, 1,661 households were able to experience the joy of having their own home:
• 336 families through Rapid Rehousing
• 246 households at Palmer Court
• 404 households in a variety of housing options throughout the valley.

As individuals and families that have experienced chronic homelessness move out of the shelter system and into stable housing, capacity is created within the shelter system for many more individuals and families who only need the shelter for a short period of time.
...PROGRAMS THAT MAKE A DIFFERENCE

RAPID REHOUSING

Through incredible collaborative efforts, including federal, state, and local government funders, The Road Home was able to launch our Rapid Rehousing program in October 2009. The Rapid Rehousing program provides housing readiness assistance, short term rental subsidies and limited case management to families. Rapid Rehousing has been a much needed addition to our available housing options. This program allows families the jump start necessary to transition back into the community after experiencing a hardship or situational crisis.

PALMER COURT

Palmer Court, which opened in spring of 2009 contains 201 rental units for chronically homeless individuals and families. The rich array of supportive services available at Palmer Court help to provide a stable, safe, permanent home for people who had previously spent years cycling through the homeless system.

Supportive service team members help connect tenants with resources in the community relating to income, employment, federal benefits, referrals to treatment for substance abuse and mental health, food and clothing assistance. An on-site Head Start Program for children is operated by the Salt Lake Community Action Program.

From October, 2009 — June 2011, 649 families were rapidly re-housed. Of those, 91% were able to stably maintain housing on their own after only 3 months of assistance.
VOLUNTEERS

Our volunteer program has consistently grown over the past 3 years and continues to provide engagement opportunities for those in our community to help serve their neighbors. Volunteer activities focus on providing donations, children’s activities, dinners, and front desk assistance. Approximately 20% of our volunteers are ongoing, weekly volunteers and 80% are part of groups that have provided a one-time service.

**In FY11 10,413 volunteers spent 23,327.5 hours providing services at The Road Home, helping to save the agency $403,430!**

**Thank you to IKEA Draper for their efforts to beautify our shelter this year. Their donations of furniture, storage and time have dramatically altered our Women’s Shelter Lounge, Winter Shelter Playroom & Staff Breakroom.**

DONATIONS

The Road Home receives generous support from the community through in-kind donations. In-kind donations include toiletries, blankets, clothing, and more. The Road Home is extremely grateful to our community for their on-going support through in-kind donations. These gifts help us provide for the basic needs of those we assist.
The average number of people housed by our various housing programs is roughly equivalent to the number of individuals residing at the emergency shelter on a daily basis.
FINANCIAL SUMMARY

**REVENUE**

- **Private Contributions**
  - $4,161,684
  - 44.65%  
- **Federal**
  - $177,874
  - 1.91% 
- **State**
  - $3,229,526
  - 34.65% 
- **Local Government**
  - $1,751,112
  - 18.79%

**TOTAL**

- $9,320,196

**EXPENSES**

- **Housing**
  - $1,774,193
  - 18.96%
- **Rental & Deposit Assistance**
  - $2,341,326
  - 25.02%
- **Emergency Assistance**
  - $626,799
  - 6.70%
- **Administration**
  - $574,366
  - 6.14%
- **Palmer Court Supportive Services**
  - $521,316
  - 5.69%
- **Self Reliance**
  - $418,675
  - 4.47%
- **Shelter**
  - $3,090,060
  - 33.02%

**TOTAL**

- $9,357,735
The Road Home is proudly rated as a Four Star Charity by Charity Navigator, America’s premier independent charity evaluator. Charity Navigator works to advance a more efficient and responsive philanthropic marketplace by evaluating the financial health and transparency of over 5,400 of America’s largest charities.

• The Road Home ranks as the 4th Best Homeless Services provider in the nation out of the 183 homeless charities rated by Charity Navigator.
• The Road Home has reduced the percentage of funds spent on administrative expenses and fundraising each of the past three years.

View our Charity Navigator rating at www.charitynavigator.org

We are also proud to partner with Great Non-profits, the leading developer of tools that allow people to find, review, and share information about great non-profits. When volunteers, donors, and supporters have direct experience with a charitable organization, GreatNonprofits makes it easier for them to share that knowledge so that other people can discover that group as well.

Read reviews of The Road Home at www.greatnonprofits.org

Additional information about financial reports, programs & services, volunteer opportunities, and ways to help The Road Home can be found at www.theroadhome.org
HOME FOR EVERYONE SOCIETY

The Home for Everyone Society is comprised of individuals and organizations that recognize and embody the mission of The Road Home and its quest to end homelessness. Members of the Home for Everyone Society have made generous lifetime gifts of resources and time. Members of the Home for Everyone Society enable The Road Home to meet the ever-increasing challenges facing those who are homeless and who seek housing as a means to stabilize their lives and move forward in the mainstream of society.

CORPORATE MEMBERS

Society Benefactor
Donations of $100,000 & Above
American Express Center for Community Development
Fidelity Investments
Gerber Construction, Inc.
Huntsman Group, Jr.
Intermountain Health Care
Morgan Stanley
Ralph L. Wadsworth Construction Co.
Regence BlueCross BlueShield of Utah
Rio Tinto
Salt Lake Board of Realtors
Wells Fargo Bank - Community Development and Relations
Zions Bancorporation

Society Fellow
Donations of $50,000 & Above
Boart Longyear
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First Security Bank of Utah
Intermountain Health Care
JPMorgan Chase Foundation
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Mason's Interiors
Perry Financial Group, Inc.
Sentry Financial Corporation
Simmons Media Group
UBS Bank USA
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Society Sponsor
Donations of $25,000 & Above
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Industrial Supply Company, Inc.
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Stoel Rives, LLP
Thomasarts Inc.
U.S. Bancorp Foundation
Volkswagen Bank USA
Walker and Company Real Estate
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Society Benefactor
Donations of $100,000 & Above
Butler Family Fund
Church of Jesus Christ of Latter-day Saints Humanitarian Service
C. Scott & Dorothy Watkins Charitable Foundation
Daniels Fund
D. Forrest and Gerda M. Greene Foundation
Harris H. and Amanda P. Simmons Foundation
Help The Homeless- Bob Ottum Fund
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George S. & Dolores Doré Eccles Foundation
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Simmons Family Foundation
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Steiner Foundation, Inc.
Tanner Charitable Trust
The Sorenson Legacy Foundation
Utah Families Foundation
Willard L. Eccles Charitable Foundation

Society Fellow
Donations of $50,000 & Above
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Key Foundation
King Family Foundation
Lawrence T. & Janet T. Dee Foundation
Marjorie Paul Revocable Trust
Masonic Foundation of Utah
National Philanthropic Trust
R. Harold Burton Foundation
Roy E. Talbot Living Trust
Self-Reliance Charity
The Cultural Vision Fund
Florence J. Gillmor Foundation
The Oregon Community Foundation

Society Sponsor
Donations of $25,000 & Above
Albert & Elaine Bochard Foundation
American Stores Charitable Foundation
B.W. Bastian Foundation
Castle Foundation
Herbert I. and Elsa B. Michael Foundation
John and Dora Lang Foundation
Larry H. Miller Charities
OE Community Service Fund
The Pi Fund
The Salt Lake Tribune/Help the Homeless Fund
Thomas A. and Lucille B. Horne Foundation
Utah Community Foundation
Washington Mutual Foundation
William E. Slaughter, Jr. Foundation, Inc.
HOME FOR EVERYONE SOCIETY

Individual Members

Society Benefactor
Donations of $100,000 & Above
Spencer and Cleone Eccles
Lee Family Trust
Bart and Liz Warner
John and Kristine Wehmann

Society Executive
Donations of $10,000 & Above
David P. Goldenberg
Suzanne and Larry Goldsmith
Society Executive
Donations of $10,000 & Above
Marvin R. and David Alston
Kathryn Janet Anderson
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Michael Bender
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John B. and Flora D’Arcy
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THE ROAD HOME’S DONORS FY 2010

ASSOCIATIONS, CHURCHES,
SCHOOLS & NON-PROFITS

$100,000 +
Church of Jesus Christ of Latter-day Saints Humanitarian Services
Crusade for the Homeless Campaign
Corporation of the Episcopal Church in Utah
Gone to Pieces Quilt Group
United Way of Salt Lake

$5,000 - $1,000
Cottonwood Presbyterian Church
CPCU Society of Utah
Granite Park Middle School
Mt. Tabor Lutheran Church
Murray Baptist Church
Network For Good
Oquirrh Hills Middle School
St. James Episcopal Church
U.A. Local 140
United Way of Southeastern Pennsylvania
Utah CCIM Chapter
Workers Compensation Fund of Utah

$1,000 - $500
All Saints Episcopal Church
Cottonwood Presbyterian Deacons
Mountain Springs Community Church
United Way - Mile High
Wasatch Hills Seventh-Day Adventist Church
Woodbury Corporation

FOUNDATIONS

$100,000 +
George S. & Dolores Doré Eccles Foundation
The Sorenson Legacy Foundation

$80,000 - $25,000
Butler Family Fund
C. Scott & Dorothy Watkins Charitable Foundation
D. Forrest and Gerda M. Greene Foundation
Daniels Fund
Fidelity Foundation
Legacy Global Foundation, Inc.
National Philanthropic Trust
O.C. Tanner Company Self-Reliance Charity
Stephen G. and Susan E. Denkers Family Foundation
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Utah Community Foundation
Willard L. Eccles Charitable Foundation

$25,000 - $10,000
Dan & Kim Huish Foundation
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Kennebec State Charitable Foundation
Marriner S. Eccles Foundation
OE Community Service Fund
Richard K & Shirley S. Hemingway Foundation
Rocky Mountain Power Foundation
Smith’s Neighbor to Neighbor Fund
Utah Families Foundation

$10,000 - $2,500
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B.W. Bastian Foundation
Bertin Family Foundation
Castle Foundation
Frances W. Burton Foundation
Henry W. & Leslie M. Eskuche Foundation
Herbert I. and Elsa B. Michael Foundation
Jams Family Foundation
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Key Foundation
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Skolnick Foundation
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St. Benedict’s Foundation
The Pi Foundation
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$2,500 - $1,000
Archer Family Charitable Corp.
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Humphrey-DiFiore Family Foundation
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$1,000 - $500
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Anderson Hatch Foundation
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Regence Employee Giving Campaign
Robert S. Carter Foundation Inc.
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$100,000 +
Goldman Sachs Urban Investment Group
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American Express Center for Community Development
Morgan Stanley

$30,000 - $10,000
Abt Associates, INC
Ally Bank
Capmark Bank
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Gerber Construction, Inc.
JPMorgan Chase Foundation
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Charitable Foundation
Mark Miller Subaru
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UBS Bank USA
Wells Fargo
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$10,000 - $1,500
Ace Disposal
American Express Gift Matching Program
ATK
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Chevron Humankind Employee Funds
The Chiropractic Place
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Corporations continued

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Walmart Stores
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CMT Engineering Laboratories
Colvin Engineering Associates, Inc.
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Housing Authority of Salt Lake County
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Intermountain Packing
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NJRA Architects, Inc.
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Primary Residential Mortgage, INC
R.C. Recycling
Rocky Mountain Pies, LLC
Southern Wine/Spirits West LLC
Studio 56
Summit Ice SLC LLC
Suncorp Corporate Credit Union
United Business Brokers of Utah
United Healthcare Services, INC.
Utah Legal Clinic
Utah Medical Products
Wadsworth Brothers Construction
Warner Truck Center
Wasatch EMC, Inc.
Western Garden Center
$100,000 +
Spencer and Cleone Eccles

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Helene M. Heller
Douglas S. Wright

$15,000 - $7,500
$7,500 - $5,000
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Michael King

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William Traeger
Erie and Linda Walker
Mayvonn Wells
Clark and Jennifer Whitworth
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Kirt and Rebecca Williamson
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Lorris and Ann Betz
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Matt Clark
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A. Craig Hansen and Irene Fisher
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Donations

We are always in need of:
Blankets
Bedding (especially twin size)
Personal hygiene items
Socks and clothing (new & gently used)

Seasonal and urgently needed items are listed on our website at: www.theroadhome.org

Donations can be brought to our main shelter seven days a week between 7:00 am & 7:00 pm.
The Road Home - Main Shelter
210 Rio Grande St.
Salt Lake City, UT 84101

If you have questions about in-kind or monetary donations, please contact our Development Office at:
801-819-7296
donations@theroadhome.org

To schedule a tour of The Road Home, please contact our Development office at 801-819-7298
If someone is in need of shelter or services, please have them contact The Road Home at 801-359-4142 or visit us at:

210 Rio Grande St.
Salt Lake City, UT 84101

Volunteer

The Road Home has a variety of on-going or one time volunteer opportunities. To learn more about becoming a volunteer please contact:

Josh Stovall
801-819-7298 jstovall@theroadhome.org

In Need of Shelter or Services