

“Change one. Change many.”™

2009-2010 Annual Report



Volunteers  
of America®

UTAH

[www.voaut.org](http://www.voaut.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.



**6,652**

Number of volunteer hours performed  
by 1,066 people in Salt Lake County.

## **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](http://www.voaut.org).**

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**[www.voaut.org](http://www.voaut.org)**



12,542

Number of basic need items provided to people experiencing homelessness.

## 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.

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**837**

Number of youth helped.


## 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.

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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.

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# 426

Number of homeless women admitted  
along with 50 children.

## 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.



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**15,215**

Number of over night stays used by  
Salt Lake County residents.

## **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.



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## 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.

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**1,893**

Number of case management hours  
dedicated to helping housing clients.

## 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.



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A photograph of several children in a classroom, seen from behind, with their hands raised in the air. The children are wearing colorful shirts (red, orange, light blue). The background is a dark chalkboard with some faint writing. The overall scene is bright and positive, suggesting an active learning environment.

**3,262**

Number of children who participated  
in prevention classes.

## 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.

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# 798

Number of people who went through treatment with Adult and Youth Treatment Services teams.



ONE DAY  
Ninety  
Days  
AT A TIME

## 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.

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173

Number of domestic violence victims  
who received counseling.

## 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.

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## 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](http://www.voaut.org).

140,637

Number of volunteer hours performed  
by 508 people through RSVP and FGP.

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# 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

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



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

## 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	<u>\$2,610,843</u>

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

Other Assets	
Long-Term Assets	\$56,921
Total Other Assets	<u>\$56,921</u>

**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	<u>\$601,300</u>

Long-Term Liabilities	
Notes Payable	\$184,861
Total Long-Term Liabilities	<u>\$184,861</u>
Total Liabilities	<u>\$786,161</u>

Net Assets	
Unrestricted	\$3,534,688
Temporarily Restricted	\$207,330
Total Net Assets	<u>\$3,742,018</u>

**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	<u>\$7,267,001</u>

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

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

**Change in Net Assets** \$241,957

Net Assets at Beginning of Year	<u>\$3,500,061</u>
Net Assets at End of Year	<u><u>\$3,742,018</u></u>



# \$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  
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Imaging Concepts of Utah  
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# Thank you donors!

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