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 first hand what it means
to make them lighter.
This is why we do what we do.
PRESIDENT’S LETTER

When I reflect upon this past fiscal year, two words come to mind: resilience and perseverance.

We had more than our share of challenges last year. In September 2012, a fire destroyed our Young Men’s Transitional Home, forcing us to regroup and rebuild. We were dealt another tragic blow when one of our staff members passed away, bringing the death we deal with so often in our line of work much closer to home. And like so many other nonprofits, we suffered cuts in federal funding, meaning we had to find ways to do more with less, and not compromise the quality of services we offer.

To persevere and succeed throughout all of this, I continually found myself going back to my personal mantra: Patience, Persistence and Positivity. I believe it is paying off. Good things are happening here at Volunteers of America, Utah.

In 2012-2013, we served 10,307 clients across all areas of our agency. We were able to help more clients with our mental health services. We are experiencing longer stays in both our Adult Detox Center and Center for Women and Children. This is great news, because every day we extend their stay increases their chances for sobriety and success. And our Young Men’s Transitional Home is nearing completion, enabling us to house 14 young men when we open in Spring 2014.

Looking forward, we’ll see a continued emphasis on diversifying our funding sources. As government funds continue to be in shorter supply, it’s imperative we look to our community for private funding. I am so grateful for the generous support we already receive from our community. We could not do what we do without the care and compassion many of you continue to show. So we will push forward, persevere and stay resilient. And we will succeed. Our work is too important not to.

Sincerely,

KATHY BRAY

President and CEO
Volunteers of America, Utah
HELPING YOUTH FIND THEIR WAY TO A BETTER LIFE

These are our most vulnerable. The youth, age 15-24, who live on our streets. Who camp in our foothills. Who have nowhere else to go.

So we go to them. We bring them food and clothing. Check on their safety. And gain their trust, so eventually, they come to us.

At first, it might just be to shower, do laundry, or get some food at our Homeless Youth Resource Center. But once we build a relationship, we can do more than meet their basic needs. We can help them complete their education. Seek employment. Find housing. And get the mental health and addiction counseling they need. This year, we implemented programming changes that enable us to spend more quality, one-on-one time to help them on the path to self-sufficiency. As a result, 66% of youth who completed their participation in case management transitioned into housing.
PROVIDING OUTREACH, ENCOURAGEMENT, AND CARE
FOR THOSE EXPERIENCING HOMELESSNESS AND ADDICTION

We work with the discarded. The downtrodden. The addicted. Volunteers of America, Utah offers acceptance, safety, encouragement and sobriety options for men and women who suffer from addiction and homelessness, but have nowhere else to turn.

This year, we continued offering social intervention at our Adult Detox Center and Center for Women and Children, which has extended the average stay by 3 days. The longer we can get them to stay, the greater their chances of success. We’re pleased to report, our detoxification centers were able to reduce costs for the community by caring for more than 750 people who, without our help, would have ended up in expensive hospital care or detention facilities.
TREATMENT PROGRAMS AND COUNSELING FOR THOSE WHO SUFFER FROM ADDICTION OR MENTAL ILLNESS

Every day, we see the broken. The outcast. The hopeless. These are the members of our society, young and old, who suffer from addiction and mental illness but have no support system. So VOA steps in, with programs for youth and adults at our Cornerstone Counseling Center.

All counseling clients work with professionally licensed staff to learn mindfulness that improves daily living activities and social skills, increases their confidence when making choices and decisions, and helps them handle distress and crisis.

This year, we increased our ability to work with more clients suffering from mental illness and domestic violence issues.

Each day, Cornerstone Outpatient Services provides professional therapy to approximately 100-140 people, giving them tools to improve their lives.

<table>
<thead>
<tr>
<th>PROGRAMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>CORNERSTONE COUNSELING CENTER</td>
</tr>
<tr>
<td>- ADULT TREATMENT SERVICES</td>
</tr>
<tr>
<td>- YOUNG ADULT TREATMENT SERVICES (AGES 18-24)</td>
</tr>
<tr>
<td>- YOUTH TREATMENT SERVICES FOR THOSE UNDER 18</td>
</tr>
<tr>
<td>- PREVENTION SERVICES</td>
</tr>
<tr>
<td>- DOMESTIC VIOLENCE COUNSELING</td>
</tr>
<tr>
<td>- MENTAL HEALTH COUNSELING</td>
</tr>
</tbody>
</table>
To learn more about us and our volunteer opportunities, visit www.voaut.org/volunteer.
### Balance Sheet

**July 1, 2012 - June 30, 2013**

#### Assets

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Assets</td>
<td></td>
</tr>
<tr>
<td>- Cash and Cash Equivalents</td>
<td>2,129,226</td>
</tr>
<tr>
<td>- Grants and Pledges Receivable</td>
<td>546,021</td>
</tr>
<tr>
<td>- Other Current Assets</td>
<td>80,224</td>
</tr>
<tr>
<td><strong>Total Current Assets</strong></td>
<td>2,755,471</td>
</tr>
<tr>
<td>Fixed Assets</td>
<td></td>
</tr>
<tr>
<td>- Land, Buildings, and Improvements</td>
<td>3,873,744</td>
</tr>
<tr>
<td>- Furnishings and Equipment</td>
<td>1,105,496</td>
</tr>
<tr>
<td>- Accumulated Depreciation</td>
<td>(2,049,050)</td>
</tr>
<tr>
<td><strong>Total Fixed Assets</strong></td>
<td>2,930,190</td>
</tr>
<tr>
<td>Other Assets</td>
<td></td>
</tr>
<tr>
<td>- Long Term Assets</td>
<td>97,561</td>
</tr>
<tr>
<td><strong>Total Other Assets</strong></td>
<td>97,561</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td>5,783,222</td>
</tr>
</tbody>
</table>

#### Liabilities and Net Assets

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Liabilities</td>
<td></td>
</tr>
<tr>
<td>- Accounts Payable</td>
<td>103,712</td>
</tr>
<tr>
<td>- Accrued Expenses</td>
<td>393,021</td>
</tr>
<tr>
<td>- Notes Payable, Current Portion</td>
<td>38,316</td>
</tr>
<tr>
<td><strong>Total Current Liabilities</strong></td>
<td>535,049</td>
</tr>
<tr>
<td>Long-Term Liabilities</td>
<td></td>
</tr>
<tr>
<td>- Notes Payable</td>
<td>821,237</td>
</tr>
<tr>
<td><strong>Total Long-Term Liabilities</strong></td>
<td>821,237</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td>1,356,286</td>
</tr>
<tr>
<td>Net Assets</td>
<td></td>
</tr>
<tr>
<td>- Unrestricted</td>
<td>3,882,396</td>
</tr>
<tr>
<td>- Temporarily Restricted</td>
<td>544,540</td>
</tr>
<tr>
<td><strong>Total Net Assets</strong></td>
<td>4,426,936</td>
</tr>
<tr>
<td><strong>Total Liabilities and Net Assets</strong></td>
<td>5,783,222</td>
</tr>
</tbody>
</table>

### Statement of Activities

**July 1, 2012 - June 30, 2013**

#### Revenue

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contributions</td>
<td>1,491,065</td>
</tr>
<tr>
<td>In-Kind Contributions</td>
<td>796,439</td>
</tr>
<tr>
<td>United Way</td>
<td>114,062</td>
</tr>
<tr>
<td>Revenue and Grants from Government Agencies</td>
<td>4,988,856</td>
</tr>
<tr>
<td>Other Revenue</td>
<td>429,073</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td>7,819,495</td>
</tr>
</tbody>
</table>

#### Expenses

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Encouraging Positive Development</td>
<td>786,145</td>
</tr>
<tr>
<td>Fostering Independence</td>
<td>416,490</td>
</tr>
<tr>
<td>Promoting Self-Sufficiency</td>
<td>4,955,678</td>
</tr>
<tr>
<td><strong>Total Program Expenses</strong></td>
<td>6,158,313</td>
</tr>
<tr>
<td>Management &amp; General</td>
<td>726,038</td>
</tr>
<tr>
<td>Development</td>
<td>563,656</td>
</tr>
<tr>
<td><strong>Total Supporting Services Expenses</strong></td>
<td>1,289,694</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td>7,448,007</td>
</tr>
</tbody>
</table>

#### Non-Operating Activity (Fire loss and other)

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>(197,175)</td>
<td></td>
</tr>
</tbody>
</table>

#### Change in Net Assets

<table>
<thead>
<tr>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>174,313</td>
</tr>
</tbody>
</table>

#### Net Assets

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Assets at Beginning of Year</td>
<td>4,252,623</td>
</tr>
<tr>
<td><strong>Net Assets at End of Year</strong></td>
<td>4,426,936</td>
</tr>
</tbody>
</table>

### What You Give When You Give

<table>
<thead>
<tr>
<th>Description</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Detoxification Services</td>
<td>39%</td>
</tr>
<tr>
<td>Counseling Treatment Services</td>
<td>29%</td>
</tr>
<tr>
<td>Homeless Youth Services</td>
<td>14%</td>
</tr>
<tr>
<td>Day-to-Day Management</td>
<td>10%</td>
</tr>
<tr>
<td>Development</td>
<td>8%</td>
</tr>
</tbody>
</table>
Skaggs Catholic Center, LLC
The JNF Foundation
GIFTS OF $50,000+
American Express
Daniel’s Fund
George S. and Dolores Doré Eccles Foundation
Larry H. and Gail Miller Family Foundation
Optum Health
Salt Lake County Division of Behavioral Health Services
State of Utah Department of Child and Family Services
State of Utah Pamela Atkinson Homeless Trust Fund
The Church of Jesus Christ of Latter-day Saints
U.S. Department of Health and Human Services
U.S. Department of Housing and Urban Development
United Way
Wal-Mart Foundation

GIFTS OF $5,000 - $9,999
Ashton Family Foundation
eBay
EnergySolutions
Henry W. and Leslie M. Eskuche Foundation
Intermountain Healthcare
James L. Willcox Foundation
Katherine and Steve Bray
Morgan Stanley
R. Harold Burton Foundation
Salt Lake City Police Department
Segal Foundation, Inc.
The Boeing Company
University of Utah College of Social Work
Valley Mental Health
Volunteers of America, National Office
Wells Fargo

GIFTS OF $25,000 - $49,999
Adobe
Crawford Family Foundation
CIT Bank
GE Capital Bank
Sorenson Legacy Foundation
State of Utah Department of Health
UBS Bank USA

GIFTS OF $1,000 - $2,499
Allstate Giving Campaign
American Roofing Company
Atheists of Utah
Babcock Chiropractic Clinic
Barbara Basket
Barbara Martindale
Barbara N. Sullivan
Blake and Tammy Wade
Bodell Construction
Cottonwood Presbyterian Church
David and Marina James
David and Shari Quinney
Debra and John Wilkerson
Derek and Wendy Overstreet
Donald Lewon
Dr. Jason and Jennifer Burrow-Sanchez
Edith Miller
Elaine Rebele
Erin Baxter
FedEx Services
Fidelity Charitable Gift Fund
George and Debra Felt
Graydon and Jeanie Foulger
James Baughman
Jane Marquardt
Janet Jorgensen
Jason Stock
Jen Parsons-Soran
John and Ann Milliken
Karen and Tom Keene
Karen Chapman
Keith and Diane Torgason
Kennecott Utah Copper
Chantible Foundation
King Family Foundation
Larry H. Miller Management Company
Lynda Everitt
Marion D. and Maxine C. Hanks Foundation
Mark Cotter
Masonic Foundation of Utah
MHTN Architects Inc.
Mindy Devenport
Murray High School
Nate Buckner
Nonprofit Development Partners, Inc.
Pacific Steel
Park City High School
Peggy and Robert Stone
Peters Family Foundation
Richard and Kaye Giauque
Rob and Darlene Millard

GIFTS OF $500 - $999
Abbie Paxman and Keith Haney
Alexa and John Baxter
All Saints Episcopal Church
Andy and Tara Wakefield
Becky and Dan Broadhead
Bonne Sawaya
CB Richard Ellis
Chef Tomass Gourmet Foods
Christina Wallentine
Courtney and Dann Orton
Cris clip to Cover Inc.
Craig and Jolene Coley
Crystal Family Fund
Dave Allen
David and Kathleen Miner
Debbie and Bill Pazos
Deborah Henich
Deborah Hohnmann
Debra Critchfield
Dennis and Linda Bayes
Dr. Bruce and Reva McAllister
First Congregational Church
Fred and Vicki Voros
Gregg and Cynthia Alex Family Charitable Fund
Human Rights Campaign
James Wentz
Jeanette Holmes
Jocelyn Kearl
Karen Shaw
Kroger Earn and Learn

GIFTS OF $250 - $499
Alan and Stephanie Lake
Alyson Brennan
Amanda Al-khudairi
Amber Adams
Amberlie Phillips
Ann and George Johnson
Anna Swayne
Beau and Janice Scott
Beverly Brenn
Brad Ashworth
Brittany Apartments
Bryan Peates
Carol Copene
Carol Greely
Chandra Bell
Chase Community Giving
CLD3 Counseling
Colleen and Edwin Alter
Craig and Annette Vietsch
Curtis and Shery Bennett
Curtis and Susan Basta
Dan Pearson
David Dominguez and Lakshmi
Johal-Dominguez
David Felt and Lynda Wendel
Debra Gill
Dennis and Joan Milis
Derek Parra
Dixie Dunn
Donald and Esther Russell
Donna Mitchell
Dorothy and Robert Pearce
Dr. Michael and Margaret King
Ed Snoddy and Janice Kimball
EZ Loan Services
Fernando Rivero
Francis Fecteau
Gail Hilton
George Antonson
Gina and Chuck Williams
Glen Burnham
Greg and Lisa Crowley
Intermountain Donor Services
James and Carol Anderson
James and Stephanie Bird
Jan and Jim Schott
Jennifer Seare
Jim and Andrea Sheets
Jolene Knifing
Joline Wondergem
Julia Wasescha
June Fassler
Karen and Kerry Spiroff
Kathy Bower

GIFTS OF $10,000 - $24,999
ARUP Laboratories
B.W. Bastian Foundation
Chevron U.S.A. Inc.
Discount Tire Co. America’s Tire Co.
Edward G. Callister Foundation
Federal Emergency Management Agency
Herbert I. and Elsa B. Michael Foundation
Mariner S. Eccles Foundation
McCarty Family Foundation
Ruth Eleanor and John Emerst
Bamberger Memorial Foundation
Salt Lake City Community and Economic Development
Salt Lake City School District
Salt Lake County Division of Community and Economic Development
Simmons Family Foundation

GIFTS OF $2,500 - $4,999
Annette and Will Kopachik
Christ United Methodist Church
Clara Elizabeth Wright Jones Foundation
Dr. George and Millie Nikopoulos
GE Foundation
Greek Orthodox Church of Greater Salt Lake
John and Dora Lang Foundation
Kurt Christensen
Optum Insight
Pamela J. Atkinson
Richard K. and Shirley S. Hemigeway Foundation
Rocky Mountain Power Foundation
Salt Lake Center for Spiritual Living
Select Health
State of Utah Department of Workforce Services
Sterling & Shelli Gardner Foundation
Susie Martindale
The Castle Foundation
The Road Home
Womennade
Zions Bank

GIFTS OF $500- $999
Abbie Paxman and Keith Haney
Alexa and John Baxter
All Saints Episcopal Church
Andy and Tara Wakefield
Becky and Dan Broadhead
Bonne Sawaya
CB Richard Ellis
Chef Tomass Gourmet Foods
Christina Wallentine
Courtney and Dann Orton
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Gregg and Cynthia Alex Family Charitable Fund
Human Rights Campaign
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Jeanette Holmes
Jocelyn Kearl
Karen Shaw
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Gregg and Cynthia Alex Family Charitable Fund
Human Rights Campaign
James Wentz
Jeanette Holmes
Jocelyn Kearl
Karen Shaw
Kroger Earn and Learn
I am writing to give many thanks for being willing to help me give up being homeless. Because of you all, I am now home.

ALEX, Age 21
We go among them,
the broken,
the forgotten,
and the outcast.
And we use our lives
to make theirs better.
This is why we do what we do.