

Volunteers of America, Utah

VOA Detox Services

VOA Detox Services offers a safe place where people can find support, acceptance and hope. For more than 30 years, this 80 bed facility has helped clients from all of walks of life including parents, students, veterans, working professionals, and people experiencing homelessness. VOA's Detox Services offers a 14-day, social model detox program focused on the safety and well-being of the clients, which starts them on the path toward sobriety. We also assist each client with a referral to the treatment program that will work best for their needs. As a cost-effective alternative to jail or the emergency room, our Detox Center saves public resources in addition to saving lives. **In fiscal year 2018-2019, the Detox Center served almost 2,000 individuals and provided over 18,000 bed nights.** Of all the clients served, approximately 33% completed acute withdrawal (stayed five or more nights).

VOA Center for Women and Children

In October of 2018, the Center for Women and Children (CWC), located in Murray, Utah reopened—providing vulnerable women a chance to stay with their children (up to age ten) as they go through the detoxification process. CWC provides a 28 bed, social model, residential detoxification center for homeless women and their children. This allows low-to-no income women a safe place to detox in a world of expensive, private, drug and alcohol treatment services. Beyond detoxification, we also link women with needed community services including further addiction treatment and medical services. **From when it opened in October, to the end of June, CWC was able to serve 478 Women and 21 children, and provide 3,743 bed nights of supervised sober living.** Of those served, 37.5% completed acute withdrawal (stayed five or more nights at the Center).



VOA Homeless Outreach Services

VOA's Homeless Outreach Teams provide year-round support for individuals experiencing homelessness in Utah. We aim to give homeless individuals access to preventative services and long-term case management—proven to reduce the public cost of homelessness, improve health outcomes and provide a path to self-sufficiency. The HOP team seeks out individuals where they are, looking under bridges, searching along rivers, heading into the foothills to provide encouragement and care for those with nowhere else to turn. We work to build trust as we stabilize the individuals by helping with IDs, applying for services and housing, and referring them to treatment services to help them transform their lives. **In fiscal year 2018-2019, the HOP team made 8,010 contacts with 1,180 unduplicated individuals.** 913 of these individuals received basic needs items and 1,012 received referrals to community services.

VOA Homeless Youth Services

The purpose of Volunteers of America, Utah's Homeless Youth Services is to provide a lifeline to youth experiencing homelessness along the Wasatch Front, remediate long term costs, and end homelessness for youth. Services are designed to empower youth to overcome trauma and acquire the skills needed for self-sufficiency. In operation since 1999, the Homeless Youth Services program creates positive outcomes by combining powerful evidence-based practices with a continuum of holistic care. The



program provides comprehensive services including emergency shelter, transitional and permanent housing, advocacy, case management, and support with education and employment.

Homeless Youth Services incorporates the evidence-based practices of Housing First Model, Positive Youth Development, Trauma Informed Care, and Motivational Interviewing which have been proven to reduce trauma, empower youth, and encourage exit from homelessness. The program operates from three facilities in downtown Salt Lake including the Youth Resource Center shelter, the Young Women's Transition Home, and Young Men's Transition Home. **Including diversion services, Homeless Youth Services served 860 vulnerable youth and provided over 22,000 nights of shelter and housing.** A total of 45 transitioned into permanent housing and self-sufficiency.

VOA Treatment Services

Cornerstone Counseling Center is located in South Salt Lake and offers a trauma-informed counseling approach for people with substance-use disorders, mental health issues, and domestic violence experiences (including survivors, witnesses and perpetrators). This location includes free onsite childcare. The second location is the Family Counseling Center in Murray, which also specializes in trauma-informed outpatient counseling services. As part of Cornerstone Counseling Center, our Assertive Community Treatment (ACT) Team helps chronically homeless individuals with severe mental health problems. The ACT Team is involved in VOA's new supportive housing project, the Denver Apartments (see below). ACT provides highly specialized mental health care and will be essential to the treatment of individuals housed at the Denver Apartments. **In fiscal year 2018-2019, CCC served 1,265 individuals and the FCC served 714.** 90 of those clients had severe and persistent mental illness and received intensive care from the ACT team.

Maud's Café

Operated by staff of Volunteers of America of Utah, Maud's Café offers delicious coffee and tea drinks along with locally-made pastries and lunch items for the community to enjoy. Maud's also serves as an internship placement site for homeless youth who are practicing skills needed to be successfully employed in the community. As VOA's first social enterprise venture, Maud's Café has deepened our connection to the community and offered supporters a unique way to join the fight against youth

homelessness. Since opening, ten youth have graduated from the program, many of whom moved on to stable jobs and housing.

VOA/HASLCity Denver Apartments

Denver Apartments is a permanent supportive housing project for vulnerable adults with special needs including severe mental illness. The project remodeled and upgraded an existing property, aligned with the Central City Master Plan, has provided 22 studio and one-bedroom apartments for people with mental health needs. VOA will have staff on site 24/7 and provide case management for residents in addition to other supportive services. Made possible by federal housing tax credits allocated by Utah Housing Corporation, this project will provide life-changing support for vulnerable individuals and transform existing, unrestricted housing stock into upgraded, permanently affordable housing. The Denver Street Apartments began accepting clients in October and had its ribbon-cutting on November 1, 2019.



Our organization is constantly growing and evolving to meet the needs of the community, a work we could not do without supporters like you. You make this work possible. *Thank You!*

If you have any questions about Volunteers of America, Utah or the impact of your gifts, please contact Aubri Tuero, Development Manager at aubri.tuero@voaut.org