THE ROAD HOME ANNUAL REPORT 2011



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, Matt M. Minkevitch in which to do their schoolwork; there is a therapeutic element Executive Director - The Road Home 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.



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 President of the Board - 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.





EMERGENCY SHELTER



This year 1,063 children in Salt Lake City called the emergency shelter home.

In FY 11, 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 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.

WINTER SHELTER

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 FYII, we provided life saving winter shelter to:

- •232 FAMILIES
- •519 SINGLE WOMEN
- •1,256 SINGLE MEN



CHILDREN'S PROGRAMMING



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.

SUPPORTIVE SERVICES

IN FYII, OUR EMERGENCY SERVICES OFFICE PROVIDED

10,215 SEPARATE SERVICES TO

4,048 UNIQUE INDIVIDUALS.

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 needs help closely with local school districts, health care our program providers, child care programs and other child support organizations. The overriding goal of the assistance, supportive services team is to provide the support support and guidance needed to find and maintain housing sufficiency. 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.



HOUSING

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.



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.

In FYII, 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.

...PROGRAMS THAT MAKE A DIFFERENCE



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.

RAPID REHOUSING

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

PALMER COURT

of 2009 contains 201 rental units help connect tenants with resources for chronically homeless individuals in the community relating to and families. The rich array of income, employment, federal supportive services available at benefits, referrals to treatment for stable, safe, permanent home for food and clothing assistance. An people who had previously spent on-site Head Start Program for system.

Palmer Court, which opened in spring Supportive service team members Palmer Court help to provide a substance abuse and mental health, years cycling through the homeless children is operated by the Salt Lake Community Action Program.

VOLUNTEERS

Our volunteer program has consistently grown over the past 3 years and continues to provides 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 FYII 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.



Special thanks to the Lowell Bennion Community Service Center at the University of Utah. They have provided tremendous ongoing volunteers to support our Kid's Book Club, Playroom, and Teen Night Out Activities.

DONATIONS

The Road Home receives generous support from the community through in-kind donations. In-kind donations include toiletries, blankets, clothing, and more.

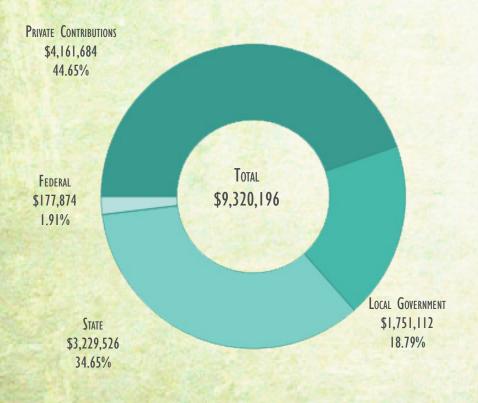
The Road Home is extremely grateful to our community for their on-going support through in-kind donations. These gifts help us provide for the basic needs of those we assist.

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.

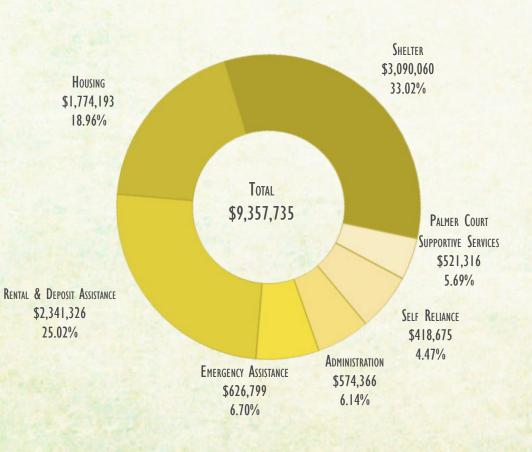


FINANCIAL SUMMARY





EXPENSES



CHARITY NAVIGATOR * * * * Four Star Charity

THE ROAD HOME ONLINE

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





GREAT*Nonprofits

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.

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Donations of \$100,000 & Above

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United Healthcare Services, INC.
Utah Legal Clinic
Utah Medical Products
Wadsworth Brothers Construction
Warner Truck Center
Wasatch EMC, Inc.
Western Garden Center

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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

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

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.
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THE ROAD HOME



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