The theologian John Henry Newman has observed that “growth is the only evidence of life.” Ever since Volunteers of America, Utah established our Men’s Detoxification Center in 1986, we have seen so much evidence of life! Not only in the growing number of our facilities and programs, but also in the individual lives of some of Utah’s most vulnerable people—those affected by substance addiction, mental illness, and homelessness.

To our original detoxification center we added an additional detoxification center for women and children, two homelessness resource centers, two counseling centers, a transition home for homeless young women, a permanent supportive housing unit, a café training program for youth experiencing homelessness, two mobile mental health teams, and a homeless outreach program that takes our services directly to the streets.

And our growth continued during this most challenging year with the addition of Denver Apartments—a 22-unit block of supportive housing for individuals living with severe mental illness. These affordable apartments meet a critical affordable housing need, providing service-enriched housing for individuals with special needs. With our support, clients have a greater opportunity to stay in housing while building lives of stability and health.

Your support nourishes our growth and makes our work possible. Thanks to compassionate Wasatch Front community members, partners, and organizations, we were able to provide these vital services to clients and continue growing in spite of increasingly difficult circumstances. We implemented new COVID-19-related precautions at our facilities. Our counseling centers adapted to provide telehealth services during one of the most collectively stressful times in recent memory. Thanks to the creativity and dedication of staff, volunteers, and donors, our work continued even through the most trying circumstances.

Homelessness, mental illness, and addiction do not take days off, so neither do we. Thank you for your continued support as we help improve lives and facilitate growth. We look forward with hope for more life, more growth, in the coming year!

With heartfelt gratitude,

Kathy Bray
President & CEO

Shelley W. Kendrick
Chairman of the Board ’20–’21
Our Mission

Volunteers of America, Utah builds a community-supported bridge that provides a path for those who are vulnerable to improve their lives and increase their self-reliance.

Diversity, Equity, and Inclusion

We are committed to diversity, equity and inclusion. We strive to empower individuals across all races, genders, sexual orientations, religions, ages, and identities to build supportive teams and serve our community with open arms. Diversity, equity, and inclusion are the guiding principles on our journey to create a culture where everyone is welcome. We are against words or actions that are considered counter to those principles.

Programs & Facility Locations

- Maud’s Café
- Youth Resource Center
- Geraldine E. King Women’s Resource Center
- Adult Detoxification Center
- Denver Apartments
- Young Women’s Transition Home
- Cornerstone Counseling Center
- Administrative Office
- Center for Women & Children (4170 S)
- Family Counseling Center (4500 S)
Geraldine E. King Women’s Resource Center opens

Maud’s Cafe receives the Eide Bailly Resourcefullness Award, for being a creative and sustainable nonprofit initiative

Denver Apartments hold the ribbon cutting ceremony

Denver Apartments receive Urban Housing Project Award

The “Youth Empowered Solutions to Succeed” program launches

First virtual Founders’ Day Breakfast event

Assertive Community Treatment expansion plan begins
Volunteers of America, Utah opened the Geraldine E. King Women’s Resource Center in July 2019, which provides emergency shelter to 200 homeless women in the Salt Lake area. Along with having a safe place to sleep, Geraldine clients age 18 and older also receive ongoing case management support to continue down the path to self-sufficiency.

Maud’s Café is our employment training program for homeless and at-risk youth. Maud’s Café celebrated two years of operation in January 2020. Interns learn marketable job skills and how to become excellent employees so they can be even more self-sufficient and reach their full potential.

Maud’s Café Internship Program

- Interns graduated from Maud’s Café: 10
- Nearly 10,000 cups of coffee served
- Three paid staff guide interns to self-sufficiency while employed
- Over two years of assisting youth on their journey, so far...

MEETING THE NEEDS OF WOMEN

MEETING THE NEEDS OF YOUTH

Geraldine E. King Women’s Resource Center

- Number of women who received crisis and case management services: 683
- 1,013 different women served overall
- 149 women exited to community housing
- 173,457 meals provided

Maud’s Café

- Interns graduated from Maud’s Café: 10
- Nearly 10,000 cups of coffee served
- Three paid staff guide interns to self-sufficiency while employed
- Over two years of assisting youth on their journey, so far...

MEETING THE NEEDS OF YOUTH

Maud’s Café is our employment training program for homeless and at-risk youth. Maud’s Café celebrated two years of operation in January 2020. Interns learn marketable job skills and how to become excellent employees so they can be even more self-sufficient and reach their full potential.
MEETING THE NEEDS OF THOSE DEALING WITH ADDICTION

When COVID-19 hit, our mental health therapists set up home offices to provide needed therapy sessions to existing and new clients during this stressful time.

Mental Health/Telehealth

1,717 clients who received counseling at Cornerstone and FCC over the year

52% percent of clients completed treatment or transferred to another level of care.

93 therapist providing counseling services at Cornerstone and FCC

58,602 hours of counseling service from Cornerstone and Family Counseling Center

Denver Apartments

Number of supportive housing apartments 22

30 individuals were housed in year one

80% of residents have lived here for 6+ months

28 inpatient hospitalizations prevented

Meeting the needs of those with mental illness

Our Denver Apartments officially opened on November 1, 2019. This permanent supportive housing community is for individuals with mental health issues and special needs. These apartments are staffed 24/7. Mental health services are provided by professionals of the Assertive Community Treatment team, an important part of Volunteers of America, Utah.
Adapting During COVID-19

This year has been unforgettable due to the unprecedented events happening throughout the world and right here in Utah. Our clients and staff endured so much—a global pandemic, local earthquakes and hurricane winds, ongoing issues of social injustice, and more. But we have persisted thanks to the resilience of our staff, clients, and volunteers. We couldn’t be more grateful to everyone who showed up, pushed through, and continued to serve Utah’s most vulnerable in the face of such difficulties.

If we had to choose just one word to describe the year we would choose “adaptability.” As positive COVID-19 test results rose in Salt Lake County, we adapted so that the services provided by Volunteers of America, Utah could continue apace.

New policies and procedures were implemented in accordance with guidelines from the Salt Lake County Health Department and CDC to help prevent the spread of the coronavirus. These included requiring masks to be worn inside any facility, practicing physical distancing, checking temperatures of everyone entering any facility, and completing a symptom screening process. Plexiglass was strategically installed in all residential facilities. Staff who shared offices which didn’t allow for six feet of distance between each other worked from home. All counseling services shifted to Telehealth. We took every possible precaution to continue to safely serve those who struggle with homelessness, mental illness, or addiction.

The ongoing pandemic-induced changes emotionally weighed on our essential workers and also incurred unexpected financial costs to pay for proper protective gear for all staff, clients, and volunteers. We witnessed a dwindling in our pool of volunteers who had to make difficult decisions to protect themselves and their families. Safety remained the number one priority.

We could not have made it through this year without the support of wonderful members of our Utah community. If you are searching for ways to give back, please consider making a financial donation to meet extra needs until COVID-19 is gone.

Donate today at voaut.org/donate.
MAKING AN IMPACT

HOMLESS YOUTH SERVICES
- 126 youth experiencing homelessness placed into community housing, 597 youth served overall
- 37 youth diverted from shelter to an alternate place to stay overnight
- 261 youth spent at least one night at the Youth Resource Center, for a total of 8,339 bed nights
- 29,500 meals served to homeless youth

PREVENTION & MENTORING SERVICES
- 2,356 clients served by our prevention programs
- 32 mentors matched with youth in need through our Amplified Mentoring Program

HOMLESS ADULT SERVICES
- 2,485 clients served through the Geraldine E. King Women’s Resource Center and the Homeless Outreach Program
- 978 individuals referred to mental health services throughout the community
- 1,203 adults referred to medical services

DETOX SERVICES
- 2,549 individuals received treatment from our two detoxification facilities
- 100 total beds between both facilities
- 839 women and children served during our Center for Women and Children’s first fiscal year
- 1,056 clients completed acute detoxification, allowing them to begin their journey toward recovery and living a life of sobriety
- Completed a pilot program to test the billing of Medicaid for acute withdrawal services

9,223 people served
12 facilities
320 paid staff
5,175 total volunteers
Statement of Financial Position

<table>
<thead>
<tr>
<th>Assets</th>
<th>6/30/20</th>
<th>6/30/19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash, accounts receivable, and other current assets</td>
<td>9,275,450</td>
<td>6,290,473</td>
</tr>
<tr>
<td>Property and equipment</td>
<td>12,576,230</td>
<td>12,384,799</td>
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<tr>
<td>Accumulate depreciation</td>
<td>(4,361,643)</td>
<td>(3,902,556)</td>
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<tr>
<td>Other assets</td>
<td>4,131,618</td>
<td>3,727,194</td>
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<tr>
<td>Total assets</td>
<td>$23,460,992</td>
<td>$20,443,151</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Liabilities</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Current liabilities</td>
<td>1,378,946</td>
<td>1,171,788</td>
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<tr>
<td>Long term liabilities</td>
<td>5,364,959</td>
<td>4,967,655</td>
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<tr>
<td>Total liabilities</td>
<td>$6,743,905</td>
<td>$6,139,443</td>
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</table>

<table>
<thead>
<tr>
<th>Net Assets</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Without donor restrictions</td>
<td>14,355,828</td>
<td>14,287,090</td>
</tr>
<tr>
<td>With donor restrictions</td>
<td>31,259</td>
<td>16,618</td>
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<tr>
<td>Total net assets</td>
<td>$14,387,087</td>
<td>$14,303,708</td>
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</tbody>
</table>

| Liabilities and net assets total      | $21,130,992| $20,443,151|

Statement of Financial Activities

<table>
<thead>
<tr>
<th>Revenues</th>
<th>6/30/20</th>
<th>6/30/19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government revenues and grants</td>
<td>14,458,530</td>
<td>10,297,403</td>
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<tr>
<td>Charitable support and revenues</td>
<td>3,484,215</td>
<td>3,261,451</td>
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<tr>
<td>Collaborative agreements</td>
<td>865,504</td>
<td>2,863,089</td>
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<tr>
<td>Program service fees</td>
<td>469,258</td>
<td>517,163</td>
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<tr>
<td>Other income</td>
<td>92,539</td>
<td>80,237</td>
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<tr>
<td>Total revenues</td>
<td>$19,370,046</td>
<td>$17,019,343</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenses</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Encouraging positive development</td>
<td>4,021,519</td>
<td>3,651,128</td>
</tr>
<tr>
<td>Fostering independence</td>
<td>5,279,022</td>
<td>4,676,803</td>
</tr>
<tr>
<td>Promoting self-sufficiency</td>
<td>7,634,149</td>
<td>4,505,318</td>
</tr>
<tr>
<td>Administration and fundraising</td>
<td>2,440,658</td>
<td>2,205,655</td>
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<tr>
<td>Total expenses</td>
<td>$19,375,348</td>
<td>$15,038,904</td>
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<tr>
<td>Non-operating activity</td>
<td>88,681</td>
<td>124,523</td>
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<tr>
<td>Change in net assets</td>
<td>$83,379</td>
<td>$2,104,962</td>
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To see the complete audited financial statements please visit voaut.org/

Revenue by Source

- Government funding: 74%
- Community contributions: 13%
- Community in-kind donations: 5%
- Other (fees, national, etc.): 7%
- United Way: 1%

Expenses by Impact Category

- Promoting self-sufficiency: 39%
- Fostering independence: 27%
- Encouraging positive development: 21%
- Management and general: 10%
- Development: 3%
Board of Directors
(as of June 30, 2020)

Blake Wade, Board Chair
Shelley Kendrick, Chair Elect
Lance Dunkley, Secretary
Jacquie Bernard, Treasurer
Kathy Bray, President and CEO
Doug Boudreaux
Brad Burton
Peggy Carrico, Past Chair
Lynn Dahlberg
Brice Laris
Shawna Laws
Joe Lucio
Cody McCarthy
Joe Mott
Gary Murray
Tera Page
Don Russell, Emeritus
Bob Lake, Emeritus

Leadership Team
(as of June 30, 2020)

Kathy Bray, President and CEO
Christa Beauchat, Chief Financial Officer
Andrew Johnston, Vice President of Program Operations
Audrey Rice, Vice President of Clinical Operations
Cathleen Sparrow, Chief Development Officer
Geoff Doiron, Chief Development Officer
Sue Ativalu, Division Director, Adult Homeless Services
Sarah DeHaan, Division Director, Intensive Behavioral Services
Jaime Klemz, Division Director, Treatment Services
Cyndie LaCour, Division Director, Youth Homeless Services
Ashley Alfieri, Director, Quality Compliance
Alexis Brown Brotherton Director, Volunteer Services
Erin Basta, Director, Human Resources
Jeff Black, Director, Accounting
Savannah Young, Director, Marketing and Communications
Meghan Fry, Director, Family Counseling Center
Brandon Hess, Director, Facilities
We want to acknowledge all the volunteers and donors who helped Volunteers of America, Utah serve the most vulnerable people in our community over the past year. We extend our gratitude to all who gave back to the communities we serve in so many ways—whether by facilitating a charitable drive, serving a meal, sorting donations, or making financial contributions. Each one of you matter. Each one of you impacted the lives of real people—women, men, and children in Utah who struggle with homelessness, mental illness, or substance use addiction.

Many long-time volunteers made the difficult choice to remain home to keep them and their families safe. We are grateful for your past efforts and we look forward to welcoming you back to our physical facilities when things become safe enough for you.

Other volunteers adapted their service, some carried on offering the same kind of help they provided before COVID-19 changed everything. We could not have made it through the year without your support. We are grateful to everyone who was able to safely serve our community through these difficult times. Every little bit matters.

Even with all the challenges, our compassionate community of 5,175 individuals served for a whopping total of 24,266 hours to keep our doors open and our lights on for our clients during unprecedented times.

Every time you volunteer, you help save lives. To learn about the many ways you can help Volunteers of America, Utah fulfill our mission, please visit voaut.org.
Follow us on social media to stay up to date on upcoming events and opportunities to serve and give.

THANK YOU!

Where would we be without our dedicated staff? Being an essential worker during a global pandemic is no easy task! We want to make sure all your hard work does not go unnoticed or unappreciated.

We thank you for your commitment to serving Utah’s most vulnerable. Your unwavering dedication to meeting people’s needs while keeping everyone safe from the spread of COVID-19 was admirable.

We appreciate you making the needs of our clients your number one priority and for showing up every day.