



switchpoint™

QUARTERLY NEWSLETTER

SUMMER 2018

SWITCHPOINT'S MISSION:

- To empower homeless families & individuals in Washington County by addressing the underlying cause of poverty & providing each client with an individualized, comprehensive plan that supports them on their journey to self-sufficiency & the opportunity to contribute to the community.

STAFF:

Executive Director:
Carol Hollowell

CFO:
Sonjia Naron

Executive Assistant:
Kristen Clark

Volunteer Manager:
Morgan Barrick

Shelter Manager:
Chris Bullock

Diversion Specialist:
Lex Saena
Melanie Reber

Case Managers:
Chris Bullock
Jenny Jones

Board of Directors:
David Dangerfield
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“Changing the Face of Poverty”

Kim Steorts and her family moved to St. George from California determined to start new and be a better person. However, the Steorts family found it harder to become successful as both parents were alcoholics and did not have the resources they needed to overcome their addiction.

The Steorts family moved into Switchpoint Emergency Shelter for a time. Both Kim and her husband, James were able to find several part-time jobs but because they had not faced their addiction, both relapsed and found themselves struggling yet again.

“We were spending more money on our alcohol addiction than on our bills and add to that the fact that we couldn’t keep our jobs, it was a disaster. We knew that we needed counseling and substance abuse services but couldn’t afford them. My son was not feeling safe in our home because of the alcoholism problem my husband and I shared. I knew that we needed to change but didn’t know where to go for help. I wasn’t aware of the local resources that were available here. We were from California and had to learn all this information quickly because we were in survival mode,” states Kim.

Kim met with Julie Duckett at Switchpoint and that’s when she learned about the Circles program and what it could do for her and her family.

“Julie reminded me that everyone has been through similar situations. But at the time I felt alone and scared. I did not want to leave anyone in my family behind. I never wanted to give up on my husband but at the time, he wasn’t ready to change.”

“I knew that I needed to be a good role model for my children and my family. It had to start with me and my addiction problem and had no resources for help. My Circles Ally inspired me and my husband to be better and do more for our family. My Ally also helped us set goals, learn to save and budget plus helped us be a better parents. And all of these skills to better our lives were offered to me for free! Who wouldn’t want to be a part of that!”

Kim now has much more hope than she ever has had before. She has hope that her husband will be able to achieve his dreams and hope that their family can continue to become stronger.

“I want my husband to have a backyard garden and freedom from worry. We both want a real home where we don’t have the constant anxiety that we will have to suddenly move. That is a very stressful thing and to have that in the back of your mind all the time is exhausting.”

Kim has had several important and positive changes happen to her since she began the Circles program.

“Definitely my mind set has changed. I’m thinking better of myself. I am now thinking of career opportunities rather than just a dead-end job! I’m also encouraging other people to attend college. I am mentoring my children especially about education. The younger a child learns life skills, the more likely they are to succeed. This change in my thinking has really affected me and my family in a very positive way. Now, I want to advance my education and pay off our family debt. Before I never even thought that was possible. The Circles program has given me hope and the power to change my life. I am so grateful I am a part of the Circles family,” states Kim.



Switchpoint in the News!

Written by
Linda Stay for
Desert Living
Magazine,
August, 2018

Photo courtesy
of Switchpoint

A number of years ago Rod and Jeff decided that rather than give Christmas gifts, they would donate food and money to Dixie Care and Share.

"When Switchpoint opened and we met Carol, the Executive Director, we were amazed and inspired by her vision and commitment to create more than a shelter, but rather a complete resource center to move people out of poverty to more self-reliance," says Jeff Love, Switchpoint Volunteer.

"We knew we wanted to be more involved and began volunteering at the food pantry, which has become the third largest pantry in the state of Utah."

Jeff says that he and Rod are so fortunate to meet the people they are serving. They quickly realized that they had a lot to learn and had misjudged the reasons for clients circumstances.

"It was amazing to see how Carol and the Switchpoint staff treated each individual with absolute respect; how they could see the person behind the need without the judgement of what brought them there," states Love. "We watched people rise up and return to hope, abilities, and confidence. We also witnessed that people are very generous during the holidays, but forget the many needs year-round for these families, both for donations and service hours."

Switchpoint Community Resource Center and Emergency Shelter rely on 300 volunteers monthly to manage the many aspects of the operation. It is how they have accomplished the distribution

Switchpoint Volunteers Making a Difference



of 3.5 million pounds of food, served 3,195 through shelter, logged over 201,000 volunteer hours, and permanently housed 2,726 people in three years.

The mission of Switchpoint is to empower homeless families and individuals in Washington County by addressing the underlying cause of poverty. Switchpoint provides each client with an individualized, comprehensive plan that supports them on their journey to self-sufficiency and the opportunity to contribute to the community.

Switchpoint has a unique model because they individualize a client's plan to fit the need and find a solution to break the cycle of poverty. Switchpoint offers over 17 classes a week (anger management, personal finance, how to be a good tenant, parenting, addiction recovery, SMART goals, etc). Clients are held accountable to follow the plan and move forward. This approach has allowed Switchpoint to move over 2,700 people into permanent housing in their first three years of operation. We asked Carol Hollowell, Executive Director of Switchpoint, what her greatest needs are currently:

"The critical need now is to build a 55-unit affordable apartment complex. Currently in Washington County there is a less than a 1% vacancy rate, which makes renting very difficult. Most of our homeless in Washington County have income - they are considered "working poor". This 55-unit apartment project, RiverWalk, is critical in helping house families who can't find or afford anywhere to live. This year Washington County School District reported over 1,022 homeless children. This number has gone up compared to last year's 879 reported by the district. That means our families need help.

Switchpoint has raised the \$8.6 million needed for the RiverWalk complex and we hope to break ground in September of 2018," states Hollowell.

Like the people they serve, Switchpoint has a goal of becoming self-sufficient. You can help make this goal a reality by setting up a Planned Legacy Gift or giving a donation to the Switchpoint Endowment Fund.

Switchpoint also has two businesses that supply a source of income while offering job training opportunities for clients. The Switchpoint Thrift Store and Bed 'n' Biscuits: Dog Boarding, Daycare, Grooming and Training, are asking for donated items, volunteers, and of course dogs to work with in order to help make these businesses successful.

Please consider volunteering and donating to one of Switchpoint's projects. Visit their website www.switchpointcrc.org or come for a tour at [948 N 1300 W, St. George, UT 84770](https://www.google.com/maps/place/948+N+1300+W,+St.+George,+UT+84770).



Switchpoint Bids Fond Farewell

For the past four years, Julie Duckett has been Volunteer Manager at Switchpoint Community Resource Center, helping gain community support for Switchpoint, starting up the Circles USA pilot program in both Washington and St. George, as well as taking care of the Switchpoint Kitchen.

We want to wish Julie the very best as she begins her next adventure in northern Utah and thank her for all the countless hours of service she has given to Switchpoint and the community of Washington County. Thank you so much, Julie!

Switchpoint Welcomes New Staff



Switchpoint is happy to announce our new Volunteer Manager, Morgan Barrick. Morgan has lived in Southern Utah for 15 years. She is married and has a seven-year-old daughter. Morgan loves being outdoors and spending quality time with her family.

"I am passionate about volunteer work and love how rewarding it is to make a difference in my community and the lives of others. One of my favorite quotes is by Oprah Winfrey, 'Helping others is the way we help ourselves'. I know that by showing compassion and by taking action, we not only feel good about ourselves, but influence others to value themselves as well," said Morgan.

"I am excited to get to know each of you and am grateful to be a part of the incredible volunteer opportunities at Switchpoint Community Resource Center. I am honored to be able to serve alongside you as we work together to end poverty and homelessness in Washington County."

You can reach Morgan via e-mail, morgan.barrick@switchpointcrc.org or call (435) 628-9310 ext. 3.

We also want to welcome Linda Stay as Director of Development. Linda is thrilled to be working at Switchpoint. She is no stranger to the non-profit sector as she has been working with Equality Utah, the largest advocacy organization in the state for LGBTQ Utahns and their allies, since 2011. Linda has a passion for advocating and giving a voice to marginalized communities. Her expertise is in marketing communications, fundraising and 'loving on' the underserved.

You will most likely see her with her husband, Steve who marches beside her in their quest to make all feel seen and valued. Together Linda & Steve have nine children and 10 grandchildren, whom they can't get enough of.

Linda's driving force is depicted in a quote by Albert Einstein *"Nothing that I can do will change the structure of the universe. But maybe, by raising my voice I can help the greatest of all causes - goodwill among men and peace on earth."*

You can contact Linda via email, linda.stay@switchpointcrc.org.



6th Annual Golf Tournament Fundraiser a Success!



"The [funds] raised will go directly toward assisting the poor, the homeless & hungry in our community."

The Sixth Annual Community Soup Kitchen/Switchpoint Golf Tournament presented by Sand Hollow Resort was held on May 21, 2018 at the beautiful Sand Hollow Golf Course in Hurricane, UT. The event was a resounding success with the community helping raise more than \$28,000 for much needed program supplies. "The funds raised will go toward ensuring the continued operation of the Community Soup Kitchen Monday through Friday, the expansion of the Soup Kitchen outreach efforts and for kitchen improvements which will enhance efficiency and maintain sanitary conditions." said Nick Bujanovich, Soup Kitchen Volunteer Director. Switchpoint will also benefit many ways from the funds raised.

The Community Soup Kitchen and Switchpoint wish to share their most sincere appreciation and gratitude to the event's donors, sponsors and golfers. "It is important for our community and our supporters to know that their contributions are impactful and strategically allocated for betterment of the lives of many." explained Nick. "We were excited to include so many golfers and sponsors this year. Without their generosity, we would not be able to continue to serve high quality, delicious meals to the most vulnerable in our community."

Lending Switchpoint a Helping Hand

Switchpoint Community Resource Center and Emergency Shelter has been open since 2014. During those four years, Switchpoint has been diligently trying to improve the land they sit on by adding a 4,000 square foot Emergency Food Pantry, re-painting the inside doors and hallways, replacing client windows, and even adding a community garden. But there have always been a few key pieces missing.

"We needed a place where residents could come together and gather, talk with one another and enjoy themselves. That's a huge piece of the poverty picture that doesn't happen very often without the constant worry and anxiety of day to day life," states Carol Hollowell, Executive Director at Switchpoint.

"We knew that it would be a bit of an undertaking and we never seemed to have the resources needed to pull off making the type of space that was necessary," states Hollowell.

Thankfully two volunteers came to the rescue.



Jeff Love and Rod Ludlow volunteer faithfully every Tuesday in the food pantry. They had become very aware of the need for a community space where residents could actually enjoy being outside but also have shade to be protected from the scorching summer sun of St. George.

"We would have homeless clients come over and volunteer in the food pantry. They would discuss the lack of shade on the grounds and how depleting the summer sun was if they tried to stay outside and do any yard work or even play with their kids. They also would talk about how nice it would be to have a shared space that they could enjoy. We thought about it and knew it was a good thing to do," states Jeff Love.

In the winter of 2017 and spring of 2018, Jeff and Rod held a fundraising event to gather donations for a new pavilion area. They also worked with C. Blake Electric and Sunroc Cement who generously donated their time to the project.

"It was really exciting to be a part of something like this," states Love. "To be able to have such a huge impact on so many neighbors who are struggling feels really good."



The pavilion has already held two separate BBQ events for both the community and residents of Switchpoint with many more scheduled in the future.

To learn more about how you can help, please contact Morgan Barrick at morgan.barrick@switchpointcsrc.org or call 435-628-9310, ext. 3.

"...We needed a place where residents could come together..."

Emergency Food Pantry Helping Those in Need

Meet Sandra. Sandra has been coming to the Switchpoint Emergency Food Pantry since it opened in 2014. Recently, Sandra took the time to write down her feelings about the emergency food pantry and share it with us. Here is what she had to say:



"Back in 2014, the Social Security Administration garnished my wages. That meant that I only had \$295 a month in food stamps to live on. I was forced to sell my car in order to pay my phone bill and St. George Utilities. It was at this time that I found the Switchpoint Emergency Food Pantry."

"I'm extremely grateful and appreciative for all the assistance Switchpoint has offered me. I am able to eat nutritious meals that help keep me healthy and I don't have the worry of where my next meal will come from. Honestly, I could never have made it through this difficult time without their help."

"Chlarson and Mayra in the pantry office are so wonderful, kind, and professional. I'm truly in their debt."

"My family is very grateful for the help Switchpoint has provided me. I never want to feel as though I am a burden to anyone, especially my children as they are struggling also."

Switchpoint has helped me make ends meet so I can continue to be independent."

Thank you from the bottom of my heart,
Sandra

Switchpoint, How Does Your Garden Grow?

The Switchpoint Community Garden Project, funded through a \$7,500 grant from the Healthy Dixie Council, was launched in the Spring of 2016.

"The program is just fantastic. Because of Healthy Dixie, we have this amazing opportunity for individuals facing homelessness to learn how to grow their own food. The Switchpoint garden is more like a community garden where people can come and plant their own space. In addition to a traditional garden, we have planted fruit trees along the outside borders and have added a grape trellis to provide variety and shade. Many people have contributed to the effort and many more have committed to making the Switchpoint Community Garden Project a success," states Garden Volunteer Coordinator Fred Bohman.

Among those actively participating in the project are Star Nursery, Scouting organizations, church groups and numerous individual volunteers.

"Switchpoint's garden not only feeds those staying at Switchpoint, but helps stock the Switchpoint Food Pantry and Community Soup Kitchen as well. Our Food Pantry has provided food to more than 3,000 individuals and families in need since its grand opening in August 2015," states Carol Hollowell, Switchpoint's Executive Director.

"Switchpoint really does rely on volunteers to make all the good we do happen. There is no way we could be as effective in providing services to our community without our volunteers," states Hollowell.



DONOR RECOGNITION

We would like to especially thank the anonymous individual donor who discovered our needs that were not covered by other funding, and immediately made a very generous financial contribution to help us with the security system upgrade and repairs. Grant funding is very specific and there are many areas that are not covered like utilities, insurance, security system, postage, travel and training, personnel costs, and classroom supplies. [It Takes All of Us!](#)

Thank you so much for helping us change the face of poverty in Southern Utah!!

**GET
INVOLVED!**
AND DONATE

Thank You to Our Donors!

Switchpoint would like to recognize all those in our community for leading the way in addressing your community needs and taking up the challenge of solving homelessness in Washington County!
We thank you for your support!

April through June 2018

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New Year, New Look, New Website!

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As Switchpoint looks forward to their fourth year of operation, there are many new and exciting things on the horizon. One of the biggest changes is our new website! We encourage you to visit us online at www.switchpointcrc.org and learn more about our mission, the services we offer, or make a donation.

If you have the ability to volunteer your time we are always in need of volunteers in our thrift store, our dog daycare - Bed 'n' Biscuits, at our Community Soup Kitchen or our Emergency Food Pantry. And don't forget our community garden!

If you would like to contribute a monetary donation, we do have many more special projects and needs that can only happen through your generosity and kindness.

Learn more about how you can help families who are struggling in Washington County by reading through some possible opportunities below or visit www.switchpointcrc.org today.

Support Switchpoint in Life-Changing Ways



Transportation—Donation \$30

As you might imagine, most of our homeless neighbors don't have their own vehicles. In order to keep an appointment to see their children's physician for a sick visit or to keep an interview appointment, they rely entirely on public transportation. To help these folks get to important places, you can give a one month bus pass to a thankful person.



Welcome Home Kit—Donation \$285

You've finally gotten the key to your own place—one you can actually afford. But where will you get the money for the basics: towels, dishes, silverware, glasses, pots and pans? Help a formerly homeless family turn a new apartment into a real home.

Showers & Rest for Family of 4



Donation \$80

Each month, Switchpoint spends hundreds of dollars to run the water, stock the soap and shampoo, and launder towels, sheets and blankets in our shelter. Help us provide a clean, comfortable haven for a family, individual or veteran in transition.

Feed 4 Families for a Month



Donation \$500

Homeless individuals are beyond hungry; they're also malnourished and unhealthy. Food isn't the complete solution; healthy, nutritionally balanced meals are. Treat 4 families to good breakfasts and dinners for an entire month and give the gifts of food and health.



Replacing Identification - Donation \$125

Families who are homeless often have had to leave possessions behind or have unfortunate events happen. This means that most are without basic identification, birth certificates needed to gain employment and housing. Help a family on the road to self-reliance with the gift of identification.



Be a Hero—Donation \$1,225

Electricity, heat, water, sewer, and personnel: without these behind-the-scenes basics, not a single homeless individual could live in our emergency shelter. Be a hero - keep our shelter ready to welcome families transitioning from homelessness to hopefulness.

"Remember you can also donate by supporting the businesses that help support Switchpoint.

The Switchpoint Thrift Store and Bed 'n' Biscuits Dog Daycare both help Switchpoint by providing necessary funding that goes directly to help those families experiencing homelessness."



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Switchpoint is going green! Please contact Sonjia Naron to update our records with your email address: sonjia.naron@switchpointcrc.org or call 435-628-9310, ext. 201.

Bonnie Pendleton & Sammy

Bed 'n' Biscuits Client Spotlight



Bonnie Pendleton is one of the happiest people you will ever meet and is the owner and landscape consultant at The Plant Lady & Company. She has helped so many families in the area beautify their yards and she loves helping many organizations in St George. Bonnie is also a fantastic supporter of Switchpoint!

She takes her dog Sammy to Bed 'n' Biscuits and even helped Bed 'n' Biscuits upgrade their yard areas. She donates and shops at the Switchpoint Thrift Store and hires Switchpoint shelter clients with her company. She has most recently won the "Best of Class" at the 2018 Washington County Fair for her potted plants and will be

going to compete at the state competition in the upcoming months.

We would like to recognize Bonnie for the support she has provided to Switchpoint as we have grown. We truly appreciate her and love Sammy so much!

If you would like more information about Bed 'n' Biscuits or would like to schedule an appointment for your pet, please contact us at 435-429-4122 or visit our new website, bednbiscuits.org.