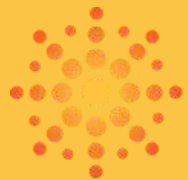


ANNUAL REPORT

2019



switchpoint™

Changing the Face of Poverty



“If you judge people,
you have no time to
love them.”

-Mother Teresa

MESSAGE FROM THE EXECUTIVE DIRECTOR & BOARD CHAIR

Dear Friends,

This year Switchpoint has hit the five year mark. What a remarkable journey this has been for me, our board of directors and for our community. We have been blessed by the lives of so

Changing lives one day at a time is what our program accomplishes. It takes time, it takes committed employees, it takes patience. It takes commitment from our stakeholders.

board members and our very generous donors. Our public relationships with cities, counties and the state of Utah are critical in helping us maintain best practices and securing funding.

“ *With one kind gesture you can change a life.*

One person at a time you can change the world.

One day at a time we can change EVERYTHING.”

-Dr. Steve Maraboli

many people- volunteers, donors, and especially the families and individuals experiencing homelessness. The relationships built between Switchpoint and our clients are for a lifetime and many times are the only stable relationship in their lives. This ability to help build social capital is the key to changing the mindset from poverty to middle class behaviors. We can see the success in the outcomes!

We love what Dr. Steve Maraboli says, "With one kind gesture you can change a life. One person at a time you can change the world. One day at a time we can change everything."

Five years ago Carol dreamed of what Switchpoint could do, what we could accomplish and how many people we could serve. All of the dreams so far were made possible because of our many dedicated volunteers,

Our case managers provide one on one assistance for our clients. First, we build trust. Second, we create an action plan with clients and finally we develop accountability.

Sincerely,



Carol Hollowell

Carol Hollowell,
Executive Director, SwitchpointCRC



David Dangerfield

David Dangerfield
Board Chair, Switchpoint CRC

2019 IMPACT



5,000+
people accessed services
across all programs, including
2,845 women and 1,236
children



503+

Washington County
families are no
longer homeless

1,416,077+

pounds of food
distributed



between
Food Pantry &
Soup Kitchen



185+

previously
unemployed
adults re-entered
the workforce

1,037+



individuals
accessed
emergency
shelter



407+

individuals participated in Education
and Employment Programs

THOSE WITH THE GREATEST NEEDS ARE PRIORITIZED

Switchpoint Community Resource Center is the only place in Southern Utah that provides 24/7 services for people experiencing homelessness.

In 2019 more than 1,000 people accessed services at Switchpoint. Shortly after arrival, caring staff members meet with individuals or families to understand their specific circumstances and housing or service needs.

To help ensure that those with the greatest needs are prioritized, Switchpoint uses evidence-informed assessment tools. These assessment tools score clients on a variety of factors, including, but not limited to, the following:

- History of homelessness
- Medication usage
- Ability to take care of themselves
- Trauma
- Involvement in high-risk or exploitative situations
- Physical or mental illness
- Substance use issues
- Income and basic money management skills
- Legal issues
- Interactions with emergency personnel

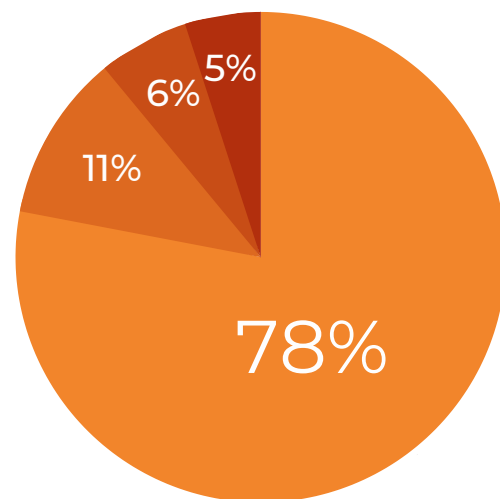
These evaluations help our team determine the most effective strategies and interventions needed to help our clients get their lives back on track.

Switchpoint services include:

- *Clean, safe emergency shelter*
- *On-site showers for non-residents*
- *On-site case management for every client*
- *Help with applications and eligibility for Food Stamps, Medicaid, etc.*
- *Help with affordable housing/homeless prevention*
- *Food assistance through on-site emergency food pantry*
- *On-site counseling services available*
- *Access to Veteran housing programs*

In 2019 Switchpoint conducted over 1,000 assessments. 43% of individuals and 45% of families were identified as high needs, meaning they were at high risk of death if they were not housed and provided with appropriate support and services.

HOMELESSNESS BY HOUSEHOLD TYPE



- Single Adults
- Family Members
- Veterans
- Seniors

Sparkel Found Peace

Before coming to Switchpoint Sparkel was getting close to giving up. She battled addiction and depression as well as Lupus. She was about to lose everything. The thought of ever being able to get her family back or get into a place of her own felt out of reach. With no clear path to handling it all on her own, she turned to Switchpoint.

Going to Switchpoint was a hard thing for her to do, but when she got there everyone was nice and supportive. "They didn't just help me financially, but more importantly they helped me restore my self-esteem. Even after leaving the facility, that support has continued and for that I can't ever begin to say thank you enough!"

Sparkel says "My family is back together and doing better than we ever have. I have never been more at peace."



Sparkel now works at a youth facility helping teens through recovery as well as working on her Peer Specialist Certification. Her dedication to her recovery is inspiring. She truly is a bright light to many.



SWITCHPOINT

EMERGENCY SHELTER

In 2019 Switchpoint Community Resource Center provided emergency shelter to more than 1,000 individuals, including 460 women and 240 children.

Many sought refuge from weather, 150 were fleeing domestic violence and still others found themselves homeless after struggling to find work or affordable housing.

Housing First Approach

As part of Switchpoint's Housing First approach, our goal is to help people move out of emergency shelter and into permanent, stable housing as quickly as possible. Switchpoint strives to accomplish that goal within 30 days, however, due to the significant shortage of affordable housing, some clients may stay in shelter for 60 to 90 days.

Emergency Solutions

Provides individuals in the homeless population using Specialized Prioritization Decision Assistance Tool (SPDAT) scores and the county housing list to assist in locating and gaining housing for the most vulnerable populations first.

Continuum of Care

Provides case management, resources and support in order to obtain stability and self-sufficiency for homeless individuals and families.

Temporary Assistance for Needy Families

Provides case management for community members and prioritizes families based on circumstances and ability to resolve crisis quickly, assists with locating and gaining new housing to prevent homelessness.

“Switchpoint is more than a shelter, we merely use the shelter as a conduit to connect human-to-human and heart-to-heart.”

-Executive Director, Carol Hollowell

SWITCHPOINT

SOUP KITCHEN AND EMERGENCY FOOD PANTRY

Over 600 hot meals are served weekly through the Switchpoint Soup Kitchen.

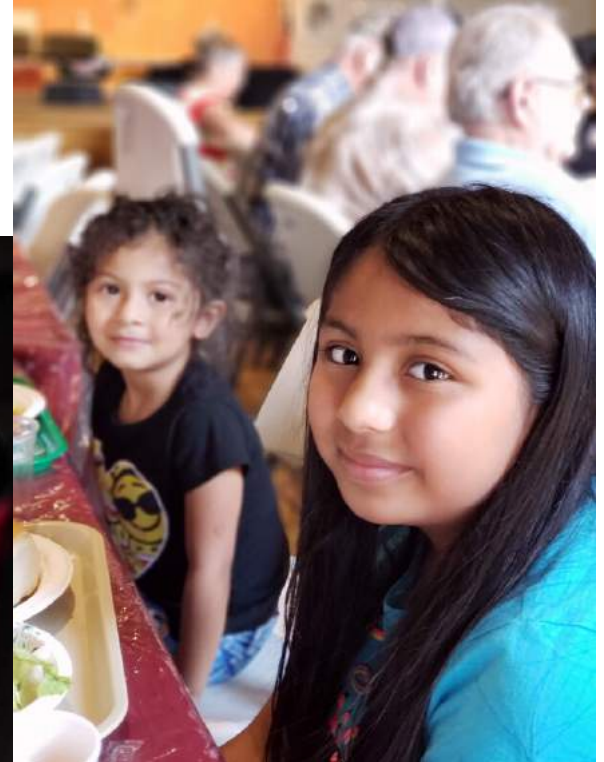
Over 1,700 families were helped in 2019 through Switchpoint's Emergency Food Pantry

Food insecurity is a reality to many in Washington County. Switchpoint partners with Utah Food Bank to meet those hunger needs in our food pantry, providing grocery rescue and dry goods. Our community garden supplements fresh produce to both our soup kitchen and food pantry. The LDS Bishop's Storehouse assists with food for Switchpoint Soup Kitchen which operates five days a week.

An enormous volunteer force makes the soup kitchen and the emergency food pantry happen! It takes over 20 volunteers each day in both locations to keep the doors open. The people who utilize both the emergency food pantry and the soup kitchen are not homeless, they simply don't earn enough to make ends meet. We serve a large number of seniors who are on fixed incomes and need to pay for medicine or utilities before food.

🗣️ *The Switchpoint Soup Kitchen
literally saved my life"*

-James, Soup Kitchen patron





We served 5,443 individuals in 2019

SWITCHPOINT HOUSING

As a result of Switchpoint's programs to get residents into homes, more than 1,500 people are no longer homeless.

Housing First is recognized nationally as THE most effective method of ending homelessness. Research shows that once a person has been stabilized in housing, they are much more successful in addressing the issues that caused them to become homeless in the first place. In fact, helping at-risk individuals and families secure stable housing is our passion, not just our mission, here at Switchpoint.

This allows us to provide housing solutions that are appropriate for a variety of households, including:

- Single adults
- Adult couples without children
- Families with children
- Formerly homeless adults, age 50+

We provide our clients with a variety of support to help them succeed in securing housing, including housing-based search assistance, financial and lifestyle counseling, short-term financial assistance and continued intensive home-based case management.

As a result of these and other efforts more than 1,740 people, including 448 families, are no longer homeless.

“*No one expects to hit rock bottom. Having the people at Switchpoint rally around us saved our lives!*”

-The Gunn Family





Crossover Recovery Center

A facility designed for men and women to be engaged in their recovery



Switchpoint Community Resource Center

A one-stop shop for resources, connections to homeless services and community programs

“If you don't have a roof over your head, it is very difficult to be successful in anything else you do.”

- Housing Case Manager Supervisor, Maren Fisher

RiverWalk Village

A 55-unit attainable housing complex to be completed in 2020



Community Garden

Provides community engagement and fresh produce



HELPING FORMERLY HOMELESS & AT RISK INDIVIDUALS ACHIEVE SELF SUFFICIENCY

Switchpoint's training programs meet real needs for the local economy.

Switchpoint provides high-quality adult education, job training and support services designed to help homeless and at-risk individuals achieve self-sufficiency.

Trauma-informed Services

- Education and Employment Programs
- GED and Adult Basic Education Programs
- Computer Literacy
- Financial Literacy
- Pre-employment Support and Job Placement

In 2019 Switchpoint provided more than 400 clients with education and employment services. Of the 230 adults that participated in job-readiness programs, 185 previously unemployed adults reentered the workforce.

Up to 90 percent of our clients have experienced some sort of violence or trauma. Many have been disconnected from society for a very long time and don't know what to do to get their lives back on track.

Switchpoint meets them exactly where they are with no barriers to entry. Our education and employment programs offer progressive engagement with an individualized touch. We help people feel valued and respected, which for many is a new experience.

“We help people feel valued and respected, which for many is a new experience.”

-Klint Hughes, Clinical Director



HALEY'S STORY

“At the time of one of my life’s absolute lowest of lows and feeling like I had no where to turn to... Switchpoint was there. I felt scared and shameful going to a homeless shelter but I also remember just being so grateful to have somewhere that was safe. I could feel that my case manager Brenda really cared and was willing to help me as long as I was helping myself. I really buckled down and started working 2 jobs. The opportunities that Switchpoint offers and gave me is unbelievable. Switchpoint was exactly the support I needed. I believe that Switchpoint has created the perfect place for people that are facing some trials, need support, and also are willing to make the proper changes and efforts that are needed for a new life.”

-Haley L





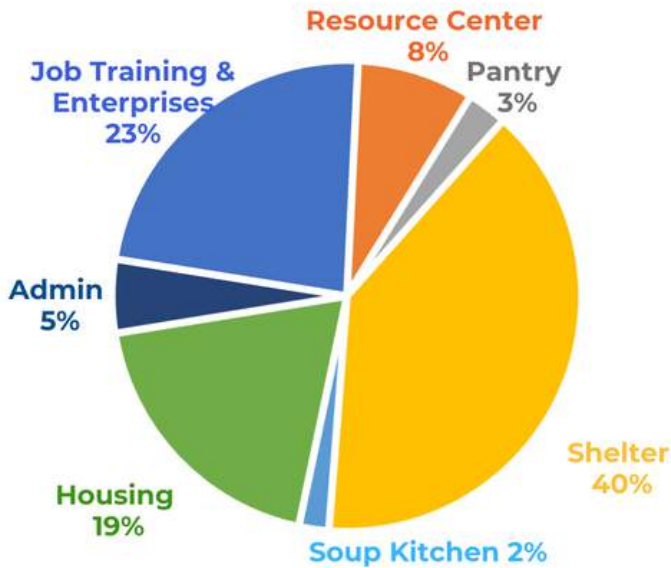
Switchpoint Community Resource Center relies on private/public partnerships

SWITCHPOINT FINANCIALS

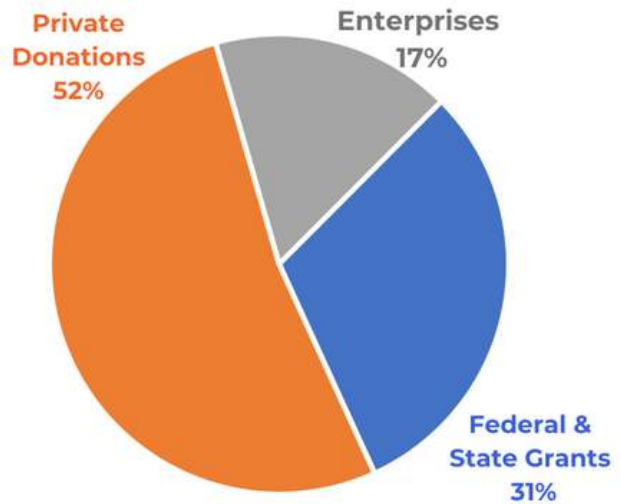
Like most non-profits Switchpoint relies on a variety of sources to fund our housing, shelter, services and programs.

Community Resource Center

2019 EXPENSES



2019 FUNDING SOURCES



Total 2019 FY budget \$4,730,008

Earned Revenue from enterprises \$653,512

In-Kind Donations of food and thrift \$3,199,975

Expenses

- Shelter/Resource Center \$1,884,549
- Pantry/Soup Kitchen \$135,817
- Job Training/Enterprises \$655,349
- Riverwalk Apartments \$2,054,293



The 1000+ individuals and families who come to us for help each year thank you for making a difference.

THANK YOU

We've said it before and we'll say it again: thank you.

We simply could not do what we do without your unwavering support. It takes all of us and we truly are in this together.

Because of you our impact is measurable! We empower versus entitle our clients and restore the confidence needed to move toward self-sufficiency.

Switchpoint is more than a shelter, we merely use the shelter as a conduit to connect human-to-human and heart-to-heart. Thank you for choosing to be the Switchpoint for those most vulnerable. People like you help others redirect to a new path, changing the trajectory of their lives.

Thank you for all you do to change the face of poverty.





RiverWalk groundbreaking event in May 2019. We raised over \$11 million to develop 55 units of attainable housing. City of St. George is the best partner in the world!



After 5 years we received a grant from Lowe's for a playground and grass! This has made such an incredible difference for our children in shelter.



Five year celebration honoring our volunteers who make the magic happen!



YOU CAN HELP END HOMELESSNESS

Without the generosity of our supporters, we would not be able to continue our work providing essential programs and services to help break the cycle of homelessness. Any gift, no matter how big or small, will make a difference to a person in need.

MAKE A DONATION

- Donate online at switchpointcrc.org
- Setup a recurring monthly donation
- Make a donation by phone. Call (435)628-9310 or send a check to:
Switchpoint CRC
948 N. 1300 W.
St. George, UT 84770
- Donate to our Thrift Store
- Make a donation of stock
- Honor a loved one with a memorial or tribute gift
- Give through your Donor Advised Fund (DAF)
- Designate a gift to our endowment fund
- Give through your employers gift matching program

LEAVE A LEGACY

- Remember Switchpoint in your will or trust
- Give a gift of retirement assets
- Give a gift of life insurance
- Give a gift of securities
- Give a gift of real estate

GET INVOLVED

- Volunteer or organize a group project
- Sponsor or attend one of our events
- Host a drive to collect donated items
- Patron our businesses
- Donate personal care items for men and women in shelter
- Donate Welcome Home Kit items for individuals and families moving into permanent housing



OUR MISSION

To empower homeless families and individuals by addressing the underlying cause of poverty; providing a comprehensive plan, supporting them on their journey to self-sufficiency.

OUR VISION

Every individual embodies their worth and value. With self-esteem, hope and abilities restored, thriving in affordable housing, contributing to society.