

Getting to The Heart of Homelessness



2021 ANNUAL REPORT

Switchpoint Community Resource Center



**POVERTY IS MORE
THAN A LACK OF
INCOME.**

**IT IS AN ABSENCE OF
RESOURCES TO
SURVIVE.**

MESSAGE FROM CEO & BOARD PRESIDENT

THERE IS INERTIA IN POVERTY. WITHOUT INTERVENTION, IT WILL CONTINUE. YOUR SUPPORT IS THE INTERVENTION. OUR APPROACH HELPS PREVENT HOMELESSNESS AND OFFERS THE TOOLS NEEDED TO TRULY BECOME SELF-SUFFICIENT.

Dear Friends,

Your dedicated support in a very challenging year has been pivotal to meeting the ever-increasing demand for our services while also expanding programs locally and statewide. Each day we witness families finding their path forward as they discover they can trust us. The shelter remains at the heart of our work. We know that temporary shelter is not enough so we must continue to adapt to meet the changing needs of the most vulnerable among us. It takes all of us to make a difference.

It is a privilege to share our 2021 Annual Report with you to bring a face to the many ways Switchpoint has a significant impact on homelessness through prevention, short-term shelter, and long-term housing solutions. Our mission remains steadfast as our vision and reach continue to grow.

Working closely with shelter clients has given us a deeper understanding of the many factors leading to homelessness. As a result, we have embarked on expanding services to address root causes – lack of affordable housing, childcare, and addiction recovery services. We are growing connections statewide to serve the needs of those in other communities who need our help.

Locally, Stepping Stones 24/7 childcare will make all the difference for parents being able to achieve full employment and improve quality of life for their families.

On a statewide level, we are collaborating with Tooele and Salt Lake City to create affordable housing and build community resources to better serve those in great need.

Achieving our mission and vision requires a dedicated board, staff, local and state officials, volunteers and donors who all understand how critical this work is.

Thank you for your support and partnership.
With gratitude,



Carol Hollowell

Carol Hollowell,
CEO, Switchpoint CRC



David Dangerfield

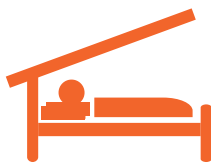
David Dangerfield
Board President, Switchpoint CRC

1,615,020

pounds of food
distributed



between
food pantry &
soup kitchen



2,663

individuals
accessed
emergency shelter



287

previously
unemployed
adults re-entered
the workforce



412

Washington County
residents are no
longer homeless



8,200+

people accessed services
across all programs,
including 2,211 women
and children



209

individuals participated
in education and
employment programs

2021 STATEWIDE IMPACT

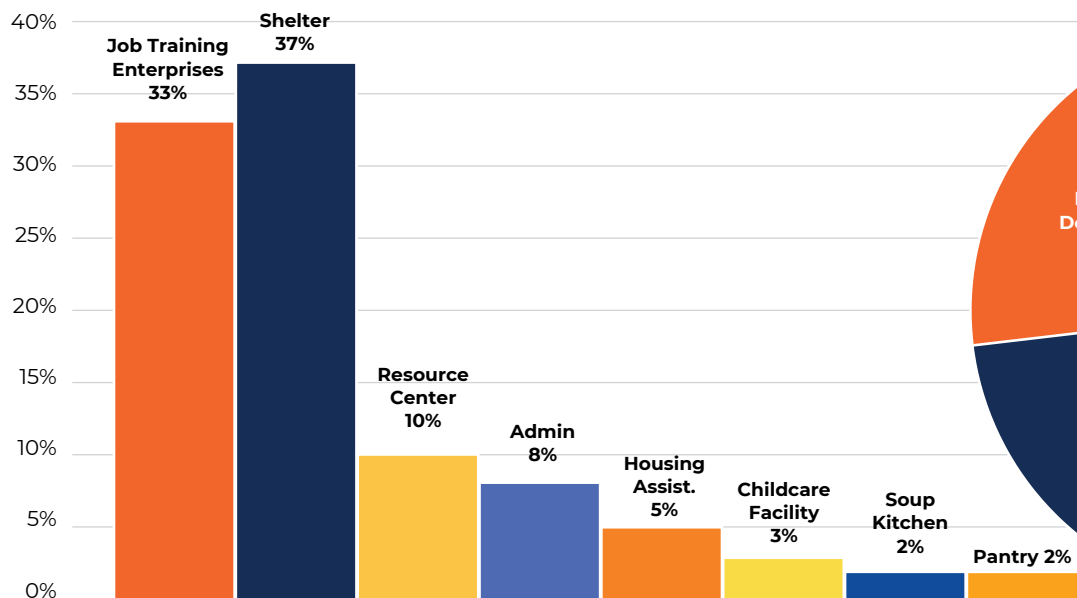
SWITCHPOINT

FINANCIALS

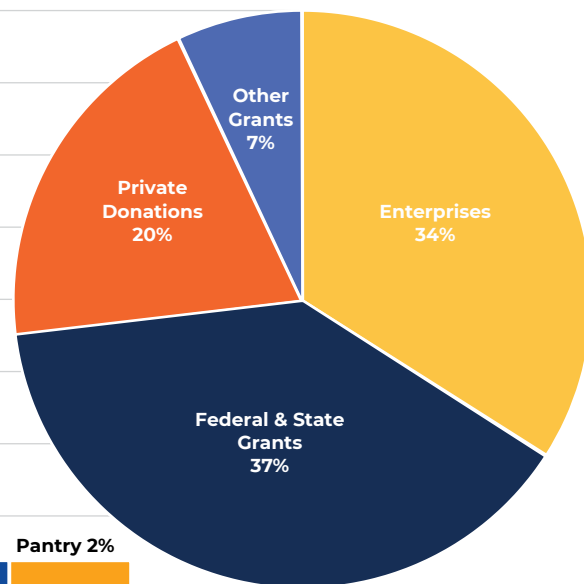
SWITCHPOINT RELIES ON A VARIETY OF SOURCES TO FUND OUR SERVICES AND PROGRAMS 54% OF OUR FUNDING COMES FROM PRIVATE DONATIONS AND OUR ENTREPRENEURIAL VENTURES

Community Resource Center

2021 FUND USES



2021 FUND SOURCES



EXPENSES:

- Shelter/Resource Center \$3,692,326
- Job Training/Enterprises \$2,505,030
- Administration \$611,345
- Pantry/Soup Kitchen \$222,811
- Housing & Childcare \$610,302

SUMMARY:

Earned revenue from enterprises \$2,615,005
Private Donations \$1,583,220
Federal & State Grants \$3,008,929
Other Grants \$434,660
Total 2021 FY budget \$7,641,814

In-kind donations, food and thrift \$3,630,065

CONFIDENCE RESTORED

“ The day I checked into Switchpoint, I felt like I had nothing to live for. My life was completely shattered. I got news my father had passed away, the family I was trying to build went up in flames and the job I loved was forever lost. The only thing I owned was the clothes on my back. There wasn't a day that tears of grief didn't hit the floor.

The blessings that I have received started literally that day. Now tears of happiness come daily. My confidence is completely restored. Some of the strongest people you will meet in your life have times of despair. Switchpoint is full of them. The staff are testaments to these stories.

At the beginning of my journey I was too prideful to say I was homeless. Today it's part of my story as much as my daughter is. Switchpoint has an amazing staff. Melanie and Steve, I can't thank them enough for what they have done. All heroes don't wear capes.

Switchpoint will love you 'til you love yourself again. Thanks for everything."

-Tyler



HOMELESSNESS

IS NOT SIMPLY A LACK OF SHELTER

WHEN RESOURCES ARE WHAT IS NEEDED MOST TO ESCAPE CYCLES OF POVERTY AND HOMELESSNESS, SHELTER IS NOT ENOUGH

It is vital to note that the majority of people experiencing poverty and homelessness were born into it. Disadvantages that collectively work in a circular process make it nearly impossible to break these cycles. Others, like Tyler, experience situational poverty. The research is clear, access to resources is the solution.

Switchpoint addresses the layers that keep people stuck, offering a wide array of services to set them on a new path which includes:

- Emergency Shelters - St George and Tooele providing safety and stability with personalized case management. The average length of stay is 19 days.
- Emergency Food Pantry, Soup Kitchen, and weekend sack lunches addressing food scarcity for over 600 households weekly in St George and Tooele.
- Housing Assistance - Homeless prevention, rapid re-housing, and rental assistance.
- Housing Development - Riverwalk Village Apts., 55 units of affordable 1, 2, 3, and 4 bedrooms, accessible to our clients.
- Education - Weekly classes include: budgeting, financing, parenting, computer literacy, anger management, lifeskills, Circles mentoring program, and resume building.
- Job Training through our micro-enterprises - Thrift Stores, Bed N Biscuits Pet Village dog daycare and grooming, Small Engine Repair.
- Job placement support.
- Drop-in services include a computer lab, showers, and laundry facility.
- Crossover Recovery Treatment Center - a 42-bed residential substance use treatment center located in Hildale Utah.
- Crossover Counseling Center provides evidence-based treatments for many common mental health conditions, including anxiety, depression, PTSD, schizophrenia, and substance dependence.

RIISING TO MEET THE NEEDS OF 2021

This past year has given us multiple opportunities to rise to the occasion and help those in need throughout our state. In collaboration with St George City and Intermountain Regional Hospital we opened and operated a quarantine hotel for people with Covid-19 coronavirus in the old St George Inn. Although a difficult strenuous undertaking, we understood the need and cared for 480 clients to keep them and our community safe.

The Salt Lake Valley Coalition to End Homelessness asked Switchpoint to operate two overflow shelters. As temperatures dropped, we opened the shelters in December 2020 keeping 575 people from the cold streets.

We soon learned that 90% of the residents had income and could pay rent. They were forced into homelessness due to being priced out of the market. Most of these were seniors and Veterans living on a fixed income that could not keep up with the rising costs. We saw a solution- purchase and renovate the overflow hotel into permanent studio apartments. The Point by Switchpoint will open by Thanksgiving 2021 and will welcome home 140 seniors and Veterans.

“Our foundation participated in Switchpoint’s multi-million dollar conversion of the Airport Inn in Salt Lake City which will house 140 seniors who previously had been experiencing homelessness. We are also supporting similar projects in St. George and are impressed by how effective Switchpoint is at completing their mission and helping individuals turn their lives around. We look forward to future projects with Switchpoint and helping them further move the needle in addressing homelessness in Utah.”

-The Dell Loy Hansen
Family Foundation



BUILDING CONNECTION & COMMUNITY

SHELTER AND FOOD CAN NEVER BE ENOUGH

A SENSE OF BELONGING IS A VITAL KEY TO BREAKING CYCLES OF POVERTY, ADDICTION & HOMELESSNESS



In their first year, 1855 people were served with a total of 268,202 lbs. of food distributed to those in need.

Our newest additions to the Switchpoint family of services Tooele Community Resource Center and Riverwalk Village apartments share the same focus - building community.

In Tooele utilizing the proven Switchpoint model, they operate an Emergency Shelter, Pathways Domestic Violence Shelter, Tooele Thrift Store, and Food Pantry. They also offer showers, laundry, computer lab, housing program, and rental assistance as drop-in services. Tooele CRC is funded by grants and donations from the local community.

Riverwalk Village Apartments in St George opened in November of 2020 and filled to capacity that month. Currently, 172 people call it home.

With a community garden and various activities, the residents have many opportunities to connect and feel like they belong and play an important part in their community.

Maureen is the matriarch watching over all, tending and teaching the children about gardening and life.



EVOLVING WITH THE NEEDS OF OUR COMMUNITY



It all started with Ray, homeless for 5 years due to a lost his wallet. Within 24 hours of meeting Carol, he was placed in housing. Switchpoint opened in Sept. as a 24/7 shelter/resource center
Initial programs included:

- housing assistance
- Circles mentor program

Switchpoint Thrift opened providing revenue for the shelter, helping those in our community living in poverty in need of clothing and goods

2016

2014

2015

Addressing food scarcity by opening a community food pantry was a vital next step

2021

Riverwalk Village Apts
Small Engine Repair
Covid Quarantine Hotel
Statewide expansion
occurred with the
opening of
Crossover Recovery
Tooel Resource Center
2 SLC Overflow Shelters

2020

Services continue
to expand
Crossover Counseling
Thrift Boutique opens
Stepping Stones
24/7 childcare
construction began

18/19

A website overhaul
laid the groundwork
for future expansion.
Researching root causes,
and implementing
trauma-informed care

2017

A second small
business,
Bed-N-Biscuits
(BNB) played
an important
part in working
toward
self-sufficiency



switchpoint™



**THANK YOU
TO OUR 1,416
VOLUNTEERS WHO
LOGGED OVER
78,000 HOURS
THIS YEAR!**



**Special thanks to
Fred Bohman, 'Dr. Dirt' RIP
You are dearly missed and
never to be forgotten**

THANK YOU

FOR ALL YOU DO TO MAKE SWITCHPOINT WHAT IT IS - A PLACE OF SAFETY, GROWTH, CHANGE, AND PURPOSE FOR SO MANY

Together we are accomplishing incredible things as we support people in their most vulnerable moments. We are forever grateful for the unique piece that you bring in helping us continue to make an impact as we work to change the face of poverty.

Our motto, "It takes all of us," has never been more true as we navigate through the continuing trials of the Covid-19 pandemic to best serve our homeless and impoverished neighbors. We need one another. We are in this community together and as we rise up to help the fallen, we help ourselves.

Canceling our biggest in-person fundraising events to keep everyone safe and again pivoting online to the virtual world, you continued to 'show up' for us. Thank you for the difference you choose to make each day through your investment in us. Your commitment is a vital part of the equation, making it possible for us to enhance the lives of thousands in our community. We absolutely could not do this without your support in all of the ways you offer it.

You are the 'Switchpoint' for so many, helping people in their resolve to find the strength within themselves to discover and lead their best life.



STEPPING STONES CHILDCARE

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\$300,000

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OCTOBER 2020 - SEPTEMBER 2021

\$25,000+

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”Switchpoint isn't afraid to challenge a system that has continually failed.”

-Kayla Duncan, Pathways Domestic Violence Program Director

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“ Switchpoint performs a critical role in homeless services around the state. The State Office of Homeless Services appreciates the cooperative relationship and supports Switchpoint’s efforts to provide help and encouragement to people experiencing homelessness.”

-Wayne Niederhauser, State Homeless Coordinator

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Xetava Garden Café

“Being part of the Switchpoint team has given me a new perspective on the complexities of homelessness, a better understanding of the importance of individual and organizational courage to identify and implement innovative solutions, and a deep appreciation for all who support our vulnerable neighbors.”

-Shirlayne Quayle, Board member



OUR MISSION

To empower those in need by addressing the underlying cause of poverty and providing a comprehensive plan to support 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.