

“No one can
DO EVERYTHING,
but everyone can
DO SOMETHING,

and together

**we can change
the world.”**

-Ronald J. Sider

MESSAGE FROM CEO & BOARD PRESIDENT

TEN YEARS OF HARD WORK, SHOULDER TO SHOULDER WITH OUR COMMUNITY BUILDING OUR NOW PROVEN MODEL. WE COULDN'T HAVE DONE THIS WITHOUT YOU

It is impossible to reflect on what made us without our origin story. Ten years ago, a simple conversation quickly showed the crushing reality of how easily an ordinary person could end up homeless. It had been five years since Ray lost his wallet and without resources to replace his ID, he couldn't get a job or housing. Within eight hours of this life-changing conversation, Ray had a new ID and housing. Within months of meeting Ray, Switchpoint's 24-hour shelter was open.

In the years since, with your generous support, we have continued to seek ways to make the greatest long-term impact for those who need it most. You invested in us, learning our ways and helping us grow into an organization other communities admire and want to emulate.

"Switchpoint" is becoming synonymous with creating stepping stones to independence, breaking down the barriers of poverty in every community we serve. This year, we expanded our reach throughout St. George, Tooele, Salt Lake City, Millcreek, and Layton. We are grateful for the partnerships from each of these cities.

Together we are expanding a proven model that allows for local solutions to meet the needs of our most vulnerable including children, seniors, and veterans as the extreme housing costs and cost of living continue to rise.

We remain dedicated to finding ways to help them learn to help themselves as we expand our reach and resources across the state and beyond.

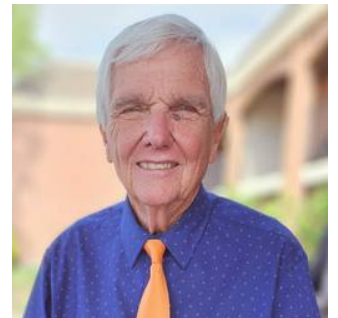
As you read through these pages and reflect on these ten years of vitally important change, we hope you take pride in what you have helped us create.

With heartfelt gratitude,



Carol Hollowell

Carol Hollowell
CEO, Switchpoint



David Dangerfield

David Dangerfield
Board President, Switchpoint

A young child with dark hair, wearing a yellow patterned dress and colorful sneakers, is climbing a large tree. The child is looking towards the camera. The background shows green leaves and a clear blue sky. A dark blue banner is overlaid at the bottom of the image.

services provided to

8,964

people statewide

2024 STATEWIDE IMPACT

10 YEAR IMPACT

116,068

bednights provided in shelters



1,248

people accessed emergency shelters

6,810

individuals served by the food pantry



479

Utahns permanently housed in Switchpoint housing

67,139

meals served in soup kitchens



647

families received housing assistance

336

children served Stepping Stones 24/7 childcare



1292

volunteers served a total of **36,971** hours

391,468

bednights provided in shelters



14,295

people accessed emergency shelter

35,432

individuals served by the food pantry



700+

Utahns permanently housed in Switchpoint housing

172,988

meals served in soup kitchens



6,158

families received housing assistance

CHRIS

Since graduating from our residential addiction recovery program, Chris has remained committed to his sobriety and rebuilding his life. He joined Switchpoint and proved his value, quickly becoming the head of our maintenance department.

He has since launched a successful power-washing business and moved into a home spacious enough for his children.

“Switchpoint helped me every step of the way, from getting clean to sober living to helping me find housing. They continue to help me improve my quality of life and advance in the right direction. I have four young children and through this process, I now get to be in their lives, make new connections, and become the dad I want to be. I wouldn't be here without Switchpoint.”

**10
YEARS
MAKING A
DIFFERENCE**

REVENUE AND JOB TRAINING

SMALL BUSINESSES

SMALL BUSINESS DEVELOPMENT IS A CORNERSTONE TO SWITCHPOINT LEADING THE MODEL OF SELF-SUSTAINABILITY WITH OVER 350 JOBS CREATED



Switchpoint is committed to helping those in need to become self-sufficient and confident in their ability to care for themselves. We believe in our clients and help them feel cared for, valued, and respected, which is a new experience for many.

Most shelters offer little more than a one-night-at-a-time place to sleep, sending those in need out on their own every morning. Without resources and guidance to make meaningful changes, poverty often becomes virtually inescapable. We help people regain their power through job training. This includes job shadowing, beginning with volunteering in exchange for 'Switch Bucks' (our own economy). Then, moving into full employment.

STEPHAN

At 16, Stephan's dream of joining the military ended after major back surgery disqualified him and left him with chronic pain. Compounded by his parents' divorce, he struggled with emotional and physical challenges, turning to drugs as a coping mechanism. "Between 2010 and 2020, I was homeless for six years," he recalls, including time in rehab and jail.

In 2020, Stephan arrived at Switchpoint with nothing but the clothes on his back, determined to change his life. "Switchpoint became my personal switch point," he says. With access to treatment programs, food, and shelter, he found the support he needed to begin his recovery.

Now, five years later, Stephan works with clients, coordinating services that helped him transition from homelessness to full-time work. He inspires others with his journey, showing them that a brighter future is possible.

**10
YEARS
MAKING A
DIFFERENCE**

SERENE
FOR
MULTIPLE
YEARS OF
RECOVERY

EVOLVING WITH COMMUNITY NEEDS THROUGH EXPANDED SUPPORT

THE SWITCHPOINT DIFFERENCE; ACCESS TO ESSENTIAL PROGRAMS AND SERVICES TO HELP BREAK THE CYCLE OF HOMELESSNESS AND POVERTY WITH ONE-ON-ONE CARE

We are dedicated to addressing the root causes of homelessness and poverty. For this reason, every year we analyze our clients' needs and assess our ability to effectively make an impact, offering an ever-widening array of services to help set them on a new path.

In 2024 we opened our first Teen Living Center in Davis County Utah. The needs of the community and available support lined up providing a safe place to empower teens, giving them the tools necessary to break the cycle of poverty and homelessness.



SUPPORT SERVICES INCLUDE:



EMERGENCY SHELTER

providing a safe place to stay while assessing their needs. Drop-in services:

- meals, computer lab, showers



INDIVIDUAL CASE MANAGEMENT

• assistance with applications for food stamps, Medicaid, CHIP, etc.
• mental health resources



SOUP KITCHEN & PANTRY

helping eliminate food scarcity with a community food pantry and soup kitchen



24/7 CHILDCARE

easing the burden of finding reliable childcare for working parents



LONG-TERM HOUSING

• developing housing that people with very low incomes can afford
• housing assistance including veterans



EDUCATION & TRAINING

giving people the tools they need to achieve self-sufficiency including:

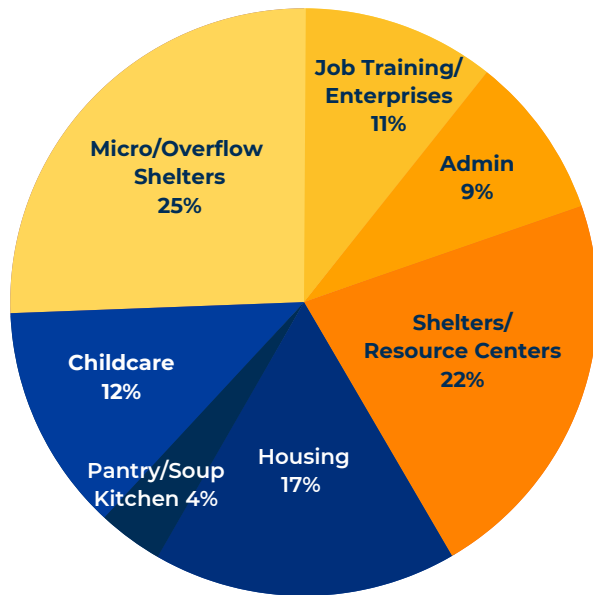
- computer and financial literacy
- job coaching and training

OPERATIONS

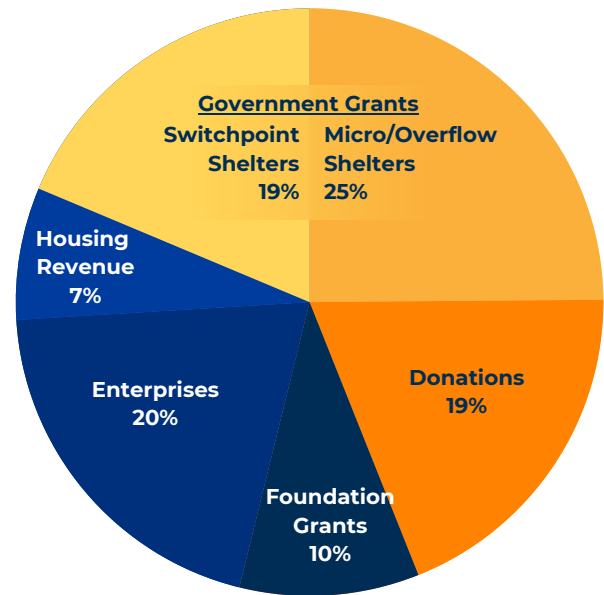
SOURCE AND USE

SWITCHPOINT RELIES ON MANY SOURCES TO FUND OUR PROGRAMS AND SERVICES
56% COMES FROM OUR BUSINESS VENTURES AND THROUGH PRIVATE DONATIONS

2024 FUND USE



2024 FUND SOURCE



EXPENSES:

Job Training/Enterprise	\$1,704,351
Housing	\$2,699,295
Shelter/Resource Centers	\$3,524,956
Micro/Overflow Shelters	\$4,150,879
Stepping Stones Childcare	\$2,017,070
Administration	\$1,446,187
Pantry/Soup Kitchen	\$579,293
Total 10/23-9/24 FY Budget	\$16,122,031

SUMMARY:

Revenue from Enterprises	\$3,371,083
Federal and State Grants	\$7,269,269
Private Donations	\$3,188,587
Housing Revenue	\$1,213,738
Foundation Grants	\$1,652,018
In-kind donations: food and thrift	\$5,628,812

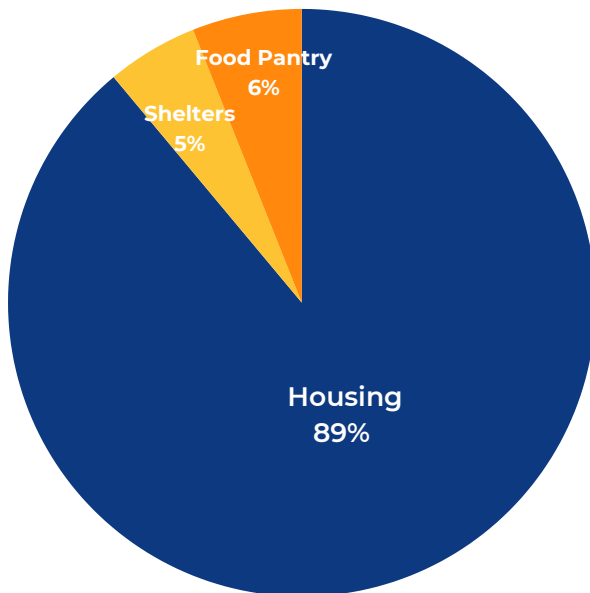
CAPITAL FUNDS

SOURCE AND USE

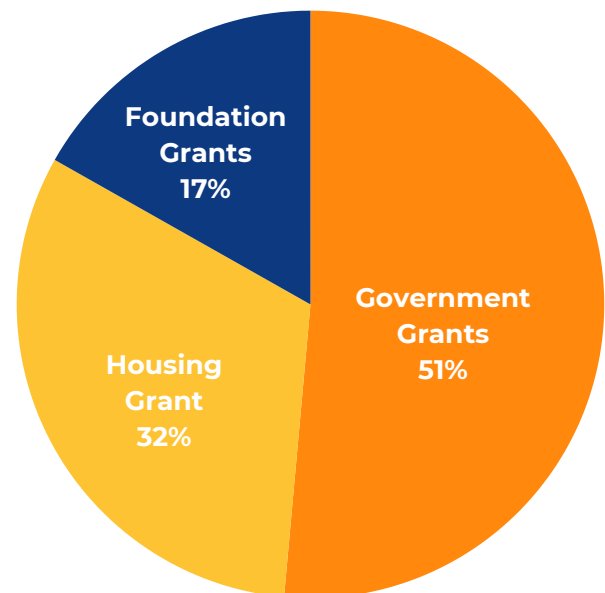
THE STATE OF UTAH, SALT LAKE COUNTY, SALT LAKE CITY, THE CITY OF ST GEORGE AND PRIVATE DONORS MADE EXPANSION THROUGHOUT THE STATE POSSIBLE

In the 2024 fiscal year, Switchpoint raised capital to fund vital resource additions in several communities including a teen housing center and pantry expansion

2024 CAPITAL USE



2024 CAPITAL SOURCE



REPORT DATA FOR FISCAL YEAR 10/23 - 9/24
TOTAL \$11,022,644

“Switchpoint is doing so much for our community and those who need our help the most. They are doing it in a way that encourages independence and self-esteem.”

-Clark Ivory - CEO Ivory Homes, Utah Impact Partnership

10 YEARS OF



It all started with Ray, homeless for 5 years due to a lost wallet

FIRST STEPS

Opened 24/7 emergency shelter and resource center

2014

Opened community food pantry

2015

2016

Thrift Store opened to create job training opportunities and revenue source to fund shelter operations

2017

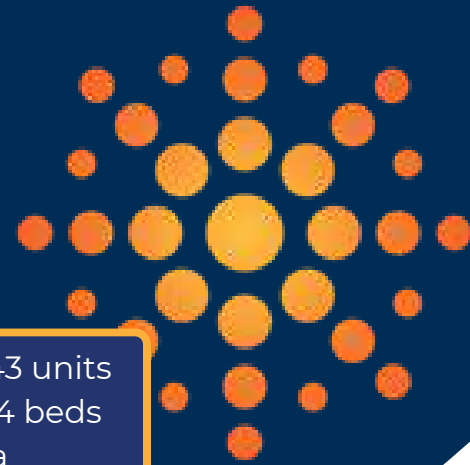
- Bed-N-Biscuits Dog Daycare & Grooming was opened as revenue stream
- Soup Kitchen added

2020

- Covid Quarantine Hotel
- Switchpoint Tooele Resource Center and Thrift Store
- Riverwalk Village Apts.
- SLC Winter Overflow Shelter
- Small Engine Repair
- Crossover Residential Treatment Center

“I can do things you cannot, you can do things I cannot;

GROWTH



- Red Hills Apartments
- Switchpoint Aeroponic Garden
- Stepping Stones 24/7 childcare opened

2022

- Canyon Rim mental health apts -43 units
- St. George shelter expansion to 144 beds
- Commercial kitchen with cafeteria
- St. George Red Hills apartment expansion
- Davis Teen Living Center
- Worm Farm business

2024

- Switchpoint Thrift Boutique
- SLC Airport Apts -100 units for seniors and veterans

2021

- SLC Fairpark Apts -94 units
- Jordan River Trail Apts -26 units
- Harris Community Village Tooele emergency shelter, 24/7 childcare, -66 units
- Switchpoint Coffee Co. opened
- Switchpoint Cooperative launched
- 170-bed overflow shelter
- 50 micro shelters

2023

together we can do great things.” -Mother Teresa

KIM

Kim found us soon after we opened in 2014. She had been in and out of homelessness for 15 years as a result of escaping domestic and sexual violence which led to self-medicating. With the support she found at Switchpoint, Kim was able to work on her sobriety and mental health.

After all she has been through, she has maintained a kind heart and an encouraging spirit. Kim helps everyone around her. Even when she had nothing to give, she found ways to help others in need. She is always on the lookout for people in distress and brings them to us. She is the epitome of courage and resilience and, in Carol's words "the toughest person I have ever met."

Kim will tell you, if she hadn't found Switchpoint, she would most likely be dead. "We are fortunate she did find us and is a part of our team. She is seeing her value and it is an honor to work alongside her." -Carol Hollowell

A woman with short blonde hair is smiling and holding a black goat. The goat is looking towards the camera. The woman is wearing a light blue shirt. The background shows a window with a view of a house and a car.

**10
YEARS
MAKING A
DIFFERENCE**

AWARD-WINNING INNOVATION

Switchpoint CEO and founder, Carol Hollowell, received statewide recognition through awards honoring the unique and life-changing impact Switchpoint has made in the field of homeless sheltering and services. Through Carol's leadership, innovation and advocacy, there has been continuous expansion of construction and maintenance of affordable housing within numerous Utah communities.



- The 6th Annual Utah “Community Builder” Award from the Salt Lake Chamber, recognizes an inspirational individual who has gone above and beyond the call of duty to address critical community needs
- Utah Housing Matters “Person of the Year” Award at the 50th anniversary of the Utah Housing Coalition
- Utah Tech University Board of Trustees Presidential Awards “Distinguished Citizen” Award
- 1st Annual UNI Award “Outstanding Individual Making a Difference” in our community Given by Unitarian Universalist Fellowship of S.W. UT



UTAH
COMMUNITY
BUILDERS
The State of Good



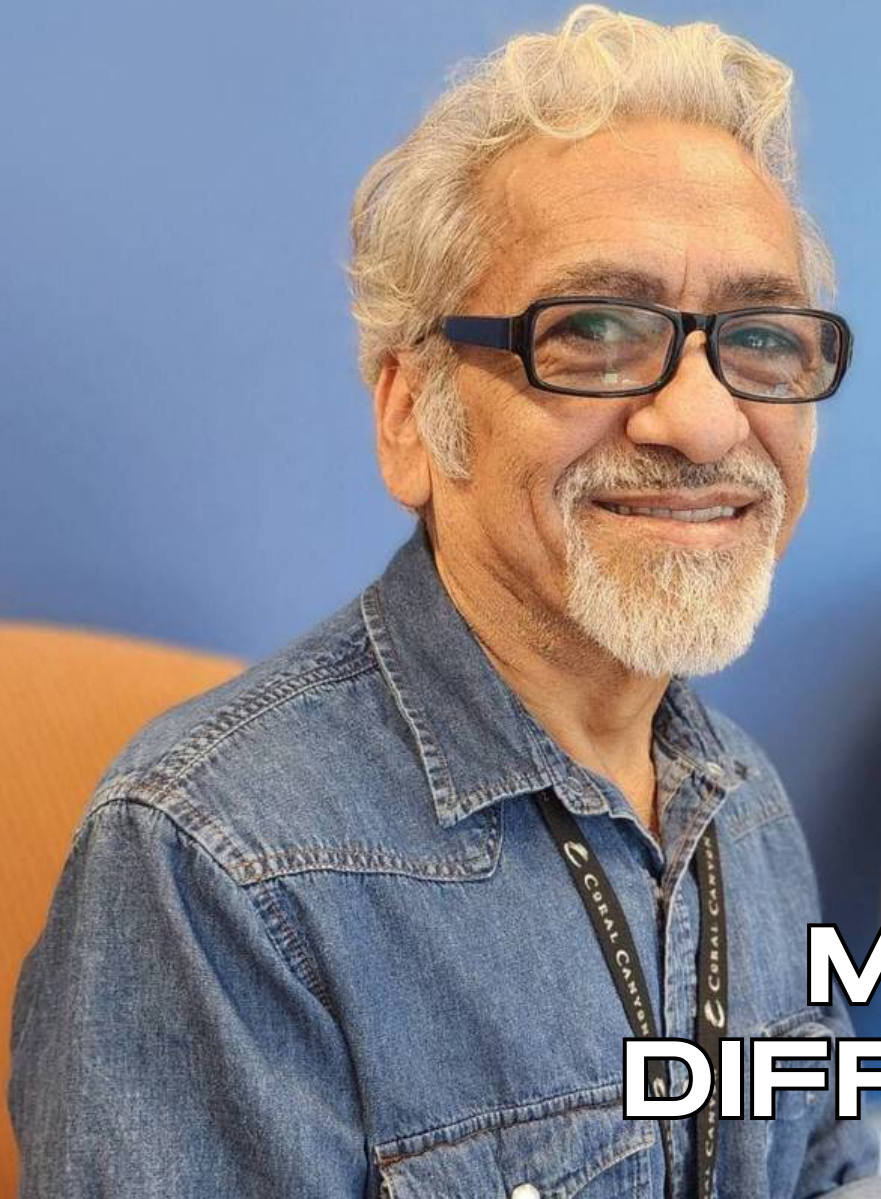
“Carol’s innovative strategies have not only helped reshape the lives of people experiencing homelessness and mental illness, but community perception. The projects Carol helps lead provide housing, food assistance, job training and mental health support for so many. We are honored to recognize her, and thank her, for these life-changing efforts.” -Derek Miller, president and CEO of the Salt Lake Chamber.

MANUEL

Manuel was only 23 when he became disabled, and music became his therapy. For income, he began playing music on the streets. After moving to Utah with his wife and raising four children his twenty-five year relationship ended.

Seeking a fresh start in St. George, Manuel faced challenges and was forced to sell his truck to cover bills. He landed in a motel for two weeks before discovering Switchpoint.

Enrolling in our job shadowing program led him to employment with Switchpoint Thrift. For the past seven years, Manuel has been a vital team member, always kind to everyone and generous with his musical talents. We are grateful he has stayed with us!



**10
YEARS
MAKING A
DIFFERENCE**

THANK YOU



switchpoint™

A DECADE OF NEVER-ENDING GRATITUDE

A decade ago, we could only imagine the broad array of services and programs Switchpoint would come to offer. To truly change the course of a life, people need more than resources, they need to feel like they matter. Thanks to you, we can provide that much-needed personal care along with an ever-expanding list of resources, effectively changing the face of poverty.

As we attempt to describe our appreciation for your support, we are truly humbled. We have been witness to thousands of meaningful transformations from our clients over the years, each one, only possible thanks to the consistent, timely generosity of you, our donors. It's been an amazing journey and we know "it takes all of us" to make a difference! Because you believe in the greater vision and mission of Switchpoint and generously support our work, you have helped change thousands of lives right here at home and helped us grow into an organization that other communities want to replicate.

We look to the future with optimism and hope knowing that our proven model will continue to bring client success with the support of our invaluable donors. We cannot wait to see what we will accomplish together in the coming decade.

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2024 DONORS

October 2023-SEPTEMBER 2024

\$50,000+

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Wade Family Foundation

“It is so hard for us as individuals to know where to begin to help the lost and fragile souls among us. It is marvelous to have a group effort led by compassionate and experienced people to bring hope that really means something to the lives of our brothers and sisters.”

- David Westerby, Donor

2024 DONORS

\$5,000 - \$9,999

October 2023-SEPTEMBER 2024

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\$1,000 - \$4,999 CONTINUED

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\$1,000 - \$4,999 CONTINUED

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“Switchpoint isn’t a handout, it’s a hand up;
it isn’t a landing strip, it’s a launching pad onto bigger and
better things for children, individuals and families.”

Doug Thomas, MSW, LCSW - Board Member
Community Health Children’s Health Director Intermountain Health

2024 DONORS

\$1000 - \$4,999 CONTINUED

October 2023-SEPTEMBER 2024

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\$500 - \$999 CONTINUED

October 2023-SEPTEMBER 2024

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Danny Wright
Logan Wrigley

“The Switchpoint model is so impressive. It allows folks who need services the opportunity to work and provide for themselves. It is great to help those in need with services that preserve dignity.”

-Chris Healy - Board Member
PhD, SHRM-CP, PHR, CEBS



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.