



2024/2025 ANNUAL INTERIM REPORT

July 1st, 2024 - June 30th, 2025

Journey of Hope, Inc.

EIN: 46-4867702

100% of Donated Funds (Grantors, Individual Contributions, Corporate Sponsors, + Funding Partners) have gone directly towards providing Emergency + Direct Services, specifically, for Women, Girls, & LGBTQIIA+ Individuals who are fleeing violence + continued harm, including; Domestic Violence, Sexual Abuse, and Human Trafficking, as well as other highly lethal situations that leave those we serve at-risk for homelessness, incarceration, and/or early death, as well as generational poverty and other harmful patterns and cycles.

Our focus is to disrupt the abuse/trauma/sexual abuse to prison and early death pipelines. Our overall goal and mission is to improve levels of self-sufficiency and resiliency of justice-involved, harmed, traumatized, or abused Women, Girls, & LGBTQIIA+ Individuals, while reducing risk factors contributing to recidivism and economic instability.

How we accomplish this:

- Provide necessary resources and supports through holistic case management services for survivors to create short-term and long-term goal plans;
- Increase the availability of information, tools, and training resources for community partners and Journey of Hope clients on the effects of trauma and the importance of trauma-informed services;
- Quantify levels of program efficiency and numerically track program outcomes of self-sufficiency, resiliency, economic capacity, and reliance on public services;
- Identify common risk factors that contribute to recidivism through the use of evidence-based risk needs assessment software tools;
- Actively participate in monthly and quarterly meetings with community partners to maintain strong interagency relationships and develop more effective strategies for increasing economic capacity and decreasing survivor reliance on public services.
- Increase earning capacity through Peer Support Classes; Including but not limited to, life skills courses, financial stability courses, and other group education classes in order to develop client-centered economic goals plans.

Our Case Management Services + Certified Peer Support Services include but are not limited to, the following;

Our Trauma-Informed, Evidence-Based, Gender Responsive Model of Care are attained from the "Women's Case Management Model", as well as DHHS-approved Peer Support Services Training, which include providing comprehensive care, as well as the following Direct Services for Women, Girls, & LGBTQIIA+ Individuals who are currently fleeing harm and violence; Specifically domestic violence, sexual assault, and human trafficking, as well as those who are stuck in the systemic cycles of recidivism, homelessness, poverty, and/or substance abuse, as well as other harmful and violent situations that leave them at-risk for incarceration, early death, or continued harm.

- Providing Peer Support and Mentorship to the Victims upon the arrangement of interventions & extractions for Women (and their children) who are fleeing domestic violence or other highly lethal situations
- Direct Services for Emergency Housing for Individuals who are homeless or living on the streets
- Removing Women & Their Families to safety from violent domestic violence perpetrators in partnership with our Case Management Team and Law Enforcement
- Transporting Clients to appointments for Medical, Stability, Vocational, Therapeutic needs, as well as Legal Services.
- Delivering food and basic needs, like Clothing + Household Essentials from Bishops' Storehouses to over 1,248 Individuals Served (LDS Humanitarian Services)
- Conducting Lethality Assessment Protocols (LAP) for Emergency Intervention Services + Shelter Referrals with our Case Management Team
- Referring especially heinous Trafficking cases to the Utah Attorney General's Office + UTIP Task Force (Utah Trafficking In Persons Task Force or the appropriate Law Enforcement Agencies, which are addressed directly in Peer Support sessions
- Providing Peer Support for Medical Care/Mental Health Care/Dental Care Resource Navigation + Application Submissions + Referrals in support of Case Management Plans and specific goals
- Social Advocacy for those experiencing prejudice and systemic racism or misogyny AND/OR for Women, Girls, & LGBTQIIA+ who need Peer-Led Perspectives and Peer-led compassion, as well as focusing on Trauma-Informed Models of Care
- Peer Support Services For Women, Girls, & LGBTQIIA+ who are Survivors of harm and abuse (Weekly Classes for Peer Support, specifically)
- Attending the Weekly "Drop In Center" at the Asian Association of Utah, which is specific to Human Trafficking Survivors; Providing Peer Support to new clients
- Providing One on One Peer Support, as well as Group Support to each client Journey of Hope serves

Metrics + Reporting (Interim Report 2024 | 2025)

Demographics; (July 1st, 2024 - June 30th, 2025)

Client Total Numbers:

No. of Clients Served: 576

No. of Clients on Waiting List: 161

No. of Active Clients Receiving Direct Services: 415

Race/Ethnicity:

51/576 Identify as African American

4/576 Identify as African Refugees

48/576 Identify as American Indian or Alaskan Native

9/576 Identify as Hawaiian or Pacific Islander

190/576 Identify as White

6/576 Identify as Asian

1/576 Identify as Indian (Eurasian Descent)

13/576 Identify as "Mixed"

77/576 Identify as Hispanic or Latino

102/576 Preferred Not To Disclose

177/576 Did Not Respond To Race/Ethnicity

Gender:

471/576 Identify as Female

7/576 Identify as Non-Binary

17/576 Identify as Male

81/576 Preferred Not To Disclose

Sexual Orientation:

50/576 Identify as LGBTQIIA+

7/576 Identify as Non-Binary or Gender Expansive

519/576 Identify as Heterosexual (Responded No To LGBTQIIA+)

Housing Status:

435/576 are UNHOUSED

125/576 are HOUSED

5/576 are TEMPORARILY HOUSED (Domestic Violence Shelter)

11/576 Did Not Disclose And/Or Specify Housing Status (1% Margin of Error)

Incarceration Status:

10% (60/576) Clients Are Incarcerated or RECENTLY Incarcerated

10% (53/576) of Clients Are Previously Incarcerated

Clients Assessments:

(July 1st, 2024 - June 30th, 2025)

LAP Assessment Totals (Lethality Assessment Protocol):

LAP Assessments Performed: 18 TOTAL (YTD)

Number of High Lethality Danger: 16 TOTAL (YTD)

Domestic Violence Cases Disclosed (DV, DV + SA, DV + High ACE Score): 112

Internal Referrals:

Case Management Service Referrals

Warrior Heart: 73 Referrals

MOU/Community Partner Referrals: 137 Referrals

- (YWCA, DV Hotline, Adult Probation & Parole, Passionate Wings, JJS, Utah State Prison, Utah Domestic Violence Coalition, Faith-based Ministries, ETC.)

Phone Calls Inquiries Received: 862

Online/Website Inquiries For Services: 246

Website Performance Score: 99/100 (Includes SEO + Response Rates)

Online/Website Visitors: 14,690

Most Common Online Service Requested: Case Management Services

Client Assessments:

Clients IN-Patient Treatment Program: 24

Clients in Sober Living Program: 7

Clients in Domestic Violence Shelter: 5

Clients Assessed As High Risk: 25

Clients Assessed As "In Immediate Danger": 3

Clients Considered "Unsafe": 85

Justice-Involved Assessments:

Currently Incarcerated OR Recently Incarcerated Clients: 60

Incarcerated Clients In Re-Entry (1 Month Release): 8

Previously Incarcerated Clients: 53

Clients Currently On Parole: 19

Clients Currently on Felony Probation: 9

Clients W/ Current Charges (Pre-Sentence): 9

Incarcerated (Recidivated): 7

Income + Household Size (Notables):

82% of Clients have \$0/Per Month Income Range

2% of Clients Earn Over \$36,000 Per Year (Extremely Low Percentage)

37% of Clients Have AT LEAST 1 Child

20% of Clients Have AT LEAST 2 Children

22% of Clients Have AT LEAST 1 Dependent

43% of Clients Currently Have 0 Dependents (Reflects Low Custody Percentage)

76% of Clients Are HOMELESS OR UNHOUSED (Shelter, Couchsurfing, Camping, Streets)
22% of Clients Are Housed (Homeowner, Apartment Rental, Living W/ Family)

External Referrals (Community Partners + MOU's):

Emergency Shelter Referrals to South Valley Services (Fleeing Domestic Violence): 15

LDS Humanitarian Humanitarian Referrals: 1,429 Total Served

UDVC (HomeSafe 2.0 Funds): 13 Referrals to HomeSafe 2.0 Funds

Dahlia's Hope Referrals: 14 Referrals (Starting July 1st, 2024)

Type(s) of Follow Up Services Provided:

Follow Up Services:

- Certified Peer Support Classes (Weekly Group Setting Classes) With Certified Peer Support Specialists,
- New Clients Attending Peer Support Services Classes
- Employment Empowerment Case Management Services (After Completing Criteria From HER Empowerment Case Management Services, Clients Start Employment Empowerment Case Management Program). Criteria; "Safe" Status Achieved, Housed, & In Treatment Addressing Trauma And/OR AFTER CARE for Substance Abuse OR Trauma Issues
- Prison Mentoring Program: Case Management + Mentoring For Women, Girls, + LGBTQIIA+ Who Are Currently Re-Entering Society After Incarceration at the Utah State Correctional Facility or Juvenile Justice Services (JJS)
- Food Security: Food Orders + Emergency Food Assistance For Clients (Current OR Former) Who Are In The Process of Rebuilding Their Lives On A Solid + Stable Foundation; For Example, We Assist Clients With A "Move In" Food Order When Moving Into Permanent Housing, Allowing The Client + Their Children To Have ALL Essential Items To Make Nutritious Meals For Themselves + Their Children.
- Clothing + Household Item Security: DI Vouchers (LDS Humanitarian AID Grant) For Current Clients Who Are Either In The Process of Fleeing Violence & Need Emergency Clothing, Shoes, Coats, ETC. OR Who Are Moving Into Permanent Housing; We help With Clothing (Women & Their Children) Beds, Mattresses, Bedding, Kitchen & Household Essentials Which Ensure They Can Start Their New Lives Comfortably.
- Aftercare Service Referrals: Connecting Current + Former Clients With Support Systems + Group Therapy Services For Specific Types of Survivors Who Need Extra Support With Recovery, Trauma Flashbacks, Domestic Violence, + Relational Therapy, For Example, If A Survivor Has Fled Human Trafficking, We Refer Them To Therapeutic Services at our Community Partner Who Specializes In Overcoming Trauma From Human Trafficking.
- Volunteer Services For Current + Former Clients; Serving Others Is A Fulfilling Way To Improve The Recovery Process. We offer several different opportunities for Clients to get involved in giving back to the Community, including training to become Mentors with the Prison Mentoring Program.

Food Security & Clothing Assistance (LDS Humanitarian Aid):
2024 | 2025 Humanitarian Aid Numbers
(June 1st, 2024 - May 31st, 2025)

Food (Bishop's Storehouse): \$65,675.12 In Food Security
DI Vouchers: \$62,776.75 In DI Goods (Clothing Security)

Food Orders (Food Security):

Food Security: **398 Clients Served**
Total Served: **850 Homeless Individuals Served**
Feed The Homeless Events: **5 Total Homeless Events**
Total Spent: **\$65,675.12**

DI + Goods (Clothing Security):

DI Vouchers Placed (Written) For Clients: **181**
DI Voucher Totals: **181 Clients Served**
Total Spent: **\$62,776.75**

Food Security Totals: 1248 Individuals Served

DI Voucher Totals: 181 Individuals Served

Thank you to the LDS Church for providing Food Security + DI Voucher Resources to Women & Girls Who Are Fleeing Violence! We couldn't do this without your continued and deeply appreciated support!

****NOTE: References To "Housing Services" Are Talked About In This Report, BUT We Do Not Use Any CPSS Funds For Housing Costs In Any Way, Whatsoever.**

Client Success Story;
(July 1st, 2024 - June 30th, 2025)

In order to protect Client Identity and the privacy of any Protected Health Information, the following Client success story has been de-identified for HIPAA Privacy & Security Compliance, and the name(s) of Client(s) have been changed.

Client A has been receiving Case Management Services, as well as Certified Peer Support Services, and Mentoring Services from Journey of Hope, Inc. since November 2023. Miss Shannon Miller-Cox was first introduced to Client A at Church in November 2023. Since then, Client A has made significant progress, and is one of our "Star Students".

Shannon Miller-Cox tells her story below;

After a member heard that I helped formerly incarcerated women with Trauma-Informed Case Management Services, including Housing, Employment, Aftercare, Medication Management, and really anything they needed to help build themselves a solid foundation. The Church Member brought Client A to Church to meet me and after speaking for about 10 minutes she hugged me and took my cell number. She had been Trafficked as a young child in Florida, by family members, born into a Grand-Father's 'Crack House', and sexually abused by an older sibling. After that, it wasn't long before she was being sold to her older sibling's friends. She lived a life of struggle and pain and eventually found herself in violent relationships, incarcerated settings while giving birth, and then watched a partner commit suicide in her living room. She had been in multiple addiction programs, but the abuse was always in her dreams, anxiety and depression and abusive relationships lead her back to self-medicating. She eventually had enough of the suffering and wanted to change. So, one day a sober friend told her about a 'Bible based' program in Ogden, Utah, which was the "Rescue Mission" Program. Client A traveled to Utah and started the "Rescue Mission" Program.

I then met Client A again, when she was about to successfully complete the "Rescue Mission" program. What I didn't know was that she was also beginning to fall in love with another perpetrator who was also in the "Rescue Mission" Program. I had worked with another victim, that specific perpetrator, and he had almost killed his last victim, just prior to entering the "Rescue Mission" to avoid jail time for that specific, Aggravated Assault (Felony). Client A completed the Program and we helped her get access to funding to move into her own apt. in Clearfield, Utah. She would later tell me that she had also moved in with her partner from her former Program, whose name would make my stomach turn every time she mentioned him. I let Client A know that I knew this man, and that I also knew his last victim and to be EXTREMELY careful around him. I asked her to be patient and stay calm because perpetrators always show their "true colors." Eventually he did, and she was absolutely terrified. He had already convinced her to quit her job and to start traveling with him, Long Haul Truck Driving. He started to shame her for her past, call her names, and tell her she was nothing. Eventually, she realized what had happened and she contacted Journey of Hope, Inc. for help.

We tried to get her into Domestic Violence Shelters but per usual, they were all at capacity. There was nothing to do except wait for an opening. Meanwhile, Client A worked directly with me, (Shannon Miller-Cox), as well as directly with our Certified Peer Support Specialist, Mary Serawop, who is our Peer Leader at Journey of Hope, Inc. Client A started attending weekly Peer Support Classes, and we referred her to all of her Therapeutic Resources that she still utilizes to this day. Now that Client A was away from her perpetrators, Client A started doing really well, processing her horrific trauma that had compounded over the years of being abused and trafficked. We were able to get Client A into a Domestic Violence Shelter when the space opened up, and our Peer Support

Specialist, Mary Serawop, started working with her for Employment Peer Support. Every day, Client A was feeling better about herself and her trajectory of life. She still continues individual therapy, and we worked hand in hand with Vocational Rehabilitation to secure Client A a stable job making a livable wage. We also were able to help her with Medication Security and Client A started taking anxiety medication that allowed her to sleep through the night without the night terrors she regularly experienced. After a few months of significant progress and healing, our Peer Support Team assisted Client A in filling out all the paperwork necessary to apply to be a Peer Leader and also helped her apply for the next UCASA Peer Leader Training. Client A is now a Peer Leader in the Community and she is helping other Victims and Survivors of Domestic Violence and Human Trafficking. We helped her get into an Apartment. in Clearfield, Utah, and we were also able to have her Section 8 Voucher transferred from Weber Co. to Davis Co. (which never happens). It was a miracle. But the Team at Section 8 loved her story and wanted to support her! It was like magic, and every piece of the puzzle started falling into place for her. She started Praise Dancing at Church and she was asked to share the gift with others- So she has created a Praise Dance Group, which has had a positive impact on the Church members AND former victims of violence and harm!

Eventually, her perpetrator showed up to see her (with flowers) for her on Mother's Day of 2024, and she threw them in the trash and walked away, never to look back. Client A is amazingly resilient, and she is finding her worth and she finally believes there is something purposeful for her to do with her life, and that her journey happened the way it did for a reason. With Journey of Hope's Evidence-based, Gender-Responsive, Trauma-Informed Models of Care, we are able to provide nurturing and friendship from a Peer-Led Perspective, which I truly believe helps other Victims of Violence realize that they can be Community Leaders too- But the first step is believing that WE deserve better. WE deserve better than being abused. And WE are all here for a purpose- To share our specific journeys with other Victims and help them become resilient, healed, balanced, healthy, and stable SURVIVORS.

Even more, very recently, Client A was hired (just this week) at the University of Utah Hospital making \$21.00/hr with Full Benefits AND she will graduate from Phlebotomy School later this month! She is a living example of what HEALING and HOPE and LOVE looks like on this Earth! We all deserve to Survive and Thrive! This is amazing news, and this is our main goal with every Survivor we work with- Healing and 100% Self-sufficiency!

Client A is now 100% self-sufficient. She has a stable and safe place to live, she is attending school, and has a stable income, full time job, and is doing Peer-Led service work with Journey of Hope, Inc.'s Peer Support Team. She is still blooming and healing, because healing is a never-ending journey, BUT she has hope for the future, and she knows she is a valuable, beautiful, and resilient woman.

Client Success Story Written By Shannon Miller-Cox & CPSS Mary Serawop

In Conclusion:

Journey of Hope, Inc. is incredibly grateful for the support we receive from our Funding Partners, Grantors, Donors, & Supporters in the Community, as well as from the Community at large- It's so encouraging to see so many different departments, organizations, banks, financial institutions, foundations, businesses and individuals come together to contribute to a higher purpose.

Thank you for your time and continued support. We truly couldn't do the work that we do without your support!

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