



Journey of Hope, Inc.

2025 Bi-Annual Impact Report

July 1st, 2025 - December 31st, 2025

In order to be as transparent as possible with our Community, Funders, Grantors, and Sponsors, we want to reiterate that 100% of Funds received have gone directly towards providing Direct Services, including Emergency Intervention Services, Peer Support Services, and Case Management Services for Women, Girls, & LGBTQIA+ Individuals, and affected Youth who are currently fleeing violence; 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. 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, & LGBTQIA+ 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 Direct 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, & LGBTQIA+ 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 + Deseret Industries (Clothing + Household Goods)
- 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 Certified Peer Support Services, as well as Group-Led Peer Support Services to each client at Journey of Hope, Inc.



Metrics + Reporting (Year End Final Report 2025) Demographics; (July 1st 2025 - December 31st, 2025)

Client Total Numbers:

No. of Clients Served (Receiving Direct Services): 390

No. of Clients on Waiting List: 233

Race/Ethnicity:

36/390 Identify as African American

1/390 Identify as African Refugees

45/390 Identify as American Indian or Alaskan Native

8/390 Identify as Hawaiian or Pacific Islander

182/390 Identify as White

0/390 Identify as Asian

0/390 Identify as Indian (Eurasian Descent)

24/390 Identify as "Mixed"

82/390 Identify as Hispanic or Latino

268/390 Identify as Non-Hispanic

38/390 Did Not Disclose Race

Gender:

366/390 Identify as Female

9/390 Identify as Non-Binary

15/390 Identify as Male

Sexual Orientation:

65/390 Identify as LGBTQIIA+

9/390 Identify as Non-Binary or Gender Expansive

234/390 Identify as Heterosexual (Responded No To LGBTQIIA+)

Housing Status:

232/390 are Homeless or Unhoused (Unsheltered, Homeless Shelter)

111/390 are Housed (Apartment Rental, Family Home, Home Owner)

35/390 are IN HOUSING PROCESS (Housing Process)

12/390 are TEMPORARILY HOUSED (Domestic Violence Shelter)

Treatment Facilities OR Rehabilitation (Substance Abuse):

49/390 are currently in Treatment or Rehabilitation for Substance Abuse

Incarceration Status:

83/390 of Clients Are Incarcerated or Previously Incarcerated

44/390 of Clients Are Justice-Involved, Open Cases, or are On Parole or Probation



At or Below 200% of the Federal Poverty Guideline (FPG):

383/390 of Clients Are At or Below 200% of the FPG

7/390 of Clients Are ABOVE 200% of the FPG

Clients Assessments:

(July 1st, 2025 - December 31st, 2025)

LAP Assessment Totals (Lethality Assessment Protocol):

LAP Assessments Performed: 11 TOTAL Assessments

Number of High Lethality Danger: 11 High Lethality Assessments

Domestic Violence Cases Disclosed (DV, DV + SA, DV + High ACE Score): 130 Cases Disclosed

Trafficking Cases Disclosed (Labor Or Sexual): 11 Trafficking-Specific Cases Disclosed

Sexual Assault Cases Disclosed Upon Intake: 11 Sexual Assault-Specific Cases Disclosed

Internal Referrals:

Case Management Service Referrals

Warrior Heart + Natsu Health: 55 Individuals Referred

MOU/Community Partner Referrals: 149 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: 772 (Inbound)

Online/Website Inquiries For Services: 588 (Direct Messages for Services)

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

Online/Website Visitors: 15,129

Most Common Online Service Requested:

1. **Case Management Services** | 2. **Housing** | 3. **Fleeing Violence**

Client Assessments:

Clients IN-Patient Treatment Program: 49

Clients in Sober Living Program: 4

Clients in Domestic Violence Shelter: 13

Clients Assessed As High Risk: 16

Clients Assessed As "In Immediate Danger": 2

Clients Considered "Unsafe": 34

Justice-Involved Assessments:

Currently Incarcerated OR Recently Incarcerated Clients: 83

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

Previously Incarcerated Clients: 53



Justice Involved (Parole, Probation, PreSentence): 44

Income + Household Size (Notables):

257/390 Clients have \$0/Per Month Income

External Referrals (Community Partners + MOU's):

Emergency Shelter Referrals to South Valley Services (Fleeing Domestic Violence): 11

LDS Humanitarian Humanitarian Referrals: 217 Total Served

Dahlia's Hope Referrals: 11 Referrals (Starting July 1st, 2025)

The Journey Within- Trauma Therapy + Medication Management **NOTE- MOU was implemented in October of 2025: 4 Referrals Starting October 2025

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

(July 15th, 2025 - December 31st, 2025) **July 15th (Grant Approval)

Food (Bishop's Storehouse): \$32,341.46 In Food Security

DI Vouchers: \$12,335.70 In DI Goods (Clothing Security)

Food Orders (Food Security): (\$60,000 In-Kind Donation)

Food Security: **149 Clients Served**

Total Spent: **\$34,314.06**

DI + Goods (Clothing Security): (\$60,000 In-Kind Donation)

DI Vouchers Placed (Written) For Clients: **80 Vouchers**

DI Voucher Totals: **80 Individuals Served**

Total Spent: **\$12,335.70 **Total of ORDERS FILLED (Orders Still In Process of Filling)**

Food Security Totals: 149 Individuals Served

DI Voucher Totals: 80 Individuals Served

Humanitarian AID Total Served: 229 Individuals Served



Client Success Story; (January 1st, 2025 - December 31st, 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.

This specific client overcame her addiction and started building a solid foundation to 100% self-sufficiency. She started off her journey with our Organization when she remained stuck in the vicious cycles of the "System". She had been using drugs since she was 15.

Her story starts out like a lot of Women in Utah- She was primarily a housewife when her addiction seemed like it was at its worst. Her Justice involvement started out with a DUI, and then she left her husband- That's when her ex husband started to seek "revenge" and was able to have her charged with "assault with a deadly weapon", which landed her in Prison. She was attempting to support him at the time, but then she went "on the run" for over 13 years. She eventually went back to California, where she did her time in Prison, which then added another complicated cycle to her already open battle.

After being released, she did well for a month, but sadly, without Trauma Therapy and REAL Healing Methods, she went back to her old ways and eventually had to complete Drug Court, which she served in the State of Utah. Her son was incarcerated in the State of Utah, which is why she came back to this State. She was clean and sober for a good amount of time, and decided to go back to California to attempt to resolve her charges.

She started working two jobs, which was overwhelming, especially with her significant Trauma and undiagnosed Complex PTSD. Without an in-depth understanding of her own trauma, and the triggers, patterns, and cycles that stem from unresolved trauma, trying to be Clean and Sober is another open battle. This battle continued on and off for years.

She was trying her best to remain sober while she was going through the ins and outs of the vicious cycles of systemic-based inequalities- Like trying to make ends meet while being a Woman in Utah, while attempting to provide for her household, but sadly, due to the stress and unaddressed, complex Trauma, she started to use drugs again.

She was initially traveling back and forth from Utah to California, but decided to settle in Utah. After moving back to Utah, she lived in a van and ended up getting into another abusive relationship, which only exacerbated the substance abuse problems again. She ended up relapsing after her Mom passed away. She quit the multiple jobs she was working at to try to get an apartment or home, but eventually hit "rock bottom".



Her “rock bottom” started when she started isolating herself in her van after her mom died, and eventually her van was repossessed and she then became homeless. She started looking for and thinking of a way to kill herself; Suicidal Ideation is another devastating symptom of Complex PTSD. She got onto her knees and prayed. She had a heart-to-heart with the Creator, which eventually paid off- While homeless, she laid down a blanket, spread out some snacks, and a Woman who was passing by wanted to sit with her and share her food.

That moment changed her entire life. This woman, who didn’t know her, sat with her when she felt like she was at her worst, and in hindsight it seems like that woman “saved” her. This Woman offered her food and friendship, which eventually inspired the Client to check into Drug Detox. She was going to go to Odyssey House residential, but something in her felt pulled to Warrior Heart, a Treatment Program that Journey of Hope, Inc. collaborates with. She prayed on it, not knowing which one was best for her, and asked the Creator what program she was supposed to go to. She eventually chose to go to treatment at Warrior Heart.

This was the start of her Success Story of coming to find her place in this World; She felt spiritually connected and was able to thrive in Treatment, learning about Complex Trauma, finally understanding the vicious cycles of Complex PTSD and how to start overcoming her triggers.

She has been able to work through the Warrior Heart Treatment Program, successfully completing the Program in the latter half of 2025. When she left Warrior Heart, she had been initially promised by the LDS Church that they would be willing to help her with Rent for the Sober Living residence she was attempting to move into, BUT the LDS Church didn’t follow through on the agreement they made with this Client, which is unfortunate and was personally devastating. Without the Rental Assistance secured, thankfully, the Program Director at the Sober Living Residence let her stay. Journey of Hope, Inc. and our amazing Certified Peer Support Specialist, Mary Serawop, was able to secure this Client specific Funding opportunities that assisted her with Rent while she was completing Intensive Outpatient Therapy at Warrior Heart.

She completed Intensive Outpatient Therapy and became an Alumni with Warrior Heart, which means she can attend Warrior Heart’s Graduation Ceremonies, which in the Recovery Community, is a big deal. She found a full time job, working in the construction field, which slows down in the Winter Season. She is still working hard to do what she needs to get through the mazes and “hoops” of the Criminal Justice System. Working construction isn’t her ideal job, but it was a start.

She has been working at a NEW job opportunity for the last few months, and remains hopeful that she will find something even better despite her Criminal Background. She is also looking forward to getting out and into a place of her own to start her life on a solid and sober foundation- Not just for her, but for her Children. She is well on her way to 100% Self-Sufficiency, and her story is an amazing example of resilience and strength.



Organizational-Wide Updates For 2025:

Journey of Hope, Inc. has been in the continued process of mitigating the fallout from Funding Losses at a State and Federal Level. While attempting to secure more Funding for those Fleeing Domestic Violence, Sexual Abuse, and Human Trafficking, we have continued operating and offering Emergency Intervention Services, Certified Peer Support Services, as well as all other Direct Services for Women, Girls, & LGBTQIA+ who are currently fleeing violence and harm.

The Organization has slashed overhead and Employment Costs by hundreds of thousands of dollars, and is currently ONLY employing Programming & Services Directors while we are in the process of switching to a Volunteer-Led Model, with 3 Full Time Employees who are managing Programming & Direct Services. We completed our FIRST Volunteer-Led, Trauma-Informed, Evidence-Based, Gender-Responsive Training on November 10th, 2025, where a Team of Volunteers-In-Training completed a 3 Day Training Series with Lead-Trainer Shannon Miller-Cox, Certified Peer Support Specialist, Mary Serawop, and Administrator/Volunteer Coordinator/Advocate, Ashley Robinson, in order to start providing Direct Services & Emergency Intervention Services, as well as continuing our work within the HOPE Prison Mentoring Program starting in January of 2026.

We are in the process of rebuilding our Board of Directors, after continued Funding Losses affected the Organization's ability to continue serving the Community at full capacity- And we are excited to start welcoming NEW Board Member prospects in the next few months.

It's been a long and grueling process attempting to keep the doors of the Organization open and continue serving Women, Girls, LGBTQIA+, and affected Youth, but with the rapidly rising and potentially Lethal cases of Domestic Violence continuing with no end in sight, our Direct Services and Support are DIRELY NEEDED in the State of Utah- in EVERY Community across the State. Although our Lethality Assessment Protocol (LAP Assessment) numbers are lower than usual, this is strictly due to the shortage of paid staff members and the Organization's current inability to pay the number of Staff Members that are in fact needed to operate at a higher capacity.

Journey of Hope, Inc. is the only Organization in the State of Utah dedicated to providing Direct and Continued Support to Women, Girls, & LGBTQIA+, using Evidence-Based, Trauma-Informed, Gender-Responsive Models of Care and Case Management Models. We are also the only Organization in the State of Utah that not only validates, but advocates for our Clients in a Justice System that is rampant with racial and gender bias against Women, People of Color, Tribal Communities, LGBTQIA+ Individuals, Latinos, Immigrants, Refugees, and the most marginalized and vulnerable in our Community.



In Conclusion:

We are so excited to start serving individuals in our Community at a higher capacity once again. Our Trauma-Informed, Evidence-Based, Gender-Responsive Trained Volunteers are currently in the process of being assigned Cases and Clients by our Programming & Services Directors, and we will be showcasing the Impact of our Volunteer-Led Model of Services this upcoming July of 2026.

Journey of Hope, Inc. is incredibly grateful for the support we have received this Fiscal Year, Year's past, and continue to receive from all of our Grantors, Funders, Sponsors, as well as from the Community at large. We truly couldn't do this without your continued support and generosity.

Thank you for continuing to support our Organization, our Mission, and the most vulnerable and marginalized individuals in our Community.

Journey of Hope, Inc.

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