



40
years



THE REFUGE
UTAH

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MESSAGE FROM THE EXECUTIVE DIRECTOR

We are thrilled to be celebrating the 40th anniversary of The Refuge Utah. This milestone shows the unwavering commitment of our community and the countless individuals who have contributed to our mission over the years.

I want to extend my heartfelt thanks to all our current and former board members, directors, staff, and volunteers, whose dedication and compassion have been the backbone of our organization. Your tireless efforts have empowered countless individuals to rebuild their lives with dignity and hope. We also honor the generosity of our donors and supporters. Your contributions have enabled us to expand our services and reach even more survivors in need. Together, we have created a refuge of safety and healing for survivors in our community.

We remain committed to our mission of providing support, advocacy, and education and look forward to many more years of hope and healing.

Ashlee Taylor
Executive Director

The Refuge Utah was founded in 1984 as The Center for Women and Children in Crisis by United Way of Utah County. Jack Holmes was the CEO of United Way at that time and had this to share about the founding of the organization.

"Throughout the country in the early 80's people were finally beginning to understand that domestic violence was a serious public safety issue and not just an internal family situation that was nobody's business but the individual families. In Utah County, with a majority religious population at that time, this was also considered a family issue not only between the husband and wife, but talking to your ecclesiastical leader would usually take care of the "family squabble." This, of course, was totally incorrect on both counts.

If you were a victim of domestic violence then, the police would take you to a rented room in a nursing home, even if you had children with you. It was clear to the United Way board and me that Utah County needed a shelter. So we began The Center for Women and Children in Crisis and the first year there were some 300 clients participating. Even though there was serious pushback, it was the right thing to do and the rest is history."

OUR HISTORY

1984 The Center for Women and Children in Crisis is founded by United Way of Utah County. Volunteers and United Way employees staff the agency. First shelter was located in older home off 5th South in Provo.



1986 Rape Crisis Team was formed. Volunteers were trained to answer hotline calls and respond to sexual assault victims eventually responded to all hospitals for forensic exams with victims.

2006 Transitional Housing Units were built adding 8 apartments for housing stays of 6 months - 2 years. Additional support facilities with classrooms and children's area were also added to the campus.



2018 Outreach Housing Program started providing temporary rental assistance to survivors to secure permanent, safe housing. This program expanded rapidly to the growing need.



2021 Spanish support classes added along with additional bilingual staff to better provide support Spanish speaking survivors

Shelter is moved to half a duplex in another area of Provo. Quickly the need is so great that the entire duplex is purchased and used to expand the shelter to it's current size of 7 rooms.

1985



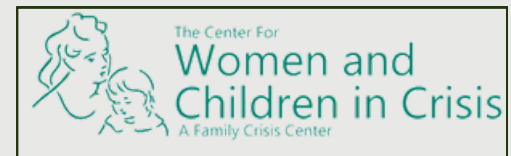
Agency collaborates and merges administrative support with The Gathering Place.

1996



Children's Program began, providing children with educational activities, homework help, and structured support program while staying in shelter or transitional housing.

2016



Agency rebranded to The Refuge Utah to be inclusive of all survivors. The agency provides all services to all victims regardless of gender.

2019



16 units of permanent supportive housing are added through a partnership with Provo City Housing Authority. Survivors can receive on-going case management and support from The Refuge Utah while living in these units.

2022

LYNDSEY'S STORY

I was with my abuser for just under 20 years and we share 3 children together. I suffered physical abuse, emotional abuse, verbal abuse, and sexual abuse all in my marriage. During my marriage, my ex-husband would lock my keys in a safe when I would get home from work. Our children were pulled out of public school and home schooled. I was the only one employed and my paychecks were going to a bank account that I didn't even have access to. I tried to leave my abuser in 2019 when he was arrested and due to a lack of support and a lack of a permanent place to go I ended up going back to my abuser. I almost lost my life 3 times that year. My children witnessed this abuse and had to participate in jury trials with me. When he was arrested the final time, luckily my victim's advocate got me in touch with someone with The Refuge Utah. Not only were they able to come show me incredible support and bring basic needs that me and my kids needed but they were able to get me and my children a place to call home within 6 days of my husband's arrest.



I know without a doubt in my mind that us having a place that we can heal and be together is the only reason that I was successful in staying separated from my abuser.

I know that that is a major risk leaving and knowing that you don't have a stable place to go and hoping you find a place to place to land. The Refuge helps victims of domestic violence in moments when they feel broken and weak and like they don't deserve help. They showed me that I do deserve help and I do deserve a better life, and that's what they helped me get.

Lyndsey now serves as a board member for The Refuge Utah helping to guide the agency and ensure survivor's voices are being heard in all decisions made about the agency and our services.

PROGRAMS & SERVICES



OUR MISSION

To empower survivors of sexual assault and domestic violence. To increase emotional and physical safety through advocacy, education, and trauma-informed services.

We offer free services to all survivors of sexual assault and domestic violence. With a main office located in Orem and a satellite office in Nephi, we serve Utah, Juab, and Wasatch counties.

DOMESTIC VIOLENCE SERVICES

Emergency shelter is a group home setting with private rooms for each family. Accommodations are available for women and men with shelter stays typically around 30 days. Food, clothing, and transportation are provided along with individualized case management, classes, and onsite therapy. In addition to shelter we provide:

- Confidential 24-hour hotline
- Services offered in English and Spanish
- Victim advocacy and crisis support
- Educational support classes open to the public
- Aftercare, including case management and support for up to 12 months after leaving shelter or transitional housing along with classes and therapy.



SEXUAL ASSAULT SERVICES

Sexual assault services include:

- 24-hour phone crisis counseling and support to victims and their support network
- Advocates (Hospital Response Team) to assist victims at the hospital during medical forensic exams
- Follow up calls, to connect victims and secondary victims with services after the assault
- Weekly educational support group, open to the public
- Hospital Response team available in Utah, Wasatch and Juab Counties

Our Hospital Response Team attend 40 hours of training before answering the 24/7 sexual assault hotline and attending forensic exams with survivors. At these exams they provide support, packets of information, and assist survivors in completing Crime Victim's Reparations applications to ensure the cost of their exam will be covered. We have 4 advocates on call at all times that work hand and hand with Wasatch Forensic Nurses.

HOUSING

We provide advocacy support and financial assistance to secure permanent, safe, housing. These programs are low barrier and survivor driven.

Our housing services include:

- Transitional Housing with 8 units for survivors and their children to stay 6-24 months
- 16 Permanent supportive housing in partnership with Provo City Housing Authority
- Temporary rental assistance to secure safe permanent housing for families
- Personalized advocacy and case management
- Safety planning and follow-up services to provide support throughout the healing process



THERAPY SERVICES

We provide short term crisis individual therapy and group therapy for survivors of domestic violence and sexual assault. Survivors do not need to participate in our other services to receive therapy. Survivors also have access therapy while staying at shelter, transitional housing, and aftercare services. Group therapy is tailored towards the needs of the survivors, such as groups specific to male survivors or LGBTQ+ survivors.

- Telehealth is offered
- All services are free of charge

PREVENTION EDUCATION

We provide education in schools, universities, and the community on healthy relationships and warning signs of abuse. Our agency is approved in the Alpine and Nebo school districts to present in health classes on these topics.

In addition we provide the community with knowledge on how to access our services through presentations and booth presences at community events. We also provide information on how to help someone in an unsafe relationship and provide parenting classes and resources.

IN THE PAST YEAR...

205

prevention education presentations were made in the community

924

junior high and high school students learned safe dating tactics through our prevention education presentations

3,307

college students and community members learned about healthy relationship techniques through our presentations in a variety of areas



PROGRAM STATISTICS



2,914 hotline calls answered



263

households received temporary rental assistance and avoided homelessness



212

survivors supported during medical forensic exams by our hospital response advocates



177

survivors fleeing domestic violence stayed in transitional housing or emergency shelter



1,412

attendance to educational support classes



143

children served with housing, therapy, and children's service



3,353 hours of therapy provided to adults and children



"The support classes have been helpful for me being able to connect with other people who are going through something similar and being offered some hope and encouragement."

-Survivor of sexual assault



343%

increase in referrals from law enforcement after lethality screening is completed at a domestic violence scene

25%

increase in hotline calls received on our 24/7 hotline numbers for sexual assault and domestic violence

28%

increase in attendance to educational support classes

669

unmet requests for shelter due to our current shelter being full

26%

of homelessness in Utah County was related to domestic violence and is the leading cause of homelessness in the county



We are committed to filling the gap that exists in providing needed shelter and services in Utah County. We know with community support we can expand our services to meet the growing need. Additional shelter space along with support services are needed to help victims of domestic violence and sexual assault and their children avoid homelessness and secure safe, stable, permanent housing.

JENNA'S STORY

"I am a mom to an amazing 7-year-old boy and now a 1-year-old little girl. I recently graduated with a B.S. in psychology from UVU and plan to earn my Masters degree to become a Clinical Mental Health Counselor. Seven years ago, I would have never thought this was possible. I was married to a man who was deep in addiction to drugs and extremely abusive both mentally and physically. I worked full-time and would try to pay all of our bills to keep a roof over my head. He would forcefully take the money I earned to feed his addiction and I was left with food and housing insecurity.

The physical abuse intensified after I gave birth to my son. I remember the moment where I had finally had enough. My abuser started to beat me in my head while holding my baby. This way he knew I could not defend myself or fight back. Until this moment I had never called police on my abuser. Neighbors would hear the confrontations and call police and I would often lie for my abuser, scared of the repercussions. This time I ran; this time I called police and this time I finally sought help from The Refuge Utah.

At the time, I didn't feel good about the decision. I was picturing a dangerous homeless shelter like what you see in the movies. I couldn't have been more wrong. Statistically I knew that a victim of abuse attempts to leave their abuser 7 times before successfully escaping. I also knew I couldn't be that statistic. I immediately became more comfortable upon arriving at The Refuge.

I had a fairly low paying job, no money, limited belongings and no family in the area. I had no idea The Refuge would help me the way they did. I was able to quickly get a safe apartment in transitional housing. The furniture I didn't have was provided. I started to feel hopeful, which is something I had not felt in a very long time. I utilized as many resources as I could that The Refuge offered. People taught me to grocery shop effectively and where to find the most affordable diapers and I learned how to pay off credit card debt so that I could build my credit. Piece by piece my life started to come together.

“At the end of 6-months in transitional housing, I found an affordable and amazing duplex. It felt like a dream. Leaving was challenging because I would no longer have the security The Refuge offered. I was unaware that the aftercare program is where I would learn the most. The home visits made me feel like I still had a support system which was everything to me at that time. I’ll never forget mentioning to staff that I would love to go to school but all I had was a GED, I hadn’t been in school for over ten years and I just didn’t see how it would ever be financially possible. I knew I had to make more money somehow but I just didn’t see it as being a possibility. She informed me on scholarships available to me and said “I totally think you could do it”. That sentence may have been casual to her but it was life-changing for me. I felt like someone truly believed in me so I started to believe in me. I took the information she gave me and I applied to UVU and to the WISP scholarship. To my surprise I was accepted to both.



My self-esteem and hope for the future grew with each passing semester as I began to realize I could really accomplish a better future for myself. I could really become financially independent and set this example for my son. My past did not have to define me. My abuser could no longer hold me down. If it were not for The Refuge, I truly do not think I would be where I am today.

Yes, I had to put in the work but I was lost, I was insecure, I didn’t believe in myself. I didn’t think I could ever go to school; I didn’t think I could ever have a credit score high enough to purchase a home, I didn’t believe I deserved to be happy. It was letting The Refuge pick me up at my lowest that changed my life forever. Having someone believe in me and help sponsor my scholarship changed my life forever. If I could offer any advice to anyone who is in the same situation I was in, I would say to utilize the resources The Refuge offers and the next steps for the direction you want your life to go in will begin to fall into place. Have grace with yourself and love yourself through the process. I can promise you that you are so much more capable than you think.”

VOLUNTEERS



21,093

Hours of Service Provided by Volunteers

Over 220 trained volunteers served throughout the past year at The Refuge Utah. All our volunteers pass a background check before receiving 24-40 hours of training before taking a volunteer shift and commit to at least 6 months of volunteering with our agency.

Volunteers on the Hospital Response Team take 24 hour shifts answering hotline calls and responding 24/7 to attend forensic exams taking place at any hospital in Utah or Wasatch Counties. Other volunteers organize donations, clean facilities, and help daily with our children's program. All of our volunteers receive on-going training to remain trauma informed and provide the best services possible.

VOLUNTEER SPOTLIGHT - MATT & KRISTIN HOWARD

Matt and Kristin have been volunteering with The Refuge Utah for over 9 years. They have done everything from sorting donations, playing with children, helping move furniture, and doing odd jobs and errands like helping with landscaping and cleaning. They both joined the Hospital Response Team and have been consistent invaluable members of the team ever since. Kristin serves as a panel member during team trainings and an example to new team members. Outside of volunteering, Matt is the Natural Resource Manager for the Utah Department of Transportation. Kristin is the art and music teacher for Sage Creek Elementary.

It is because of volunteers like Matt and Kristin that The Refuge Utah is able to provide so many services and support so many survivors in the community. Our work would not be possible without our amazing volunteers.



"Had a Hospital Response Advocate not met me at the ER, I never would've reported my assailant or sat still for a forensic examination. Rape is the most under-reported crime, and I was prepared to join the 63% of victims who stay silent. I'm grateful to The Refuge Utah for empowering people like me to use our voices and ask for help. I truly wouldn't be here without them."

-Toby, survivor of sexual assault

"Every single one of us needs a safe place. Sometimes what we had hoped would always be safe, is not. We love The Refuge Utah and are happy we can contribute because it offers that place of peace, a place without fear for those who may not find it anywhere "out there". Thanks for being a sanctuary for those who need, but have, no safe place."

-John and Terrill Sperry



ONE FOUNDATION'S STORY

“WHY WE SUPPORT THE REFUGE UTAH”

At The Refuge Utah, we are immensely grateful for the generosity of our corporations, foundations, and private donors. Your unwavering support enables us to provide vital services to survivors of sexual assault and domestic violence. From one time gifts to monthly donors, each contribution is not just financial, but providing a lifeline to those in need. Thanks to their generosity, we can offer a safe space, comprehensive support, and hope for a brighter future to countless individuals and families. We deeply value their partnership. Together, we are making a profound difference in the lives of those we serve.



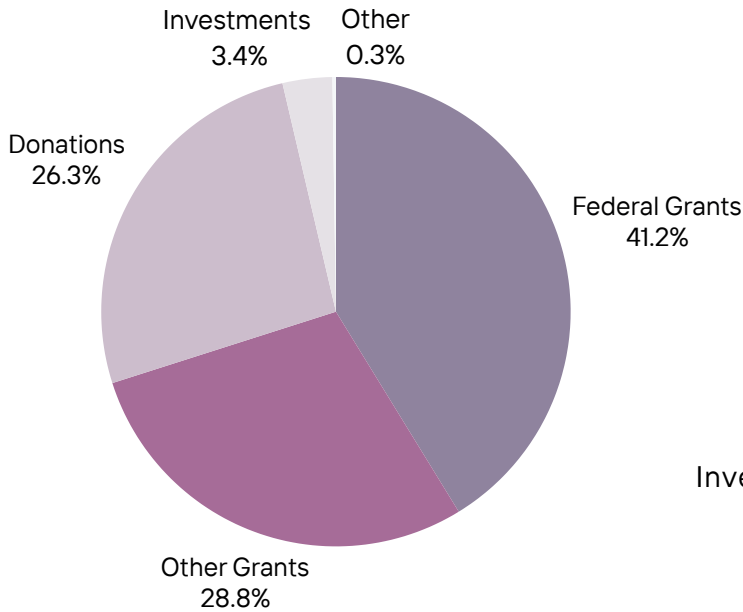
In 1993, two generations of the Bullock Ragan Family felt strongly motivated to make a difference in their community and decided to assist those who needed help to achieve independence and a brighter future. In honor of Florence Ragan, JoAnn Losee and Judy Straton formed the Florence Bullock Ragan Family Foundation. Florence was a leader in the community, a savvy businesswoman and an example to all who knew her.

The Family chose to support charities whose mission was in line with their overriding purpose of helping people to find independence. JoAnn Losee indicated: “We, as a family felt that issues like domestic violence and sexual assault are community problems and that it takes the whole community to solve them. We hope that all who can help, in one way or another, will support the mission of The Refuge Utah in healing survivors, offering preventative training, and eliminating the multi-generational patterns of child and partner abuse.”

FINANCIAL REPORT

For fiscal year July 1, 2023 - June, 30, 2024

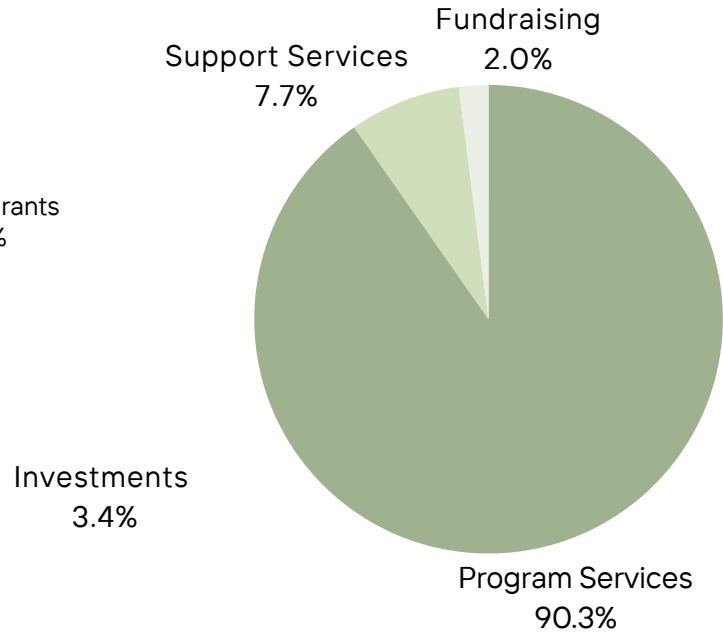
INCOME



Federal Grants	\$1,626,344
Other Grants	\$1,137,750
Donations	\$1,032,539
Investments	\$134,857
Other	\$9,602

TOTAL **\$3,944,166**

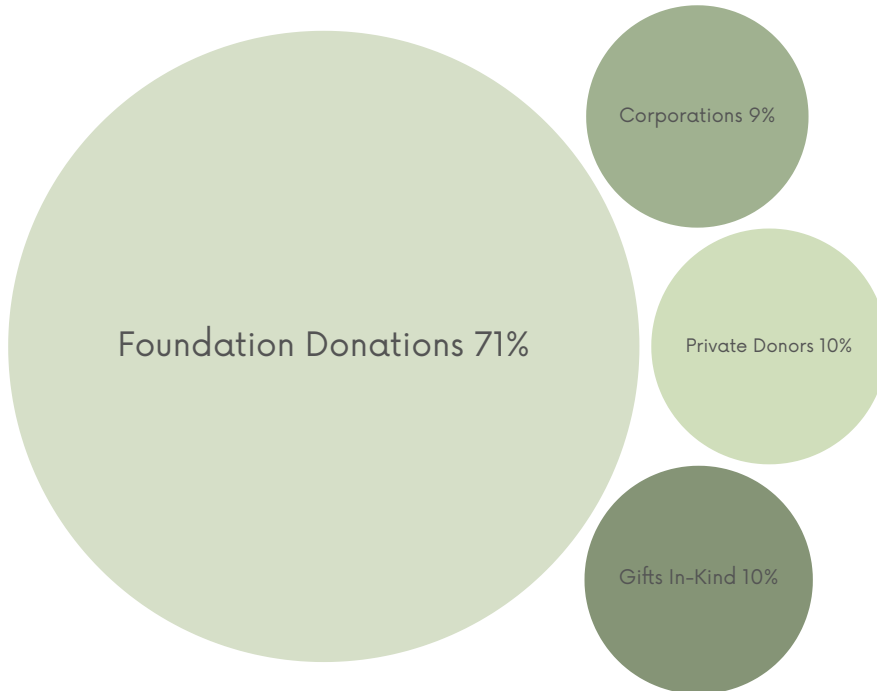
EXPENSES



Program Services	\$3,095,441
Support Services	\$263,514
Fundraising	\$69,583

TOTAL **\$3,428,538**

BREAKDOWN OF DONATIONS



Private Donations

\$103,322

Corporate Donations

\$91,884

Foundation Donations

\$740,448

Gifts In-Kind

\$96,885



"Our hearts go out to victims of domestic and sexual abuse and we are so grateful for the vital work that The Refuge does. We love supporting an organization that directly helps women and children in their time of need to create a path to a better and safer life."

-Rebecca and Lon Young

DONORS

Gifts received between Oct 1, 2023, and Sept 30, 2024

Our donor's commitment to our mission makes all the difference, enabling us to continue making a meaningful impact in the lives of those we serve. Thanks to these donors, we are able to expand our programs, reach more individuals, and create lasting change. We could not do this important work without the support of the community.

FOUNDATIONS

Adobe Employee Community Fund
American Endowment Foundation
Ashton Family Foundation
Bank of America Charitable Foundation
Barbara Barrington Jones Family Foundation
Brent and Kathryn Wood Foundation
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The Gibney Family Foundation
The TJX Foundation
Yes We Can Charitable Foundation

ORGANIZATIONS

100 Women Who Care Utah County
AmeriCorps
Bright Horizons
Covington Senior Living Center 50th Ward
Fight Against Domestic Violence
Fraternal Order Of Eagles #3372
Girls Scouts of Utah
Latinos in Action, Canyon View Junior High
Maple Mountain Quilters
Master of Accountancy Program,
at Utah Valley University
MVHS National Honor Society
MyHometown
Paradigm High School
Piecemakers Quilt Group
Stitching Hearts Worldwide
The Heritage Community
United Way of Utah County
Utah Coalition Against Sexual Assault
Utah Rose Society
Utah Symphony Utah Opera
Utah Valley Quilt Guild
Utah Women & Leadership Project
at Utah State University
Women In Law J Reuben Clark School of Law
at Brigham Young University

CORPORATIONS

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AssetMark
Award Co
Bank of America
Bee of Good Cheer LLC
Candy Co
Capital Community Bank
Counting Sheep
DEV Simplify
DFSM LLC
Disruptive Advertising
Edge Orthodontics
Family Tree Services LLC
Fire-N-Hole, LLC
Get Living Consulting
GreenDot Bank
GTG Lifestyle LLC
Havenlight Framework Gallery
Hoble Creek Barn Boutique
JessaKae LLC
Kroger, Smith's food and Drug
Life Is Delicious LLC
Lockheed Martin Skunk Works
Market Lane
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Mc Wane Ductile - Utah
McArthur Heder & Mettler Law Offices
MCR Recycling
Mentionables
Minky Couture
Moments Made Bridal
Mortgage Educators
Murdock Hyundai

New Harbinger Publications
P. Johnstone, A. Findlay & K. Aguirre
Re-Store
Revive Massage
River Jordan Mink Ranch
Sally Beauty Co
Software Technology Group
Stone Haven Dental
Takeda Pharmaceuticals
Target
Utah Behavior Services
Utah Valley Hospital, Child Life Office
Via 313 Pizzeria
Vineyard City, Children's Library



“I am very grateful for the help from The Refuge Utah and think more women would elevate themselves if they knew their resources. Codependency, is definitely what keeps women kind of trapped in that mindset of feeling like they can’t leave. And it’s freeing to know, that just like many woman before me, that I could and can.”

-Jocelyn, survivor of domestic violence

INDIVIDUAL DONORS

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Daryl Acumen
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Alena Allread
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Christina Herold



"I began supporting The Refuge after I came across a news story about domestic violence here in our state. I became aware that Utah has a higher than average rate of abuse and lower than average resources to help and I wanted to do something about it. Through a conversation with my husband I learned about The Refuge and after looking into it I decided it was just what I was looking for. I'm grateful for the staff at The Refuge and what they do to help those who have been hurt by abuse and their efforts to educate the public. It is a pleasure to be a supporter!"

-Heidi Schumacher

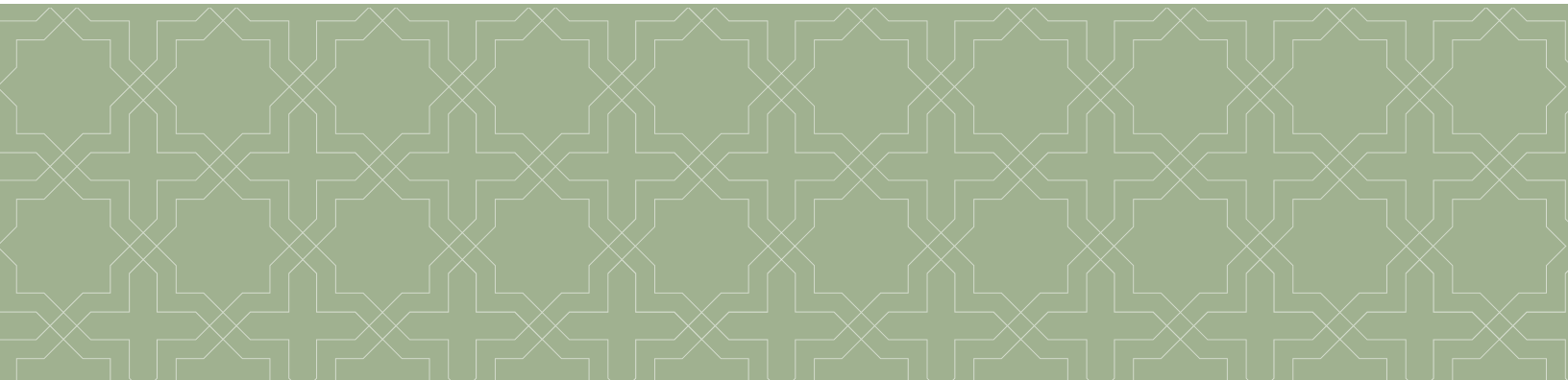
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Kristen Hornberger	Jayden Madsen	Cristina Pianezzola	Sean and Samantha
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Cathy Hulse	Mindy McRae	Melissa Reid	Theron Taylor
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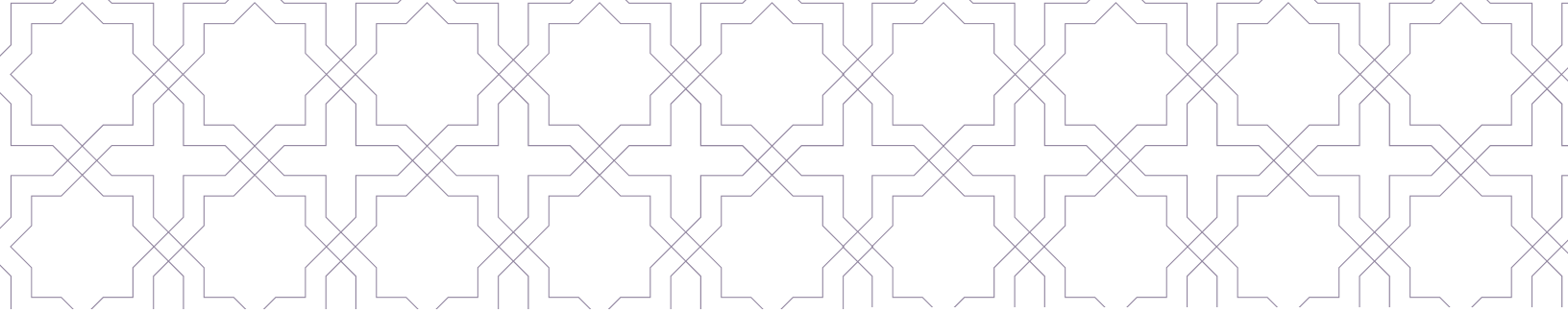
HELP US CELEBRATE



BY DONATING \$40

We invite you to join us in making a meaningful difference. Please consider making a donation of \$40 in honor of our 40 years of service. Every dollar counts in our mission to provide shelter, advocacy, and resources to those in need. Thank you for standing with us and being a part of this vital cause. Your donation will help survivors access the services and support they need to continue on their path of healing. Scan the QR Code or visit www.therefugeutah.org/donation to donate today.





THE REFUGE
UTAH

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info@therefugeutah.org 801-227-5038 www.therefugeutah.org

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