

Caritas

Quarterly

A SPOTLIGHT ON LOCAL CHARITIES • WWW.CARITASUTAH.COM



/'karita:s/ (noun) love of humankind, charity

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Volume 3 Issue 1

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Give in Ways that Work for You

Successful partnerships between businesses and nonprofits are the key to building successful communities. It takes all of us — large companies, small businesses, individuals and selfless nonprofit organizations — to help our most underserved and vulnerable populations overcome the challenges that have been set before them and to build thriving, engaged communities where we all want to live, play and work.

We know that employees increasingly want to work for employers that care. In fact, a recent Cone Research study states that 79 percent of people prefer to work for a socially responsible organization. We also know that the benefits of giving back are abundant and that those benefits stretch from within the four walls of our offices all the way out to the farthest reaches of our city, our state and the world in which we live.



Terry Grant
KeyBank
Utah Market President

As successful business members of the community, we have a responsibility to help those that are less fortunate and to contribute to the greater good. Most large companies have community giving programs in place — in some cases with entire teams dedicated to the effort. But for smaller and mid-sized

businesses, determining the best way forward when it comes to giving back can be overwhelming (there are over 7,800 registered nonprofit organizations in Utah) and intimidating.

But it doesn't have to be.

Narrow Your Focus

Deciding to give back to the community is an easy first step, but deciding where, when and how to give can be daunting. Businesses can't give to every nonprofit that needs assistance or even every organization that picks up the phone and calls to ask for support. In fact, most businesses can't even give to every nonprofit their employees love and lobby on behalf of.

It's important to determine a giving strategy. Studies have shown that workers want to feel like they are contributing to more than just a company's bottom line. So, uncovering what is meaningful to them, whether via casual conversations or even a more detailed survey, is an effective way to engage them in the process and start to prioritize.

KeyBank puts giving back in the communities we serve at the forefront of our mission. The KeyBank Foundation has identified three "pillars" of giving: neighbors, education and the workforce. We proudly support organizations and programs that prepare community members across Utah for thriving futures, with all of our philanthropic investment falling under one of these three pillars.

Start by developing your own pillars. Determine what's important to you, to your employees and the culture of your organization, and build your giving strategy around those causes.

When we think of corporate giving, the first thing most people think of is donating money. While this is, indeed, a necessary part of helping nonprofits thrive, there are many other ways to give back. Volunteering time for a specific cause is equally valuable. It provides a meaningful way for your employees to put their abilities to use and gives them a chance to grow and tangibly enhance their professional skills.

In fact, Neighbors Make the Difference Day is part of our commitment to giving back. Each year in May, an estimated 6,000 KeyBank employees across the country contribute their time and talents to nonprofit organizations to help support our local communities. The program has evolved into an official day of employee volunteerism across the country. It is the hallmark of our commitment to supporting local communities.

Serving on nonprofit boards or committees is another important way to contribute. KeyBank employees in Utah serve on nearly 50 different nonprofit boards and/or committees. The valuable donation of time helps develop vital leadership skills and also fosters an "external" focus, enabling staff members to concentrate on more than just their job, but rather on the diverse issues and challenges in our communities.

There are countless ways to get your employees involved in donating their time and skills — and often, the more creative you can get, the better. At KeyBank, we offer the use of our boardroom, free of charge, to nonprofits that are looking for a place to meet, which is already a sunk cost for us; however, it helps our nonprofit friends immensely.

Here are a few more ideas to get you started:

- Support or sponsor area youth sports teams.
- Donate a portion of your sales to a non-profit organization on a specific day, or for a particular time period.
- Offer your business services at a community event, such as a race or a festival.
- Donate to a local food bank.
- Sell raffle tickets for a nonprofit's fundraising event at your business.
- Donate the use of a delivery vehicle for a charity's local function.

Reap All of the Benefits

The business case for establishing a more purposeful, employee-driven giving program is a strong one. For starters, creating an inspiring work environment can translate to enhanced employee productivity. It can help to attract and retain cause-minded individuals searching to work somewhere they can make a real impact. It can also help build morale, develop community leaders, increase your company's social footprint and even increase profits.

But above all of that, the most significant benefits of giving back are intrinsic. It feels good. It brings people together. And at the end of the day, it helps build stronger, better communities in which we can live our lives and raise our families.

So, if you've been wondering whether to give back, the answer is yes. And, if you've been wondering how to begin the process, just start — it's OK to start small because every little bit counts.



FLOURISH BAKERY

'COMMUNITY'

**- that's the key to
addiction recovery**

Stop a person on the street, ask them what the opposite of “addiction” is and chances are they’ll say, “Sobriety.”

Stop a recovering addict on the street, ask them what the opposite of “addiction” is and chances are they’ll tell you it’s something different: “Community.”

And a safe, supportive community that supports recovery and fosters hope is exactly what Flourish Bakery in Salt Lake City was designed to create.

On the surface, Flourish looks like a small, startup bakery operating out of a rented commercial kitchen space at the Salt Lake Community College downtown campus. But to the staff and volunteers who make the bakery run, Flourish is much more than that.

“This is an opportunity to start again,” said Rev. Aimee Altizer, executive director of Flourish and its parent nonprofit, Unshackled. “We host an environment that is about letting people know they are worthy of this opportunity and you’re going to work hard. We look at full-life recovery.”

Altizer and her team spent years researching other similar social enterprises to build the perfect model for Flourish. The goal was threefold: to create a safe and supportive environment for individuals in recovery, to train them for a productive career and to support the local economy. One year in, Flourish is succeeding at all three.

For starters, the bakery is 16 percent self-sustaining and growing. To date, 50 percent of participants have successfully completed the bakery’s internship program; the industry standard for similar programs is 30 percent.

AJ Collette started as an intern at the bakery in February 2018, making \$12 an hour. With multiple felony convictions, Collette found it hard to find meaningful

work. But Flourish changed that. Collette has been clean and sober since Dec. 13, 2017. Flourish also provided the structure, support and community he needed to keep his recovery on track.

A native of south-central Los Angeles, Collette, who is now 29 years old, started using meth when he was 15 after first developing a prescription pill dependence. In the 14 years he spent using drugs, Collette spent a total of seven years in state and federal prison. When he started using IV meth in 2010, things got worse than ever.

“The consequences became greater to my body, my soul, my family connections, my desire for life,” Collette

said.

After his first child — born in 2016 — was removed by the Division of Child and Family Services when she was 6 months old, Collette finally decided he needed help. He entered the Odyssey House inpatient drug treatment program in April 2016 and graduated one year later. But Collette didn’t have the right community in place to support him when he finished treatment and quickly relapsed. He went back to jail on Dec. 13, 2017, which is also the last time he touched drugs.

When he got out of jail on Jan. 30, 2018, he was determined not to make the same mistake of cutting himself off from a recovery community when he needed it most. He had his first interview at Flourish the next day.

“I wanted what this program had to offer. I sat there in jail just wanting to be here so badly,” Collette said. “I’ve never heard of a workplace that coincides with recovery the way this place does. I knew

*'This is an opportunity
to start again.'*

**Aimee Altizer, executive director
of Salt Lake City's Flourish Bakery**

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Flourish Bakery intern Frederick Jackson shows off some of the bakery's cookies and other sweets. Customers can order any of Flourish's baked goods online or by calling the bakery.

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if I had this community, I could succeed.”

Flourish has provided a supportive community and accountability to both a job and a group of people depending on him and rooting for him.

“We see ourselves best through the eyes of another person,” Collette said. “But we also need that person to be honest about what they see.”

Collette learned how people see him when he found himself back in court last year facing a jail sentence for old burglary charges that had been refiled. Thirteen staff members, interns and volunteers from the bakery showed up to his sentencing. Collette started to cry when he saw them. Collette was sentenced to 60 days, a sentence he thinks would have been longer if the judge hadn’t seen so many people in his corner. While he was gone, his friends at Flourish raised money to support his wife and daughters, covering expenses like rent and gas.

People need second chances, Collette said, and Flourish has given him that and more.

“A real addict will always be in recovery, and once you leave your recovery you’re vulnerable,” Collette said. “People should be afforded an opportunity and second chances once they’ve demonstrated a different way of living.”

Flourish was carefully designed to support that different way of living, said Rev. Sandra Jones, who works as the bakery’s volunteer coordinator, even down to simple things such as the application to work there. Instead of asking about work experience or criminal convictions, the application asks about meaningful life experiences and what applicants learned from them. Applicants don’t have to mark a box if they have a felony conviction or even provide a physical address. Instead of making applicants feel ashamed about their past, the application was designed to make them feel hopeful, Altizer said.

“We specifically designed an application that was friendly to people who might not have held a steady job before,” she said. “We wanted to allow them to be daring and dream about their future.”

The application also helps Flourish staff understand who applicants really are and whether they’ll be a good fit with the rest of the team.

“We aren’t only getting job descriptions, we’re getting life descriptions,” Jones said. “And that’s really cool because it tells us what’s important to them. What makes you tick is what will bring you into work every day.”

Each applicant is interviewed by a panel, including staff members and



Flourish staff members Sandra Jones and Aimee Altizer; interns A.J. Collette, Erica Soucie and Frederick Jackson; and staff member Jaynanne Yenchik pose together at Flourish Bakery on the Salt Lake Community College campus. Collette and Jones are working to finish their bakery internships while Soucie is completing an externship at Deer Valley.

other interns. Each intern completes 480 hours working in the bakery — the equivalent of three months of full-time work. Several Flourish staff members have many years of experience in the culinary industry. They teach basic culinary skills and guest chefs provide additional, specialized instruction. At the end of the 480 hours, each intern starts an externship with a local company. A recent Flourish graduate now works at Leslie’s French Pastries in Holladay. Collette recently started an externship at Liberty Heights Fresh.

The other hard and fast rule: “No using.”

“It’s about respect and safety and readiness,” Altizer said. “And there is a lot of love and compassion and non-judgment. An incidence of use means you have to leave, but it doesn’t mean you can’t come back.”

Readiness was a key component of

Frederick Jackson coming to Flourish. He fell into drug use after losing his job at Overstock in 2010. In 2014, he became homeless. Then a distribution charge landed him in jail. When he was released in 2017 he went to rehab but suffered multiple relapses and found himself back in jail after a probation violation. After serving his two-month sentence, Jackson was admitted to Odyssey House in May 2018.

“I had to have the willingness to change,” Jackson said. “I wanted to change but I was doing my old behaviors and no one was holding me accountable.”

Jackson first learned about Flourish when he accompanied a friend to federal drug court and saw a brochure about the bakery. Working at Flourish has become the accountability he needed.

“At first, I just needed a job, but

the community of recovery really stuck out to me,” Jackson said. “I had never considered that all parts of my life had to support my recovery. For me to stay sober, I had to not hide in my recovery.”

Showing recovering addicts that they have nothing to hide or be ashamed of is a big part of Flourish’s goal, Altizer said. Another goal is to help the community at large understand the same thing. Carrie Mullin, a regular Flourish volunteer, said being at the bakery has increased her own compassion and understanding exponentially.

“There’s a lot more to the community aspect than I thought about. I knew it was important but to see it in action, it’s a completely new world to me,” she said. “When you leave here, when you walk out the door, you’re thinking bigger.”

The bakery is also thinking bigger. The bulk of Flourish’s funding comes from its parent nonprofit, Unshackled, which is supported mainly by private donations from foundations and individuals. However, as a social enterprise, the ultimate goal is for Flourish to become a self-sustaining business. To that end, the bakery,



In addition to selling salads, sandwiches, bread and pastries out of its Salt Lake City commercial kitchen and at farmers’ markets and other events, Flourish is planning to launch a food truck. Thanks to these sales, Flourish is 16 percent self-sustaining after one year.

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BUILDING A BRIDGE BETWEEN CLASSROOM AND COMMUNITY

Cigna applauds the outstanding efforts of Junior Achievement of Utah on behalf of students throughout the state. We're honored to work with Junior Achievement on programs including their experiential learning site, JA City, where students build such skills as critical thinking, collaboration and problem solving. Together, we're creating a stronger, healthier future.



Together, all the way.®



Bakery interns train with bakery staff as well as guest chefs from local restaurants and bakeries. This supports one goal of the Flourish model: to provide interns with a skill that will lead to a sustainable and in-demand career, not just a job.



Flourish Bakery interns Frederick Jackson and A.J. Collette pose with some of the bakery's offerings. In addition to the commercial kitchen, Flourish sells at farmers' markets and is planning to launch a food truck.

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which takes individual orders and also sells pastries, breads and other baked goods at farmers' markets and a few select local retailers, is currently working on building out a food truck as well.

The bakery is also working on attracting more corporate investment and Altizer thinks it's an easy sell. As a social enterprise, Flourish not only supports addiction recovery, it supports the local economy with

skilled workers who can bring additional growth to the companies that hire them. More funding means more interns can successfully complete the program.

"We don't really want to teach people to mop a floor or move a box or dig a ditch. We are looking for passion, skill and education," she said. "For companies, investing in us is reinvesting in their own success. It also increases the capacity of this business to grow in its own sustainability."

Supporting more individuals in

Key Personnel

Flourish Bakery

REV. AIMEE ALTIZER

Executive Director/Instructor

Aimee Altizer is the executive director of Flourish Bakery and Unshackled. She brings with her a unique blend of skills being both an award-winning, classically trained pastry chef and Episcopal priest. With nearly 30 years of culinary industry experience, Aimee has directed the opening and operations of pastry programs at several notable locations like Firewood Restaurant, Zermatt Resort and Talisker Club at Canyons. To support the work of transformation and reconciliation in the Unshackled and Flourish community, Aimee brings a holistic understanding of recovery and her passion for mentoring young culinarians.

ED TURNER

Chair, Unshackled Board of Directors

Ed moved to Utah in 2017, having retired after a 32-year career at the Supreme Court of the United States. Prior to his position as a special assistant to the counselor to the chief justice, providing support to the chief justice's broad-ranging administrative responsibilities within the court and with external stakeholders in his leadership role as head of the judicial branch of government, Ed served as the court's deputy public information officer. Previously, he served as an assistant clerk and started his career as secretary for the Public Information Office in 1982. Ed graduated from LaSalle University in Philadelphia with a degree in political science.

PATRICIA FAVA

Community Development

Patricia has a B.S. degree in social change and development and women's studies from the University of Wisconsin and has been a dedicated volunteer for various nonprofits in Salt Lake City. Patricia has worked with the ESL program at the Guadalupe School, with the Chef and Child initiative and the IRC. Patricia is a true lover of food and its presence in all cultures. If there is such a thing as a food sociologist, she would be one. Her Italian heritage has played a predominate role in her exposure to foods deeply rooted in culture, which led her to a long career immersed in the food industry, working as a caterer, a baker and eventually an executive chef for seven years.

REV. SANDRA JONES

Volunteer Coordinator

Sandra is an ACPE trained chaplain who has worked as a staff chaplain for two hospice organizations, in addition to providing pastoral care to staff and members of her parish, where she serves as an ordained Episcopal deacon. She brings to Unshackled her love of new challenges and learning opportunities, her skills as a chaplain, her humor, her commitment to social justice and the excitement of being a part of something that will make a difference in the lives of others through creating a space of renewal and wholeness. Sandra finds relaxation and rejuvenation through hiking, knitting, exploring spiritual practices and volunteering at the VA.

JAYNANNE YENCHIK

Assistant Instructor

Jaynanne, 26, born and raised in Salt Lake City, has been in the restaurant industry for 10 years. Having gone the alternate route to culinary school, she apprenticed in many of Salt Lake's top restaurants as well as in Europe, specifically Norway, where she was able to dig into her family roots and traditional Scandinavian baking. Flourish Bakery is a continuation of her collaboration with Aimee Altizer (after having worked together opening a restaurant in Park City.) This is a new phase of life for Jaynanne. After stepping back out of the kitchen for a short time, she steps back into a space knowing this is exactly where she wants to be.

ERICA SOUCIE

Externship at Deer Valley

Erica Soucie is 28 years old and from Layton. She is proud to be a part of Flourish, having struggled with addiction for 15 years. Erica has been clean since early 2017 and thanks to Odyssey House and Flourish Bakery, she now feels like she has a purpose to live.

recovery also reduces the financial burden brought on communities by recidivism and relapse, Altizer said, and prepares those individuals for personal sustainability. For example, thanks to his internship at Flourish, Collette was able to rent his first apartment — at the age of 28 — and buy his first car. Medical treatment programs are a critical first step to that kind of change, he said, but it can't be sustained without the continued and continuous support of a recovery — and recovering — community.

That community has to include other recovering addicts, Collette said. But it also has to include the larger community, Altizer added. Addiction is no respecter of demographics or circumstances, and everyone has something they can change to be healthy and whole, she said.

"I can do that in a community. I can't do it alone. This is a space where the larger community around us can come together and create the community they want to see," Altizer said. "The returns are unlimited."

WARM THE SOLES

University Federal Credit Union created the “Warm the Soles” program in 1994; due to the tremendous success that we have experienced with Warm the Soles, the Utah League of Credit Unions adopted the program and additional credit unions have come together to contribute each year for a positive impact on the Utah community. In 2017, our members and employees generously donated more than \$26,000, and gave out almost 700 pairs of shoes. If you’d like to donate, please visit UcreditU.com as the holiday season approaches.



University
FEDERAL CREDIT UNION
IT'S BETTER HERE



Optometrists and opticians working for Eye Care 4 Kids have taken trips around the world, including this one to Rwanda, where they provide free exams and glasses to people who wouldn't have access to them otherwise. These trips account for about 10 percent of the eye care the organization provides.

IF THEY CAN SEE, THEY CAN SUCCEED

Joseph Carbone gave up lucrative practice to take eye care to underserved

To some people, glasses are just an accessory. To others they might be a nuisance. But to tens of thousands of children in Utah who don't receive necessary eye care, glasses can be the door to a whole new future.

For Joseph Carbone, glasses started as a business. A board-certified optician, Carbone and a partner built a successful private practice with several clinics in the Salt Lake area. For 20 years, it was smooth sailing and a good living, Carbone said. But, in all those years of private practice, he and his partner saw an unsettling trend.

"We saw there was a need that wasn't being met," Carbone said. "Many children and families went without eye care because they couldn't afford it, and in rural areas they

couldn't access it."

So, in 1999, Carbone and his partner started providing pro bono eye exams and glasses to communities in need, including on the Native American

reservations in Southern Utah.

On one such visit, Carbone outfitted a young elementary school-aged boy with his first pair of glasses.

"He put on his glasses and looked

out the window and started laughing and crying at the same time. He said, 'I didn't know trees had leaves,'" Carbone said. "That was a defining moment, and a defining moment like that changes the course of your life."

The new course for Carbone's life was to dedicate himself full-time to providing affordable and accessible eye care to people who needed it and weren't getting it. He closed his practice, mortgaged his house and opened Eye Care 4 Kids in 2001. The 501(c) (3) charitable organization now operates clinics in four states, including Utah, and they are hoping to open three additional clinics in Utah this year.

"It's much bigger than I ever thought it would be," Carbone said. "With those three new clinics, we feel that we'll be able to help 30,000 kids and their families just in Utah every year."

The goal of Eye Care 4 Kids is



Joseph Carbone, a board-certified optician, and a young customer celebrate a new pair of glasses. Carbone closed his private eye care practice and mortgaged his house to start Eye Care 4 Kids, which provides low-cost vision screenings, eye exams and glasses to children and families in need.

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simple: to provide vision screenings, eye exams and glasses to low-income and underserved children and their families. The math is simple, too. Anyone who walks through the door at Eye Care 4 Kids gets a vision screening, eye exam and glasses for a flat, all-inclusive fee of \$35. Eye Care 4 Kids also accepts Medicare, Medicaid and other insurance plans, and qualifying families can receive vouchers from their school district to cover the cost of the screening, exam and glasses for kids who need them. Vouchers are paid for by corporate sponsors, including Merit Medical, 1-800CONTACTS and American Express.

Cassandra Hill brought two of her children to Eye Care 4 Kids for exams and glasses. Her 11-year-old daughter was complaining she couldn't see the board at school, while her 17-year-old daughter, who recently started driving, said she couldn't see the road signs clearly. Getting exams and glasses at a traditional retailer was out of the question, however.

"I would have had to pick up extra hours at work, or I probably would have had to ask for help from family to take them somewhere else," Hill said.

But now both her daughters have the glasses they need and Hill expects it will make a "world of difference" for their confidence and success in school.

That certainly has been the case for other Eye Care 4 Kids customers. One young man came to Eye Care 4 Kids for the first time during his junior year of high school. He was ranked last in his class. One pair of glasses and a year later, he was graduating at the top of his class with a full-ride scholarship to study biology at Utah State University, where he discovered two proteins that have the potential to facilitate new cancer treatments.

That positive, lasting impact on the community is what first drew Bruce Dent to Eye Care 4 Kids, where he has served as a member of the board of trustees for 10 years.

"It is an amazing support to the community," Dent said.

For starters, a pair of glasses can be life-changing for a child. Many children know they can't see well, but they also know their family can't afford expensive eye exams and glasses, so they don't speak up. Of all the children who can't read by the first grade, 93 percent need glasses.

"They just sit by and are seen as a student who's not very capable when that's not the case," Dent said. "Glasses help children feel good about them-



An Eye Care 4 Kids technician helps a customer try on frames. Eye Care 4 Kids receives many frames as in-kind donations from large manufacturers. Each customer receives their vision screening, eye exam and frames of their choice for a flat fee of \$35.



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selves and not be in a position where they feel disadvantaged in any way.”

But getting glasses for kids who need them can also change and improve communities. Consider, for example, that 40 percent of juveniles who have some kind of interaction with law enforcement need glasses.

“You can’t succeed in life if you can’t succeed in school,” Dent said. “Education is such a key to a successful life. And it benefits the community and combats poverty. These are the kinds of benefits our community gets from Eye Care 4 Kids.”

Eye Care 4 Kids has provided exams and glasses for 250,000 children and family members since 2001 and they estimate there are 65,000 kids living in Utah who need glasses and don’t have them. Of all the children in the state, 25 percent need glasses and that number goes up to 40 percent among children living in poverty. In other words, Dent said, there is still a lot of work to do.

“Children, to be successful in school, need to be able to read well,” Dent said. “And to be able to read well, you need to be able to see and so many kids and their families just don’t have the resources to take care of that.”

Eye Care 4 Kids’ projected budget for 2019 is \$1.8 million, which includes an estimated one-time expenditure of \$300,000 to open the three new clinics planned for Utah. The rest of the money supports the existing clinics as well as a mobile clinic. According to Carbone, about 10 percent of the operating budget comes from Medicare and Medicaid payments and the rest is an even split AMONG grants, fee-for-

service and philanthropic gifts. And Eye Care 4 Kids makes that money go a long way. The Utah Division of Consumer Protection has certified that 97 cents of every dollar brought in by Eye Care 4 Kids goes directly to supporting the program.

Eye Care 4 Kids also benefits from generous in-kind donations, including frames and lenses, Carbone said. Adjacent to the Salt Lake clinic, located in Murray, is a lab where all the lenses are cut and fitted to frames. The lab technician’s current record is 140 pairs of glasses prepared in a single day.

Eye Care 4 Kids also has several productive relationships with foundations and other philanthropic organizations around the state. For example, The Church of Jesus Christ of Latter-day Saints included Eye Care 4 Kids in its holiday season Light The World campaign and recently presented the organization with a check for \$94,000. But Dent said he hopes more businesses will get involved in supporting the Eye Care 4 Kids mission through programs such as employer matching for donations employees make.

“Then employers can show that they support the community — and that they support their employees who are giving back,” Dent said.

Increased corporate giving would help fund the three new clinics Eye Care 4 Kids is hoping for, Carbone said, and would also help the organization expand its own philanthropic eye care efforts overseas. So far, the organization has made trips to Kenya, Rwanda, Laos and several countries in Central and South America to provide vision screenings, eye exams and glasses to those in need.

“We love doing those kinds of trips and we’d do more if they were funded,” Carbone said.

Carbone also dreams of a day when he can offer screenings, exams and glasses without even the \$35 fee.

“I’d love to give away 30,000 pairs of glasses,” Carbone said. “But we need other corporations who feel a sense of social investment to step up and say they’ll help.”

Until then, Eye Care 4 Kids will keep doing what they do best: getting affordable eye care to the kids and families who need it most, especially low-income and undocumented kids and families who fall through the cracks. And that means more than just handing out cheap glasses.

“I am not a politician but I am a child advocate and I don’t care how that child got here. If we can get food in their bellies and get them healthcare and prepare them to receive a good education, they can be self-sufficient and a benefit to society,” Carbone said. “We give kids vision so they can see their future.”



An Eye Care 4 Kids provider performs an eye exam on a recent international trip to provide eye care to communities and people who can’t normally access it. Increased corporate giving would help support more trips like this one.



Many Eye Care 4 Kids customers are referred by school districts because vision problems are interfering with their school work. Of all the children who can’t read by the first grade, 93 percent need glasses.

Eye Care 4 Kids Clinics

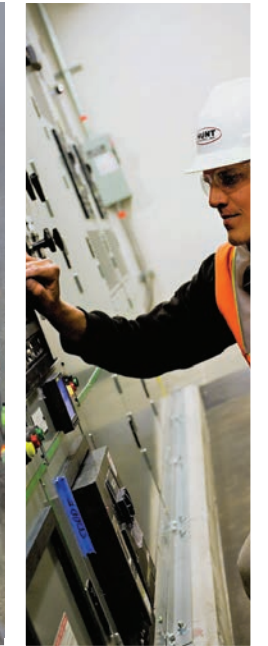
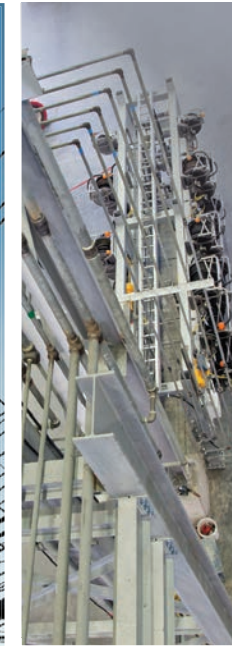
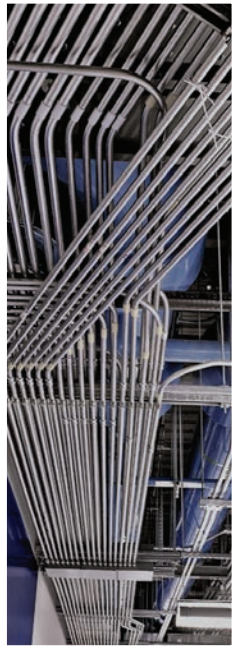
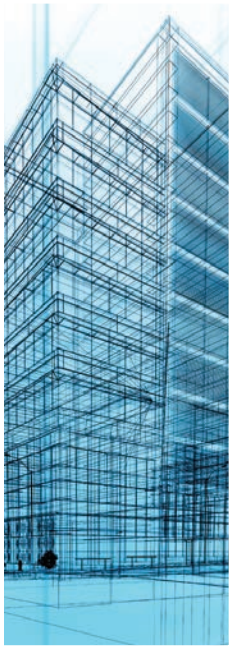
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Providing the Necessities for Addiction Recovery

When Mary Jo McMillen went to rehab in her early 20s to treat an eating disorder, as well as an addiction to alcohol and pills, she had a lot of what people in the substance abuse treatment community call “recovery capital.”

She had a job that would hold her spot while she was away and health insurance that covered her treatment. She had a place to live and a relative who could pay her rent while she was gone. She had a supportive family and everything else she needed to successfully transition out of treatment when she was ready to come home.

It worked. She hasn’t touched pills, booze or any other illegal substances in the more than two decades since she left treatment. But most people in addiction recovery are not so fortunate. Many come from poverty. Many have experienced the criminal justice system. Many do not have the support system they need to stay sober. And that is why Utah Support Advocates for Recovery Awareness (USARA) exists.

“For folks who have a lot of barriers to recovery, what we do here is critical,” said McMillen, who now serves as USARA’s executive director.

USARA’s mission is to celebrate, advocate, support and empower people in all stages of addiction recovery

through connecting to resources, building community and raising awareness that long-term recovery is possible. In other words, USARA provides the re-



covery capital that so many individuals working to overcome addiction lack.

Located on two floors of a commercial building at 180 E. 2100 S. in Salt Lake City, USARA looks like a big community center, with large couches and oversized chairs, smaller breakout rooms with desks and work tables and a kitchen stocked with snacks and drinks. Anyone can drop in any time to get help, find a listening ear or be connected to resources. A number of com-

munity groups also host regular support meetings at USARA’s Recovery Community Center, including organizations such as LifeRing Secular Re-

covery, Crystal Meth Anonymous and Young People in Recovery.

“Part of our core mission is to celebrate all pathways to recovery,” said Evan Done, community outreach and empowerment coordinator. “People who are stuck in the depths of drug and alcohol addiction often feel hopeless. We want people to know that recovery is happening all around us. It’s not rare or random. It’s happening all the time.”

That is something the staff at US-

ARA knows firsthand. As a member of the national Association of Recovery Community Organizations, at least 50 percent of the organization’s staff must be individuals in recovery themselves. USARA currently has 28 full-time staff members.

“We see the value in that person’s lived experience,” McMillen said.

Done, for example, grew up in a home where drug and alcohol abuse were prevalent. His father died by suicide and his mother eventually died from the effects of her own long-term substance abuse.

“I thought that a substance-abuse disorder was a life sentence, a death sentence,” Done said. “I had no idea ... what kind of life was possible for me.”

When he started volunteering at USARA in 2015 and had the chance to interact with peers in successful long-term recovery, Done started to see a different life for himself. Even when he suffered a relapse, he felt no judgment — and didn’t lose his job, either. Where he once felt permanently broken, Done is now surrounded by loving relationships.

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In addition to running their own peer mentor and support group programs, USARA also provides space for community groups that support long-term recovery.

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“I have the family I was born into and a family of choice or affinity in recovery,” Done said.

USARA first opened its doors in 2008 with a grant of \$100,000. In 2018, USARA had an operating budget of \$1.2 million. The projected budget for this year is \$1.8 million. Approximately two-thirds of the budget comes from grants; the other one-third is from individual and foundation donations. Continuing funding is always an issue, McMullen said, but the more money USARA has, the more programs they can provide.

Through the Recovery Leadership Initiative, USARA provides coaches and mentors to individuals in recovery. Natasha (name has been changed) first heard about the program when she was serving jail time in Duchesne County. When she started inpatient treatment at Odyssey House, meeting regularly with a recovery coach at USARA became part of her treatment plan. Now, Natasha’s coach is helping her prepare for her graduation from Odyssey House, including finding an apartment and a job so she can stay in Salt Lake City.

“I didn’t know about how many resources were out there for people in recovery,” Natasha said. But USARA is helping her bridge the gap between the end of treatment and the continuation of a successful life in recovery. “We don’t have to leave and have nothing.”

She and her small son also participate in community-building activities such as Family Fun Night, where parents in recovery and their children get together to watch movies and play games.

“It makes a huge difference knowing you always have someone to turn to,” Natasha said. “It’s like I’m not completely on my own.”

When an individual is suffering from substance addiction and abuse, the effects are far-reaching and families often carry a heavy burden. To help families deal with a loved one’s addiction, USARA also operates the CRAFT Family Support Group. Community Reinforcement and Family Training is a skills-based program to help families tackle self-care, communication, problem-solving and goal-setting.

Darlene Schultz first came to CRAFT looking for help to deal with her two sons’ heroin addictions. She had tried everything to keep her sons from using, including using her minivan to chase their drug dealer away from the house, but nothing worked.

When she first started CRAFT’s 12-week program, “I just wanted someone to tell me what to do,” Schul-

tz said. “But when I came, they said ‘It’s not about them; it’s about you. If you don’t take care of yourself, you’re no good to them.’”

Schultz learned how to communicate more effectively with her sons. She learned to respond and not react.

“Nagging, pleading, threatening, negotiating recovery, I did all that and it didn’t work, but it was all I knew how to do,” she said.

She also learned how to set goals that would improve the quality of her own life. For example, Schultz wanted more happy interactions with her husband, so she instituted “no-drug-talk walks.” Twice a week Schultz and her husband took their dogs out for a walk and the only rule was they couldn’t talk about drugs or treatment or recovery or addiction.

“It was hard,” she said. “I had lost my relationship with my husband because it was all I could talk about.”

For Schultz, there was one happy ending — her oldest son has been off heroin for eight years and counting — and one sad ending. Her younger son died of a heroin overdose six years ago. He was 22 years old. Schultz now puts that pain and experience to work on behalf of others as the facilitator of the CRAFT program.

The final program managed by USARA is the Addiction Recovery Coaching in Healthcare and Emergency Settings, or ARCHES. Though USARA is not a medical treatment program, through ARCHES they dispatch support personnel to connect with individuals in a healthcare setting as a result of an overdose or other impacts of substance abuse disorder.

If the individual is ready, the ARCHES staff member can refer them to treatment programs and recovery support groups. If they’re not ready, the goal becomes harm reduction, including a kit with the medication naloxone, which can reverse the effects of an opioid overdose.

“The whole goal of harm reduction is ‘one more day,’” said Sabra Nelson, the ARCHES project coordinator. “You can’t recover if you’re not here.”

After the initial contact in a healthcare setting, peer recovery coaches follow up with each individual every day for a week and then every week for four weeks. The goal is to help people believe that recovery is possible and start to take responsibility for their own recovery journey.

“One challenge is that a lot of people feel like they don’t have a say,” Nelson said. “They need to advocate for themselves because everyone else has been telling them what to do and that hasn’t worked. So, we help them



Members of the CRAFT Family Support Group hold up pictures of the loved ones they’ve lost to addiction. CRAFT Family Support helps the family members of people suffering from addiction tackle self-care, communication, problem-solving and goal-setting.



Long-term recovery can seem impossible for individuals and their families struggling with addiction but, as Evan Done of USARA says, “We want people to know that recovery is happening all around us. It’s not rare or random. It’s happening all the time.”

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PARTNERS

National Partners

Substance Abuse and Mental Health Services Administration (SAMHSA)

SAMHSA is charged with improving the quality and availability of treatment and rehabilitative services in order to reduce illness, death, disability, and the cost to society resulting from substance abuse and mental illnesses.

Faces & Voices of Recovery

Faces & Voices of Recovery is the nation's leading recovery advocacy organization promoting policies that are grounded in science, compassion, health and human rights.

Center on Addiction

Center on Addiction is committed to finding, promoting and enacting the necessary solutions to end America's deadly addiction crisis. They strive to provide families, employers, medical leaders and passionate individuals with the tools they need to succeed and to remove the stigma of addiction, replacing shame and despair with hope and compassion.

Statewide Partners

Utah Division of Substance Abuse and Mental Health (DSAMH)

The Utah Division of Substance Abuse and Mental Health (DSAMH) oversees the publicly funded prevention and treatment system. If you, a friend or family member is struggling with a mental health problem or a problem with alcohol, tobacco, or other drugs, there is help available.

Utah Health Policy Project (UHPP)

Utah Health Policy Project (UHPP) is a nonpartisan, nonprofit organization advancing sustainable healthcare solutions for underserved Utahns through better access, education and public policy.

NAMI Utah

NAMI is the National Alliance on Mental Illness. NAMI Utah's mission is to ensure the dignity and improve the lives of those who live with mental illness and their families through support, education and advocacy.

Local Partner

Salt Lake County Behavioral Health Services

Salt Lake County Behavioral Health Services works to ensure access to evidence-based treatment practices throughout the community and appropriate community-based services that provide support along the road to recovery and healing. The results of our efforts are improved outcomes for individuals and families, and a stronger and healthier community.



MGMT. & STAFF

Mary Jo McMillen

Executive Director

Mary Jo has been in long-term recovery from alcohol and drug addiction since September 1985. She has been a licensed substance use disorder counselor in Utah since 1988, working in multiple agencies and a continuum of treatment services.

In 2007, Mary Jo joined a grassroots effort to establish the board of directors for USARA, Utah's first addiction recovery community and advocacy organization. In 2010, she became USARA's executive director and in 2011 USARA opened Utah's first peer-run recovery community center in Salt Lake County.

Javier Alegre

Development & Communications Director

Javier joined the USARA team in April of 2016 as director of development and communications. He holds a degree in business administration and in 2017, he graduated from the Nonprofit Academy of Excellence Program at the University of Utah.

Javier has worked in the nonprofit sector for more than 15 years, in various roles and positions and for many diverse organizations. He feels passionately about being of service to others and his community and has committed his professional life to this purpose.

Lisa Walker

Recovery Support Services Director

Lisa holds a master's degree in social work from the University of Utah, which she completed in 2014. She brings her experience as a licensed clinical social worker to provide supervision and support to USARA's Recovery Leadership Initiative and Addiction Recovery Management teams.

Lisa has been in long-term recovery since December 2005 and has passionately worked in various behavioral health settings over the past decade.

Becca Brown

Education & Training Manager

Becca has been with USARA since early 2015 and serves as the lead peer recovery coach for the Addiction Recovery Management for Families program. Prior to joining USARA, Becca dedicated over 15 years in the social services sector, cultivating a specialty in career and life coaching for individuals with significant disadvantages. Becca is also in long-term recovery, beginning her journey Sept. 16, 2008.

Evan Martin

Administrative/Operations Coordinator

Evan joined the USARA team in June of 2018 and serves as the administrative/operations coordinator for the USARA organization. Evan holds degrees in both communication management and marketing from the University of Dayton in Ohio. Prior to joining the USARA team, Evan had extensive experience working in marketing, sales, supply chain management and operations with companies ranging from startup to international. Evan is a person in long-term recovery who started his recovery journey here in Utah.

Evan Done

Community Outreach & Empowerment Coordinator

Evan began as a volunteer at USARA in 2015 and has extensive experience in the nonprofit sector. Originally a systems administrator and programmer by trade, he has used his wide array of information technology skills to assist nonprofit, social service and public policy organizations to further their missions and heighten their impacts.

Evan is in long-term recovery from both a substance use and mood disorder and has been on USARA's staff since April 2017. With over 10 years of experience in social justice advocacy, he is dedicated to creating a more equitable and sustainable world.

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start to think about, 'What does that change look like?'"

The final piece of USARA's mission is to help the community at large understand what that change looks like — and that it is possible. The more outreach the organization does, the more they find that just about everyone has been touched by addiction. And that means more and more people are moving beyond stereotypes of addiction and recovery.

By treating — and supporting — individuals in recovery the same way people with other diseases are treated and supported, USARA gives people a fair shot at a recovery that sticks. USARA gives people the recovery capital they deserve.

"We give people everything they need to recover and succeed," McMillen said. "If everyone had that kind of capital, everyone would recover."





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The strength of our community is its greatest asset.

When people work together, anything is possible. It's why we support organizations that bring people within our community closer. They reinforce the bonds we share and help us celebrate the traditions we hold dear. It's just one part of our investment in our neighbors and the community.

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