



## Organization and Program Budget FY20/21

### Revenue

Foundation and Corporate	\$	679,000
Individuals		150,000
Government Grants		292,800
Program Related Income		56,600
Fundraising Events		100,000
Interest/Misc		5,000
<i>Funding Gap</i>		<i>578,360</i>
<b>Total Cash Revenue</b>	<b>\$</b>	<b>1,861,760</b>
In-Kind Goods and Services		150,000
<b>TOTAL REVENUE</b>	<b>\$</b>	<b>2,011,760</b>

### Expenses

Salaries and Benefits	\$	1,533,348
Contract Services		43,056
Debt Service		33,336
Occupancy		89,920
Program Supplies		16,740
Communications		16,420
IT/Software		10,361
Furniture and Equipment		7,000
Professional Development		10,000
Outreach and Marketing		10,470
Staff Expenses		5,230
Office Expenses		3,600
Vehicles - Client Transportation		13,390
Licensing and Bank Fees		11,310
Insurance		24,580
Professional Fees		10,000
Fundraising Events		17,000
Building Maintenance Fund		6,000
<b>Total Cash Expenses</b>		<b>1,861,760</b>
In-Kind		150,000
<b>Total Expenses</b>	<b>\$</b>	<b>2,011,760</b>
<b>Net Revenue</b>	<b>\$</b>	<b>-</b>

## **The INN Between Legislative Funding FY20/21**

The INN Between has a loan from the Olene Walker Housing Loan Fund with a remaining balance of approx. \$460K.

We receive an ongoing appropriation of \$100,000. FY20/21 will be the third year of this appropriation. This funding is allocated to salaries for our 24/7 CNA staff.

We also apply for funding from the Housing Funding pool, administered by the Homeless Coordinating Committee. The INN Between qualifies for funding under the Emergency Shelter and Other categories, and received a grant of \$50,000 in FY19/20 from the Other category.

Given approval of an additional \$400,000 in ongoing funding, The INN Between would stipulate to not apply for funding from the Homeless Funding pool, freeing those funds up for other homeless service providers in the Other category such as coordinated entry.

## **The INN Between Performance Measures FY20/21**

All our clients are medically frail or terminally ill, low-income, and either homeless, at risk of imminent homelessness, living in unsafe housing, or unsafely alone without the necessary caregiver support at the end of life. Most are in their 30s to 50's; our oldest client is 94. Most of our clients have been experiencing homelessness; however, we are seeing an increase in need from the aging population that is alone at the end of life.

- 130 (100% of all clients) will be removed from a medical crisis situation, receive medical housing, and gain access to critical medical services not accessible in shelters/streets. Services include all basic needs; 24/7 oversight; medication management; transportation to outpatient care/methadone clinics; intensive case management to connect with mainstream resources, intensive life-skills coaching to replace adverse behaviors with positive ones.
- 130 people (100% of all clients) medically frail or terminally ill homeless adults will be assisted in applying for Medicaid and other mainstream benefits.
- 26 people (100% of 26 terminally ill clients) will be safely housed through the end of life, ending their homelessness. They will gain access to professional hospice care; be connected with Medicaid and other mainstream resources; and experience the end of life with dignity and compassionate 24/7 specialized hospice caregiver support.
- 104 people (100% of medically frail clients) will be diverted from the resource centers and will remain at The INN Between until their acute medical condition is resolved. They will gain access to home health care and other healthcare services; receive intensive case management to connect with mainstream benefits, employment, and housing; receive intensive life skills coaching and mentoring to break the cycle of homelessness and foster success with self reliance.
- 8 Respite clients (8% of medically frail clients) will obtain stable housing in the community with our assistance, ending their homelessness.

We achieve our goals by identifying and serving people in need through collaborations with hospitals and clinics, medical professionals, government agencies, Police and Fire Departments, and homeless service providers. We also do outreach to church and civic groups, community councils, in the media, and at community events targeting individuals experiencing homelessness.

## MISSION & HISTORY

The INN Between opened in August 2015 as Utah's only medical housing program for adults experiencing homelessness, solving a critical gap in homeless services.

Our mission is to end the tragic history of vulnerable people dying on the streets of our community by providing a supportive and safe haven for people who have nowhere to live during a medical crisis. We achieve our mission by providing a surrogate home environment that includes meals, clothing, toiletries, and other basic needs; supportive case management services; transportation to medical appointments; and comprehensive social, emotional and spiritual support.

The concept of end-of-life housing for homeless people began in 2010 when Debbie Thorpe, an Advanced Practice Registered Nurse (APRN) at Huntsman Cancer Hospital, could no longer endure the heartbreak of discharging terminally ill homeless patients to the streets where they would die alone without access to professional hospice care. Ms. Thorpe teamed up with Dr. Alan Ainsworth, then Executive Director of Fourth Street Clinic, to form a committee and search for a solution. Kim Correa joined the committee in 2014 and took a leadership role in launching the 16-bed pilot project in the old Roman Catholic Convent on Goshen Street, Salt Lake City.

Facing long waitlists, we searched for a larger facility and were fortunate to not only find, but to raise the funds to purchase, a large former nursing home in East Liberty Park. In June 2018, we moved into our new home which can serve up to 50 clients.

The new building allowed our program to obtain an Assisted Living Facility Type II license, which enables us to take people who are very medically frail—people we had to turn away in our old building. However, the increased client load and compliance with licensing regulations increased our operating costs four-fold.

As we recently passed the one-year mark in our new home, we reflected on the impact The INN Between has had in our community, especially on our 66 clients who died peacefully in their beds instead of on the streets. KUED, our local PBS station, has made a documentary about our program (it can be streamed on <https://www.kued.org/video/homeless-the-end>); we have received numerous awards, including the 2019 Best of State Winner for Charitable Service Organization, the 2016 and 2018 Utah Housing Coalition Member of the Year Award, and the 2016 Society for Social Work Leadership in Healthcare Agency Award.



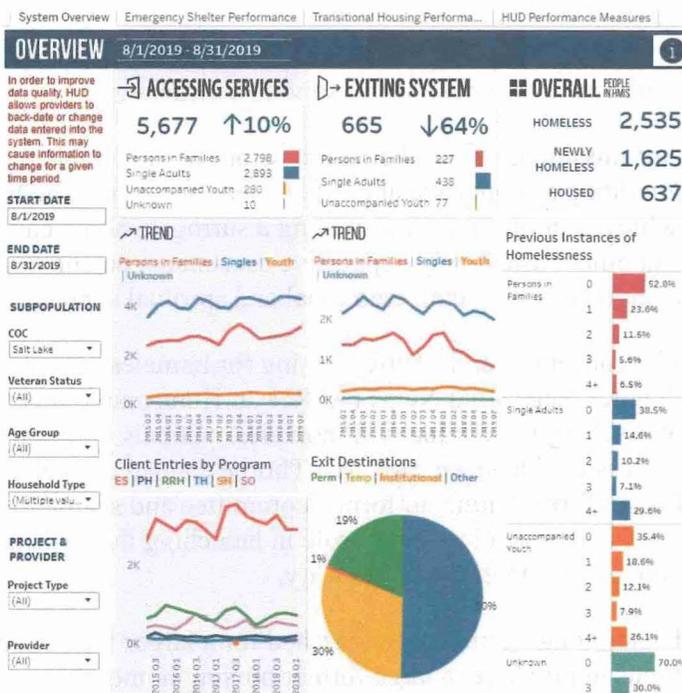
*The INN Between's new home at 1216 East 1300 South*

## ADDRESSING THE ISSUE

Prior to The INN Between, Utah did not have a place where terminally ill homeless people could experience the end-of-life with dignity and more than 50 people were dying on the streets with little media attention, leaving the community unaware of the inhumanity.

Shelters are not equipped to provide end-of-life housing; hospitals cannot keep dying patients for weeks or months; and nursing homes charge high fees and face challenges dealing with mental health, addiction and behavioral issues common among the homeless community.

This year, our homeless services system shifts from a central shelter to a scattered site model with fewer total beds. The INN Between is working closely with community partners to identify and admit terminally ill clients so that these highly vulnerable people do not fall through the cracks.



August 2019 Salt Lake County Homelessness Dashboard

Homeless individuals are often high utilizers of 911 and hospital emergency rooms for primary care. At an estimated cost of \$2,000 per 911 call with medical transport (Source: Salt Lake City Fire Department), and \$3,000 to \$5,000 per ER visit, this is the costliest type of care, resulting in the pass through of millions of dollars of costs to the community annually. Our program reduces unnecessary 911 calls which frees up scarce police, fire, and hospital resources while saving our community more than \$1,000,000 annually (based on eliminating two unnecessary 911 calls per client annually).

## WHOLE PERSON CARE

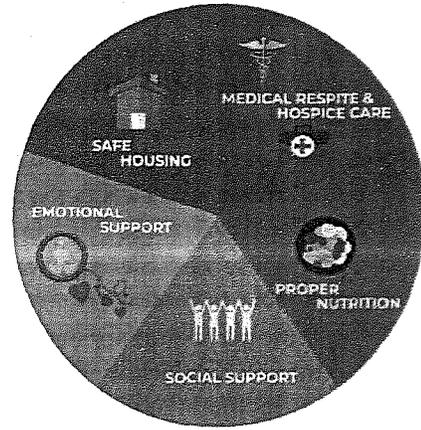
Homelessness is a complex issue and our residents each have a unique story. Some lost housing due to trauma, mental illness, or substance use. Others became ill, lost their job and insurance, and eventually lost their homes. Once on the streets, the lack of nutrition and hygiene combined with constantly being in crisis for safety, shelter, and basic needs takes a toll on their minds and bodies. In our community, weather extremes take another toll. The effects of living on the streets makes people feel socially isolated and discriminated against. Many lose connections with their families and friends. Some residents honorably served our country in the military, while others served many years in prison. Many are so ashamed by certain past actions, that they don't believe they deserve forgiveness or love. Many simply give up and want to end it all.

At The INN Between, we take a holistic approach on providing housing and medical care to our residents. We support the whole person care model, because we know that in order to heal the body, we also have to heal the mind and the heart.

We tell our residents that we are here for them and the most important thing is that they are safe now. Our terminally ill clients almost always rebound after moving in, demonstrating the positive effects of safe housing, proper nutrition and medical care, and a compassionate environment.

Our core values center on kindness, respect, honesty, compassion, and dignity. Our philosophy is to wipe the slate clean and give every person a chance to rise to their personal best. As long as clients can comport themselves appropriately, they are welcome to remain in our program for the duration of their medical need.

In addition to basic needs, we provide our residents with a place they can call home; 24/7 medical support from our own nurse and CNAs; and professional medical and hospice care through community partners. We have ample supplies of durable medical equipment, briefs, nutritional supplements and other supplies. Our nutritionist and excellent kitchen staff serve up three healthy meals daily plus snacks. We dine with our residents to provide positive social and emotional interaction. Our staff take residents to their medical appointments for regular doctor visits, dialysis, cancer treatment, or other medical needs.



WHOLE PERSON CARE AT THE INN BETWEEN

### PROGRAM DESCRIPTION

The INN Between serves as a surrogate home for people who are terminally ill or who are too sick to be on the streets or in shelters, but not sick enough to be in the hospital. About 20% of our clients are terminally ill, and about 30% are battling cancer.

We have 25 State-licensed Assisted Living Facility Type II beds for clients who need assistance performing their Activities of Daily Living (ADLs), which include bathing, grooming, dressing, eating, toileting, and taking medication. We also have 25 social model beds for clients who can perform their own ADLs and take medications on their own. The State does not require these beds to be licensed because the clients are able to take care of themselves, just as they would in an apartment or home setting. (All the beds in our former home were social model and exempt from licensing).

About 75% of all new clients (including hospice and medical respite), are admitted to social model beds because they can take care of themselves. As hospice clients begin to require help with ADLs, they are transferred to an ALF bed.

Clients are referred to The INN Between by hospitals, medical clinics, Volunteers of America, Law Enforcement Agencies, The Road Home and other shelters, churches, and other homeless service agencies. We must obtain physician's history and physical to document their terminal or acute illness.



House Manager

House Manager & CNA

Resident

Resident

## POPULATION SERVED AND IMPACT

The INN Between serves low- and no-income adults who are experiencing homelessness, have terminal or acute illness, and have nowhere else to live. Most of our clients come from Salt Lake County, especially downtown shelters or encampments; however, many are referred from Utah, Davis, Ogden and Weber Counties. We accept clients from throughout Utah, and occasionally out-of-state clients who are here to receive treatment at the regional Huntsman Cancer Center and may be living in their car or other conditions not suitable for human habitation.

In FY2019, we provided 12,462 days of medical housing to 82 clients, helping 15 people experience the end of life with dignity and access to professional hospice care and comprehensive emotional support. We also helped six clients obtain permanent housing. Our clients included 25 women, eight veterans, 45 disabled individuals, and 31 seniors over age 60.

The INN Between accepts clients regardless of income, ability to pay, gender, race, ethnicity, or religion. We also accept individuals with substance use disorder and criminal history (provided they do not have a violent criminal history). We do not accept individuals with server mental illness, dementia, or the need for skilled nursing care.

## VOLUNTEERISM

Volunteers are a key component of our program delivery model, and more than 100 people volunteer annually to do special one-time projects or to serve weekly as “House Mates” who help us maintain our home and keep our residents company. Specialized volunteers provide therapies shown to relieve pain and anxiety such as massage, reiki, acupuncture, music therapy, pet therapy and more. Other volunteers donate salon services and host activities such as game night, movie night, arts and crafts, bingo and much more. Clients who wish to attend church services are provided with transportation, or clergy will conduct services in our chapel. In FY2019, 158 active volunteers provided 4,868 hours of service.



*Austin-2019 Volunteer of the Year*