

IMPACT REPORT 2022



Community Engagement & Development

**1005 Boatlanding Road
Bowling Green, KY 42101**

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Join the work

Letter from the President of the Board



2022 was, in short, a WOW year! The dictionary defines progress as forward or onward movement toward a destination...and man, did we ever make progress this year. The work of staff, neighbors, partners, volunteers, city leaders, community members, and our board has been nothing short of Herculean. You'll read the full specifics in the report, but what this small organization did in one short year demonstrates the huge heart that exists in every person who works in and supports the vital work of HOTEL INC. We have raised funds to open our new Community Development Center (with the Karen F. Schulte Memorial Community Hub at its heart) and created the Delafield Co-Op Market through invaluable grant and designated funding

to provide fresh food to our neighbors. We purchased our third transitional home through a Community Development Block Grant with the city of Bowling Green, revitalized our Street Medicine program with energetic new volunteers taking access to health to our most vulnerable community members, and walked with program partners and been humbled to be chosen as part of their journey. The team has quite literally worked their tails off!

As we start the 3rd year of our 5-year Strategic Plan and create Phase Two of our Community Development Plan, I ask you to continue to walk this path with us. We can never rest on our accomplishments and must always push forward to serve our community. We are strongest when we pull together to reach shared goals. Community has many definitions, and the one that speaks to me is a feeling of fellowship with others as a result of sharing common attitudes, interests, and goals. I sincerely hope that your continued support and partnership with us engenders this type of feeling in you. Thank you for all that you've done with us; we look forward to a phenomenal 2023!

A handwritten signature in blue ink, appearing to read 'Charlie Cole'.

Charlie Cole

Letter from the Executive Director

Thank you for investing in HOTEL INC! This past year was one of new birth: new relationships, new homes, new partnerships, new staff, a new facility, and our first social enterprise. We have experienced so much goodness and joy, and seeing God at work in so many areas has been overwhelming (in a good way) at times.

The saying "it takes a village" proves itself again and again here at HOTEL INC. Without each other we could never live to our fullest. As a donor, volunteer, sponsor, or community partner, YOU are investing in a neighbor who is investing in themselves. You are investing in an organization that prioritizes holistic engagement and care. Our partners invest in themselves and write a new chapter in their lives. Many partners create a whole new life of living into their full potential, one step at a time, breaking through one barrier at a time, and regrouping when the potholes of life throw them off course.

As a community development center, we are working daily to create spaces for people to thrive: to preserve their self-agency, to be who God created them to be, and to experience new birth. I invite you to continue on this journey with us to build together a community where all people have the opportunity to thrive.

Sincerely,

A handwritten signature in black ink, appearing to read 'Rhondell Miller'.

Rhondell Miller,
Executive Director



2022 Year in Review

2022 has been a great year for HOTEL INC. Some of the highlights from this year's work in our neighborhood of Delafield and the community of Bowling Green include:

- opening the Delafield Co-op Market;
- remodeling and completing new construction on our facility;
- making significant progress in achieving our Year 3 Strategic Plan goals;
- revitalizing Street Medicine through enhanced and exciting new partnerships;
- walking with participants in holistic partnership as they obtained employment and permanent housing;
- assisting individuals impacted by the December 2021 tornadoes;
- getting to know neighbors through community events; and
- completing the two-year cohort for City Shapers BG with other agencies from across the city.

We are excited to look back through the year and see the immense progress we have made in the areas of housing, nutrition, and health while also facilitating community engagement among the Delafield neighbors.

LET'S CELEBRATE!

On March 1, 2022 we opened the Delafield Co-Op Market to provide year-round access to fresh KY Proud and other regional foods to reduce food insecurity.

In December, we opened our new facility, made possible through the generosity of so many donors to our capital campaign.



Above: Delafield Co-Op Market Opening, March 1, 2022; Below: Mural by Marlee Jones (Delafield Co-Op Market Manager) celebrating the neighborhood's history as a riverside community



2022 STRATEGIC PLAN ACCOMPLISHMENTS

Our Mission is to advocate, educate, empower, and share in the work of our community to ensure all people have security through safe, affordable housing, health care, and nutritious food.



Housing

- Celebrated 68 graduates from the Foundations Cohorts
- Provided crisis relief to tornado survivors with the help of \$106,987 in grant awards
- Began offering a 15-week Getting Ahead cohort, graduated three
- Started work with 6 additional landlord partners for a total of 42
- Housed 10 people in our transitional homes
- Rehabbed our third transitional home

Health and Wellness



- Provided medical respite housing for 6 individuals being treated for illnesses
- Cross-trained Navigators to street medicine to conduct weekly visits
- Partnered with Greenview Hospital, the Medical Center at Bowling Green, and students from KY College of Osteopathic Medicine for clinics and street medicine
- Enriched Street Medicine Program by scheduling "Clinic" dates for individuals to receive basic medical attention, prescriptions, and referrals in a more private setting
- Provided end-of-life support to four individuals in partnership with Hospice of Southern Kentucky

Neighborhood Engagement and Development



- Supported coordination of community picnics and social events
- Helped establish monthly Delafield Neighborhood Group to plan events, host outside speakers, and discuss priority issues
- Provided support for a Candidate Forum; hosted the City of BG Compliance & Neighborhood Services and BGPD; helped launch a Neighborhood Watch Group
- Partnered with the Warren County Public Library to open a satellite branch
- Introduced community art through indoor and outdoor murals
- Started a computer lab through the generosity of the Truist Foundation

Nutrition and Food Security



- Opened the Delafield Co-Op Market on March 1, 2022 to help alleviate a food desert
- Signed up 275 Co-Op members; 66% are West End households
- Partnered with First Christian Church's Community Grocery, which provides crisis food support until stabilization
- Shared fruits and veggies from the Co-Op Market with MEALS Inc to increase the nutritional value of weekly meals for seniors and people with disabilities
- Incorporated nutrition into the Foundations cohort
- Partnered with the Med Center Community Health and Wellness for health education

Celebrating Your Generosity

"Supporting HOTEL INC is exactly what the Berta Family Foundation wants to be doing. We're trying to help people help themselves, and HOTEL INC does that wonderfully....We think our money is being utilized very effectively and can pinpoint actual examples of people who have been helped. We like to see how our money is impacting people specifically."

Vince Berta of the Berta Family Foundation, donors of the \$100,000 Matching Grant for our Capital Campaign



Ribbon cutting for rebuilt and renovated facilities, December 2022.

Rhondell Miller, Director, with Vince and Kathleen Berta of the Berta Family Foundation and the plaque dedicating the area to Kathleen's sister, Karen.



The Capital Campaign

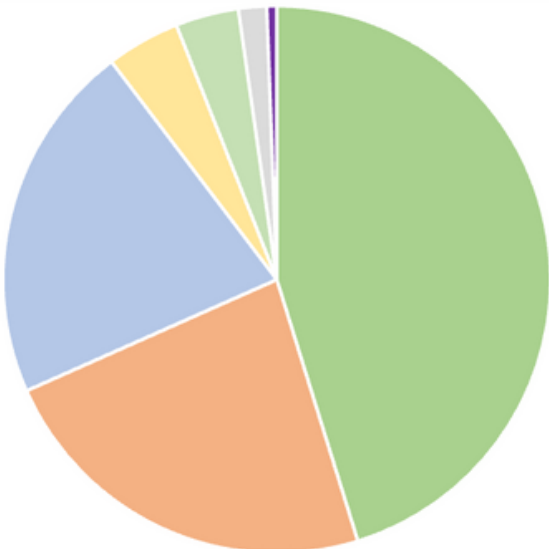
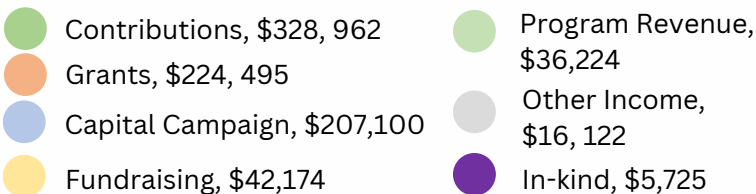
Total Cost: \$441,964

Total Raised: \$420,640

Still needed: \$21,329

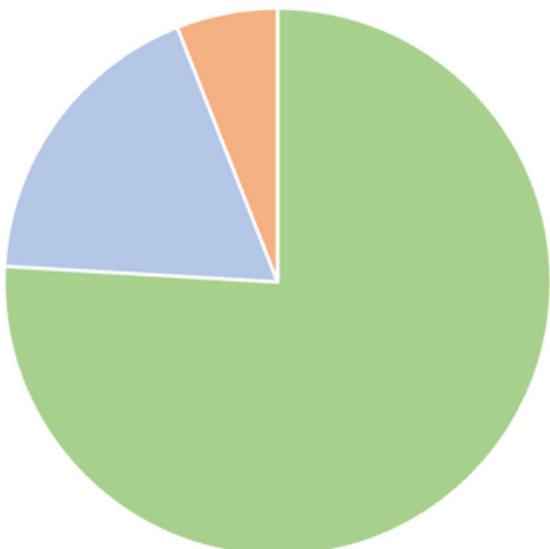
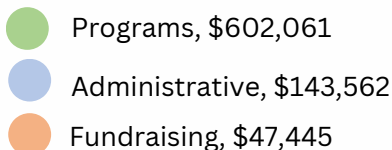
2022 Revenue

Total: \$970,802



2022 Expenses

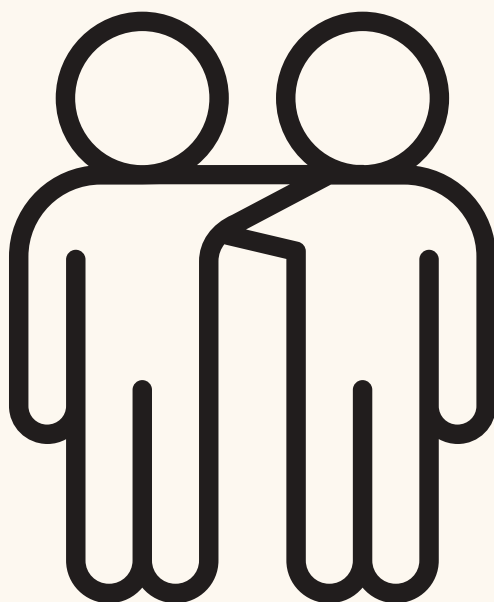
Total: \$793,068



Holistic Partnership:

noun

1. A working relationship that begins by assessing gifts, barriers, and goals related to nutrition, health, housing, transportation, spirituality, employment, legal situations, relationships, and education; 2. A long-term relationship between a Navigator and a partner that considers the health and wellness of an individual's whole being.



2022 Holistic Partnerships



Navigator Team: Harold Bucy, Lacey Kimball, Rebecca Troxell, and Beth Ramsey

Navigators spend an average of 24 hours with each household

Navigators formed holistic partnerships with 284 households

10 people assisted with budgeting and financial planning

62 people assisted with homelessness prevention

70 additional individuals supported in their short-term housing goals

50 people provided medical and relational support through street medicine

3 people graduated from the 15-week Getting Ahead Cohort



Navigator Harold Bucy with the 2022 "Getting Ahead" Cohort.

34 people supported with mail, laundry, and other matters

Total number of assistance records...6,589

Make new friends, and nourish the old.

186 new households served with 336 members

432 households assisted with 745 members



Foundations

is an important part of our ***holistic partnerships***. In a cohort setting, participants work through financial management, health and wellness issues, transportation obstacles, food security, relational stress, legal obstacles, spiritual needs, and educational goals.

Foundations participants also work one-on-one with a Navigator.

68 people
graduated
from
Foundations

84% secured
housing,
75% obtained
income,
87% obtained
transportation

"This class is
important because
it shares knowledge
to use in your
everyday life."
~ Chris, recent graduate



Foundations Cohort Graduations, 2022.





Delafield Community Engagement & Development

Over the past two years, our Neighborhood Engagement Staff have been building relationships within a 4-block radius. They have focused on growing neighborhood connectivity and credible leadership in response to concerns identified in the 2021 Flourishing Neighborhood Index Assessment.

We value local living and believe proximity is key to building relationships with our neighbors. As individuals shop our Market, seek to find necessary resources, or choose to partner with us, we hope to listen genuinely and know one another to foster trust and understanding.

We utilize an approach that recognizes all individuals have values, distinct gifts, and unique life experiences, along with varying challenges. This allows for individuals, once traditionally marginalized, to have a voice and contribute to shaping our organization. As a result, there is mutual transformation, and together we can create lasting impact.



Through collaboration, we work to find lasting solutions that address the root causes of poverty rather than provide simple solutions that only supply short-term relief. Creative thinking allows us to build systems that work to foster stability for a thriving community and vibrant economy.

**"It makes a difference to know people...We need to know who our neighbors are."
~ Anna Beason,
Delafield neighbor**



The Delafield Neighborhood Group, with Neighborhood Engagement Staff Shelley Carter and Beth Carroll.



Delafield Community Engagement & Development



Our vision

We envision a community where each person is valued and has an equal opportunity to thrive.



Top right: Delafield Neighborhood Group members enjoy the 2022 Fall Cookout; Top left: Flourishing Community Gardens (2021); Left Middle: Delafield Co-Op Market Associate Luis Batista enjoys some down time with his family at the 2022 Cookout; Left: Mrs. Anna Beason, retired owner of Beason's Barbeque shares her specialty at the 2021 fall gathering; Above: Volunteers and neighbors enjoy socializing at the 2021 event.

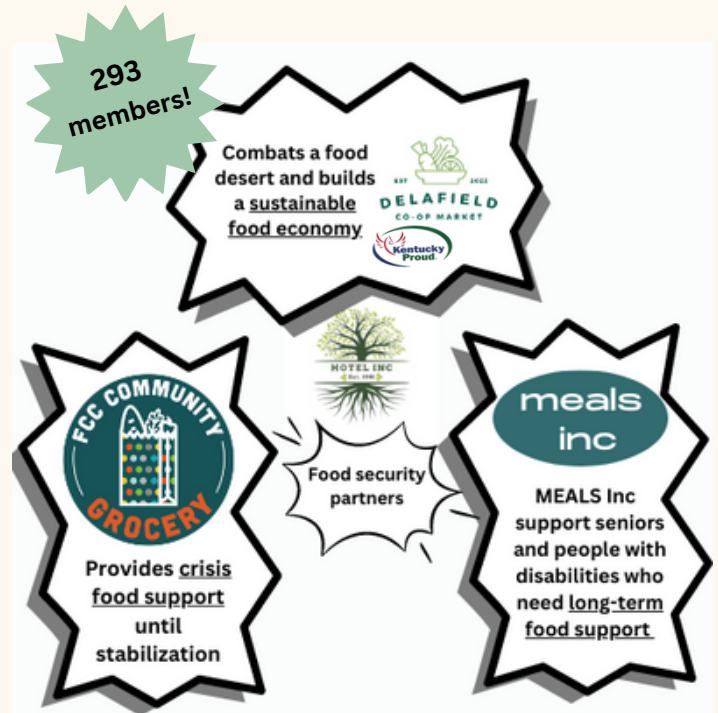


Food Security Partners and Solutions

Individuals living in a food desert lack reliable and affordable access to fresh fruits and vegetables. The West End and Delafield areas of Bowling Green are considered food deserts, and food insecurity was of great concern according to our 2020 Flourishing Neighborhood Survey. When we talked to our neighbors, *they did not want a food pantry*. Instead, they wanted to spend the money they earned or the government benefits they received to purchase fresh produce in their neighborhood. To address this concern, we opened the Delafield Co-Op Market in March 2022.

We know that other parts of our community still experience food insecurity and need the kind of crisis intervention we used to offer. We now work with two partners who provide crisis food assistance. In 2022, we donated \$12,000 to **First Christian Church Community Grocery Store**, which provides food to people who are unhoused, elderly, refugees, dealing with inflation, or experiencing chronic poverty. Our Navigators connect people to FCC for a limited time of food assistance during the beginning of their holistic partnership to help with their stabilization. Our funds helped to support households served by FCC.

We also chose to partner with **MEALS, Inc.** in 2022 for long-term support of senior citizens and people with disabilities who have no other means of addressing food insecurity. The organization prepares hot, nutritious meals every Saturday morning for people who are elderly, disabled, and/or unhoused. In 2022, the organization delivered just under 11,000 meals, and through our partnership, the meals included donated produce from the Co-Op Market worth \$5,400, substantially increasing their nutritional value.



Rev. Megan Huston, Rev. Kyle McDougall, and Rev. Daniel Lyvers of First Christian Church joined our celebration of the 1-year anniversary of the Delafield Co-Op Market. The First Christian Church Community Grocery operates under Rev. McDougall's leadership.



A co-op (cooperative) is an organization that is run by and exists for its members. West End residents can join the Delafield Co-Op Market for free; other residents join for \$60.

*Opened in March 2022, the Delafield Co-Op aims to reduce food insecurity in the neighborhood.

*Shoppers gain year-round access to fresh KY Proud and other local/regional foods.

*The Market supports the local economy; our market associates live in the neighborhood; 50% or more of the items are KY Proud.

*In the first 10 months, the market had more than \$35,000 in sales and provided nearly \$10,000 in discounts to West End Members.



Market Survey Findings

I have tried new foods...46%

I have saved money...26%

I have eaten more fresh vegetables...63%

I have eaten more fresh fruit...51%

I have eaten more nutritious food...49%





Rebuilding Futures

2019-2022 ~ Phase One Community Development

Housing is a complex social issue that needs to be addressed from a variety of angles. Bowling Green faces an affordable housing crisis. For many citizens, a full-time job isn't enough to cover the rent or mortgage as well as the rising costs of nutritious food, childcare, and transportation. *Our holistic partnerships address the barriers that individuals face in obtaining and maintaining housing.*

Bowling Green currently has a shortage of units available to low-income individuals (rent burdened and severely rent burdened), a situation that was exacerbated by the 2021 tornadoes which left our community with 500 fewer units. Since 2019, HOTEL INC has been working *to acquire units* for transitional housing and medical respite and *to partner with landlords and property managers* to make available more units for affordable housing. Our landlord partners notify HOTEL INC of open units and work alongside our partners.

Our model is a comprehensive, holistic approach that addresses the spiritual, physical, and educational needs of homeless and low-income neighbors.

We work within a community network of service providers, which leverages every dollar invested in HOTEL INC through community-wide impact on shared community development goals. According to the U.S. Department of Housing and Urban Development each homeless person costs the community \$30-50,000 per year.

 **110 people retained housing through HOTEL INC, which saves our community \$3,850,000 each year** 

Renters Burdened in Bowling Green

Rent burdened

6,317 BG households paid more than 30% of their income on housing

Severely Rent Burdened

3,436 BG households paid more than 50% of their income on housing

Units Needed in BG

Shortfall of units for extremely low to low-income rental households: 1,766*

*Numbers from the *Bowling Green Housing Needs Assessment, 2019* by Bowen National Research

LANDLORD PARTNERS

2019 2022

Number of partnering landlords 4 42

Number of doors available 5 90

Housing Retention 2019-2022

Families obtaining housing 123

People who passed away 6

People who lost housing or were incarcerated 7

People who retained housing 110 or 90%

Creating Additional Transitional Housing



Between 2019 and 2022, we invested \$316,921.71 in transitional and medical respite housing.



Between 2019 and 2022, 53 people lived in transitional housing and medical respite housing.

Of these, 48 individuals (91%) obtained and maintained permanent housing. One person passed away.



Photos of our new transitional home in the West End

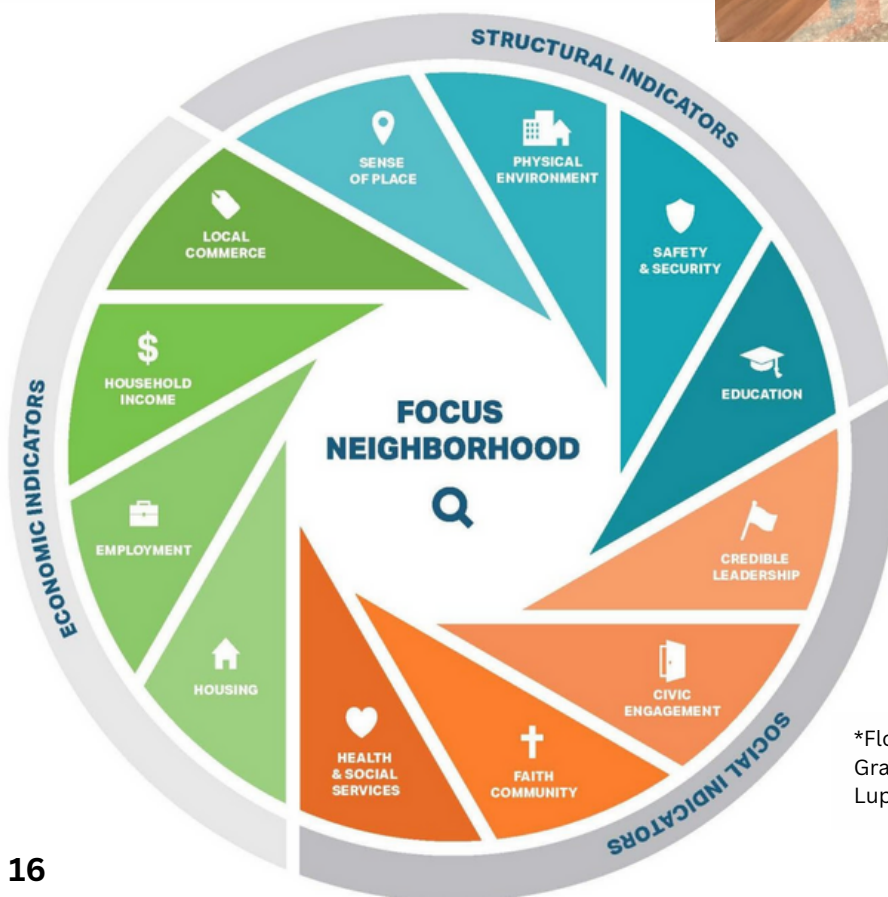
City Shapers BG

2020-2022

Between 2020 and 2022, HOTEL INC helped bring together leaders from non-profits, city government, and faith communities to work with the Lupton Center in a cohort experience. The group met regularly to move through the tasks of community assessment, alignment around common priorities, and activation of strategies for real and lasting change. The following are the next steps for the group members:

1. Neighborhood groups and associations are growing or being newly formed in Delafield, Durbin Estates, and Forest Park.
2. Alignment is developing around social, structural, and economic work in the West End of Bowling Green.
3. Cohort members will continue to meet with West End residents for input on and activation of priorities.

L-R, standing, Alan Casada, Shelley Carter, Cheryl Allen, Lisa Howlett, Leyda Baker, Dee Maxey, Dr. Evelyn Thrasher, Rev. Kyle McDougall, Rodney Goodman; (seated) Karen Foley, Rhondell Miller, Jennifer Wilson



The Flourishing Neighborhood Index, left, measures a community's health across structural, social, and economic indicators. The index has grounded the conversations and aspirations of City Shapers BG.

*Flourishing Neighborhoods
Graphic used by permission of the
Lupton Center

OUR 2022 COMMUNITY PARTNERS

1. Barren River Area Health Department
2. BRASS ~ CoC*
3. Broadway United Methodist Church, Community Development
4. Christ Episcopal Church ~ City Shapers/HP**
5. City of Bowling Green ~ City Shapers/HP/Community
6. Community Action in Monroe County ~ CoC
7. Development/Disaster Recovery
8. English Lucas Priest & Owsley ~ HP
9. First Christian Church ~ HP/ City Shapers
10. Goodwill ~ HP
11. Grace and Peace Church ~ HP
12. Habitat for Humanity ~ City Shapers/ HP
13. Jesus Community Center in Russellville ~ CoC
14. Kentuckians for the Commonwealth, Community Development
15. Kentucky Department of Agriculture ~ DCM***
16. Kentucky Legal Aid ~ HP
17. Lifeskills ~ CoC/ HP
18. The Medical Center at Bowling Green ~ HP/DCM
19. Room in the Inn Bowling Green ~ HP
20. Salvation Army ~ HP
21. SKYCTC ~ HP
22. University of KY School of Medicine ~ HP
23. Warren County Public Library, Community Development
24. WellCare ~ HP/Community Development
25. Warren County/Bowling Green Disaster Recovery Team
26. Warren County Public Schools, Disaster Recovery
27. WKU School of Nursing ~ HP

OUR 2022 GRANTORS

1. Bill Gatton Foundation
2. Centene / Wellcare
3. Christ Episcopal Church
4. City of Bowling Green
5. Community Foundation of South Central KY
6. First Christian Church
7. Kentucky Colonels
8. Kentucky Housing Corporation
9. National Christian Foundation
10. St. James UMC
11. The Ray and Katherine Eckstein Charitable Trust
12. River Foundation

OUR 2022 SPONSORS

1. Humana
2. Passport Health
3. WBKO (In Kind)

FUNDRAISING PARTNERS 2022

1. St James UMC (Empty Bowls)
2. Realtor's Association of Southern Kentucky (Hope for Hunger Chili Cook-off)

Platinum
Transparency
2023

Candid.

CoC*: Continuum of Care, HP**: Holistic Partnership, DCM***: Delafield Co-Op Market,

We need YOU to continue this journey, and we invite you to get involved in a manner meaningful to you and your family

*Join and shop regularly at the **Co-Op Market**, Open T-F

***Volunteer** at HOTEL INC or on a committee ~ email Beth@hotelincbg.com

*Become a **Partner Landlord** or **Property Manager** ~ email info@hotelincbg.com



Become a **sponsor** individually or as a business



Donate monthly as an **Impact Partner** ~ www.hotelincbg.com



Learn more about our work

Be sure to follow us on Facebook - HOTEL INC and the Delafield Co-Op Market www.hotelincbg.com

2023 Board of Directors: Charlie Cole, Jennifer Wilson, Brenda Willoughby, Lisa Howlett, Cristen Lawson, Heather Glass, Dr. Evelyn Thrasher, Brandon Miles. [With thanks to our 2022 board: Kevin Gregory, Charlie Cole, Kellie Mysinger, Jennifer Wilson, Lisa Howlett, Cristen Lawson, Brandon Miles, Currie Milliken, Dr. Evelyn Thrasher.]



Katy Attanasi Barker, Beth Ramsey, Luis Batista, Rhondell Miller, Harold Bucy, Lacey Kimball, Marlee Jones, Rebecca Troxell, Beth Carrol, Shelley Carter, Alan Casada (not pictured: Patty Lowery)

Staff

Executive director: Rhondell Miller
Director of Operations: Alan Casada
Navigators: Rebecca Troxell, Lacey Kimball, Beth Ramsey, & Harold Bucy
Neighborhood Engagement Coordinator: Beth Carroll
Neighborhood Engagement Specialist: Shelley Carter
Storyteller: Katy Attanasi Barker
Market Manager: Marlee Jones
Market Associate: Patty Lowery, Luis Batista

We thank you for your ongoing investment in our holistic community engagement, partnership, and development.

Looking ahead...

First Friday Conversation and Tour

8:30-9:30

March 3, May 5, June 2, July 7, August 4, September 1,
November 3, December 1

Farm to Table Fundraiser

September 9, 6 pm

Landlord Luncheon

September 18, noon

National Hunger & Homeless Awareness Week

November 13-17

Volunteer Recruitment

June/November

Homeless Memorial Service

December 21

HOTEL INC

1005 Boatlanding Road
Bowling Green, KY 42101
270-782-1263
www.hotelincbg.com
info@hotelincbg.com

