

HOTEL INC

Helping Others Through Extending Love In the Name of Christ

2017 ANNUAL IMPACT REPORT

A letter from the Executive Director:

Praise God from whom all blessings flow; Praise Him all creatures here below; Praise Him above, ye heav'nly host; Praise Father, Son, and Holy Ghost ~Doxology 1911

You may wonder why I would begin this letter with the Doxology that many of us may sing on a Sunday at church after the offering is received. Simply put, these words, this praise, is a part of the fabric of HOTEL INC. Each day as the staff and volunteers live out their calling to work and serve, we are blessed to see life, hope, community, and restoration. We see broken spirits, addiction, illness, fear, hunger, and homelessness. But it is in some of the darkest days a neighbor has that the love of Christ gives them the hope they need to hold on, keep pressing on, trust a stranger who becomes a friend.

In 2017, HOTEL INC began its 36th year of service to Warren County citizens. I wanted to share a few of the highlights that blessed our community. We began with updating our mission statement, vision, and core values. In May, the Manna Mart building was paid off 3 years early. In June the matching funds for the \$100,000 grant from the Berta Family Foundation was met. In November we opened our Transitional Medical Respite home. We continued our transition from charity work to development work- working together with those who need a pathway to food or housing security. The HOTEL INC Endowment held by the Community Foundation of South Central KY was funded after 3 years. Our development classes made history with having the most attendees and graduates in a year. Housing Power had 113 graduates. This class helps people learn how to read a lease, understand ways to work with their landlord, and how to be a good tenant. Financial literacy had 60 graduates from the 5 week series. Some of our most food insecure neighbors attended an 8 week series to help them identify ways to work to overcome barriers they have to being food secure. In all, 249 people completed 882 hours of education. The church bell was rung to celebrate good news. Some of the good news shared were 30 households that had received education and financial assistance sharing their journey of homeless to home. Others rang the bell to celebrate a new job, restoration in their family, sobriety, and new shoes. The day the lady rang the bell for the new shoes she received that she needed for work, tears flowed as she praised God. They were the first pair of new shoes she had owned in years.

Each room at HOTEL INC is always buzzing from the chapel to the education room, the Drop-In Center to Manna Mart to the Street Medicine and Housing Navigators offices. The front office is always busy greeting guests, answering calls, and so much more. Volunteers are an essential part of the day to day work at HOTEL INC. Without them, we would not be able to provide the quality of services that we do. Over the past 6 years that I have served as the Executive Director, I have been amazed and blessed by the dedication of our staff, Board of Directors, volunteers, donors, and neighbors whom we are blessed to walk a part of their journey with. There has been growth in services faster than we could have anticipated and even today we face the challenge of more need than we have the capacity to provide. Each donor matters. Each donation makes a difference. As you read and see in the report, your gifts are helping to transform the lives of your neighbors. As one of our core values reminds us, we are a part of one community. We are each a part of it. How we live in it. How we engage. How we cheer each other on. How we work together to make Warren County a wonderful place for all our neighbors to call home.

Praise God from whom all blessings flow,

Rhondell Miller



In 2017...

21,601 services were provided to **1,706** households with **3,624** people in the families. Our programs include Manna Mart, Drop-In Center, Caregiving Financial Assistance, Short Term Rent Assistance, Community Garden, Homeless Outreach, Street Medicine, Development Classes, and Piecemakers.



189 volunteers completed a total of 9,901 hours, with 29 of them receiving the Presidential Volunteer Service Award.

“As volunteer coordinator, I have the incredible opportunity to interact with people who are generous with their time, their finances, and their talents through serving the community in our Manna Mart food pantry, the Piecemakers, and the Drop-In Center, that provides services for people experiencing homelessness. The hearts of compassion and encouragement that I encounter each day on the job remind me how we are called to serve others in love. The people who volunteer at HOTEL INC treat others with dignity and respect. They create an atmosphere that allows people to come as they are and anticipate where they can be in the future.

-Beth Carroll, HOTEL INC Volunteer Coordinator



100% of our revenue came from grants and from donors in our community

Manna Mart is the largest serving program of HOTEL INC. In 2017, we continued our partnership with Meijer through the Simply Give program, which allows members of the community to make a donation at the store that is then matched and sometimes doubled by Meijer. We also work with area farmers to provide fresh local food to clients in addition to shelf staples. Our food pantry allows clients to shop for their food selections at our office. More than **14,800** pounds of fresh food was distributed in 2017 along with **88,327** canned food items.

Care Giving Financial Assistance helps individuals and families with rental, utility, transportation, and medical needs. The program requires reciprocal giving of 1 hour of service for every \$10 assisted, in addition to a series of budgeting and housing education classes. Participants must also work on their Housing Stability Plan with their navigator. HOTEL INC was able to provide **\$45,486.13** in financial assistance in 2017, meaning over **4,500** hours will be completed by our clients.

HOTEL INC continued the Short Term Rental Assistance with Case Management (STRAC) program in 2017. This program supports people who are experiencing homelessness in obtaining permanent housing. Families receive after-care case management and may receive financial assistance for up to 1 year, to allow for continued education and overcoming barriers that have led to homelessness in the past. **22 households** went from homelessness to home through the STRAC program in 2017.



HOTEL INC served 974 children in 2017, 207 of whom were homeless at the time



Our Street Medicine teams provided 668 services to members of our community

“The Berta Family Foundation is committed to helping others help themselves. HOTEL INC has certainly achieved this objective year after year. We have witnessed first hand the personal and professional commitment of the entire staff in providing impact services and teaching their clients how to move forward and make life changing decisions. HOTEL INC is a good steward of our investment and is continually striving to adjust their programs according to the needs of our community. HOTEL INC isn’t about a building, it is a dynamic faith based community comprised of clients, volunteers, and staff. As a volunteer, I have witnessed clients who were once at an all time low, dejected and desperate, find hope and help through HOTEL INC’s programs. I look forward to helping out at the center, it’s a good reminder that we all share so many more similarities than differences.”

-Kathleen Berta, Drop-In Center Volunteer and Donor



222 households completed Financial Literacy and Housing Education classes

The Drop-In Center provided **447** loads of laundry and **1,006** showers

Street Medicine is HOTEL INC’s third largest program. This program provides weekly fixed-site and mobile volunteer teams addressing the needs of the street’s homeless and precariously housed, including dental, vision, prescription, and basic medical care. The Street Medicine teams consist of medical professionals and navigators. It is the overarching goal of this program to help the people experiencing homelessness to overcome barriers to healthcare and obtain permanent housing. The Street Medicine program provided 668 services in 2017.

2017 Staff

- Rhondell Miller, *Executive Director*
- Elisabeth Fielder-Hix, *Housing Stability Coordinator*
- Beth Carroll, *Volunteer Coordinator*
- Belinda Landolt, *Bookkeeper*
- Matthew Westbrook, *Street Medicine and Housing Navigator*
- Chris Beatty, *Housing Navigator*
- Kelsay Scott, *Receptionist*
- Lindsay Moore, *WKU Social Work Intern*

2017 Board of Directors

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|-------------------------------------|---------------|----------------|
| Melanie Watts, <i>President</i> | Stacy Carter | Lori Gordon |
| Ron Cummings, <i>Vice President</i> | Lacey Cole | Currie Miliken |
| Nancy Toth, <i>Secretary</i> | Kevin Gregory | Andy Wilkins |
| Kellie Mysinger, <i>Treasurer</i> | | |

“What a joy and blessing it has been to serve as a board member for HOTEL INC for the past five years. I know as a board member our main purpose is to be good stewards with the monies that come through HOTEL INC. And through our fundraising efforts help to grow those dollars so that more people can be served. I grew up in Bowling Green, but until I was asked to serve as a board member, I had no idea what HOTEL INC even stood for or the fact that it had been around for over 35 years. My term as a board member will end in 2019 and I can honestly tell you I have been TOUCHED and BLESSED in so many ways by my fellow members, our director, the staff, volunteers, and clients that I have met much more than I was able to give. May God Bless!”

-Andy Wilkins, HOTEL INC Board of Directors