



HOTEL INC

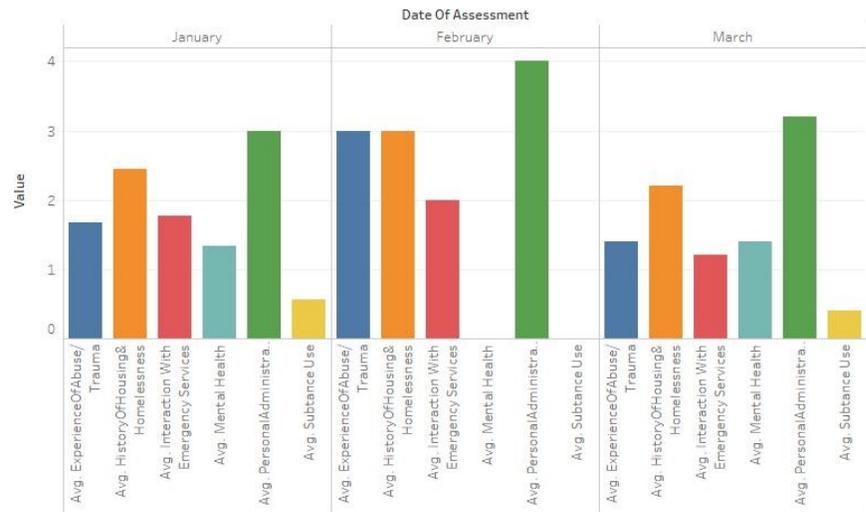
Helping Others Through Extending Love In the Name of Christ

Spring 2020

Measuring Impact

One element of partnering with each participant in the quarterly Preferred Tenant Program is that each person has the opportunity to complete a comprehensive assessment of their current situation and history. The Service Prioritization Decision Assistance Tool (SPDAT) is a standardized assessment which looks at areas such as mental health, physical health, history of abuse or trauma, substance abuse, and personal finances and assigns each area a score of 0 to 4 with 0 representing "healthier" areas and 4 representing those areas with most needs.

Quarter 1 SPDAT Averages



Each partner enjoys the ability to see their results and determine which areas have the highest need and setting personal goals with their Housing Navigator to improve their situations. The first few weeks of the Preferred Tenant Program involves each partner scheduling an hour or two to complete their initial assessment with the Housing Navigator and then the SPDAT is repeated monthly to evaluate improvement and look for any new areas of need.

As the data from the initial SPDATs conducted during the first quarter Preferred Tenant Program partners was collected, HOTEL INC organized the result into charts. When looking at the included graph, understand that the results from some of these areas represent aspects of each of our partner's stories, as well as, areas in which they are setting goals to overcome. For instance, many of our partners struggle with overcoming financial struggles or finding steady income to support permanent housing. This struggle is reflected in the averages for Personal/Administration of Money in which most people scored over a 3 in their initial SPDAT. A score of 3 or 4 indicates that the partner does not have any source of formal income, owes a debt of more than \$1000, or has trouble following a budget.

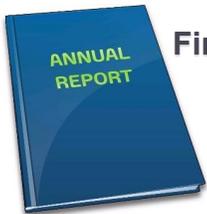
Each partner continues to assess and discuss their SPDAT results during the more than 35 hours of education and development of the Preferred Tenant Program. While they understand that it is impossible for anyone to achieve a score of "0" in every area and that life changes can always impact the score, using the SPDAT allows them to celebrate each step as they work towards achieving their goals. This work continues with each partner after they are housed and continue to work with their Housing Navigator in after care to assess their quality of life. So if you are at HOTEL INC and you hear someone referring to their "SPDAT score," we hope that you now have a better understanding of how much that score means to them and cheer for them as we walk alongside each partner during their journey.

Participant Updates

The couple featured in the **homeless 2 housed** cover story in our Winter 2019 newsletter have found a church home and “Sara” was baptized. Early March they were very excited as “Ray” received a promotion at his regular job. Since the closures due to the coronavirus they have each been laid off. Please pray for them as they navigate their days ahead. They continue to partner with us and are working on their current plan and looking ahead to a stable future.

The Power of Relationships — Wanda went from stressed and anxious to serene and calm. Not because of a magic answer but due to friendship, trust, being heard and empowered. While Harold and Melissa had a home visit with her and her mom, she was able to talk through her anxiety and come up with her own solutions. Since then she has worked out her and her mother’s housing status, scheduled doctor appointments and joined AA meetings via Zoom. —**February & March Aftercare**

Harold Bucy, one of our Housing Navigators, provides intake and aftercare in his job. During the current crisis he is calling several people per day. Harold explains, “Giving them a call or making a home visit, they have been so appreciative and came up with their own solutions, or just calmed themselves down. All it takes on many occasions is an open heart and listening ear.”



Find our 2019 Annual Report at
hotelincbg.com
under "Learn More."

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Thank you Aetna for sponsoring our Preferred Tenant Program Celebrations and Housing BBQ for the 2nd year in a row.

Online Quilt Auction



Queen Size Quilt Handcrafted
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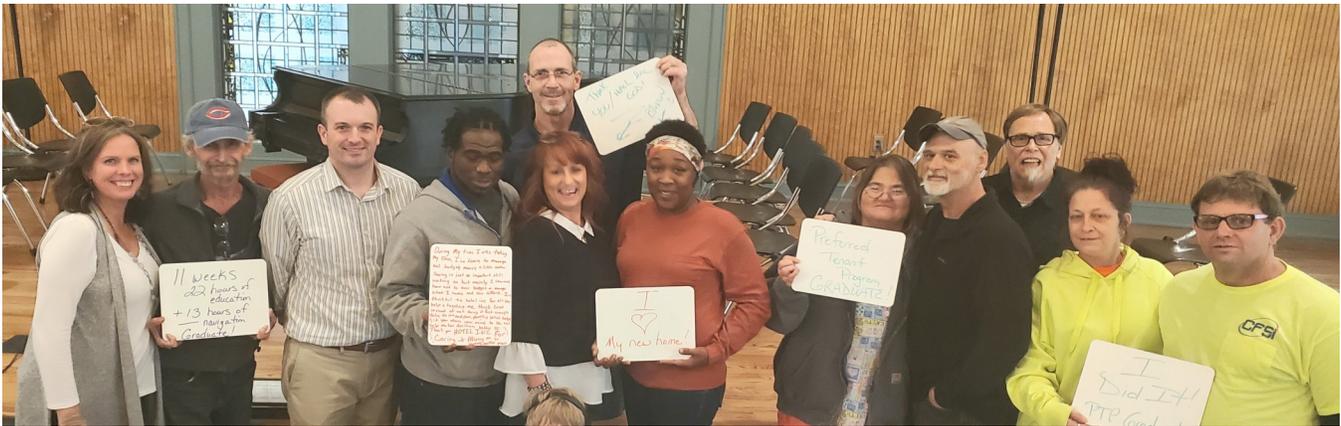
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Minimum Bid \$200

Auction will
benefit COVID-19
Assistance to
Prevent Homelessness

Preferred Tenant Program



Preferred Tenant Program First Quarter 2020 Graduates

From Winter to Spring, 25 individuals worked hard to become housing ready. We are excited to say 9 have acquired permanent, affordable housing. 4 participated in Transitional Housing programs (two housed and a couple expected to receive housing in April). Debts have been paid. Medical stability has been received as one partner recovers from surgery. Families have become reunited. We have welcomed another baby!

While all this news is good, we are in a time of uncertainty. Please be in prayer for Program Partners as they navigate a new world of barriers. The job market is limited. High risk partners are quarantined. Mental health concern is heightened. Housing support has become further restricted. However, partners are still finding ways to connect with Housing Navigators and have been open to new ways of communication. They are still working on achieving goals. They are still looking forward to a future of stability. We will get through this. We will get through this together.

— Elisabeth Fielder-Hix
Housing Stability Coordinator

HOTEL INC's Executive Director, Rhondell Miller, was Rep. Patti Minter's guest at the Commissioner's annual **Serving up Solutions** dinner to fight chronic hunger in Kentucky. The dinner was held March 10 at the Kentucky History Center.



L to R: Rep. Patti Minter, KY Commissioner of Agriculture, Ryan Quarles, Rhondell Miller

Staff Position

We are excited to announce that **Alan Casada** is now our Director of Operations. Alan joined our staff last September in the housing department. He comes to HOTEL INC with a combination of education and experience that will be an asset not only to our organization but to our community. Thank you to a donation from Well Care Health and grants from the National Christian Foundation and the Harold Juanita David Dennis & Gary Koon Family Charitable Foundation.



Volunteer Update

First quarter was a good time for us to evaluate the changes we implemented and carried out through 3rd and 4th quarter last year. One of the ways we evaluated this was through round table discussions with both participants and volunteers. This gave us an opportunity to elicit feedback, to clarify the direction HOTEL INC is heading, and to celebrate the impact it is having on the participants. As part of this new direction we are incorporating the term “partnership” to emphasize our role on the journey with individuals and families who are ready to move forward.

To improve communication with volunteers, we began weekly communication in our Education and Development Center that gave them information about upcoming dates, resources, job opportunities etc. to share with our partners. We also included conversation starters and a *Question of the Week* to help people start to get focused and take small steps toward their goals. As always, volunteers were encouraged to share their own stories that might help an individual to move forward or see they are not alone.

The end of this quarter has been challenging as the COVID-19 virus has forced us to change the way we do business to protect our community and especially the most vulnerable. We have limited volunteer exposure for the safety of our participants, volunteers themselves and staff. We are thankful for volunteers who have been able to help us by doing the following: delivering food, preparing the newsletter, coordinating food deliveries from Meijer, making calls, sending recipes and encouraging notes to include with delivered food, and praying for our participants and staff.

— Beth Carroll
Office and Volunteer Coordinator



Thank you AM Rotary of Bowling Green for writing a grant and obtaining a matching gift that provided HOTEL INC's Street Medicine program with a "new to us" car! We are so grateful for this gift.

COVID-19

Response & Moving Ahead

As you read our first quarter newsletter, we are well into nearly two months of our daily life being dramatically different. I am thankful for the Public Health education that our Street Medicine Coordinator, Melissa Cowles, has as she helped us to begin planning and adjusting in February. Since mid-March the staff has a daily meeting Tuesday – Friday, either in person or via Zoom to discuss the week prior, the week ahead, the next 30-45-60 days and the priorities of the day and present week. For the safety and health of all, we had to say a short goodbye to all our volunteers in mid-March except for a few that handle our no contact deliveries.

We have moved beyond the food shortage at the grocery and the panic that was prevalent during the first week and a half. Now our priorities are supporting our pre-pandemic partners as best as we can especially those who have had a loss of job or severe reduction in hours; the senior citizens and people with disabilities or chronic health issues and people experiencing homelessness that are of higher risk to severity of illness or death by COVID-19. This equates to over 600 households. The staff is working diligently to be in contact with people by phone, email, video or text. We are also planning for how many new partners we will be able to offer services to that have been impacted by loss of employment or hour reduced that need assistance planning for recovery and homelessness prevention.

For the safety of the staff, volunteers and those we serve we continue to follow all CDC, Federal and State guidelines. Below are some of our current steps.

- No one inside of buildings except staff.
- Staff socially distancing, wearing masks, gloves on site and working from home as much as possible.
- No contact deliveries for food assistance.
- Housing Navigation including education is completed via phone, video, computer course, text or email.
- **Street Medicine is providing COVID-19 kits to people experiencing homelessness; outreach 2x per week and available by text, video, email and phone. This population is of extreme risk of dying from COVID-19. Kits contain items for sanitation, cleaning, poncho, soap, washcloth, bucket for catching rain water, tarp, education materials regarding COVID-19 and other factors along with the Street Medicine Coordinator's phone number to text.**
- Mail pickup is available 2x per week with an outside pickup.
- Donations are limited to specific needed items. This will be posted on our Facebook page.
- The Education & Development Center is closed temporarily for showers, laundry and computer usage. Lunches and bathing gloves that can be used without water are provided 7 days per week outside the office.
- We worked with the City of Bowling Green, Office of Emergency Management, Hope House and Christ Episcopal Church for porta johns and hand washing stations to be provided for people experiencing homelessness while parks, public buildings and other businesses are closed.
- Data is being collected to help with current and future planning.



COVID-19 Kits

Many of you have made first time gifts and others have provided additional financial support. Thank you. This has been a vital part of HOTEL INC being able to stay operational and not only continuing partnering with those we already were but also plan for Recovery Partnerships. If you have not become an Impact Partner yet, please consider joining us today as a monthly donor. Each gift matters and makes a difference in our community. Visit hotelincbg.com to donate.

Updated Mission & Vision Statements

Every so often it is important to review our mission and vision statements along with our core values. During the first quarter the staff and Board of Directors updated the mission and vision statements to be more reflective of our work in the community and the work ahead.

Mission: 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.

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

HOTEL INC
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Signature: _____ Date: _____