



# HOTEL INC

Community Engagement and Development

Summer 2021

We Need our HOTEL INC Family to Rally Around Us!



**A**s we began focusing on recovery from the pandemic with our neighbors we were hit with our own crisis and its name is mold!

After having the office and education building environmentally tested we learned we have four types of active mold growth throughout the building and very poor air quality. Within a day we had to close that space and all of us move next door for the health of staff, volunteers and partners. To say we are pivoting yet again is an understatement. On the bright side, year 2 of our Strategic Plan was to include a feasibility study for best use of our campus and a plan to remodel for better function and community development. So.....we are now a year ahead (right)! The feasibility study has been completed and we are waiting on design ideas from an architect. We will be working with our Properties Committee and the Property Committee of The Presbyterian Church for the final plans and best use of funding to create a safe and usable space for many years to come. We are in discussions with a General Contractor who will be able to give us a quote and timeframe of the project hopefully by the end of August.

We will be counting on our large HOTEL INC family to help us make this happen! There will be volunteer work days, in-kind donation and room sponsor opportunities. We ask you now to be praying about the additional financial gift you may be able to make above your regular support. Our hope is to raise at least 50% of the cost by the end of the year in either a one-time donation to the capital campaign or a pledge of at least \$5000 over a 3 year period from 2021-2023 to help reduce our debt timeline.

If you would like to make a donation to the Capital Campaign please indicate this in the memo of your check or with your online gift. Together we can make sure HOTEL INC is engaging and connecting with the community for another 40 years!

## A Day in the Life of a Navigator

by Paige Cato

Ever wondered what an average day is like for one of the Navigators? Here is a glimpse at a recent day for Paige.

- ◇ Arrive at work at 8am, turn on my computer, check my email, and look over my calendar for the day. I respond to emails and text messages received the night before then catch up on paperwork that I was unable to finish yesterday.
- ◇ Print off paperwork to prepare for my navigation appointment at 9 am. I met with the program participant, fill out a pre-application for their Housing Choice Voucher and update the case plan. Schedule the next navigation appointment with the program participant and offer to take the program participant through the food pantry before she leaves.
- ◇ Quickly documenting everything I did with the program participant, move on to my next meeting at 10 am. I grab some bus passes to take to the program participant staying in the medical respite home and drive to meet with him. We discuss how things have been going for him, how all his recent medical appointments went, and any updates he may have for his disability case. I update his Service Prioritization Decision Assistance Tool (SPDAT) assessment while we meet. We schedule our next appointment, and I head back to the office for a weekly staff meeting.
- ◇ At 11:30 am, I meet with another program participant for a navigation meeting. We update her budget and discuss how the payments toward her outstanding debts to collections have been going. I also remind the program participant that we can reapply for Section 8 together after the outstanding debt to a previous landlord is paid off. Our meeting ends a bit early, so I catch up on my email and return a couple calls that I missed throughout the day.
- ◇ Following a thirty-minute lunch, I make sure the paperwork is ready to conduct an intake at 1:30 pm.
- ◇ The program participant arrives and begins to fill out a Hunger Risk Assessment and Medical Intake form while I take copies of his state identification card, social security card, and health insurance card. He answers questions to the Vulnerability Index –Service Prioritization Decision Assistance Tool (VI-SPDAT) assessment, and then I enter him into HMIS since he is experiencing street homelessness.
- ◇ After intake, I leave the office to do street outreach. I check in with a man across town and help him call the Social Security Administration Office to apply for Medicaid. Then, check in with a man who goes in between staying at a motel and on the streets. Today, he is willing to talk with me and is okay with filling out an application for SNAP benefits.
- ◇ I head back to the office, document that I met with a couple people during street outreach, and enter all the intake information from earlier. Then, I go home for the day around 5 pm. Even though it was a very busy day, we got a lot accomplished, and we are making strides with participants on their goals!

## Permanent Housing Celebration

by Payton Hunt



Since the Spring 2021 newsletter, we have had many housing success stories to celebrate. There have been 13 participants housed in just the last three months!

As Navigators, we are always trying to find the right type of housing to fit each participant's needs. There are several housing programs that a participant may qualify for such as the Housing Choice Voucher (HCV) through Section 8, the Permanent Supportive Housing Voucher (PSH) from LifeSkills, or the Emergency Solutions Grant Program (ESG) through the Barren River Continuum of Care (CoC). These programs have long waiting lists and equally long application processes, but for a participant on a fixed income one of these may be the best solution to finding affordable housing.

Over the past year, we have developed a great relationship with these groups to communicate effectively about participants' applications, where they are on the waiting list, and what preferences they may qualify for to help them move up that

list. This has allowed us to streamline these application processes for our participants and was especially helpful during the pandemic. We can help them do the majority of what is needed for these programs in their navigation appointments at HOTEL INC such as send their applications, obtain supporting documents, and even help them view mandatory housing videos without the stress of having to bounce from agency to agency to complete these various steps.

There are also some participants that can rent a place on their own without a housing voucher. They may need help locating a home that fits in their budget while saving for the deposits and first month's rent. We also offer to help call landlords, do walk throughs of potential places to rent, and help read through the lease before anything is signed. No matter the housing needs, we always strive to help participants find the right fit for them.

We were thrilled to host our 3rd Annual Housing Celebration at Lampkin Park with so many families who have worked to overcome their homelessness. To hear the laughter and pride in their voices of where their lives are today as to where they were was such a blessing to all.



### Coffee & Conversation

**August 20, 8:30—9:30. Education and Holistic Partnership. Space is limited. Register by emailing [info@hotelincbg.com](mailto:info@hotelincbg.com).**

## Neighborhood Engagement

by Beth Carroll

As the Neighborhood Engagement Coordinator and Specialist, Beth and Shelley have been actively meeting and connecting with our neighbors in Delafield.

Activities have included promoting our **community garden** by inviting neighbors to have space to grow some of their food, delivering fresh produce to neighbors, hosting a **free lemonade** stand, and knocking on doors to say hello. These short encounters with our neighbors are where true relationships begin; meeting people where they are and getting to know them through their stories. We are discovering who loves to garden and who does not. We have heard stories about the Delafield neighborhood from long ago and recent times. We are learning about the interests and gifts of our neighbors which has included cooking, art, gardening, exercise, etc. Finding the giftedness of our neighbors is the first step



in seeing Delafield and the West End flourish. There is enthusiasm regarding the neighborhood block party scheduled for the end of the month. We are curious about their hopes for Delafield and how we can engage in conversations that can grow into steps that lead toward those visions.

## City Shapers BG

by Alan Casada

**HOTEL INC's City Shaper** team continued to work hard in the first two quarters of 2021 to finish out the Assessment Phase of the West End of Bowling Green and transition into the Alignment Phase. This moment in the 2-year cohort presented the teams with a synopsis of the feedback received from neighbors, surveyed leaders and organizations, as well as, a deeper look into the story of communities in the West End. While the voice was clear, the message can be hard to accept; all of the assessments and conversations highlight a lack of connectivity which prevents our neighborhood from thriving.

The lack of connectivity exists at the layer of neighbor relationships and is present all the way to the organizational level in the West End. With a better understanding of this great barrier, the City Shaper teams will continue to work during the remainder of 2021 to identify local neighborhood leaders in the West End and support them in gathering their friends, families, and neighbors for discussions about how they would like to align themselves to see their neighborhood thrive.

HOTEL INC's staff have continued to lean into the humility needed to hear the voice of our neighbors and trust the long process of building relationships in Delafield and the West End. The fruits that we see from this process in City Shapers are a healthier understanding of the gifts of our neighbors, a richer appreciation for the story of Delafield, and a better knowledge of the barriers impacting our West End neighbor's ability to thrive.

## Your Investment Makes an Impact!

by Melissa Cowles

Since January 2021, **49 households** have been working through case plans that include a variety of areas that the participants choose to work on. These can include Housing, Employment, Legal, Education, Financial, Relational, Health/Nutrition and Spiritual. Each goal can include a variety of steps to complete; as many as 10 or as little as one.

### We are celebrating 22 households that have obtained permanent housing!

This included **1,267 hours** of working with their Navigators. Additionally, 24 households were referred and connected to a community partner for their needs and goals. Engagement in the neighborhood was 30 hours during the 2<sup>nd</sup> quarter. We look forward to meeting more of our neighbors! Access to fresh food continues and we are making plans to pilot the Delafield Fresh Food Co-Op later this year. In the first two quarters 3,994 pounds of local foods were distributed.

The graphics below show the progress the partners are making toward achieving their goals of stability during the first half of the year.



## Building a Fresh Food Co-Op



We are building a Fresh Food Co-Op with our Delafield and West End neighbors. This will be a mixed-income co-op with the majority of the membership being for low-income households. Thank you to the **Community Foundation of South Central KY** for granting funds to pilot the co-op.

### WHAT IS A CO-OP?

A cooperative exists to meet the needs of its members. All funding is invested back into the cooperative.

- **Voluntary & open membership:** Members can shop in the co-op weekly or bi-weekly
- **Members vote on the goods and services available in the co-op**
- **Education, training and information:** Cooperatives provide education training and information for members and staff
- **Cooperatives focus on member needs, working for the sustainable growth of their community**
- **Year round access to fresh Kentucky Proud foods:** Reduces food insecurity; Provides nutrition members want or need to manage chronic disease and have a better quality of life
- **Provide a space for building community in the neighborhood**
- **Connecting with local farmers, makers, producers and other shoppers**
- **Cooperatives hold community events**

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## Become an Impact Partner

\$35 Provides housing and food security       \$50 Provides medical care and supplies

Choose your own amount \$ \_\_\_\_\_

ONE TIME       RECURRING # of Months to Charge \_\_\_\_\_ Start Date \_\_\_\_\_

Apply my donation to:

Food Security    Homeless and Housing Services    Medical Services    Use where needed

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By signing below, I am authorizing a donation to HOTEL INC of a one time amount listed above to be charged to the Credit Card # listed above. For Recurring gifts, I agree to charge the Credit Card # starting on the "Start Date," and each month after for the "# of Months to Charge." To cancel donation at any time, please call the HOTEL INC offices.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_