



The INN Between is Utah’s only end of life and medical respite program for people experiencing homelessness, addressing a critical need in homeless services for people who are terminally ill or medically frail. We ensure that homeless adults facing the end of life have access to hospice care—a critical medical service that cannot be delivered in shelters, motels or encampments.

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 those who have nowhere to go in time of medical crisis. Prior to The INN Between, which opened in August 2015, 50 or more people died on Salt Lake streets annually. We strive for zero deaths on the streets.

As the only end-of-life and medical respite housing solution, The INN Between plays an important role in homeless services. Our priority is to serve people who are terminally ill, ensuring they have access to professional hospice care, 24/7 caregiver support and comprehensive social, emotional and spiritual support. We also provide short-term medical respite housing for individuals who are too sick to be on the streets but not sick enough to be in the hospital or who need stable housing in order to become eligible for and recuperate from cancer treatment and/or surgery.



Ribbon Cutting June 2018

This fiscal year, The INN Between experienced a transformative new beginning with the purchase of a former nursing home located on 1216 E. 1300 S., in the East Liberty Park neighborhood. We had outgrown our first home, located in the former Roman Catholic convent, which only had 16 beds and was not ADA compliant.

The purchase of our new home was made possible with a low-interest loan from Rocky Mountain CRC, a zero-percent interest loan from the State’s Olene Walker Housing Loan Fund, and major support from the State of Utah, the George S. and Dolores Doré Eccles Foundation, the Katherine W. and Ezekiel R. Dumke Jr. Foundation, the Larry H. and Gail Miller Family Foundation, the

Sorenson Legacy Foundation, the B.W. Bastian Foundation and many other smaller donors. With this huge outpouring of support, we were able to pay off the primary loan in just seven months and complete several critical repairs.

With the help of three semis and a large crew donated by Mergenthaler Transfer and Storage, and many volunteers, we moved our residents, supplies and equipment to our new home on June 1, 2018. In the following weeks, we were delighted that many of our new neighbors stopped in to welcome us, often with treats and housewarming gifts for our residents. A few community members are uncomfortable with homeless individuals living in the area, therefore, we implemented a Neighborhood Advisory Council which is an open forum where we can discuss and address their concerns. We have strict rules to minimize the impact on the neighborhood. We are pleased to report that no one has reported an adverse incident involving The INN Between or our residents to the authorities.

Our new home is licensed and zoned for 50 beds, comprising 25 Assisted Living Facility Type II beds (for people who need caregiver assistance with Activities of Daily Living (ADLs) such as bathing, dressing, walking, eating, toileting, etc.) and 25 Eleemosynary beds (charitable medical respite beds for people who can independently perform their own ADLs.



Client room

After moving, we quickly admitted clients from our wait list, expanding to 25 beds, necessitating rapid growth in staffing and program services including food service, case management, coaching, medical care and medication management. Our staff completed specialized training required for Assisted Living Facility licensing, and we hired new staff and implemented many new policies and procedures to comply with the licensing rules. By the end of the fiscal year, we had expanded to 20 staff, and were serving an average of 32 clients daily. We strive to obtain the funding necessary to utilize our full 50-bed capacity.

We are proud of our tremendous growth in such a short time, made possible by our highly capable and dedicated staff who worked together through this period of rapid change, always keepin the needs of our residents top-of-mind.

This year, The INN Between was the recipient of several notable awards: Executive Director Kim Correa received the Outstanding Development Officer Award from AFP Utah Chapter; The INN Between received the 2018 Utah Housing Coalition's Housing Matters Member of the Year Award and was selected as the 2019 Best of State Winner in the Charitable Service Organization category. The INN Between appeared in the news 14 times in newspapers and television media.

FY2018/19 Program Outcomes

Our goal was to serve 100 unique individuals; however, we only served 86 clients, providing 12,462 days of medical housing. The number was lower than projected because the lengths of stay increased, averaging 145 days, primarily due to our new ability to serve clients with higher acuity illnesses and striving for the goal of exiting medical respite clients to housing rather than back to the streets. However, the shortage of affordable housing made it difficult for us to house people. Therefore, we have adjusted our FY2019/20 goal by limiting the stay to a length that allows individuals to recuperate from their acute illness. We will continue to provide housing supports to avoid an exit back to the streets; however, once the acute illness is resolved, the client will be referred to a homeless resource center. This policy will allow us to serve more individuals and have beds available for those who need them the most.

The INN Between served 17 terminally ill individuals who gained access to professional hospice care, 24/7 caregiver support and comprehensive social, emotional and spiritual support. We helped 15 clients experience the end of life with dignity in place they could call home.

Client demographics include:

- 29% female,
- 8 veterans,
- 45 disabled,
- 32% age 60 or over, ranging from 22 to 92.

Hospitals referred 94% of our clients and homeless service agencies referred the rest. 93% of our clients are referred from within Salt Lake County; however, we accept referrals statewide. We admit clients who are medically appropriate regardless of criminal history, substance use disorder, race, ethnicity, gender, gender identification, sexual orientation, HIV+/AIDS, religion or ability to pay.

We had 158 dedicated volunteers who provided 4,821 hours of service to The INN Between throughout the year. We couldn't do all that we do without their help.



SOCIAL DETERMINANTS OF HEALTH
AT THE INN BETWEEN

Social Determinants of Health

The INN Between has always provided the social determinants of health which include housing, basic needs and social and emotional support in addition to healthcare.

Client Stories

Client stories illustrate the importance of the work we do and the impact it has on individuals in our community.

Medical Respite

Ken worked in construction and had his own apartment, but was blinded by cataracts and lost everything. Fourth Street Clinic put him up in a motel, but he lived in fear for his safety. One night he was on the verge of committing suicide, but instead, he called 911 and was brought to The INN Between. With stable housing, Ken qualified to undergo surgery at Moran Eye Center. His first surgery was successful and he regained sight immediately. The second eye was problematic requiring several follow up procedures to fully regain vision. Ken stayed with us as he recuperated and returned to work. We kept him so that he could save up first and last month's rent. He got an apartment and is rebuilding his life.



KC had been homeless off and on for years. When she came to The INN Between, she was working and trying to heal from a large wound on her foot. Eventually, she had to quit because she couldn't stay on her feet, but she would keep busy volunteering at our reception desk.

KC moved with us from the convent to our new home, with the hope of getting better; however, her health continues to decline. The wound, which may never heal, has caused numerous infections, and she may face amputation.

Hospice

Before coming to The INN Between's former home, **Kelly** had been living in a trailer in Syracuse with no heat or water. When he arrived, he was so weak that he couldn't lift a small box of personal items. He was battling cancer, and the chemotherapy had taken a toll on his body and mind. At The INN Between, he was able to stabilize and even resume his activities and interests. He loved working on our cars and helping with repairs. After we moved to our new home, Kelly helped out with maintenance, tackling many plumbing and repair issues.

Over many months, Kelly continued to receive cancer treatment from Huntsman Cancer Hospital; however, in the end, the cancer won and Kelly went on hospice care. We encouraged Kelly to rebuild the strained relationship he had with his brother. He finally agreed, and the two were able to have lunch—a monumental achievement for both. The brother began to visit frequently and started fixing up a bedroom in his home for Kelly. Just before Thanksgiving 2018, Kelly's health started to rapidly decline. His brother wanted Kelly to die at home, and although the room wasn't quite ready, he picked Kelly up the day before Thanksgiving. Kelly got to spend this final holiday with his family, and he died the next day.

Statement of Financial Position, June 30, 2018

Assets	
Current Assets	\$ 662,554
Fixed Assets	2,911,726
Accounts Receivable	97,628
Other Current Assets	7,400
Total Assets	\$ 3,679,308
Liabilities	
Current Liabilities	\$ 114,458
Long Term Liabilities	2,728,648
Net Assets	
Unrestricted	790,185
Temporarily Restricted	46,017
Total Liabilities and Net Assets	\$ 3,679,308

Notes:

Toward the end of the fiscal year, we incurred monthly expenses of \$90,000 and were still in a growth mode.

We strive to maintain a 6-month operating reserve to mitigate economic downturns or natural disasters.

Statement of Activity, July 1, 2017 to June 30, 2018

Revenue	
Foundation/Corporate Grants	\$ 601,184
Government Grants	141,794
Indirect Public Support	13,096
Individual Contributions	115,802
Program Service Revenue	128,550
Fundraising Events	37,984
Interest and Other Income	998
In-Kind Donations	142,084
Total Revenue	\$ 1,181,492

Expenses	
Program Salaries & Benefits	\$ 298,092
Occupancy	58,474
Consumable Supplies	54,836
Program Supplies	43,257
Food	31,437
Professional Services	22,573
Insurance	21,806
Interest	17,414
Office Expenses	16,195
Marketing	11,608
Fundraising Event Expenses	7,815
Licenses	6,536
Auto	3,978
Training	2,266
Miscellaneous/Client Benefits/Travel	4,086
Depreciation	12,116
Total Expenses	\$ 612,489
Net Increase to Operating Reserve	\$ 569,003