



The INN Between

The INN Between opened in August 2015 as Utah’s only medical housing program for terminally ill and medically frail adults experiencing homelessness, solving a critical gap in homeless services. Our mission is to end the tragic history of vulnerable people dying on the streets of our community by providing a safe and supportive haven for those who have nowhere to live during a medical crisis.

We care for homeless adults who are too sick to be on the streets or in shelters but are not sick enough to be in the hospital. The INN Between provides our clients with:

1. permanent housing at the end of life, so they can die housed, not homeless, with access to hospice care—a home-based medical service that cannot be delivered in shelters, camps or motels,
2. stable temporary housing so they can become eligible for life-saving cancer treatment,
3. pre-operative stabilization so they can become eligible for surgery,
4. post-hospitalization recuperative care so they can fully recover from illness, injury, surgery or trauma.

This has been a year of change and challenges for The INN Between. The most difficult challenge has been dealing with the COVID-19 pandemic, and learning how to work within the many constraints of serving our terminally ill and medically frail clients in a manner that would keep them, and our staff members, free of the disease. To combat COVID-19, in early March, 2020 The INN Between took every precaution to keep the virus out of our home, including limiting new intakes, keeping residents home, restricting visitors, suspending volunteer activities, restricting in-kind donations to essentials, having non-essential staff work from home, screening everyone who enters the building, and practicing all the recommended preventative measures. This was challenging for everyone; however, it has been successful at keeping COVID-19 out of our home.

Like many other non-profits, The INN Between faced challenges with strained financial resources, increased need for Personal Protective Equipment, and shortages of disinfecting supplies, food, and household supplies. However, as we face a new fiscal year, we are very proud of our dedicated staff, the support that we have from our community members, our 140 dedicated volunteers, and from our numerous generous funders.

Building Projects:

We had a year of change related to numerous projects designed to rehabilitate our facility and bring it up to code. The largest was the replacement of the old roof, and replacement and installation of new heating and cooling systems in the building, which began in March, 2020. This project, supported by a Community Development Block Grant and HUD, through Salt Lake County, The George S. and Dolores Dore Eccles Foundation, and the Sorenson Legacy Foundation, had been two years in the -making, as it

was a very complex project. Now, with our new roof in place, and new coolers/heaters, our facility is free of numerous leaks, which were damaging the ceilings and walls of the building, and our clients enjoyed a much cooler, healthier environment as we experienced the heat of summer. We are so grateful to Salt Lake County staff members for their support and encouragement throughout this challenging project!



The new roof with cooling/ heating units installed

The second building improvement project was the installation of a new elevator, replacing the ancient elevator that was original to the facility, making the entire facility ADA accessible. This project was also funded by a Community Development Block Grant and HUD, through Salt Lake County. We are delighted to have this project completed, as it allows clients, staff, volunteers, and visitors with disabilities to access the lower floor of the facility, as needed. It helped rid the facility of mold, old smells, and carpet ruined by fluids leaking out of the old elevator over the years, which made use of the basement difficult due to the smell. Again, we are so grateful to the Salt Lake County staff members who supported and encouraged us throughout this major project.



Solar Panels installed on part of the roof.

The third major building project was the addition of solar panels to our roof, thanks to a grant from the Rocky Mountain Blue Sky Project and Sorenson Legacy Foundation, which began at the end of June, 2020. The installation of solar panels on a major portion of the roof will provide solar power, lowering what was close to a \$3,000 per month power bill. It will also generate extra power that can be used by Blue Sky participants throughout our community, cut down on carbon emissions, and help our environment. We look forward to the project completion in August, 2020, and to its impact on The INN Between's overall power budget for the future. We thank our Blue Sky project donors, and the Sorenson Legacy Foundation's matching grant for making this possible!

Our fourth building project was the addition of a much-needed awning to cover the entryway area at the front of the building, which was provided by Community Development Block Grants and HUD, from West Jordan, Sandy City, and West Valley City. These three cities supported this project and worked closely with our staff throughout this challenging venture, and we are very grateful for their support and help to get this awning installed at our new facility. The awning will make it safer for our disabled clients, guests, and our medically frail clients to enter the facility in bad weather, and to stay out of the snow and ice in the winter weather, when movement for them is often difficult. We look forward to the completion of this building improvement.

The fifth building project involved creating a new ADA bathroom/shower, and a laundry room that can be used by our clients. This project, sponsored by Home AID, ASSIST, and the Katherine and Ezekiel Dumke, Jr., Foundation will soon be completed. Our clients will have an accessible bathroom to use, and our medical respite clients will be able to do their own laundry, helping prepare them with the skills needed to enter housing and become self-sufficient as they leave The INN Between.

Clients Served:

In Fiscal Year 2019-20, The INN Between served 87 clients, providing them with 12,832 days of medical housing. With our Assisted Living Facility Type II licensing, we were able to serve individuals with higher acuity medical conditions, resulting in longer lengths of stay (averaging 250 days). These are individuals who would have previously fallen through the cracks because they are inappropriate for shelters yet cannot afford the high cost of a nursing home.

The INN Between became the final housing solution for 21 terminally ill individuals, 13 of whom died housed, not homeless, with access to professional hospice care.

We served 65 medical respite clients, 10 of whom exited our program into stable housing. We strive to increase this number; however, the lack of affordable housing is a hindrance.

Client demographics include:

- 28% females
- 8 veterans
- 83% disabled
- 34% age 60 or over, ages ranged from 22 to 92
- 77% Caucasian, 5% African American, 3% Native American, 1% Asian
- 8 Hispanic

Hospitals referred 94% of our clients and homeless service agencies referred the rest. 93% of our clients were 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 140 dedicated volunteers who provided 4645 hours of service to The INN Between throughout the year. We couldn't do all that we do without their help.

Client Stories:

Client stories illustrate the importance of the work we do and the impact it has on individuals in our community. The following stories highlight the variety of medical conditions we see and the uniqueness of each of the people we serve.

Medical Respite

W.L. was released from prison, and entered The INN Between to recuperate from pneumonia caused from broken ribs. We helped him adjust to life outside of prison, attend all his doctor's appointments, and follow his doctor's orders. W.L. was conscientious about complying with the terms of his parole, and he wanted to give back to The INN Between, and did so by volunteering to do odd jobs around our home. As he regained his health, he began to seek work. Based on his past experience and schooling he completed in prison, he was able to land a good job in construction and quickly moved up the ranks to a supervisory role. He was saving money to pay for a deposit and first month's rent. However, he suffered a setback once again, becoming ill and a possible cancer diagnosis. Fortunately, cancer was ruled out, and he began again to regain his health. In March, our building went on restriction to prevent the introduction of COVID-19. By this time, W.L. had saved enough money to move into an apartment and was able to leave The INN Between directly into stable housing. W.L. was at The INN Between for seven months, and with our assistance he was able to get on his feet and become a self-sufficient member of the community.

Hospice

M.E. was referred to The INN Between by his cousin. M.E. had been released from incarceration two days prior and his plan to live alone in a cabin had been cut short due to an intense withdrawal from pain medicine that he had lost access to after being released. He was dying of cancer and was new to both the terminal diagnosis and life outside once again. On October 24th he showed up at the INN, looking scared and desperate, and we were able to get him a bed. He initially lived in an independent living bed, and was very self-sufficient, but required a great deal of reassurance. He was moved to assisted living as he began to have issues remembering medication and getting around on his own. M.E. had hoped to reconnect with his daughter and spend time with his sister, with whom he had just recently reconnected. Unfortunately, Covid19 happened, and the facility was locked down. M.E. spent his last few weeks in his bed, making phone calls with his sister and family and spent a great deal of time reflecting on his life. he passed away May 15, 2020.