

# IMPACT REPORT FY 2017

## NORRISTOWN MINISTRIES INC. HOSPITALITY CENTER

### BASIC NEEDS

**21,382**  
breakfasts  
served



**2636**  
SHOWERS  
recorded



**110**  
FREE  
HAIRCUTS  
provided at the Center



**419**  
people  
receive  
mail



**263**  
TOKENS

provided for job interviews,  
medical appointments,  
probation office visits, etc.

at the Center

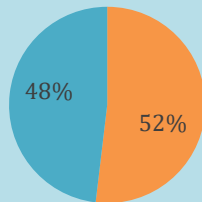
### CASE MANAGEMENT

**709** PEOPLE  
received  
social work services



Out of 709 clients served,  
**42** were  
**VETERANS**

**413** NEW  
CLIENTS  
a **10%** increase over  
last year.



■ New clients  
■ Returning

**827** follow-up sessions  
**494** referrals  
**158** collateral contacts

The Center facilitated  
re-entry into the  
community for **50** clients  
released from prison.

### OUTCOMES \*

**25** obtained mental health treatment

**14** received drug  
and alcohol treatment



**20** received emergency room care

**30** people received their food stamps

**44** obtained temporary  
accommodation/shelter

**14** moved into apartments

**2** acquired permanent housing



\*A portion of our clients are transient, and it is often not easy to get any information on the outcome of our intervention as they leave and can't be contacted. We are working on a better way of tracking this.

## HEALTH AND WELLNESS

### MEDICATION CO-PAY



**18 PEOPLE** were provided **CO-PAY COVERAGE** for their prescription medications.

### FLU SHOTS



The Montgomery County Health Department administered **16 FLU SHOTS** to our clients and staff at the Center.

### EYEGASSES



**49 PEOPLE** were referred to Lenscrafters One Sight program and received a **FREE PAIR OF GLASSES.**

### ART THERAPY

A group of clients meet each week for Art Therapy.

**95 %** report that it helps them relax and they enjoy creating new craft items each week.



### NARCAN TRAINING

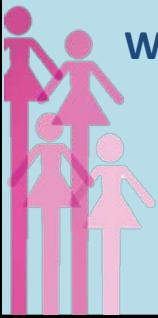
Staff is now Narcan trained and equipped to handle opiate overdoses. Narcan was administered once to a client who had overdosed averting a possibly fatal situation.



### WOMEN'S WELLNESS GROUP

A women's support group meets each week.

**95 %** of the women reported decreased anxiety, increased self-esteem and feeling less isolated.



### DENTAL CLINIC DAY

**16** clients received dental consultation  
**6** benefitted from cleaning services  
**4** were further referred to local dentists for follow up



## EDUCATION

We have 3 computers dedicated for client use. **74** clients use the computers each month.



They are taught basic computer skills, supported in building their resumes, and completing job applications.

## HOLIDAY ASSISTANCE

**239 ADULTS** and **160 CHILDREN** received holiday assistance in the form of holiday food baskets and Christmas gifts.



**60 CHILDREN** celebrated Christmas with much joy as they received Christmas gifts through the Adopt a Family Christmas program.

