

IMPACT REPORT

2022-2023 PROGRAM YEAR



22,000+

Staff & volunteer interactions
with our guests

1,144

Unique guests received services
from our staff & volunteers

473 New Client Intakes

323 Reported they were
unhoused or housing
insecure

206 Reported mental
health issues

126 Reported drug abuse

17 Were veterans

A Message from our Executive Director

What a fruitful year of service it has been at the Center! We saw an increase in demand in all areas of our programs. We met this demand with an increase in staffing. Our collaborative work with organizations providing health services to the community was a highlight of our work. We know that improved access to health resources, increases chances for better health outcomes for unhoused individuals.

I am also so proud of our Rapid Rehousing Program. We were able to prevent homelessness for 28 individuals with a 92% success rate. These individuals were placed in permanent housing!

The numbers highlighted in this report are a testament to the work we do with limited resources. I express my deepest gratitude to all of you that have participated in supporting the mission of the Hospitality Center. We are stronger together, and I invite you to continue to create a place for all to live self-sufficiently with dignity and respect.

TOP 8

INITIATIVES

JULY 2022 - JUNE 2023

INITIATIVES

DETAILS

INCREASE

25,244

Meals Served

Each weekday morning, the Center provides a hot balanced breakfast. We also serve lunch on select days.

61% more meals were served

17,296

Pieces of Mail Distributed

We provides a mailing address for over 565 of our guests.. This opens opportunities to our guests for employment & other services.

20% more pieces of mail were distributed

3,160

Social Services Sessions

The Center is the only place in Montgomery County where individuals can receive on-demand social services.

We have seen an increase in need for social services

2,631

Showers were provided

The Center provides a safe, clean place for our guest to shower. A clean towel & toiletries are provided to each guest

67% more showers were taken

2,496

Toiletry Kits provided

In addition to providing toiletries each time someone takes a shower, each Wednesday, toiletry kits are distirubuted to our guests.

61% more toiletry kits were distributed this year.

2,321

Code Blue Stays

Our staff managed the Norristown area Code Blue Shelter on 72 nights last year. 268 unique individuals utilized the shelter on cold nights.

57% more guests utilized our Code Blue Shelter

211

Laundry Services Utilized

Twice each month, our guests can sign up for laundry services. Each guest is provided with one wash & one dry at a local laundromat.

40% more laundry services were provided

47

Individuals Used Lockers
Demand Exceeds Availability

Safe & secure storage is always a concern for the unhoused. We provide lockers for our guests to store their personal belongings. We currently have an waiting list.

We recently cleared more wall space to add more lockers

SPECIALTY PROGRAMS & CLINICS

ARIZE



Workforce Development

The Arize Program brings confidence and financial self-sufficiency to our guests through education, coaching, and support at every step. Employment stability serves as the base from participants will build momentum towards their aspirations, even if they have no prior work history.

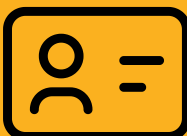
5 Multi-day employment workshops

18 Participants completed the full workshop

11 Volunteer facilitators who mentored our guests

194 Meetings with our guests for employment coaching

ID Clinics



The Photo ID Clinic is an outreach that assists people in our community in obtaining their identity documents: state-issued photo ID, renewed driver's license, birth certificate, Social Security card, and voter registration. We prepare the paperwork and cover the fees for low-income applicants and persons experiencing homelessness.

229 Individuals received at least one form of identification

Community Health Clinics



9 times during last program year, we partnered with Einstein Montgomery Health Care Providers to offer our Community Health Clinics. These clinics provide free medical care for our guests. Care offered includes wound assessment, basic first aid, blood pressure checks, and A1C screenings.

36 Unique individuals received care

118 Healthcare sessions were provided.

69 Individuals tested

17 Clinics Held

HIV/STI Testing Clinics



Twice each month, we partner with Family Services of Montgomery county to provide free testing.

Episcopal Legal Clinics



Each month, we partner with Episcopal Legal to provide civil legal aid to our guests.

27 Guests who met with a lawyer

24 Cases opened

SPECIALTY PROGRAMS & CLINICS

Septa Passes Distributed

Our guests often use public transportation for medical or legal appointments.



100 SEPTA one trip passes distributed

100 SEPTA two trip passes distributed

5 Guests enrolled

5 Positive Outcomes

Seeking Safety Program



Seeking Safety is a therapy that helps clients attain safety from trauma (including PTSD) and substance abuse by emphasizing coping skills, grounding techniques, and education.

Rapid Rehousing Program



We are able to assist individuals and families who are experiencing housing insecurity. These individuals bypass the transitional shelter system and, with assistance, enter directly into housing. This assistance program helps people enter housing, by providing first and last month's rent, and security deposits.

28 Individuals housed

22 Leases signed

LensCrafters Vision Care Program



We partner with LensCrafters to provide free vision care to our guests. Our staff makes referrals to LensCrafters so that our guests can receive care.

257 Unique vision care referrals

Copy & Fax Services



1802 Copies & Faxes made for our guests

The numbers and statistics only show the quantifiable results of the programming that was offered from July 2022 through June 2023. What is not shown is the community and friendships - among the guests, among the volunteers, and among the staff. Day in and day out, the Hospitality Center is a consistent place where those experiencing homelessness and poverty can receive consistent Care, Comfort, and Compassion.

4,136 Referrals to programs & organizations

692 Phone calls made for our guests

309 Days the Hospitality Center was open

39 Successful referrals to inpatient drug & alcohol treatment centers