

Norristown Hospitality Center (NHC)

IMPACT REPORT

2024-2025

JULY

JUNE



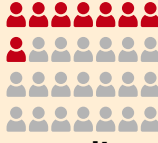
Clients

1395



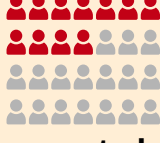
unique clients

405



new client intakes

574



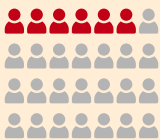
reported medical problems

5493



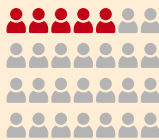
social services interactions with a NHC case manager

289



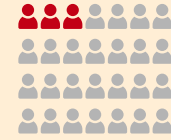
reported alcohol abuse

276



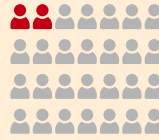
reported unhoused or housing insecure

161



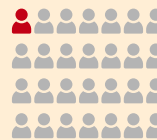
reported mental health struggle

103



reported drug abuse

33



reported veterans

Age

0-14 1%

15-20 1%

21-50 51%

51-65 31%

66+ 16%

1 icon = 50 people

Services



29,429

meals served

Monday through Friday, the Center provides breakfast, lunch on select days, and dinner during Code Blue emergencies.

16,639



pieces of mail distributed

The Center is a mailing address for guests which opens opportunities for employment and other support services.

582

mail contracts



300

client phone calls

Clients can use the Center's phone to make business calls.



209

clients did laundry

Twice each month, clients can do one wash and dry load at a local laundromat.



71

clients sent to rehab



56

clients utilized lockers

36 safe and secure lockers are available for clients to store their personal belongings. Demand always exceeds availability.



2418

code blue clients

Center staff managed the Norristown area Code Blue Shelter on 105 nights.

2397

showers provided

The Center provides towels, toiletries, fresh undergarments, and a clean shower for clients.



Partnerships

Mobile Health Recovery

590

TREATMENTS

51 clinics

Community
Connections

267

PHONE CALLS

Probation

80

VISITS

Critical Time
Intervention (CTI)

(RHD)

56

VISITS

Family Services

Project HOPE

HIV/STI Testing

54

TESTS

12 CLINICS

Gaudenzia

Operation Rebound

Rehab

40

VISITS

911 Emergency

39

CALLS

Episcopal
Legal Aid

30

CONNECTIONS

11 VISITS

Access Services
Street Outreach

28

VISITS

Southeastern PA (SEPA)
Legal Aid

10

VISITS

Street Medicine

2

VISITS

The Hospitality Center serves as a **Hub**, connecting guests with community partners to provide essential services.

Basic Needs



21,259

Toiletries



4157

Shoes
Socks



3351

Hats
Gloves
Scarves



2462

Under
Garments



2156

Shirts
Bottoms



817

Coats
Sweatshirts
Sweaters



390

Bags
Suitcases



118

Sleeping Bags
Tents
Mats



30



Platinum
Transparency
2025

Candid.



Norristown Hospitality Center

P.O. Box 858, Norristown, PA 19404

www.hospitalitycenter.org | 610-277-1321 | Monday - Friday 7am - 3pm