

**EMERGENCY  
SHELTER  
RESULTS**

November 1, 2011 – March 31, 2012

**177** Congregations

**6,000** Volunteers citywide

**139,278** Volunteer Hours

**58,346** Meals served

**30,154** Snacks/lunches served

**23,288** Showers offered

**29,201** Beds provided



*Room in the Inn assists between 200 and 400 people daily.*

**NEW AND EXPANDED  
PARTNERSHIPS**

Membership in Greater Nashville  
Hospitality Association

Lipscomb University – Education

Magdalene, Oasis, United Neighborhood  
Health – Shared Nurse Practitioner

Dunkin Donuts – Workforce Development

Comprehensive Care Center – Respite

Middle Tennessee Mental Health – Respite

Genesis Career College – Haircuts by  
master barber students



*One out of every three homeless male adults is a veteran.*

I am excited to offer this report on another year of growth to all of our friends, supporters, community partners, and donors. Not only have we continued to increase the number of individuals we can serve, we have been able to continue fostering their personal growth. On this page you will see an enormous increase in our capacity thanks to completion of construction and renovation. We have spent our first full year in the new building offering new classes, expanding workforce development and job training, and launching our permanent supportive housing. But you will also see that we have remained true to our roots and have based our work in one-on-one relationships that foster fundamental change for those struggling with complex issues.

We are firmly committed to life-long learning and are proud our participants are accepting this challenge. We have 9 residents who all made A's in English Composition 101 during the Summer Semester through our LIFE partnership with Lipscomb University (see below). Looking into the new fiscal year, we have 6 veterans starting college classes in the Fall Semester at various schools, and our Lipscomb LIFE classes will have 3 new students, bringing the number to 12. In addition, we have 15 employers in the Nashville area working with our workforce development staff.

It is because of support from you, and the Nashville community, that we have been able to accomplish this. We are ever grateful for all the gifts and talents that are shared with those among us who call the streets of Nashville home. On their behalf, I say thank you!

**- Rachel Hester**

**EXPANDED PROGRAMS**

**Lipscomb University** began offering college level accredited classes to our residents. Twelve students have begun their journey towards their Associate's Degree.

The **Workforce Development** team has doubled with the addition of 2 full-time staff members and the program has seen a 70% increase in job counseling. Space has also been added to provide work stations, interview areas, and a work clothing closet.

The final phase of the **Guest House** construction is complete, with 21 care beds. This allows Room In The Inn to assist up to 400 people annually and provide recuperative care after discharge from hospitals, recovery from illness or injury, and stabilization on medication.

<b>Education</b>	<b>FY 09-10</b>	<b>FY 10-11</b>	<b>FY 11-12</b>
Classes	1,300	2,486	3,043
Instructional Hours	14,000	37,297	43,879
<b>Support Services</b>			
Birth Certificates & ID's	500	500	600
Bus Passes	4,200	6,750	7,600
Meals	8,000	14,845	22,885
Showers	5,000	10,000	10,000
Foot Clinic	400	800	900
Legal Clinic	*	261	341
Job Placements	128	221	250

*\*2010 was the first full year of program*

## AWARDS AND CERTIFICATIONS

### Charles Strobel

Health Care Hero  
*Nashville Business Journal*

### Rachel Hester

CEO of the Year  
*Center for Non-Profit Management and Bank of America*

### John Poole

Winner, Volunteer Innovator Award

### Beth and Larry Lisle

Finalists, Direct Service Volunteer Award  
*Mary Catherine Strobel Volunteer Awards,*  
*presented by Hands on Nashville*

### Excellence in Development Award

*Urban Land Institute of Nashville*

### EVE Volunteer Certification

*Center for Non-Profit Management and Hands on Nashville*



90 cents of every dollar goes directly to services for those struggling with homelessness.



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## PROGRAMS

**Congregational Support** provides training to local faith communities and their volunteers in a variety of ways: consultation for congregations new to the Room In The Inn emergency winter shelter program, support for congregations already operating the program, and volunteer and educational activities for youth.



**Educational Program** offers classes in literacy, GED preparation, computer skills, spirituality, creative expression, and many others.

**Guest House** in partnership with the Metro Police Department, provides a safe alternative to jail for the publically intoxicated as well as bed space for those in outpatient addiction treatment.

**Odyssey** provides transitional housing for the chronically homeless and programs for addiction education, mental health care, education, life skills training, job readiness, and other services necessary to break the cycle of homelessness.

**Permanent Supportive Housing** provides apartments and on-going case management for residents in 38 efficiency apartments.

**Respite Care** provides medically fragile homeless individuals a safe place to recover from recent hospitalization, illness, or injury, as well as a place to stabilize on mental health medication.

**Room In The Inn**, in partnership with 177 congregations, provides overnight shelter, meals, and showers each winter from November 1 to March 31.

**Support Services** provide homeless individuals access to showers, meals, clothing, work identification, bus passes, prescription assistance, legal clinic, mailboxes, workforce development, case management, and referrals to other programs.



**Veterans Program**, in partnership with the U.S. Department of Veterans Affairs, provides transitional housing and programming in addiction education, mental health care, education, life skills training, job readiness, and other services. The program also offers a Drop-In Center weekly for information, guidance, and assistance with services.

