

2019-2020

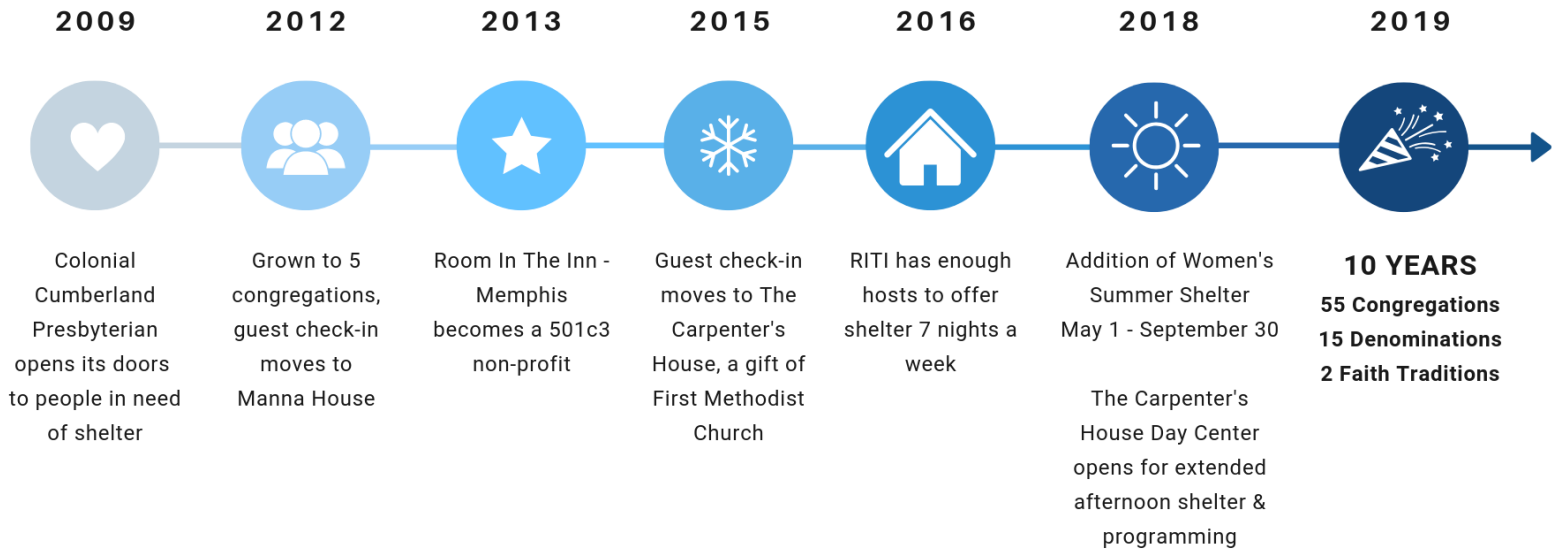
# ANNUAL REPORT

**YOU ARE  
HOLY HOSPITALITY**

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## HISTORY

In November of 2009 a tiny congregation, Colonial Cumberland Presbyterian Church, answered God's call to welcome strangers into the warm, safe sanctuary of a building that was underused during the winter. Four guests shared dinner and fellowship that first night with members of the church. This small group of people felt that this would be a good outreach "project." Room in the Inn is no longer an outreach project; it has become a way of life and ministry for more than 50 congregations, and that number continues to grow. Memphis has many, many more of those empty, warm houses of worship that could become sanctuaries of holy hospitality. Our hope is that by opening more and more of them we can prevent people from sleeping outside on the coldest nights of the year. Father Charles Strobel, founder of Room in the Inn (Nashville) describes the RITI experience this way,

*"When someone experiences hospitality and safety and a feeling of belonging, they experience sanctuary. Sanctuary is defined by the people, not the space. Everyone can become an expression of sanctuary. Ultimately, sanctuary offers one an experience of something sacred, something holy."*

## MISSION

Sheltering those experiencing homelessness in a safe environment of hospitality

## VISION

Holy Hospitality™

## CORE VALUES

Building community on love and respect

Welcoming all as an expression of faith

Giving hope and hospitality in a safe environment







## HOSPITALITY IN EVERY PLACE

### A LETTER FROM OUR EXECUTIVE DIRECTOR

The mission of Room in the Inn-Memphis is to serve those experiencing homelessness in a safe environment of hospitality. Our core program is to offer emergency overnight shelter in communities of faith. As the pandemic caused the immediate suspension of our regular shelter season it took only hours to know that we would continue our mission in every way safely possible for our guests and volunteers.

The homeless guests that we serve are among the most vulnerable to the COVID-19 virus. They live in extreme circumstances with limited access to some of the essentials needed for good health. Most have serious chronic health issues that compromise immune systems. Our board and staff shifted focus to offering respite care in local hotels for the medically fragile members of the homeless community in our city. We worked with local medical facilities to help these guests comply with the “safe at home” initiative by supplying a temporary place to call home. We are fortunate to provide this shelter and meals for a place to recover with the help of generous individual and congregation donor support.

Our volunteers continued to serve our guests daily by providing meals at the pop-up women’s shelter at a downtown hotel. Over 6,400 meals were provided by RITI congregations and friends. I am very glad that we partnered with The Hospitality Hub in this shelter for women. Volunteers also stayed busy making masks for those being sheltered and especially for those still on the street each day and night.

Even though we could not be together in groups we began training volunteers in our new Housing Navigator Program. This program will pair volunteers with a guest who is in the process of working toward securing housing. Sometimes having a companion along the journey could be the difference between success and frustration. This virtual training will ensure that as soon as we are open for hospitality these volunteers are ready to get started.

This year was one of adjustment and also one of opportunity for new and creative ways to meet the needs of those who depend on our care. Our supporters continue to be incredibly generous and I would invite anyone wishing to become involved even in this time to join us. You may do this by providing meals, making masks, becoming a housing navigator or by making an important financial contribution. We say every day that the Inn Crowd is the Best Crowd, we say it in love for those that go above and beyond for our guests. It makes a difference in real lives.

Peace and health,  
Rev. Lisa Anderson, Executive Director





## 7027 BEDS

137 Nights  
55 Congregations  
offering shelter in a safe  
environment of hospitality



## 498 INDIVIDUALS

206 Women  
8 Transgender Individuals  
267 Men  
17 Children



## 25K+ VOLUNTEER HRS

7,531 Volunteer Impacts  
reported from our host  
locations and main  
campus with 60%  
reporting



## CELEBRATING 10 YRS

Statistics based on  
guests who  
checked-in nightly at  
our main campus  
**Nov 2019-March 2020**





## VOLUNTEER SPOTLIGHT



Before Covid, I taught a yoga class every Wednesday afternoon at the RITI day center. Because of my deeply held belief that yoga could benefit all people, therefore all people deserved to have access to it, I began to seek opportunities to bring yoga to people who did not have access to this transformative practice, but who could greatly benefit from it.

I am immensely grateful to RITI for providing me with such a welcoming, open-hearted environment in which to teach, and for recognizing the value in offering students one hour a week in which they could put down the physical, mental, and spiritual weight they were carrying and find relief in this soothing practice. I am grateful for the sense of community that we developed through breathing and practicing together. Friendships were formed and we enjoyed keeping up with each other's lives each week and working together to create class playlists that included our regular participants' favorite music.

-Laurie Kay



## PROGRAMS

Room In The Inn - Memphis organizes a network of 55 local faith communities to provide **emergency shelter** for people experiencing homelessness in Memphis and aims to double the number of hosts in anticipation of increased need next winter due to the economic and health effects of the COVID-19 pandemic.

In April 2020, CARES Act Funding allowed RITI to pilot the **Recuperative Care** program for individuals discharged from the hospital. The **Family Inn** program piloted soon after for families with children experiencing homelessness. Both programs have been part of the long-term goals of Room in the Inn - Memphis.

EMERGENCY  
SHELTER  
&  
DAY CENTER

RECUPERATIVE  
CARE  
CENTER

FAMILY INN



# FINANCIALS

## Support

### Unrestricted Net Assets

Contributions	\$ 250,560
Fundraising Activities	\$ 14,180
Interest Income	\$ 527
PPP Loan Income	\$ 18,226

<b>Total Unrestricted Revenue</b>	<b>\$ 283,493</b>
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### Expenses

Day Center	\$ 37,600
Emergency Shelter	\$ 56,400
General & Administrative	\$ 65,802
Fundraising Expenses	\$ 1,181
Supporting Services	\$ 8,320

<b>Total Expenses</b>	<b>\$ 169,303</b>
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<b>Increase (Decrease) in Unrestricted Net Assets</b>	<b>\$ 114,190</b>
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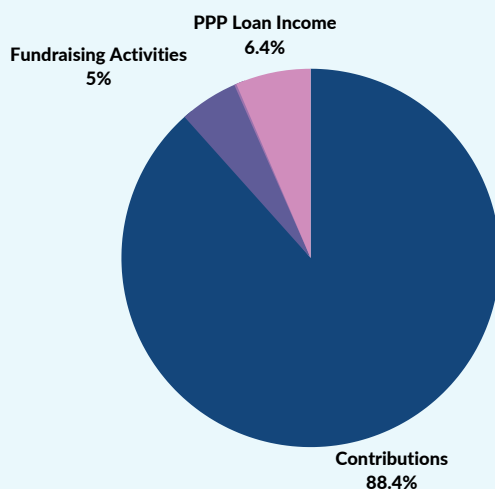
### Restricted Net Assets

New Permanently Restricted	\$ 20,000
New Temporarily Restricted	\$ 38,818

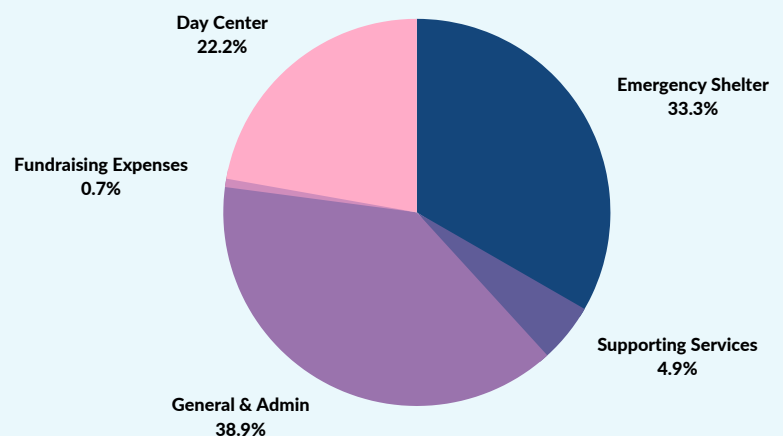
<b>Increase (Decrease) in Restricted Net Assets</b>	<b>\$ 58,818</b>
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Beginning Net Assets	\$ 37,135
Ending Net Assets	\$ 210,143
<b>Increase in Net Assets</b>	<b>\$ 173,008</b>

## REVENUE



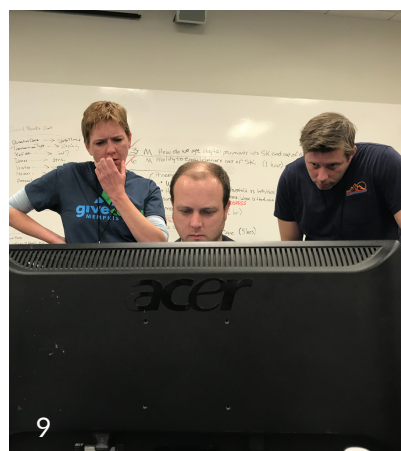
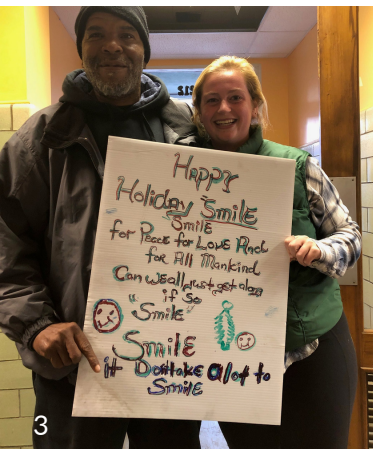
## EXPENSES





# THE YEAR IN PICTURES

1. Theresa shows off the key to her new home. 2. UTHSC students with Memphis Street Health offer monthly foot care at the Day Center. 3. Jeffrey & Anna celebrate the holidays with free smiles. 4. Samantha and Emily celebrate RITI's 10th birthday. 5-6. Kirk Whalum's "Gospel According to Jazz" RITI benefit concert. 7-8. Volunteers & Guests gather to disperse for Congregational Shelter. 9. GiveCamp Memphis volunteers work on our donor management system.



10. Technology purchased with a grant from The Community Foundation of Greater Memphis is put to quick use as Covid-19 shifts staff to remote work. 11-13. Volunteers remain steadfast during many changes due to the pandemic. "Safe at Home" masks & meals are made for the emergency shelter. Socially distanced volunteers provide on-site service as the Summer Day Center.



# FIVE WAYS YOUR DONATIONS MADE A DIFFERENCE

RITI has remained active during the Covid-19 pandemic. Here are five ways donations were put to use this year:

**01**

## RECUPERATIVE CARE SHELTER

Hotel stays for medically fragile individuals experiencing homelessness

**02**

## FAMILY SHELTER

Hotel stays for families with children experiencing homelessness.

**03**

## HEALTHCARE AND HYGIENE SUPPLIES

Keeping volunteers & guests healthy through the pandemic.

**04**

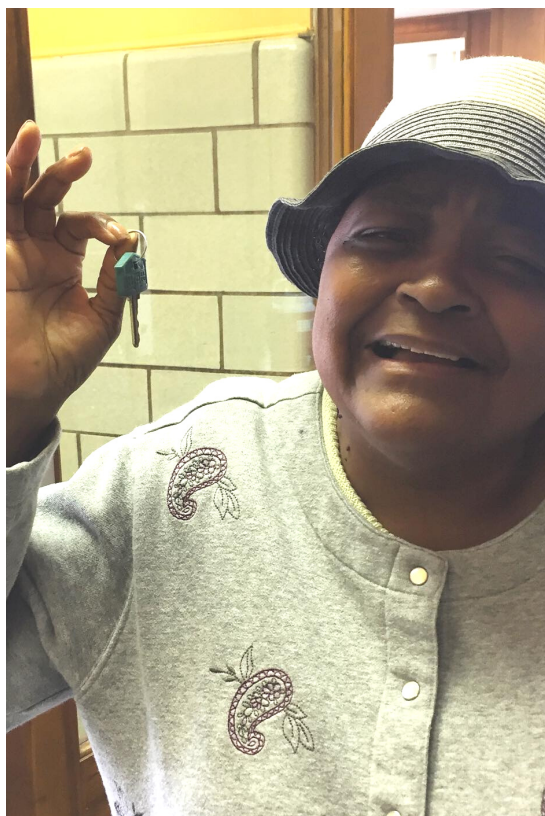
## HOUSING NAVIGATOR PROGRAM SUPPORT

Helping guests secure and maintain housing

**05**

## PROGRAM OPERATIONS/ STAFF SUPPORT

Enabling RITI to grow the staff necessary for two new programs and upcoming 24/7 facility.





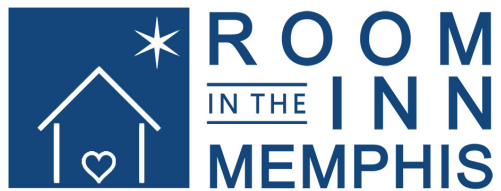
# HOSPITALITY INTO THE FUTURE

## A SNEAK PEEK INTO RITI 2021



As referenced in this report, Recuperative Care and the Family Inn Programs were piloted with the help of multiple sources of funds during the COVID-19 crisis.

As 2020 progressed, Room in the Inn and the Christian Methodist Episcopal Church began to dream about how these programs could continue to grow and how a building the Church owned could be repurposed for the good of the community. With the help of the City of Memphis, Shelby County, and the Community Redevelopment Association, that dream is becoming a reality. At one time, the historic Collins Chapel Connectional Hospital building was one of the few places in Memphis that offered healthcare to African Americans and space for Black doctors and nurses to practice. In 2021, Room in the Inn - Memphis will move into the newly renovated Collins Chapel Connectional Hospital and continue Recuperative Care and the Family Inn in a 24/7 facility with on site case management and family advocates. Hospitality planning for the future will include many more services and resources for our guests. We can't wait to share what unfolds for 2021!



*Board of Directors, 2019*

*Thank!  
You★*

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