



# The INN Between<sup>®</sup>

End-of-life Care for the Homeless

2023/2024

# ANNUAL REPORT



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Salt Lake City, Utah 84105

801-410-8314  
[www.tibhospice.org](http://www.tibhospice.org)

The INN Between is a 501(c)(3) nonprofit.  
Federal Tax ID 47-2329595  
CFC#88565

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# LETTER FROM THE EXECUTIVE DIRECTOR

Dear Friends of The INN Between,

This past year has marked many milestones for The INN Between, as we expanded our reach, deepened our impact, and continued to honor our commitment to the compassionate care of individuals experiencing homelessness. Reflecting on my 7th year with The INN Between, I'm filled with gratitude for the profound privilege of working alongside a team that embodies resilience, empathy, and dedication. Together, we've created a sanctuary—a place where dignity, comfort, and love are fundamental rights, providing those we serve with a place of solace, care, and, often, a peaceful transition.

Our community's unwavering support allowed us to achieve several significant milestones over the past year. We expanded our facility to 60 beds, allowing us to serve a record-breaking 201 individuals who were inadequately housed. Among those, 21 individuals passed away with dignity in our care, supported by a team of 30 staff members and 499 volunteers who collectively dedicated 5,000 hours of service. These numbers are not just metrics; they represent lives impacted, comfort given, and a testament to the power of human connection.

We also made meaningful strides in sharing our story and advocating for the needs of our residents through various platforms. Thanks to several successful events and partnerships, we welcomed interns who contributed valuable research on the efficacy of our programs, underscoring the

cost-saving and life-enhancing impact of our work within the broader community. I am currently the co-chair of the Salt Lake Valley Coalition to End Homelessness Crisis Core Function group, which allows me to highlight the work being done at The INN Between and learn more about our community's unsheltered needs. Each day at The INN Between reminds us that what we accomplish within our walls echoes far beyond them—raising awareness and challenging societal perceptions surrounding homelessness and healthcare.

Together, we have weathered challenges and celebrated triumphs. We have laughed, cried, and shared in the privilege of bearing witness to the resilience of the human spirit. We send immense gratitude to you, our champions, for your unwavering support and belief in our mission. As we move forward, we are both humbled and inspired, knowing that our work would not be possible without you.

From the individuals we serve and the lives we honor, thank you for another year of making our mission possible.

With heartfelt gratitude,



Jillian Olmsted  
Executive Director





15,224  
Safe  
Medical  
Housing  
Nights

# 201 Individuals Served

## 50

SUCCESSFUL  
HOUSING  
PLACEMENTS



169 MEDICALLY FRAIL  
32 TERMINALLY ILL

## 21

PEOPLE EXPERIENCED  
DEATH WITH DIGNITY

Since opening in August 2015, more than 650 individuals have utilized our services, totaling over 90,000 bed nights. Over 140 of those people experienced a peaceful passing with dignity and respect, in a bed, surrounded by caregivers, and not alone on the street.

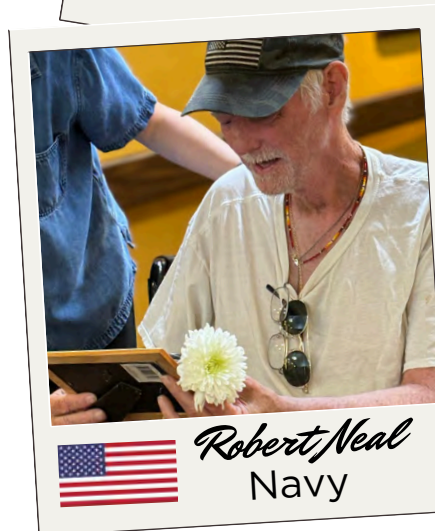


Stephanie Baker  
December 9, 1971 - December 8, 2023

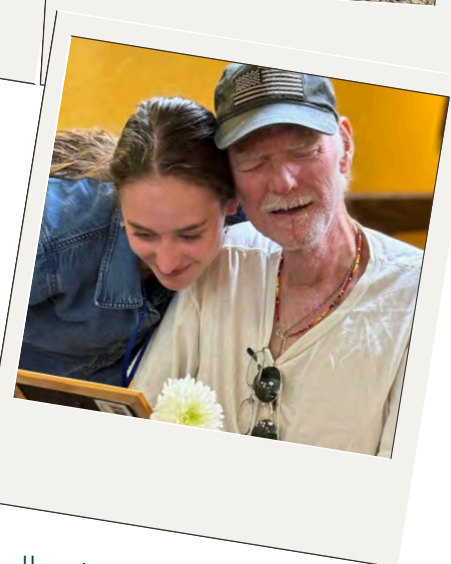
# OUR MISSION SINCE 2015

The INN Between is providing medical respite and end-of-life care for those individuals experiencing homelessness.

We believe that all humans have equal dignity, and no one should have to suffer or die alone on the streets of their own community.



*Robert Neal*  
Navy



Residents of The INN Between are all unique with lives they have lived prior to finding themselves staying here. For Robert, a Veteran who came in on hospice care, when he no longer qualified, he stated we saved his life and had motivated him to move on to housing. Robert also represents one of our 28 Miracles, residents who came in on hospice or very sick and stabilized enough to come off hospice care or move on in remission. Gold butterflies at The INN

Between, now represent the honor and dignity of those individuals.

## BOARD OF DIRECTORS

### *Officers*

Jeff McNally, Board Chair  
April Krutka, Vice Chair  
Jen Toomer-Cook, Secretary  
Westley Mitchell, Treasurer

### *Members*

Matthew Miratsky  
Tim Sleeper  
Eric Jensen  
Shelley Dean



# WHO WE SERVE

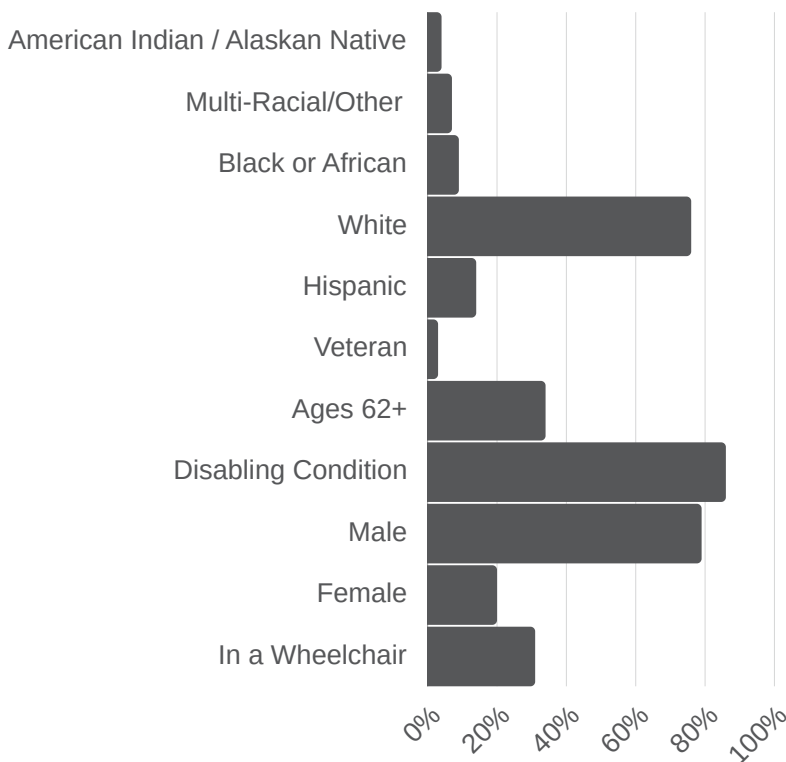
Homeless adults who:

- are terminally ill,
- are too ill to be on the streets but not ill enough to be in the hospital,
- require stable housing in order to initiate cancer treatment or other intensive medical treatments,
- require stabilization before they can undergo life-saving surgery,
- need to recuperate post-surgery,
- require assistance with activities of daily living (dressing, eating, bathing, toileting, taking medications, etc.),
- are dependent on insulin, oxygen or dialysis.



Two Hospice Care residents stopping for a quick hello.

We have a specially trained team of volunteers that sit bedside with each resident who may be in their last hours. The "No One Dies Alone" (NODA) team provides that human connection that leads to a dignified death. After a resident passes, we take the time to honor and memorialize immediately. The INN Between will also hold public memorials and post obituaries on our website at the wishes of the resident, and etch their name in stone in our Memorial Garden.



23/24 Resident Demographics (201 Residents)

## WHAT WE DO

### End-of-Life Care

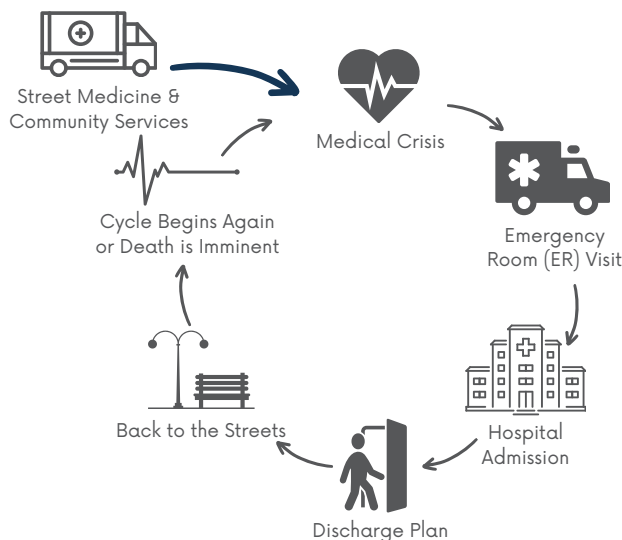
We strive to ensure that people who are terminally ill and inadequately sheltered have access to professional hospice care in a safe and caring home.

### Medical Respite Care

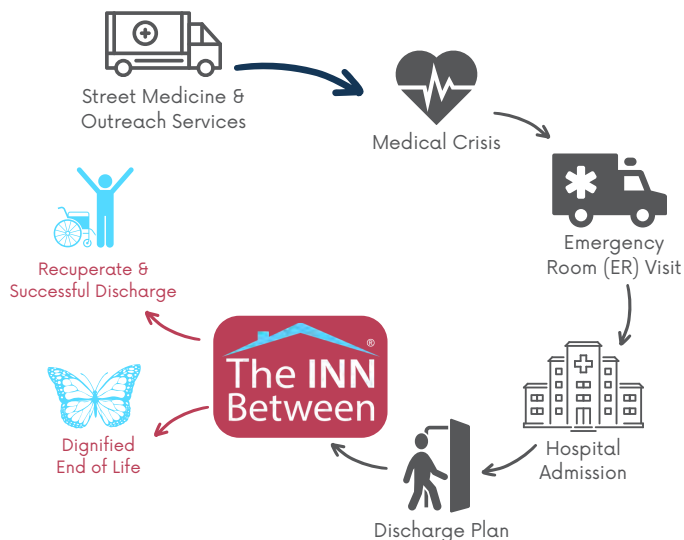
The INN Between also provides short-term medical housing for medically-frail people who are too ill or frail to be on the streets or in shelters, but not ill enough to be hospitalized. We support their healing and path to self-sufficiency. Our recuperative care program is an intervention so that the acute condition can be resolved and not lead to death.

# Breaking the Medical Crisis Cycle for Adults Experiencing Homelessness

## Hospital-Homelessness Cycle



## Medical Respite Cycle



## The INN Between is Providing Better Outcomes with Lower Costs

\*Based on Data Collection by The INN Between



↓ **24%**

Medicare Cost  
per Enrollee



↓ **30%**

Hospital Readmissions &  
Emergency Room Visits



↑ **92%**

Follow-up Appointment  
Attendance\*

**91.44%**  
Decrease in  
Hospital  
Utilization

**\$24-99K**  
Saved by  
taxpayers,  
per person  
per year.

**\$47,110**

Saved in medical  
costs per patient  
each year\*

**\$6,406,960**

Saved FY23/24

**\$30.5mil**

Saved by local hospitals  
since inception (2015)

## The INN Between's Services (2015 - 2024)

**649**

Clients  
Served

**90,315**

Safe Medical  
Housing Nights

**139**

Peaceful  
Passing

**111**

Exit to Stable  
Housing

\*Based on aggregate The INN Between reports from 2015-2024

## END-OF-LIFE CARE RESIDENT

At 65, Paul faced the news of his heart failure and imminent passing. Yet, the feeling of being alone was more devastating than the knowledge of his illness. Referred to our program, we became Paul's surrogate family, offering him comfort and companionship during his final days.

We learned so much about Paul: he remained close friends with his ex-wife, raised 10 children, and was a proud grandfather of seven and great-grandfather of two. After his daughter passed, Paul stepped up to raise three of his grandchildren.

Paul was deeply touched by our NODA (No One Dies Alone) volunteers, who spent time with him, recording their conversations in the NODA journal. They discovered his love for poetry, sweetened coffee, and ice cream, as well as his reflections on life's joys, losses, and sorrows.

Not every passing is peaceful. As Paul neared the end, his agitation increased, complicated by his history of substance abuse, which made administering medication difficult. He was often in pain and discomfort, rarely sleeping, and our staff and volunteers worked tirelessly to ease his suffering.

Small acts of care made a difference—back rubs, hair braiding, reading poetry, and visits from his grandson, Syls, brought him moments of peace.

When Paul left us for the final time, Bernard, his beloved stuffed animal, was tucked under his arm. In the four months he spent with us, Paul captured our hearts with his pure honesty and his deep desire to be remembered, especially by his grandchildren. In honor of his granddaughter's advice—"girls paint all their nails, men should only paint one"—Paul left this earth with one single toenail painted.

Paul Youngblood

September 7, 1975 - August 11, 2023

# Didn't have to die alone...

Paul Youngblood

*Surrounded by Family, Honoring  
What Mattered Most to Paul  
Dignity at the end of life.*



# Exposed to Compassion

David Renteria

## PALLIATIVE CARE RESIDENT

Among the many individuals we have had the privilege to serve, David's story stands out as a powerful illustration of the transformative impact of empathy and support in the face of adversity.

David, an undocumented individual in his late 80s, found solace and support at The INN Between after enduring years of chronic homelessness. For three years, our organization served as his sanctuary, offering not just shelter but also a sense of belonging and dignity often denied to those living in the margins. Initially residing on our Assisted Living side, David made sufficient progress to briefly transition to our Independent Living side. However, he later experienced a decline marked by signs of dementia and an inability to manage his medications. His prolonged stay with us was unusual, largely due to his undocumented status, which limited his access to various resources, and his emerging dementia, which rendered discharge to resource centers unsafe.

Tragically, David's journey took a difficult turn when he suffered a hip fracture, necessitating a hospital stay and subsequent placement in a Skilled Nursing Facility. As his health continued to deteriorate, another hospital visit became essential. In a final effort to locate David's family, the hospital successfully contacted his sister, who graciously accepted the role of medical power of attorney.

Understanding David's profound connection to our community and his desire to spend his final days in familiar surroundings, The INN Between collaborated with the University of Utah to facilitate his return "home." Although David passed away within the hospital, he did not face his last moments alone or homeless on the streets.

David's journey serves as a poignant reminder of the essential role organizations like The INN Between play in providing compassionate end-of-life care to the most vulnerable members of our community. Through our unwavering commitment to dignity, respect, and holistic support, we ensure that individuals like David are neither forgotten nor abandoned in their time of need.

David Renteria

November 11, 1937 - March 27, 2024

*David expressed immense gratitude in seeing familiar faces while in the hospital*



# Embraced our Community...

Darren Ray

*Just over five months after that final night in the park, Darren found new hope.*

## MEDICAL RESPITE RESIDENT

Darren Ray spent weeks recovering at the Huntsman Cancer Institute after an operation to remove a cancerous tumor from his head. Just before surgery, his partner died by suicide, leaving Darren not only physically vulnerable but emotionally devastated. His stay extended far longer than expected due to a surgical complication that left half of his body paralyzed. Despite his fragile condition and the intensive treatment ahead, the hospital eventually deemed him well enough to leave.

"They said it's time for you to go home, and I told them I don't have one," Darren recalled. Hospital staff arranged for a ride to a shelter, but upon arrival, he was turned away due to a lack of available beds. His next stop was a familiar park near his old apartment. That night, he was assaulted.

Homeless, medically vulnerable, and with nowhere else to turn, Darren eventually found The INN Between. Once there, Darren began to thrive, calling his room his "mansion" and became a cherished part of our community. He quickly became involved, participating in Flower Friday, where his floral arrangements were some of the most beautiful we've ever seen. He volunteered to serve on the Resident Council and launched a Gold Star staff and resident recognition program. During the holidays, his creative touch made Christmas unforgettable.

After learning that his cancer was in remission, Darren began working with our staff to find permanent housing. Unfortunately, an eviction—filed while he was still in the hospital—disqualified him from many housing options. An application to SwitchPoint was submitted.

Darren often reflected on his previous life as a successful interior designer and event planner, earning six figures and driving luxury cars. He never imagined he'd one day be homeless, sleeping in the very parks he used to drive past, questioning why the city allowed them to become encampments for the unsheltered.

With The INN Between's support, his cancer was gone, he was on the path to securing housing, and he had a vision of rebuilding his life—this time, in a place he could truly call home.







# Expected to die...

Larry Landry

## "MIRACLE" RESIDENT

Born in Lincoln, Illinois, Larry was enjoying his retirement when his life took an unexpected turn. After suffering a cardiac arrest and cardiogenic shock, Larry was airlifted to the University of Utah, fighting for his life. He faced multiple health crises, including renal failure, pneumonia, a 20% ejection fraction, and critical ischemia. It seemed unlikely Larry would ever leave the hospital.

Throughout this ordeal, Larry remained close with his two half-sisters, Dena and Shellie, with whom he spoke daily. He refused to make any decisions without their input. After consulting with them, Larry made the difficult choice to decline further lifesaving treatments, including dialysis, and was placed on hospice. Initially referred to a Skilled Nursing Facility, he was later brought to The INN Between.

Before his health crisis, Larry had worked in tile manufacturing for basketball courts and as a ranch hand in Nevada. He had eagerly anticipated retirement, enjoying outdoor activities like hiking at Brighton and in the Ozarks.

At The INN Between, Larry quickly became known as an easy-going and friendly resident. A self-described "simple man," he didn't need much, kept his room tidy, and helped out whenever he could.

Six months after arriving, Larry's health had improved so significantly that he no longer qualified for hospice care. He transitioned to the Independent Living side of our program, and we supported him in applying for housing. When a rare opening at a downtown apartment became available, Larry was overjoyed. After touring the space, he knew it was going to be his new home.

Larry still visits us often and, while he misses the close-knit community at The INN Between, he's grateful to have his own apartment, pay his own rent, and reconnect with a fellow former resident.

*From critical illness to  
independence*



# VOLUNTEERS

In our 9th year, the unwavering dedication of our volunteers shines brighter than ever. It's inspiring to see people from all walks of life step forward to support our vital humanitarian mission. With our facility often at full capacity, volunteers have been indispensable in helping us provide medical respite and end-of-life care to over 200 individuals.

# 4,904

Hours of Volunteer Service

*The mission of the volunteer program is to provide expanded access to safe medical housing, basic needs, and critical healthcare for individuals experiencing homelessness.*

Volunteers

# 499



By sharing their time, unique skills, and talents, our volunteers extend the reach of our staff, enabling The INN Between to make a difference far beyond the walls of our facility. They serve when it matters most—at the end of life—ensuring that at The INN Between, no one dies alone. On behalf of our staff and the residents we serve, we extend our deepest gratitude to our incredible, selfless volunteers.



Resident Crickett and Volunteer Loki sharing a meaningful moment during his weekly visit.







We ♥ Our  
Activities & Outings

Visual Arts Institute  
Monthly Pottery Class

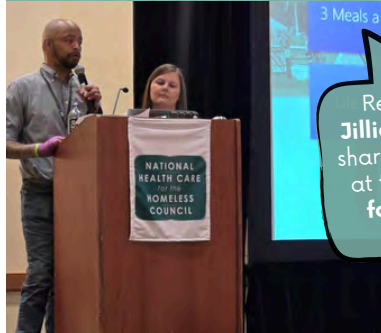
# Art & Heals

The Activities Program plays a vital role in improving our residents' lives, extending well beyond just providing safe medical housing. We create enriching experiences that immerse residents in the essence of life, culture, arts, and community. Through visits to museums, theaters, pottery classes, and other inspiring venues, we nurture the whole person—empowering our residents to view themselves as active, valued members of the world around them, engaging from the inside out rather than simply observing from the outside in.



# SHARING OUR STORY

*Advancing the mission*



Returning to the National Stage: **Jillian** and Resident Advocate **Jared** shared insights from The INN Between at this year's **National Health Care for the Homeless Council Annual Conference**.

Back by invitation to talk with Mike Parsons on **All Along the Wasatch**



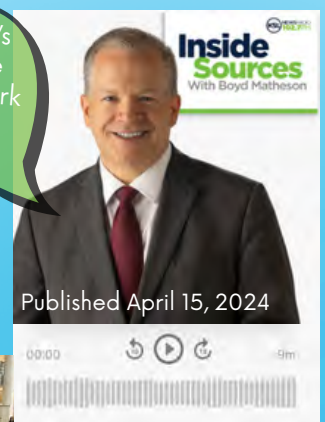
**The Inn Between**

Mike chats with CEO & Executive Director Jillian Olmsted and Community Engagement Manager Kellie Mieremet. The mission of The INN Between is to end the tragedy of vulnerable people dying on the streets of our community by providing medical respite and end-of-life care to those experiencing homelessness. Prior to The INN Between, no adequate solution existed for housing terminally ill and medically frail



Jillian and Kellie were interviewed on **PBS Contact with Mary Dickson** about The INN Between and the work being done to provide access to safe medical housing, basic needs, and critical healthcare.

Exploring The INN Between's Mission: Jillian discusses the heart of this humanitarian work in an interview with **Boyd Matheson**.



Utah Nonprofits Day on the Hill 2023 with **Senator Plumb**

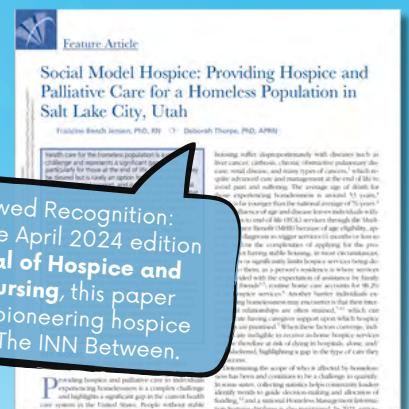


With the Division of Multicultural Affairs in partnership with the Center of Economic Opportunity and Belonging, Jillian was asked to sit on a panel about creating Pathways to Hope for those we serve.



Interviewed on **Good Things Utah**, by Nicea DeGering, our Director of Nursing and End-of-life Doula joined Jillian and Kellie for a look at our care for adults experiencing homelessness at the end of life.

Peer-Reviewed Recognition: Published in the April 2024 edition of the **Journal of Hospice and Palliative Nursing**, this paper examines the pioneering hospice care work of The INN Between.



In partnership with Regence, Jillian talked about the need for medical housing adults experiencing homelessness.



Jillian and Kellie presented at the **Statewide Homelessness Conference**

Talking about what Medical Respite for adults experiencing homelessness is and what it really means to individuals.





# COMPLETED PROJECTS

## ADA Door Openers

### Completed

We are excited to announce the completion of another important project: the installation of two new ADA door openers. This upgrade was made possible through a generous grant from the Big Lots Foundation. Their support has allowed us to enhance accessibility in our home by making our ADA restrooms more user-friendly. We are grateful to the Big Lots Foundation for helping us create a more inclusive environment for our residents.

## Interior Paint

### Completed August 2023

This year, we completed a meaningful project that transformed the halls of our building. The walls were repainted in a dignified yet **cheerful golden yellow**, bringing warmth and comfort to the space. In addition to the fresh color, all the dings and dents were meticulously repaired, restoring the environment to reflect the care and respect we strive to provide. This refresh symbolizes our commitment to creating a welcoming, dignified home for our residents as they navigate their final journeys.



# IN PROGRESS & IN NEED OF FUNDING

## Life Skills Program

### In Progress

People experiencing homelessness encounter barriers to education and technology, hindering skill development and job preparation. The digital divide limits their societal participation. The Life Skills program enhances self-awareness, coping skills, self-control, problem-solving, and practical knowledge, facilitating housing transitions and improving physical and mental health, while reducing substance use and criminal justice involvement. This supports the goal of making homelessness rare, brief, and nonrecurring. Join us as we finish booking the volunteers for teaching these classes, and more.

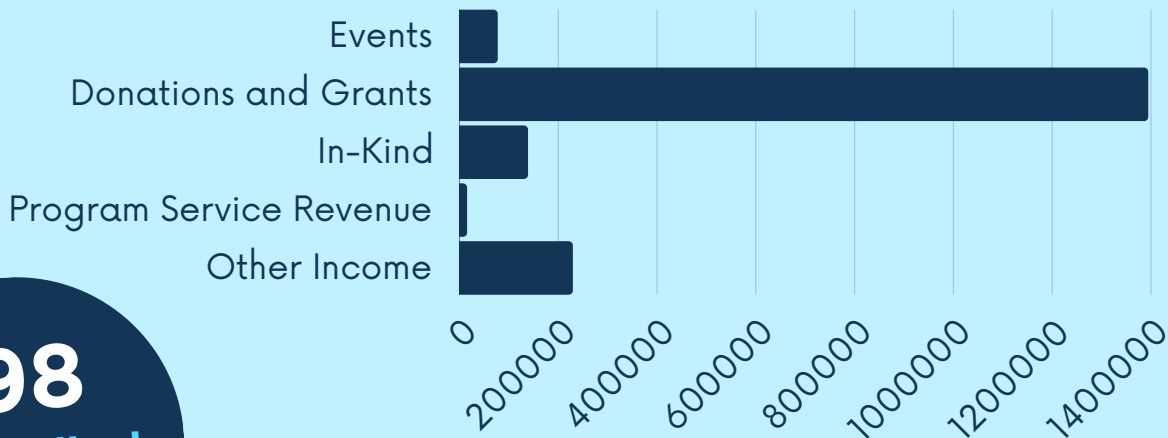
## HVAC & Room Updates

### In Progress

Our expansion is planned in two strategic phases to support sustainable growth and ensure effective fundraising. In the first phase, already underway, we are increasing our bed capacity by 30% with the addition of 15 beds. The second phase, dependent on funding, will focus on necessary HVAC modifications to accommodate an additional 15 beds, ultimately bringing our total capacity to 80 beds. To support this essential growth, The INN Between is requesting a one-time State Appropriation. With this expansion, we will be better equipped to meet the critical medical respite needs of Utah's unsheltered community.

# FY23/24 Financial Information

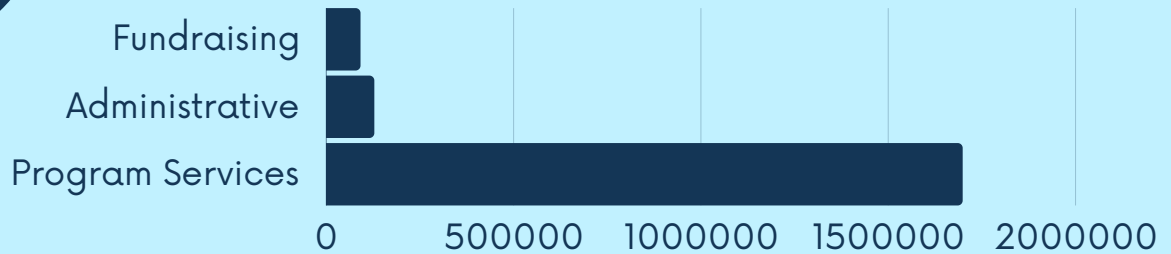
**Total Income \$1,856,037**



**\$98**

**Per Medical  
Housing Day**

**Total Expenses \$1,918,351**

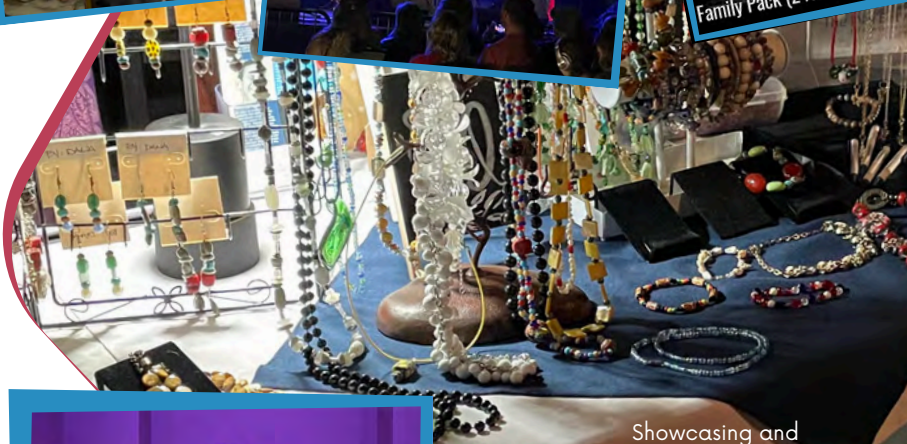


## EVENTS

### Christmas Jam

August 17, 2023

The INN Between is absolutely thrilled to jam with Christmas Jam of Utah for another epic night of rockin' fun this December! Kicking off in 2010, Christmas Jam is like a holiday fiesta for all ages, uniting the Salt Lake City music scene to spread cheer and help those in need through the magic of music. For the past three years, we've been lucky to partner with them as the proud beneficiaries of this incredible fundraiser. Let the good times roll!



### Drag Queen Bingo

January 24, 2024

Drag Queen Bingo was a tremendous success, raising over \$3,000 to support our missions. The event was filled with laughter, entertainment, and community spirit, all while contributing to those in need. We're incredibly grateful to everyone who made this event both fun and impactful!



Showcasing and highlighting Beading Hearts Jewelry, a resident and volunteer made jewelry activity.





## Tune INN Benefit Concert

June 7, 2024

Our 7th annual benefit concert, Tune INN, returned to the beautiful AOKI Event Gardens for another unforgettable evening. Attendees enjoyed live performances by local bands, delicious food from Caputo's, and handcrafted cocktails by Copa Bar Service—all in support of a wonderful cause. Together, we raised over \$15,000 to further our humanitarian mission!

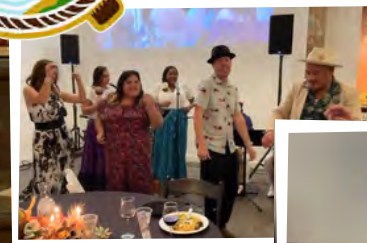


Thank you!

## A Night in Old San Juan Annual Casino Night

October 13, 2023

Each year, we take participants on a global journey as we honor the residents who passed away that year, creating a fully immersive cultural experience with themed dancers, music, food, and décor. Last year, we transported guests to Old San Juan, featuring ceremonial drummers and dancers from the Puerto Rican troupe, Bamba Marile. Together, we raised over \$65,600! We invite you to join us again this year as we celebrate and honor our unsheltered friends who have transitioned. Special thanks to our presenting sponsors, First Electronic Bank, EazeMed, and Ally Bank. Don't miss this unforgettable event each October as we whisk you away to a new destination!



## 8th Anniversary Give Back Party

August 17, 2023

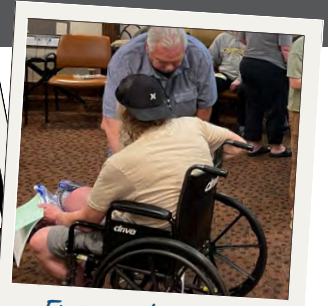
Each year, on our anniversary, The INN Between welcomes the community to join our staff, residents, and volunteers in a joyful celebration. We mark this milestone with live music, a delicious dinner, fun games, a waterslide, and, of course, a special birthday cake! We had great live music by Tj Gurn, a fan-favorite and volunteer of The INN Between.



# Exposing the Community Inspiring the Future



First Annual Open House Sponsored by the **Utah Division of Multicultural Affairs**



*Fixing wheelchairs and walkers*



*Monthly Health Fair*



*Taking vitals*



*JILLIAN + KIM RUSSO*



*STEPHANIE, SLCO HEALTH DEPARTMENT*

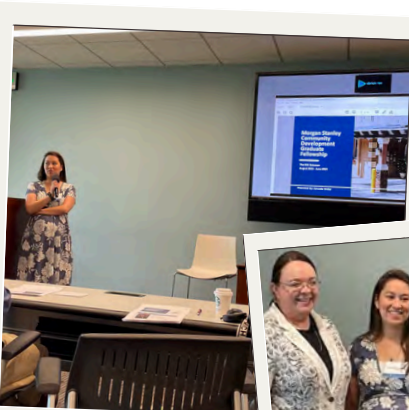
Over the past year, we have had the Salt Lake County **Smoking Cessation Program** stop in bi-monthly for outreach to residents.

**Salt Lake City's Homeless Court** case manager, Kim Russo, stopped in for some outreach to our residents and to take a tour!

We hosted a **Gerontology grad student from The University of Utah** who spent the year looking at and researching the four modalities of aging adults, along with those that returned to the hospital within three weeks of admitting to The INN Between.



*Jaime Cross' Focus Group for thesis project*



*FINAL FELLOWSHIP PRESENTATION*



*AMANDA WELLER + DR. PANOS*

Over the last year, we were selected to host a **Community Foundation of Utah Morgan Stanley Fellow**. This individual successfully created a cross collaboration research project to assess the cost effectiveness of this program. Amanda and her advisor are from Utah Valley University.



# THANK YOU TO OUR DONORS!

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## \$100,000+

Larry H & Gail Miller Foundation  
Salt Lake County  
Utah Department of Workforce Services

## \$99,999-\$50,000

American Express  
Bruce and Cecilia Petersen Foundation  
Salt Lake City  
Sorenson Legacy Foundation

## \$49,999-\$20,000

Ally Bank  
Community Foundation of Utah  
Florence J. Gillmor Foundation  
George S. & Delores Dore Eccles Foundation  
Intermountain Healthcare  
John C. Kish Foundation  
Johnson Foundation of the Rockies  
Pitney Bowes Bank  
Salt Lake City  
Val A. Browning Foundation  
Wheeler Foundation

## \$19,999-\$10,000

ETJ Legal Consulting LLC  
FinWise Bank  
First Electronic Bank  
HDR Foundation  
KFC Foundation  
Optum Bank  
UBS Bank

## \$9,999-\$5,000

Big Lots Foundation  
Burton Foundation Trust  
Doctor Family Foundation  
Eaze Medical  
Herbert & Elsa Michael Foundation  
Jesse and Marilyn Peck Foundation  
Kennecott Charitable Foundation  
Merrick Bank Corporation  
Richard K. and Shirley S. Hemingway Foundation  
Sandy City  
Utah Association of Financial Services

## \$4,999-\$1,000

Grapevine Giving Foundation  
Washington Federal  
BW Bastain Foundation  
Chicago Community Foundation  
David Kelby Johnson Memorial Foundation  
First Congregational Church  
Jeffrey & Helen Cardon Foundation  
State of Utah Division of Multicultural Affairs  
Teri and Dean Flanders Foundation Trust  
Weyerhaeuser NR Company  
Davis County Agents  
Italian American Civic League  
Janet Q Lawson Foundation  
Christmas Jam of Utah  
Huntsman Cancer Institute  
Rodney Brady & Carolyn Hansen Brady Charitable Foundation  
Sally Langdon Barefoot Foundation  
Steel Encounters  
Cambia  
Check City  
Blessed Sacrament  
JEPS Foundation Trust  
United Way of Salt Lake  
Peterson Associates  
The Kimball Condominiums  
RELX Inc.  
All Saints Episcopal Church  
Altabank  
America First Credit Union  
Richards, Brandt, Miller, Nelson Charitable Foundation  
Utah Medical Association Foundation  
Vesper Society

*Every dollar you donate goes  
towards the people, resources,  
and facilities that enable us  
to fulfill our mission*



# The INN Between<sup>®</sup>

End-of-life Care for the Homeless

Our vision is to end the tragedy of vulnerable people suffering and dying alone on the streets of our community.

*When someone is given  
the opportunity to thrive,  
the option for HOPE  
comes alive.*



*Contact us to learn more about volunteering or donating.*

 [tibhospice.org](http://tibhospice.org)

 801-410-8314

 [@TheINNBetweenHospice](https://www.facebook.com/TheINNBetweenHospice)

 [@\\_theinnbetween](https://www.instagram.com/_theinnbetween)

 [The INN Between Salt Lake City](https://www.linkedin.com/company/TheINNBetweenSaltLakeCity)

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