## 2024/2025



# ANNUAL IMPACT REPORT





1216 E 1300 S Salt Lake City, Utah 84105 801-410-8314 www.tibhospice.org

## LETTER FROM THE EXECUTIVE DIRECTOR

Dear Friends of The INN Between,

As I reflect on my 8th year at The INN
Between, I am filled with gratitude for the incredible journey we have shared. This past year has been one of both tremendous growth and deepened impact, as we continued to stand alongside our community's most vulnerable with compassion, dignity, and unwavering commitment.

Thanks to your support, we expanded our capacity to 65 beds, allowing us to respond to a 48% increase in demand for our services. Each number in this report represents more than a statistic—it represents a life touched, a story honored, and a community that said, you will not face this alone. From those who transitioned into stable housing, to those who experienced a peaceful passing surrounded by love, our work affirms the belief that every life deserves care, dignity, and connection.

This year also brought remarkable progress in securing the future of our mission. We were successful at the Utah Legislature in obtaining both one-time funds to support our expansion and ongoing, sustainable funding to ensure continuity of care. Additionally, we moved one step closer to financial sustainability with the approval of Utah's 1115 Medical Respite Waiver by the Centers for Medicare and Medicaid Services (CMS)—a milestone that paves the way for Medicaid billing in the near future. These policy victories reflect growing recognition of the vital role medical respite plays in breaking the cycle of homelessness and medical crisis.

We also advanced new initiatives that strengthen the foundation of our mission. With the launch of programs like mindfulness and life skills classes, along with continued partnerships in medical respite research, we are addressing not only immediate needs but also building pathways to long-term healing and stability. These efforts remind us that lasting change requires both compassionate care and innovative solutions.

I am continually inspired by the resilience of our residents, the dedication of our staff, and the generosity of our volunteers and donors. Together, we have created not just a safe space, but a home—where healing, hope, and humanity thrive.

As we look to the year ahead, I invite you to continue walking this path with us. Your belief in our mission makes it possible to honor life's final chapters with dignity, while also opening new chapters of recovery and renewal for so many others.

With gratitude,

Julian Olmsted
Executive Director

## FISCAL YEAR '25 BY THE NUMBERS

# 338Individuals Served

18,352 Safe Medical Housing Nights

SUCCESSFUL HOUSING PLACEMENTS





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. The INN Between will also hold memorials and posts obituaries on our website at the wishes of the resident, and etch their name in stone in our Memorial Garden.

In addition to clinical care, we provide:

- No One Dies Alone (NODA): trained volunteers sit bedside so no resident faces their final hours alone.
- Life Skills & Mindfulness Programs: new initiatives to support coping skills, self-sufficiency, and holistic healing.
- Housing Pathways: case management to help residents transition into stable housing whenever possible.
- Hope: belonging, community, dignity, and connection.
- Advocacy & Innovation: as a recognized leader in medical respite, we are expanding capacity and preparing to sustain services through Medicaid billing under Utah's 1115 Waiver.

# 283 MEDICALLY FRAIL 32 TERMINALLY ILL



# PEOPLE EXPERIENCED DEATH WITH DIGNITY

Since opening in August 2015, nearly 1,000 individuals have utilized our services, totaling over 100,000 bed nights. Over 160 of those people experienced a peaceful passing with dignity and respect, in a bed, surrounding by caregivers, and not alone on the street.



The last individual to pass with us this year. We post this on social media along with a short message. "We honor the life of Jose (October 10, 1957 - June 19, 2025), who passed away peacefully in his bed just days after arriving at The INN Between on June 11th. Though our time with him was brief, Jose became a part of our community, and we are grateful to have provided him with comfort and dignity in his final days. We gathered to remember him at a memorial on June 23rd, holding space for reflection and respect. Rest in peace, Jose."

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## **OUR MISSION**

Our mission is simple yet profound: To provide medical respite and end-of-life care for adults experiencing homelessness.

We are more than a facility — we are a community of healing and hope, where compassion and dignity are not privileges, but rights. By bridging the gap, we ensure that those who are too sick for the streets, but not sick enough for hospitalization have a safe place to heal, recover, or pass with dignity and peace.



## **CORE VALUES**

Compassion
Dignity
Community
Respect

MEETING EACH RESIDENT WITH KINDNESS AND EMPATHY.

Dignity Honoring every person's life, story, and worth.

COMMUNITY CREATING A HOME FILLED WITH CONNECTION + BELONGING.

ENSURING CARE THAT AFFIRMS INDIVIDUALITY AND HUMANITY.

## **BOARD OF DIRECTORS**

Officers

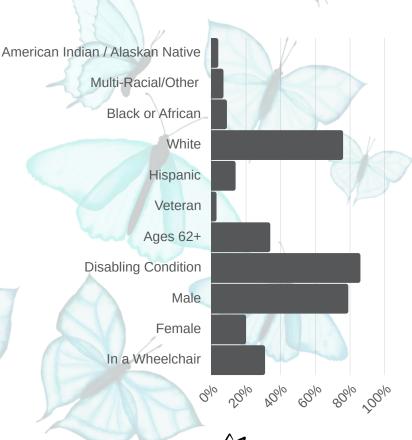
Jeff McNally, Board Chair Jen Toomer-Cook, Secretary Westley Mitchell, Treasurer Members

Kate Rubalcava · Matthew Miratsky · Tim Sleeper · Luciano Colonna · Keith Gordon · Shelley Dean



## WHO WE SERVE

- Individuals age 18+
- Veterans who have served our country but lack stable housing,
- People living with disabling conditions such as cancer, heart failure, COPD, diabetes, etc.
- Residents dependent on oxygen, dialysis, insulin, or mobility aids,
- Adults with co-occurring mental health and substance use disorders that complicate treatment,
- Medically fragile individuals recovering from hospitalization, surgery, or trauma,
- Community members in their final stage of life, who deserve hospice care in a safe and loving home.





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

Resident Glen at the Clark Planetarium

## HOW WE SERVE

#### 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 shortterm 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 selfsufficiency. Our recuperative care program is an intervention so that the acute condition can be resolved and not lead to death.

## **Our Impact Goes Beyond Shelter**

- We provide more than a bed—we offer compassionate medical respite, palliative, and end-of-life care that reduces hospital readmissions and saves healthcare costs.
- We support pathways to stable housing, with residents transitioning successfully whenever possible.
- We honor each life through memorial services, community remembrance, and our Memorial Garden, ensuring no one is forgotten.

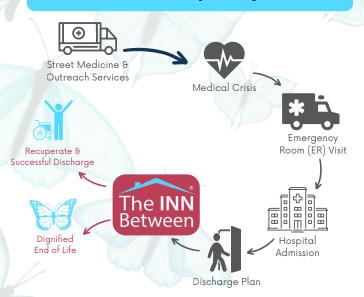
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## Breaking the Medical Crisis Cycle for Adults Experiencing Homelessness

#### **Hospital-Homelessness Cycle**



#### **Medical Respite Cycle**



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

¥24%

Medicare Cost per Enrollee

¥30%

Hospital Readmissions & **Emergency Room Visits** 

Follow-up Appointment Attendance\*

\*Based on Data Collection by The INN Between

91.44% Decrease in Hospital **Utilization** 

Saved in medical

costs per patient

each year\*

\$47,110 \$6,406,960

Saved FY23/24

\$30.5<sub>mil</sub>

Saved by local hospitals since inception (2015)

\$24-99K

Saved by taxpayers, per person per year.

**Impact Video** 

The INN Between's Services (2015 - 2025)

Scan to watch the pro bono impact video generously created by DONÉ. Creative.



900+ 100,000

**Clients** Served

Safe Medical **Housing Nights**  **158** 

Peaceful **Exit to Stable Passing** Housing

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

#### **END-OF-LIFE CARE RESIDENT**

Just before The INN Between celebrated its 9th anniversary, we said goodbye to Mike—our 140th passing. He took his final breath with a No One Dies Alone (NODA) volunteer by his side, ensuring that even in his last moments, he was not alone.

The year before coming to The INN Between, Mike's life was upended. He lost his job, his income, and eventually his utilities were shut off. Diagnosed with head and neck cancer, he underwent a tracheotomy, which left him struggling not only physically but emotionally. The weight of it all became unbearable, and feeling like he had nowhere left to turn, Mike planned to end his life.

Before that desperate day, Mike had spent his entire life in the home where he was raised. His mother passed away when he was just seven years old, leaving him in the care of his grandfather, father, and disabled sister. Mike became her primary caregiver, receiving financial assistance that allowed him to be there 24/7. Over time, his family dwindled his grandfather passed, then his father, and finally, his sister. With her loss, the financial support he relied on disappeared. His cancer made it impossible to work, and his untreated mental health struggles overwhelmed him. After a crisis brought him to the hospital, Mike was referred to The INN Between, where he found stability, safety, and dignity in his final chapter. Though he was quiet and kept to himself, he made his room a home, taking immaculate care of his space.

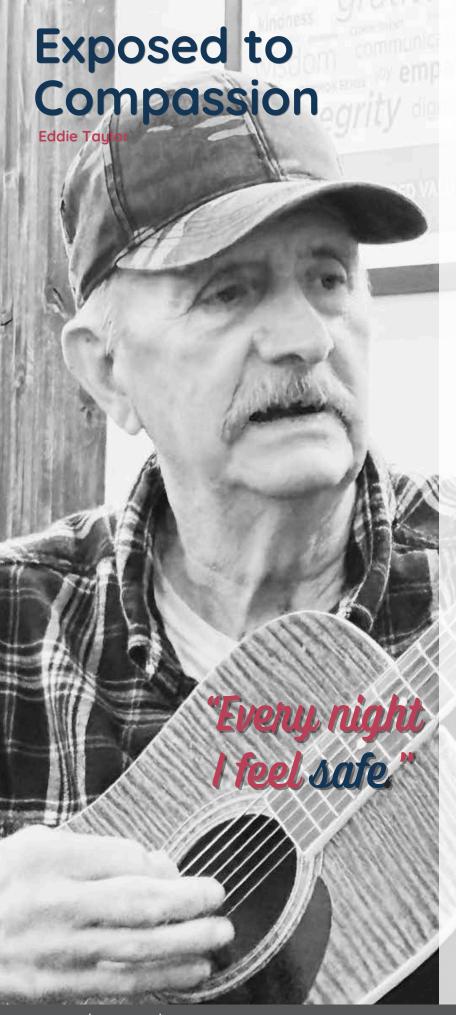
The last time Mike left our building, he was draped in a University of Utah shirt—a proud tribute to his days as a Utes football player. His commitment to his alma mater never wavered. Go Utes!

If you or someone you know is struggling with mental health or suicidal thoughts, please call 988. Help is available. You are not alone.

> Michael Zupo June 8, 1960 - August 1, 2024



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#### PALLIATIVE CARE RESIDENT

After a series of hospital transfers that took him from Kemmer, Wyoming to Logan and finally to the University of Utah, Eddie arrived at The INN Between seeking stability and care. In his early 70s, Eddie had been living in a place not meant for human habitation. Battling cancer, he needed not only safe shelter but a supportive environment where he could determine his next steps and focus on his health.

Eddie's life reflects a spirit of resilience and hard work. Raised in Wyoming alongside three brothers and one sister, he grew up surrounded by wide fields and small-town community. His first job was helping with hay, followed by years of work in coal mining, construction, ranching, and logging. One of his fondest memories is his 11th birthday party, when every classmate joined him for cake, ice cream, lemonade, and a baseball game in the field.

Music has been one of Eddie's lifelong joys. At 12, he picked up the guitar, later adding banjo and piano. In the late 1960s, he was the drummer in a Rock n' Roll band, and over the years he played with his father-in-law's group at family celebrations, holidays, and community dances. Today, he finds peace and comfort in The INN Between's music room, where strumming the guitar continues to be both healing and grounding.

Family remains central to Eddie's story. He was married to his first wife, Ruthie, for 20 years before her passing. Together, they raised three children. After nearly two decades of friendship, Eddie remarried in February 2024. Though the future remains uncertain, his hope is to one day reunite with his family in Colorado.

For now, Eddie is grateful for each day. "Every night I feel safe, seen, and supported. It's a wonderful place to be," he shares. "The nursing and staff are great and work with all of us. The staff couldn't be better."

At The INN Between, Eddie has found more than safety. He has found dignity, companionship, and a place where his music and memories are honored — a true home during one of life's most difficult chapters.

#### MIRACLE RESIDENT

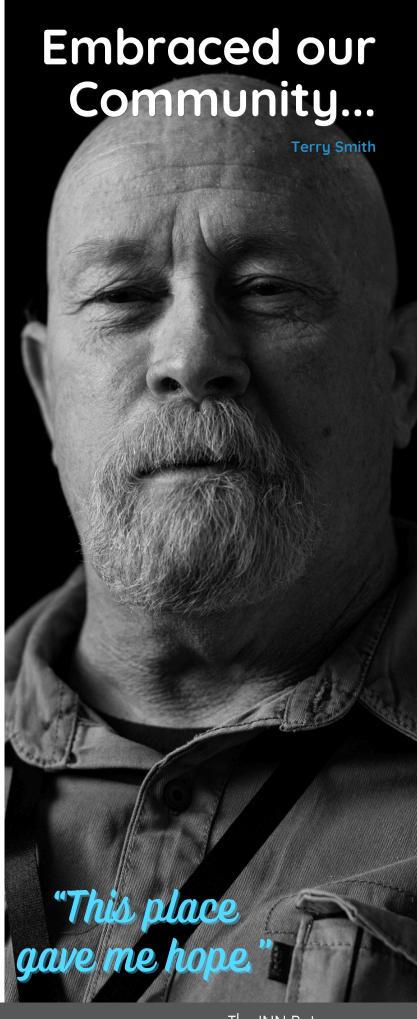
In June of 2021, The INN Between received a call from CNS about a man in desperate need of care. At just 60 years old, Terry was facing Stage 4 kidney disease, with only 12% kidney function. He was given two options: begin dialysis immediately or enter hospice care. At the time, Terry was living at the Rescue Mission, employed there, but struggling to manage his health after a partial foot amputation due to diabetes. Homelessness, advanced illness, and an uncertain future had converged all at once.

Terry's story began far from Utah. Originally from California, he built a career as a commercial truck driver, living out of his rig. When illness struck, he lost not only his health but also his livelihood and his "home" — the 16-wheeler that had been his shelter and his independence.

When Terry moved into The INN Between, his first priority was stabilizing his health and starting dialysis. With consistent care and support, he gradually began to improve. Shortly after settling in, Terry offered his own skills to give back. A seasoned driver, he became our trusted Transportation Manager. In October 2021, The INN Between officially hired him to drive residents to and from medical appointments. Over the next three years, Terry logged thousands of miles, ensuring others in need received the same chance at healing that he had been given.

In March 2025, Terry reached a milestone that once seemed impossible: he moved into a senior living community while continuing dialysis. Remarkably, the man who once qualified for hospice care left The INN Between able to care for himself, remain active on the kidney transplant list, and look forward with hope.

Terry's journey embodies the spirit of resilience and recovery. What began as a placement for end-of-life care became a story of second chances — made possible through stability, dignity, and the unwavering support of a community that believed in him.



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# Chronically homele Reynaud Wayland From shelten resistant to housed.

#### MEDICAL RESPITE RESIDENT

After nearly ten years of homelessness, Renaud had come to believe the streets were his only home. Between Pioneer Park and the canyons, he endured life in a wheelchair while battling bone spurs, ulcers, and neuropathy. Despite these challenges, he remained a deep thinker with a love of herbal remedies and alternative medicine, often sharing health factoids and engaging in thoughtful conversations with those around him.

Reynaud arrived at The INN Between in needing a safe place to heal from stasis ulcers on both legs, caused by varicose veins with ulcer and inflammation and complicated by acquired lymphedema. Without stable housing, his wounds could not properly heal and his health would continue to decline. At The INN Between, he found the support, medical care, and stability necessary to focus on recovery and begin regaining strength.

For years, Renaud resisted care coordination, reluctant to hope for change. But with the collaborative support of The INN Between and the Volunteers of America street outreach team, he made a turning point. He successfully secured Social Security Disability benefits, giving him enough income to qualify for stable housing at Palmer Court and access food assistance.

On his last day at The INN Between, Renaud stood outside with a small bag of belongings, smiling despite the February cold. "I'm getting my apartment today. Ed is picking me up, and he's always early," he said proudly. Weeks later, a money order arrived — a donation from Renaud himself, a testament to his gratitude for the care and dignity he had found.

In just 86 days, the cycle of homelessness that had defined nearly a decade of his life was broken. Renaud secured housing, income, and stability — proof that with compassion, collaboration, and the right support, lives can be transformed.

## **VOLUNTEERS**

As we near our 10th year, the dedication of our volunteers shines brighter than ever. People from all walks of life step forward to support our mission, reminding us daily of the power of compassion in action. With our facility often at full capacity, volunteers have been essential partners in providing medical respite and end-of-life care to more than 300 individuals this year.

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.



Flower Friday - volunteers & residents making arrangements with flowers donated from Trader Joe's.

454

Volunteers

By giving their time, skills, and talents, our volunteers expand the reach of our staff and magnify the impact of our mission. They show up when it matters most — offering companionship, comfort, and dignity at the end of life. Because of them, no one at The INN Between faces their final moments alone.

We are profoundly grateful for the compassion and selflessness of each volunteer who makes this work possible. Consider joining our amazing team of volunteers today!

NODA
Volunteer
Hours:
Ensuring No
One Dies

872





volunteered 1,000 hours since joining us in 2018!



valued members of our community.

## **SHARING OUR STORY**

Advancing the mission

Jillian Olmsted and Amanda Weller, our Jillian Olmsted and Amanda Weller, our
2024 Morgan Stanley Fellow, presented at
the National Health Care for the Homeless
Council Conference, highlighting data that
demonstrates the low cost and high impact
of our program. Back by invitation to speak with V Spehar of Under the Desk News and American Fever Dream.



Presenting to our local peers and community partners at the 20th Annual Utah Homelessness Conference



Fox13's This is the Plac had us back to talk about our 2024 Tune INN Benefit Concert!

are proud members of the the 2024 Nonprofit



senting alongside hua's House at the



Doug Fabrizio interviewed founder Deborah Thorpe and Executive Director Jillian Olmsted ahead of the screening of the documentary The INN Between. Scan the code to give it a listen!





Presenting to the Utah Legislature alongside Representative Dunnigan, we requested - and secured - \$450,000 to expand our capacity from 50 to 80 beds.



'The INN Between' documentary premiered at the Woodstock Film
Festival and was later screened at the
Salt Lake City Library and in Park City,
hosted by former Representative and
Mayor Ben McAdams.

## **CAPITAL PROJECTS**

### **Resident Room Flooring**

Completed

This year, we successfully completed a much-needed flooring project, replacing the dilapidated flooring in resident rooms with durable, commercial-grade LVP. In the past, many rooms had mismatched finishes — and in some cases, even duct tape holding sections together.

The new flooring not only enhances the dignity and comfort of each resident's living space, but it also plays a critical role in infection control, safety, and ease of cleaning. With this upgrade, residents now have a more welcoming and hygienic environment to heal, recover, and find peace.

This project represents more than just new floors — it reflects our commitment to creating a safe, respectful, and dignified home for every person we serve.



## **IN PROGRESS**

## **HVAC & Room Updates**

In Progress

Our expansion is unfolding in two strategic phases to ensure both sustainable growth and responsible fundraising. With the first phase completed, we now have 63 beds available for residents in need.

Thanks to secured funding from the State of Utah, the First Congregational Church and Lowe's Hometown for the second phase, we are moving forward with critical upgrades, including replacing the out-of-code HVAC system, modernizing bathrooms, and enhancing our environment with fresh paint, new furniture, and updated décor.

Once complete, our total capacity will grow to 80 beds, allowing us to serve more individuals than ever before. This expansion will better equip us to meet the urgent medical respite needs of Utah's unsheltered community, ensuring that more people have a safe place to heal, recover, and, when needed, pass with dignity.

#### Generator

In Progress

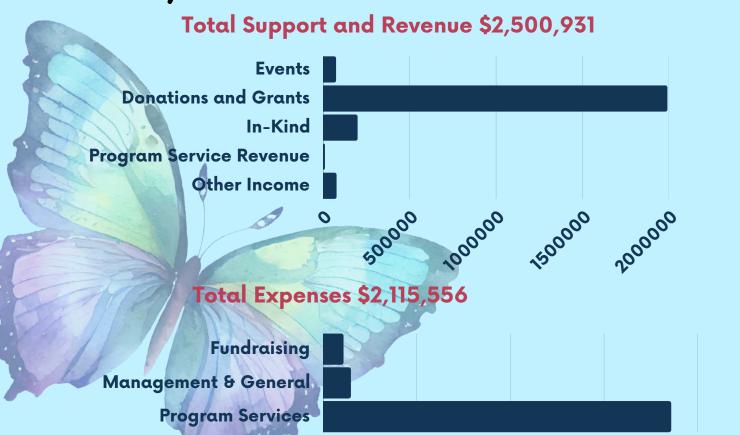
Thanks to generous support from Salt Lake County's Community Development Block Grant program, we are moving forward with a critical infrastructure project: a facility-wide generator.

In the event of a power outage, this generator will ensure that our heating and cooling systems, walk-in cooler, freezer, and emergency outlets for oxygen concentrators and other medical equipment continue to function without interruption.

This investment means that residents who are medically fragile will not face the trauma and risk of an evacuation during an emergency causing a loss of power. Instead, they will remain safe in place, with their care, comfort, and medical needs securely supported.

The Generator Project represents more than infrastructure — it is peace of mind for our residents, staff, and community partners, ensuring that The INN Between can provide uninterrupted care, no matter the circumstances.

## FY24/25 Financial Information



500000

1000000

## **EVENTS**

## Christmas Jam

December 14, 2024

We were thrilled to once again partner with Christmas Jam of Utah, a beloved holiday tradition in its 14<sup>th</sup> year that unites the Salt Lake City music scene in the spirit of giving. Thanks to the incredible talent on the stage and generosity of the community, this year's celebration raised \$5,000 in support of our mission, spreading both holiday cheer and lasting impact for our residents. Film Screening

April 29, 2025

0

In partnership with Fisher Brewery and Done. Marketing, we hosted a special screening of A Final Home for Those Without One. Fisher generously donated the space, while Done. Marketing coordinated the event and created all promotional materials. Together, we brought the community together to highlight the importance of providing dignity and care for those experiencing homelessness at the end of life.



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#### Tune INN Benefit Concert

June 7, 2024

Our 8th annual benefit concert, Tune INN, lit up the beautiful AOKI Event Gardens with an unforgettable night of music and community. Guests enjoyed local music, delicious food from Central 9th Deli, and handcrafted cocktails by Copa Bar Service — all in support of our mission. Together, we raised more than \$15,000 to provide compassionate medical respite and end-of-life care for those who need it

## A Night in Casablanca

October 11, 2024

This year's annual Casino Night transported quests to the timeless elegance of Casablanca, with Moroccan-inspired music, food, and décor creating an unforgettable cultural experience. Together, we raised more than \$65,000 in support of our mission, while honoring the lives of residents who passed away this year. Special thanks to our presenting sponsors — First Electronic Bank, Crocker Catalys Foundation, Sally Langdon Barefoot Foundation, Williamsen Family Foundation, WaFd, Cyprus Credit Union, Huntsman Cancer Hospital, America First, Ally, Copa Bar Services, Alta Bank, Ruff Haven, EPIC Brewing, and Ogden's Own — for making this extraordinary evening possible.







## 9th Anniversary Give Back Party

August 17, 2024

Each year, The INN Between celebrates its anniversary by welcoming the community to join our staff, residents, and volunteers in a joyful gathering. For our 9th Anniversary, we enjoyed live music, a delicious dinner, fun games, a waterslide, and, of course, a special birthday cake! The evening was made even more memorable with music provided by Christmas Jam.

## BUILDING KNOWLEDGE, **BUILDING COMMUNITY**

At The INN Between, we know our mission extends beyond the walls of our facility. By opening our doors to students, researchers, and community partners, we create opportunities to learn, collaborate, and inspire change. Together, we are shaping the future of compassionate healthcare and deepening the community's understanding of homelessness and medical respite care.







hanking Gov. Cox for his support of our mission

Good Things Utah host Nicea DeGering visited The INŇ Between to learn more about our program.

"I am deeply moved by the care the staff provides to their residents here. The INN Between doesn't just offer a roof over someone's head, they offer a sense of humanity and kindness that can be life

changing. No matter what a person's circumstances are, whether they're facing homelessness or other challenges, everyone deserves a comfortable and safe place to be, especially when facing health difficulties. The INN Between is a wonderful example of what





A site visit from the folks at Corazón San Antonio

Bristol Hospice

We were honored to receive the 2025 One of a Kind Award from the Semnani Family Foundation's One Kind Act a Day organization.





NONPROFIT DAY ON THE HILL

First free Resource Fair at The INN Between thanks to our partnership with Molina Healthcare





community and compassion is."







The INN Between is proud to partner with AmeriCorps – we love welcoming members whose service strengthens our mission and enriches the lives of our residents while gaining career experience.

COMMUNITY COLLABORATION

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## THANK YOU TO OUR DONORS!

#### \$100,000+

First Congregational Church Church of Jesus Christ of Latter Day Saints Larry H & Gail Miller Family Foundation Salt Lake County Utah Department of Workforce Services

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

Common Spirit Health Equity Fund Bruce and Cecilia Petersen Foundation Sorenson Legacy Foundation Federal Home Loan Bank of Des Moines

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

American Express

Cisco

Community Foundation of Utah Florence J. Gillmor Foundation

Optum Bank

John C. Kish Foundation

David Kelby Johnson Memorial Foundation

Johnson Foundation of the Rockies

Salt Lake City Ourwrites Org Wheeler Foundation

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

Lowe's Hometowns

Sally Langdon Barefoot Foundation

**UBS** Bank

West Valley City

Crocker Catalyst Foundation

Dee Foundation

Richard K and Shirley S Hemingway Foundation

Synchrony Financial

The L.B. Research and Education Foundation

The Labcorb Charitable Foundation

University of Utah Healthcare

Wankier Family Fund

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

Intermountain Healthcare

Herbert & Elsa Michael Foundation

Washington Federal Foundation

Williamsen Family Foundation

Sandy City CDBG

South Jordan CDBG

Unite and Light

Christmas Jam of Utah

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

Jeffrey & Helen Cardon Foundation
Jesse and Marilyn Peck Foundation
Merrick Bank Corporation
Rocky Mountain Power Blue Sky Program
Utah Medical Association Foundation

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

Davis County Agents Washington Federal Check City

Check City

Cambia

BW Bastain Foundation

Henry W & Leslie M Eskuche Foundation Marion D and Maxine Hanks Foundation

SmartGo Foundation

Textile Rental Services Association of America

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Doctor Family Foundation Italian American Civic League Kennecott Charitable Foundation

Kenneth and Joanne Mayne Foundation Rodney Brady & Carolyn Hansen Brady

Charitable Foundation
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JEPS Foundation Trust
Peterson Associates

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Ally Bank

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America First Credit Union

Cyprus Credit Union Donor Huntsman Cancer Institute

MG Accounting Services

ST Thomas More Church-Ladies of STM LLC

Steel Encounters

Utah Community Credit Union

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

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





Help us end the tragedy of people dying alone on our streets.







801-410-8314





