



# The INN Between

End-of-life Care for the Homeless

2022/2023

# 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

# Letter from the Executive Director

Dear Supporter,

If you walk the halls of The INN Between, you will be pleasantly surprised at how serene it is (unless, of course, we've got Bingo or Karaoke going on!). You will see residents helping other residents, helping around the 'house' with cleaning or monitoring the front desk, and frequently you overhear residents thanking staff members for everything they're doing to support their recovery and for simply caring. At The INN Between, we work extremely hard to ensure that this facility is a home that is welcoming and comfortable to all.

As my first full fiscal year in the Executive Director chair came to a close, I spent time reflecting on the past twelve months. I looked at the budget, what went right, what didn't. What we can change for next year. Comparing the budget to our year-end data to see what our cost was per bed night. More importantly, I enjoyed thinking back on all 136 residents we served. Reliving each peaceful passing, each successful discharge to housing, and hearing the residents' voices as I walked the halls. This work is extremely rewarding but sometimes also heartbreaking. We thank YOU for another year of compassionate support, which allows us to do the good work highlighted below.

Last fiscal year, we operated on a smaller budget, yet somehow, our staff worked tirelessly to serve 35% more people. It is the staff that deserve all the kudos. Less paid staff paired with more residents meant longer hours for this dedicated and determined team. With that being said, we are committed to providing a living wage for all staff. As of 2023, everyone at The INN Between is earning a minimum of \$17 per hour, has access to employer paid health, dental, and disability insurance, as well as an employer matched 401k. This compensation package reflects our core values and shows our staff that they too are valued with compassion, dignity, and respect.

As the need for our services grows, we see the need for our program to be replicated across the country and the world. This has led us to presentations and has opened our eyes to sharing our story through

traditional and nontraditional platforms, the Los Angeles Times being one of those platforms. As a Sacramento suburb was gearing up to build their new Hospice Home for the Homeless, they too were met with neighborhood pushback. In an effort to find programs that were succeeding, the LA Times came and spent two days with us to learn about how we were operating and serving the homeless community with medical respite and end-of-life care. Not only did this mammoth story make into the print version of the LA Times, it made it to the front page. The increased awareness for our program paired with the opportunity to share how critical our services are for making homelessness, brief, one-time, and nonrecurring has been humbling. We have since been invited to talk on five podcasts, had a visit from VRT News all the way from Belgium, and a documentary is being curated by the Oscar Nominated Ondi Timoner, all while continuing to deliver the mission and services of The INN Between. We even found ourselves presenting at the National Health Care for the Homeless Conference in April 2023. While this presentation was motivational and impactful for me as a presenter, we received feedback and encouragement of how we have set up this program to care for the whole person.

To the 136 residents that we were honored to care for this year, thank you for all the lessons you taught us. Whether it was to seek medical help sooner, take better care of your body, reconnect with your loved ones, or to just live life to the fullest and not sweat the small stuff; we are grateful for the times we shared and all you've taught us.

As we navigate through our 8th year of compassionate caregiving support, we are humbled by the continued support for this humanitarian mission.

From the individuals we serve,  
THANK YOU!



Jillian Olmsted  
Executive Director

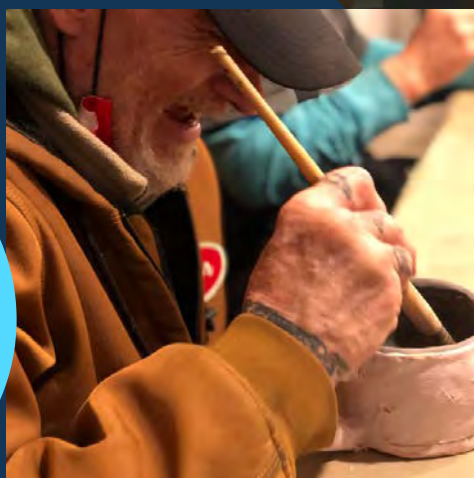




# 136 Unique Individuals Served

## 31 EXITS TO STABLE HOUSING

14,442 Safe Medical Housing Nights



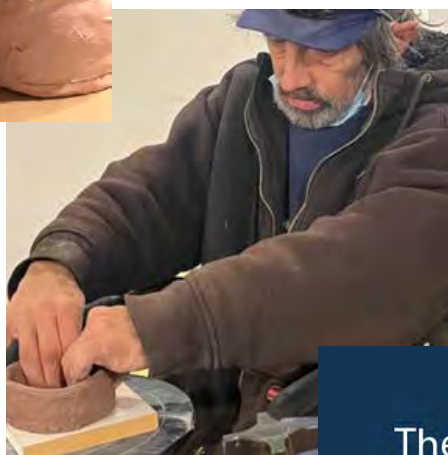
### 33 Terminally Ill

*Since opening in August 2015, 650 individuals have utilized our services, totaling over 75,000 bed nights. 120 of those people experienced a peaceful passing with dignity and respect in a bed and not on the street.*

**15 people experienced death with dignity in a bed, surrounded by love, not alone on the streets.**



### 103 Medically Frail



The INN Between®  
End-of-life Care for the Homeless

IN REMEMBRANCE

Jack Byron Rodney Katie  
Miguel Foe Liz Christina  
Lisa Roger Sheila  
Patty W. Chris Josh Will

Individuals to die in a bed, NOT on the street.

# 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.

Residents of The INN Between are all unique with lives they have lived prior to finding themselves at The INN Between.

Each come in with their own talents and skills that they want to contribute back to our community. Last year, we launched our Art Heals Series, where residents submitted works of art to be made into stickers and cards. We were blown away by the excited participation and the art.



Each peaceful passing, reunited family, recuperated resident, and newly housed individual is **PROOF** that a compassionate community can come together to provide dignity & respect to individuals they have never met before.



## BOARD OF DIRECTORS

### Officers

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

### Members

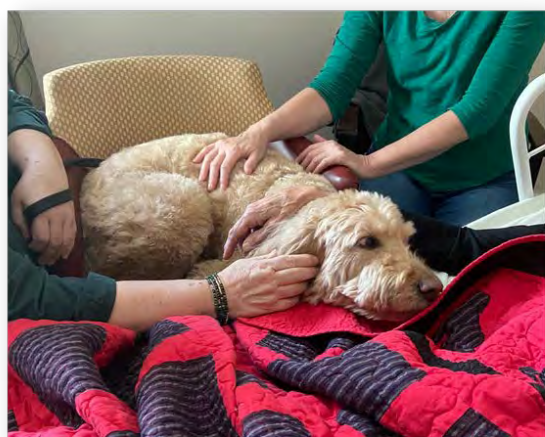
Herschel Bullen  
Tony Hoagland  
Eric Jensen  
Travis M. Lajoie



# WHO WE SERVE

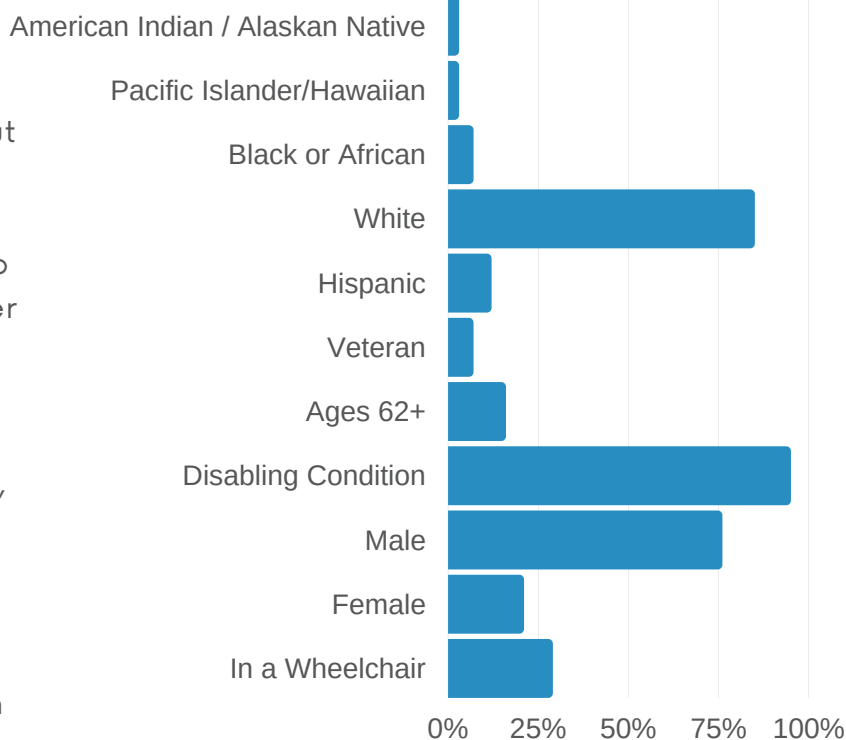
Homeless adults who:

- 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.



Mercy, therapy dog, comforting resident during end of life.

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.



22/23 Resident Demographics (136 Residents)

## WHAT WE DO

### End-of-Life Care

We strive to ensure that people who are terminally ill and dealing with homelessness 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.

## END-OF-LIFE RESIDENT

Liz was a resident of The INN Between for close to one year. She came in on the independent medical respite side of the program. Spunky, spirited and guarded, but quick to engage in the community and open herself up to the compassionate care she desperately needed. She was admitted to our program needing stabilization to access lung cancer treatment. She also had other comorbidities, such as HIV and COPD.

Upon admit, we were unaware this would become her final home, she was already at the end of life. Liz came in just before Halloween, and she was so excited to dress up for the costume party, as she had never dressed up for Halloween in her entire life. This can be seen with individuals who have grown up through intergenerational poverty, abuse, and addiction. The most basic and simplest family traditions and celebrations have simply not been had. She wanted to be a scarecrow and that is just what she was!

After a few medical setbacks shortly after arriving, she moved over to the Assisted Living side of the program. She was now needing assistance with activities of daily living; medication management, assistance with transfers and meals brought to her room. Then within a two-week timeframe, she moved up closer to the nurse's station, to one of the hospice rooms. A sign that her transition was beginning. The symbolic blue butterfly was placed on the outside of her door. The staff worked to contact her children and the reunification of them was a blessing to all. Liz was able to meet her emotional and spiritual goals before passing away with the support of our entire staff, End-of-life Doula, volunteer chaplains, and NODA (No One Dies Alone) volunteers. Liz was exposed to dignity and compassion at the end of life.

Elizabeth Gonzales (Liz)  
October 8, 1964 - August 27, 2022

# Exposed to Dignity





# Exposed to Community

Linea Trottier

## MEDICAL RESPITE RESIDENT

We thought we had seen it all, until the twins came, that is. In July 2022, we welcomed our first (but not our last!) set of twins, females, within one week of each other. One could say that twins can experience pain and illness, much like their counterpart. We saw this phenomenon taking place as the sisters were moved in. If one of the sisters would get ill or their condition would worsen, shortly after the second sister would get ill. They continued this pattern while living with us. As one twin would get better, she would care for the other until she became afflicted.

Lisa and Linea brought such light, love, and friendship to the other residents of The INN Between. They were an unlikely pair to be thrown into the middle of individuals who mostly lead lives of chronic homelessness, and everything in between, while experiencing a medical crisis. It was beautiful to watch the motherly love flow from these two women towards every resident, staff member, and volunteer. They melted hearts, and you would see the gruffest of men look out for them, cry for them, and hug them. Lisa knitted beanie hats for everyone, while Linea would knit the matching scarf. They would even tailor pants for their fellow residents.

Then suddenly on January 14, 2023, Lisa had a cardiac event and suddenly passed away, totally unexpected. Her sudden passing marked the 114th individual to pass away surrounded by love, compassion, dignity, and respect. When the community gathered to stand honor as Lisa crossed our threshold for the last time, everyone had their knitted hats on, shedding tears of sorrow for Lisa and tears of sadness for Linea.

Had they not been living at The INN Between, finishing up their recuperative care, they would have likely been still living in the extended stay motel or their car. When Lisa passed away, she was surrounded by her sister and by this immense familial community created at The INN Between. Linea was reunified with family members during the funeral and was blessed with an invitation to live with one of her brothers in central Utah. It is not just a home here at The INN Between, it is a community; the twins taught us that.





# Exposed to Respect

Amos Fox



*Where serenity, love, and security meets is where the healing begins....*

## "MIRACLE" RESIDENT

Amos first came to The INN Between on January 18, 2023, six-months to the day, before his birthday and a six-months left to live with this death sentence, a very stark and startling day. Amos is not immune to life and death; he lost his father at an early age. Little did he know he would be fighting for his own life over the next six months; versus passively letting the light go out.

Amos really has done it all and has shown us that he can come out stronger on the other end. At an early age, he found himself embedded in the gang lifestyle of Long Beach, California, watching his brothers literally gunned down before his eyes. Thankfully, he found himself on the outside one day and he started support groups to help curb the violence surrounding him and to help individuals find healthier ways to interact in the community, away from gang life. From there, he found himself certifying as a drug and rehab counselor, a new way of life. This new lease on life allowed Amos to thrive and he became certified in other areas of long-term job security, such as an OSHA Safety Officer.

This new career landed Amos here in Salt Lake City, Utah, to work at the Chevron Refineries in North Salt Lake. He was strong, physically fit, and intelligent. Unfortunately, COVID-19 and pneumonia caught hold of Amos and exposed his heart in ways that seemed far from repair.

If not for the respect that Amos was given from day one of moving into what he thought was his final home, his final resting place, he would not be here today. One evening, shortly after he arrived, Amos experienced a medical event that scared him far beyond his wildest dreams; he was suffocating from the inside. It was at this point he decided to revoke hospice care and get to the hospital at once. Everyone respected this decision and made it safe for him to do so. After a few days in the hospital, Amos came home, minus a few extra liters of fluid that was around his heart. Once again, Amos was placed on hospice.

Today, Amos has passed his birthday, been removed from hospice as he no longer qualifies, and he is on the path to receiving a heart transplant. For Amos, it was the respect he was given for making his own end-of-life decisions and the respect he was given for his wish to live.



## PALLIATIVE RESIDENT

Patti went from hospice, with less than six months to live, to a year and a half paired with surgeries and cancer treatment to more than two years later and thriving on palliative care.

When someone has a place to stay, and they are surrounded by people who care for them, they are able to find their purpose in life and start working on themselves, they realize they can get back into the community and get housing and reconnect with their family and start their lives over again.

Before Patti came to live with us at The INN Between, she was sick and had been on the streets off-and-on for 22 years. It was hard for her to ask for help, because with her history, she was shown that "it wasn't really there when you asked for it". After her last cancer, stage four, diagnosis, they only gave her six months to live. That is when Patti came to live with us. One wouldn't believe seeing Patti today that she was discharged for breaking house rules, soon to return, and be ready to accept help.

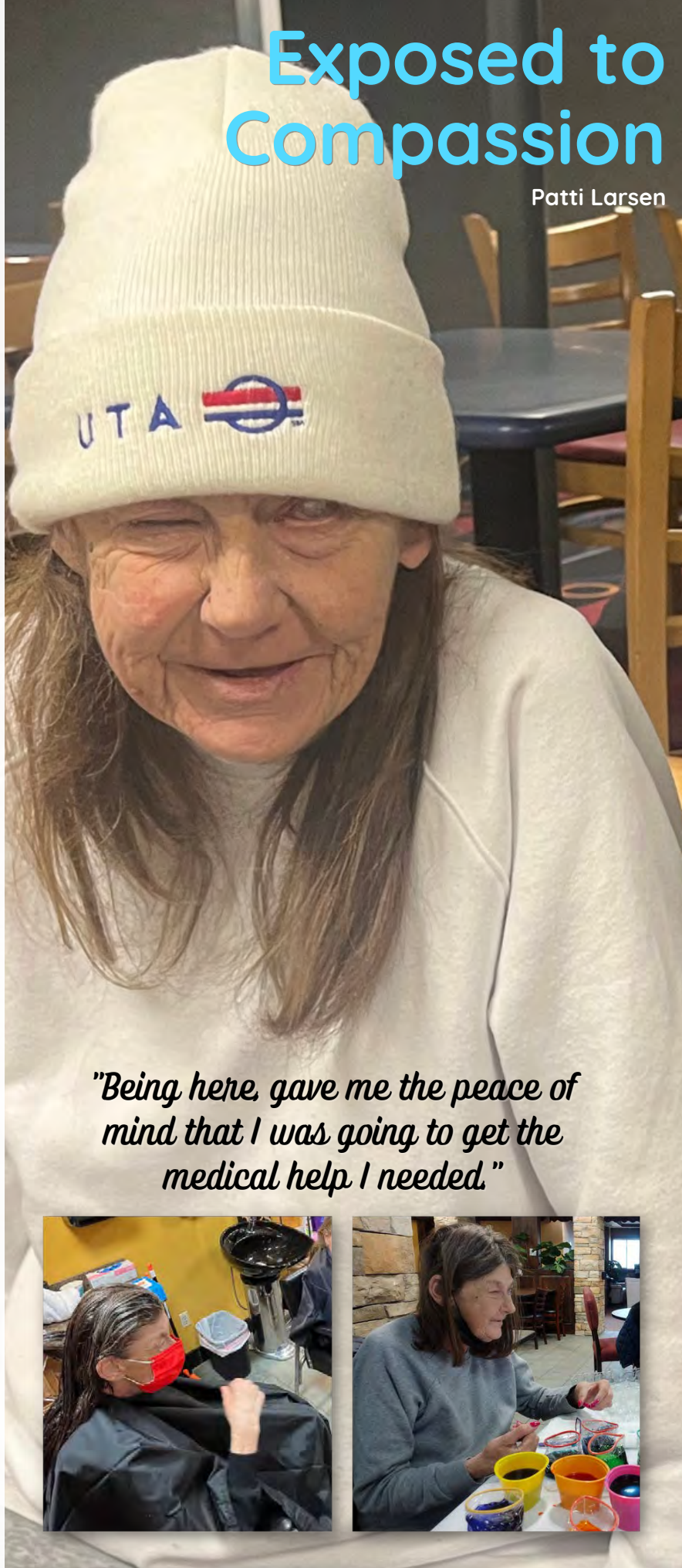
"She was going blind from cataracts, she was dealing with cancer, has a colostomy bag, and a good deal of bitter resentment against society. Within a couple of months, she decided this was going to be her home and she was going to get better. She received eye and ear surgeries, cancer treatment and chemotherapy, which on the streets was something she didn't have safe access to" Jillian recounted. Next thing we knew, she was President of the Resident Council and pushing for residents to band together to make positive change in their home.

If it were not for the compassionate care Patti received at The INN Between, she would not be where she is today, past her two-year mark, in remission, and looking to move out soon, as she has gotten housing! She gained access to safe medical housing, access to basic needs, and for Patti, access to critical life-saving treatments.

It takes time for someone to break down their barriers to let us in, to allow for the compassionate care she was being shown. Thank you, Patti, for letting us be there for you and shower you with compassion.

# Exposed to Compassion

Patti Larsen



*"Being here, gave me the peace of mind that I was going to get the medical help I needed."*





A photograph of four residents in a pottery studio. They are seated at a long table, working with clay. The man on the left is wearing a black jacket with a 'W' logo and a face mask. The man next to him is wearing a black beanie and a face mask. The woman next to him is wearing a colorful patterned shirt and a face mask. The woman on the right is wearing a blue beanie and a face mask. They are all focused on their work. In the background, there are shelves filled with various pottery supplies and finished pieces.

# We ♥ Our Activities

Jazz Games  
Pottery Art Classes  
Nature Walks  
Bird Watching

Utah Museum of Fine Arts  
Natural History Museum of Utah  
Eccles Center for Performing Arts  
The Leonardo

The Activities Program took off to new heights last year. Not only do we provide safe medical housing, we provide access to life, culture, and the community. We find that by taking residents out to museums, plays, and other beautiful points of interest, we are supporting the whole person and providing an opportunity for residents to start seeing themselves from the inside of these buildings looking out, versus only being able to look inside from the windows they slept near by.

*Viewing the world from  
the inside out, versus  
the outside in.*



# VOLUNTEERS

As The INN Between enters its 8th year of compassionate caregiving, the power and support of volunteers has not been lacking. It has been beautiful to see strangers come forward to answer the call of support for this humanitarian mission. As we continue to have a full house on a regular basis, the power and support of volunteers has been critical to meeting the mission of serving 136 individuals through medical respite and end-of-life care.

# 5,243

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

# 233



Through time, unique skills, and talents, volunteers expand the work of staff, expanding The INN Between's capacity far beyond the physical building, they serve when it matters most, at the end of life, because at The INN Between, no one dies alone.



Resident Patti and Volunteer Bob Johnson  
at the Natural History Museum





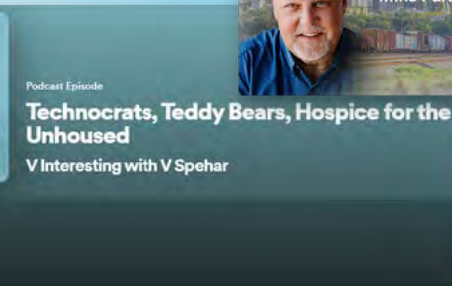
Jillian had the opportunity to present at the **National Health Care for the Homeless Council Annual Conference**. During this conference, **Monte Hanks** received the **Willy J. Mackey Medical Respite Award**, honoring and culminating his time in this field. What a great way to start retirement. Thank you for your years of service to this mission.



The INN Between was grateful to have had the **LA Times** onsite to write an amazing **front page article**, as well as be featured in a number of **podcasts**.



FILMING BEGAN IN JANUARY 2023 FOR THE DOCUMENTARY FILMED & PRODUCED BY ONDI TIMONER. MANY RESIDENTS HAVE BEEN WILLING TO SHARE THEIR STORIES. DEBUT TO BE IN 2024.





## Sewer Repair

Completed June 2023

Well, things got a little messy this year as we learned of the internal collapsing of our old sewer system. Luckily, we were able to work with Salt Lake County and transition funding from a bathroom repair project toward our sewer replacement project, now at the top of our list. We are grateful the county was willing to work with us to cover \$80,000 of this \$108,000 repair.



## COMPLETED PROJECTS



## Community Rooms Upgrade

Completed June 2023

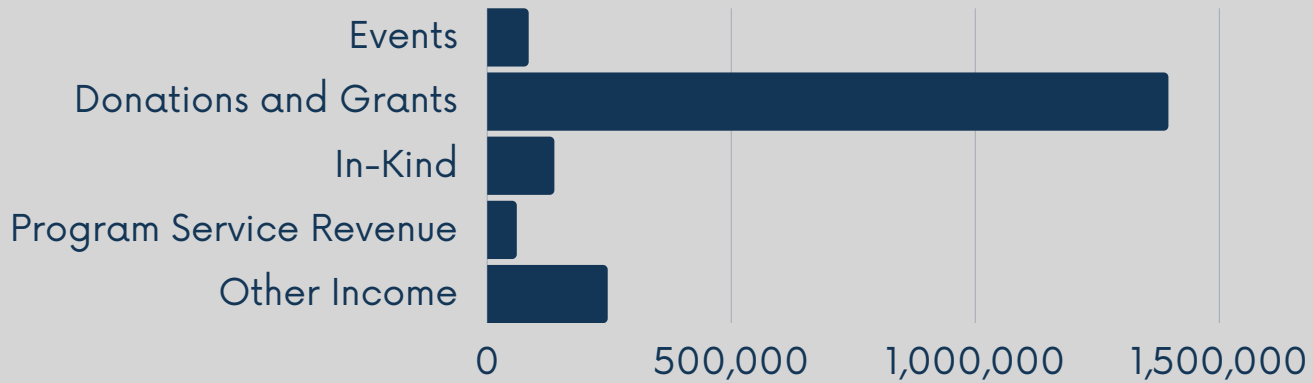
Thanks to Imagine360's generous donation, we were able to upgrade the Community Room's AV equipment as well as purchase a karaoke machine, an arcade game, yard games and a new bingo set (allowing us to retire our well-used & loved bingo game)!



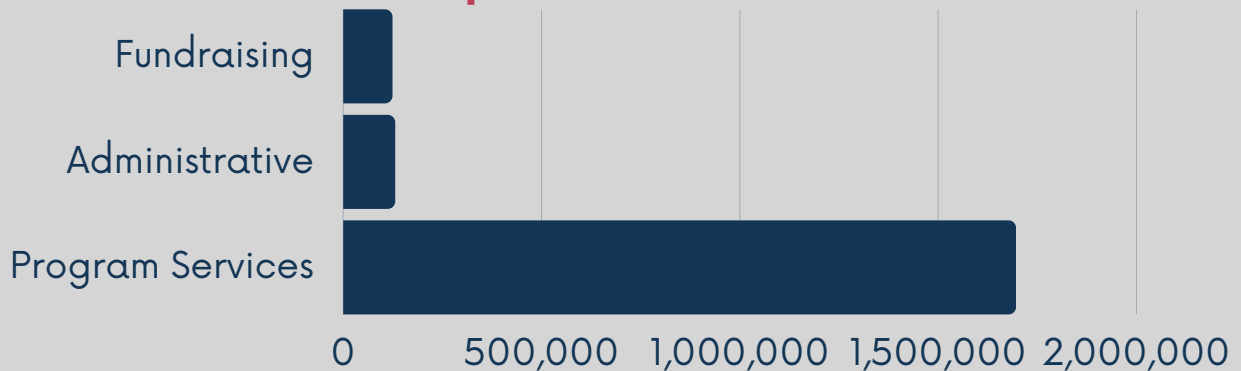


# FY22/23 Financial Information

**Total Income \$1,920,176**



**Total Expenses \$1,947,911**



## EVENTS

### 7th Anniversary Give Back Celebration

August 17, 2022

Each year on our anniversary, The INN Between invites the community to celebrate with our staff, residents and volunteers. To celebrate this milestone we have live music, dinner, waterslide, games, and of course, a birthday cake!

### Roger Knight Construction Golf Tournament

September 23, 2022

We are so grateful for our former resident Craig's son, to suggest The INN Between as the beneficiary for their annual golf tournament. Roger Knight Construction donated \$14,759 to support our mission.





## Tune INN Benefit Concert

June 2, 2023

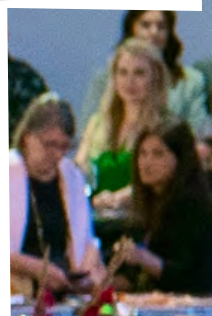
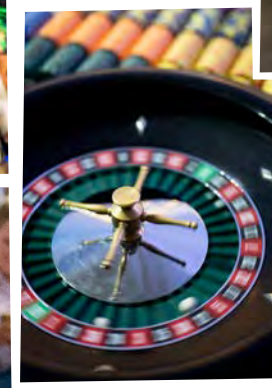
For the third year in a row, we Tuned INN to The INN Between at AOKI Event Gardens for our annual Benefit Concert. Attendees enjoyed local bands TJ Gurn and the Groove Deacons, local food from Caputo's, and handcrafted cocktails by Copa Bar Service and -- all for a wonderful cause! Together we raised over \$14,400 for this humanitarian mission!

# Thank you!

## A Night in Rio - Annual Casino Night

October 2022

Each year, we take participants on a journey around the world as we honor all residents who passed away that year in a fully immersive cultural experience with themed dancers, music, food, and decor. This last year we went to Rio de Janeiro, including ceremonial dancers from the local troupe, Samba Fogo. Together we raised over \$65,600! We hope to see you with us this year, celebrating and honoring our unsheltered friends who have transitioned. Our presenting sponsors for the event included, imagine360, First Community Bank and Dominion Energy. Join us on October 13, 2023, and be swept away to Old San Juan!



## Matrons of Mayhem Drag Queen Bingo

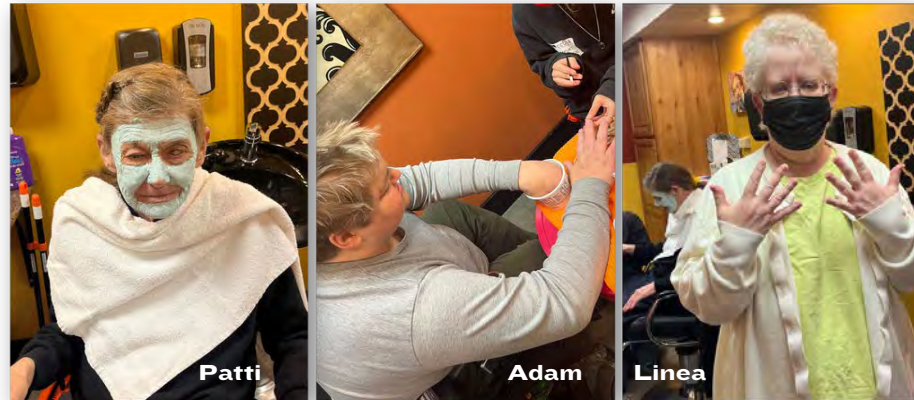
April 2023

For the second year in a row, we have been honored as beneficiaries of Third Friday Bingo, sponsored by The Matrons of Mayhem a Drag Queen troupe dedicated to raising money for various charities. This year, it was standing room only as we hit max capacity! Thank you to all the queens and patrons for supporting the mission of The INN Between.



# Exposing the Community Inspiring the Future

## CNAs, Nurses, & Social Workers



Each month we host a group of students from ccCNA, and the residents have started calling it Spa Day. The students get a chance to take vital signs, assist in activities of daily living (ADL), cut hair, give facials, and sometimes get in a round of bingo or attend a resident memorial.



**WGU**  A NEW KIND OF U.

We were delighted to set up our first Nursing rotation with two students from Western Governors University and the Leavitt School of Health. What a great experience and opportunity to learn about both medical respite and end-of-life care for adults experiencing homelessness.

Salt Lake  
Community  
College 

Over the last year, we partnered with the School of Humanities & Social Science, Social Work Program and hosted five Interns. The combined hours of service for The INN Between community was over 1,000. We were honored to be a learning environment for these students.





# THANK YOU TO OUR DONORS!

## \$100,000+

Salt Lake County  
Larry H and Gail Miller Foundation

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

George S. & Delores Eccles Foundation  
Salt Lake County CDBG  
Sorenson Legacy Foundation  
The Bruce and Cecilia Petersen Fndn Trust

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

Wheeler Foundation  
Federal Home Loan Bank of Des Moines  
Glasscock Heritage Trust  
UBS Bank  
Ally Bank  
David Kelby Johnson Memorial Foundation  
Florance J. Gillmore Foundation  
Johnson Foundation of the Rockies  
Washington Federal  
Ally Bank

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

Crocker Catalyst Foundation  
Knight Family Foundation  
Knight Brothers Construction  
Anonymous  
Endeavor Foundation  
Pitney Bowes Bank  
Synchrony Financial  
Wankier Family Fund

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

Imagine360  
Richard K. & Shirley S. Hemingway Foundation  
West Jordan CDBG  
Dee Foundation  
Herbert & Elsa Michael Foundation  
W.P. Carey Foundation  
Charityvest Inc.  
Jesse and Marilyn Peck Foundation  
Catholic Services Foundation  
Utah Association of Financial Services  
Ashton Family Foundation  
Burton Foundation Trust  
Doctor Family Foundation  
Dominion Energy  
Gary G. Sacket Charitable Fund

## \$9,999-\$5,000 (cont)

Merrick Bank Corporation  
Tanner Charitable Trust  
Utah Medical Association Foundation

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

Sandy City CDBG  
FinWise Bank  
Henry W & Leslie M Eskuche Foundation  
Continental Bank  
BW Bastain Foundation  
Jeffrey & Helen Cardon Foundation  
Masonic Foundation of Utah  
Select Health  
Teri and Dean Flanders Foundation Trust  
Davis County Agents  
Chicago Community Foundation  
Cyprus Credit Union  
NJRA Architects  
Rocky Mountain Power Foundation  
Sally Langdon Barefoot Foundation  
United Way of Salt Lake  
Richard Murphy Charitable Fund  
JEPS Foundation Trust  
The Carol Moss Foundation  
Altabank  
Blessed Sacrament  
Huntsman Cancer Institute  
Kennecott Charitable Foundation  
Marion D and Maxine Hanks Foundation  
Peterson Associates  
Richards, Brandt, Miller, Nelson  
Steel Encounters  
The Franks Family Foundation  
Thomas and Candace Dee Living Trust  
Waterford School

*Your continued support  
means another year of  
compassionate dignified care.*



# The INN Between

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.**



**To volunteer or make a donation, please visit our website or call us:**

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

 801-410-8314

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

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

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