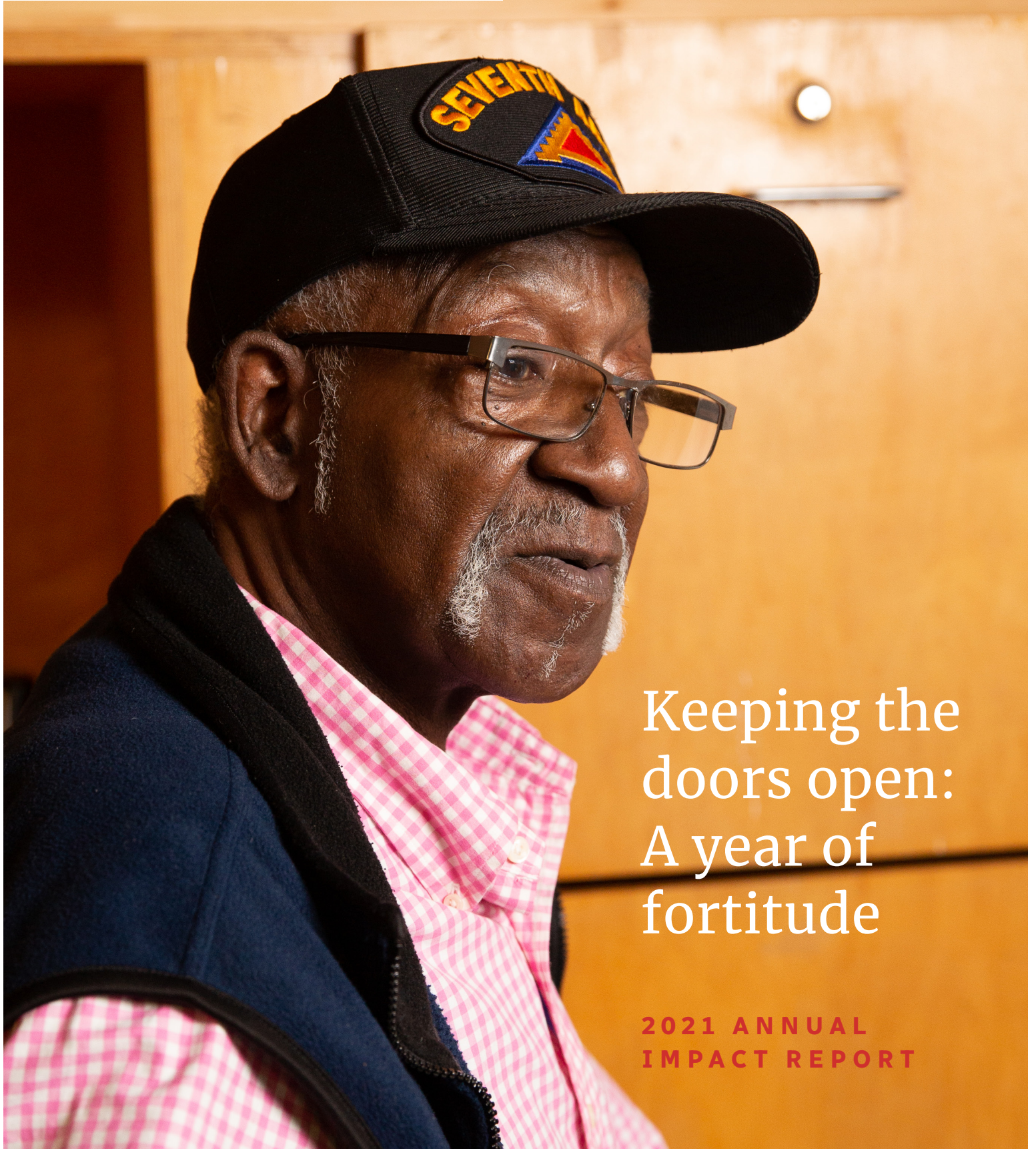




**South
Park Inn**

Breaking the cycle of homelessness



Keeping the
doors open:
A year of
fortitude

**2021 ANNUAL
IMPACT REPORT**

South Park Inn’s mission is to improve our community by providing equal access to shelter and solutions for all people to make homelessness rare, brief, and non-recurring.

Providing emergency shelter throughout COVID-19 required flexibility, creativity, and determination. South Park Inn **remained open every single day** throughout the pandemic, and continues as Hartford’s only low barrier shelter for homeless men, women, and veterans.

123
people
exited
Emergency
Shelter

59%
(73 people)
exited to
permanent
housing

47 male
Veterans
were served

40
exited the
program,
17 to
permanent
housing

Respite
Program
served **135**
individuals

123
exited the
program,
62 to
permanent
housing

Year in review

KEY PROGRAM EFFORTS

- Historically, emergency shelter beds for individual women were lacking. With COVID-19, shelters had to decompress, making fewer beds available. South Park Inn made the difficult decision to pause serving families which doubled capacity for individual women from 16 to 32 beds.
- WINTER 2021** Began operating Homeless Outreach Team (HOT) beds for individual women. (HOT beds are the entry point into the emergency shelter system for adults ages 25+ and families with minor children.) This ensures limited shelter resources go to those with no other safe alternatives. Once an individual enters a HOT bed, every effort is made to divert them from the year round shelter system and explore diversion funds, resolution with friends/family, or Rapid Exit.
- SEPTEMBER 2021** Launched the Housing Search program, designed to work with households matched to housing opportunities such as Rapid Re-housing, Rapid Exit, Permanent Supportive Housing or Emergency Housing Vouchers. Through strong landlord relationships, we aim to house people within 35 days.
- NOVEMBER 2021** Experienced a COVID outbreak within all residential programs. December 2, in collaboration with the City of Hartford and Journey Home, 45 guests relocated to a hotel to stop the spread of COVID. Staff persevered to provide services with as much normalcy as possible. Guests returned to shelter in late January, 2022.

NEW STAFF

- Rebekah Lyas, Deputy Director, comes to us as an already established leader within the Greater Hartford network of homeless service providers. She has over a decade of experience in outreach, case management, compliance/quality assurance, and program leadership in homeless services.
- Michael Harris, Clinical Director, has worked across diverse service delivery environments providing support to persons experiencing homelessness, mental health, and addiction challenges.
- Chef Latricia (Candy) Gary comes with a background of cooking in nursing homes. She feeds our guests delicious meals and makes sure our kitchen is in excellent operating condition.

NEW WEBSITE AND BRAND IDENTITY



In 2021, based on priorities identified by our board, we began the process of creating a new website and an invigorated brand identity. The website, launched in spring of 2022, provides our constituents with the information and tools they need to engage in our mission. Our new brand elevates our visibility and brings us even greater pride in the valuable work we do.

A place of her own

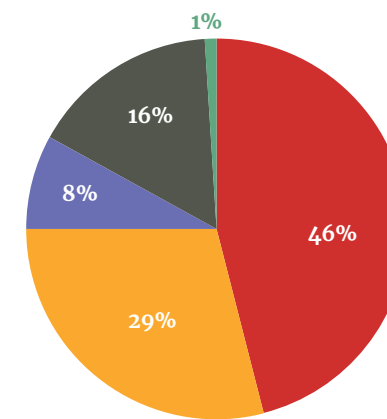
Support and guidance can make the difference

Susan is originally from Massachusetts. She lived with her mother until her passing. Susan's family sold the house and Sue became street homeless for approximately two months. An outreach worker found her and referred her to South Park Inn.

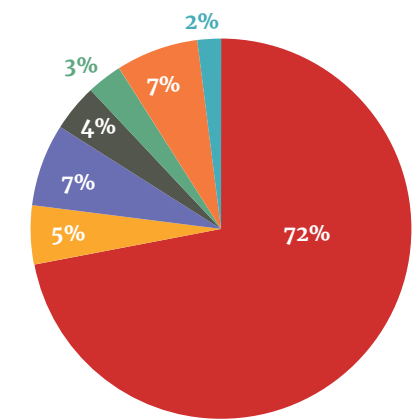
When she arrived she had nothing but the clothes on her back. All of her identifying documents were lost. With expert help from our caring staff, Susan obtained all of her personal documents as well as her benefits. She is a sweet and kind lady who hit a rough patch in life. With our support and guidance she has moved on to happy endings. And with help from the generous folks at Home Depot, Susan has everything she needs to get started in her new home. She is pictured here counting the minutes until she heads to a place of her own.



Our heartfelt thanks to every donor who has supported the mission and programs of South Park Inn. Your contributions support the emergency shelter that is a vital resource to men, women, and veterans in greater Hartford. For nearly 40 years we have provided food, shelter, clothing, and assistance so thousands can obtain stable and permanent housing. Thank you for your continued support.



FY 2021 REVENUE	
Government	\$1,168,987
Fee for Service	\$741,600
Corporation & Foundation	\$203,746
Donations	\$414,620
Program Fees	\$12,014
Other (0%)	\$3,315
TOTAL	\$2,544,282



FY 2021 EXPENSES	
Salaries & Benefits	\$1,862,700
Supplies & Programs	\$131,170
Utilities, Phone, IT	\$167,949
Repairs & Maintenance	\$101,217
Insurance	\$89,366
Professional Fees	\$192,556
Miscellaneous	\$51,183
TOTAL	\$2,596,141

There are many ways you can invest in us.

- Make an annual gift. You can safely donate online by visiting our website at www.southparkinn.org or send a check payable to South Park Inn at 75 Main St., Hartford, CT 06106.
- Join our club of monthly donors (visit the website).
- Donate a gift of stock (directions are located on the website).
- Consider including South Park Inn in your estate plan and/or will.
- Celebrate your birthday on social media with a South Park Inn online fundraiser.
- Invite family and friends to join you as a donor.
- Prepare and/or serve a meal for shelter guests.
- Organize a donation drive with family, friends, or colleagues—visit the website for our latest “Needs List” to see which items to collect.
- Volunteer at the Brian T. Baker Veterans Drop-in Center which serves meals to veterans every Thursday from 1–3 pm.
- Get your place of worship involved with South Park Inn for meals, donation drives, and/or financial support.

Call Jade Stoltz at 860-724-0071 ext. 309 or email Jade at jstoltz@southparkinn.org to discuss how you would like to invest in SPI.

Strategic Plan

South Park Inn completed a comprehensive, three-year strategic plan in 2021, with generous funding from the Hartford Foundation for Public Giving. It launches in Spring of 2022. Here are the top level points of the plan.

STRATEGIC PILLARS

- Financial Sustainability
- Community Engagement
- Infrastructure and Process
- Advocacy

VALUES

- Integrity
- Dignity
- Kindness
- Respect

CRITICAL SUCCESS FACTORS

- Identification and relocation to new facility
- Mission focus
- Implementation of Strategic Plan
- Achieve financial objectives
- Ample and diverse funding and revenue sources for operating needs and capacity building
- Strong brand awareness

- Impactful, visionary board
- Well-trained staff with critical skill sets
- Prosperous partnerships with providers, hospitals, VA, government, advocacy groups, and other nonprofits
- High-value engagement with stakeholders, including community, funding sources, and volunteers
- Skilled utilization of organizational software including Donor Perfect
- Maintenance of physical plant
- Nimble decision making

GOALS

- Determine current and future infrastructure needs
- Ensure long-term financial stability
- Enhance development capabilities and grow sources of revenue
- Optimize brand awareness and enhance community engagement and partnerships
- Expand Board of Directors' impact
- Improve service delivery

Volunteers of South Park Inn

Helping Hartford's most vulnerable

South Park Inn is grateful to the many volunteers who continued to support our organization throughout the significant challenges presented by COVID-19. While the pandemic prevented volunteers from coming to the shelter to serve meals, they continued to prepare nutritious food and deliver it to the shelter for our guests. Volunteers contributed warm winter hats, sturdy boots, wool coats, fresh and healthy food along with homemade treats and holiday gifts to Hartford's most vulnerable.

Our board and staff celebrates the volunteers that make our work possible. This is an opportunity to say an extra thank you to

all the individuals, groups, and companies that support our organization and the crucial services we provide for greater Hartford and beyond. We are incredibly grateful to the thousands of volunteers that make up the heart of South Park Inn!

if you and your group would like to volunteer to prepare and/or serve meals at South Park Inn, or host a fundraising drive or an event, please contact Jade Stoltz at 860-794-0071 ext. 309.



Longtime volunteers at the Congregational Church in South Glastonbury remained tireless in their efforts to prepare and deliver food for shelter guests. They demonstrated a heartfelt level of commitment and generosity to our shelter in times of great need.



Breaking the cycle of homelessness

Board of Directors

Jorge Marimon, President
Ted Augustinos, Vice President
Charles Shimkus, Treasurer
Andrew DePeau, Secretary
Lisa Behan
Darlene Buxton
Todd Cooper
Stephen King
Kevin Noblet
Divya Subramanian

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Roz Katz
Rev. Rowena Kemp
Liesa Stamm, PhD
Hyacinth Yennie
Walter White

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Jane Banks, Executive Director
Rebekah Lyas, Assistant Director
Jade Stoltz, Director of Development and
Community Relations
Mary Vazquez, Operations Manager
Michael Harris, Clinical Director
Luis Arzola, Programs Director
Ines Ortiz, Shelter Coordinator
Audrey Kennedy, Respite Coordinator
Alicia Thomas-Garcia, Veterans Coordinator
Wilburn Mathis, Housing Case Manager
Robert Ramos, Facilities Director

