

HOSPITALITY HOUSE OF NORTHWEST N.C.

2022 ANNUAL SUMMARY



Working to end
homelessness in

Alleghany, Ashe, Avery,
Mitchell, Watauga, Wilkes,
and Yancey

More than Shelter

HOSPHOUSE.ORG



There are months that go by when you could only understand the capacity needed to operate and support the services of Hospitality House with a week or two of total submersion. There is a decision to be made every minute of the day and just as often throughout the night. Decisions that affect the lives of people, decisions about a person's health risks in the middle of the night, their oxygen tank is empty, what do we do? Calls about who can come inside and who is no longer allowed, which often was another decision about the level of behavior that is controlled and accountable or behavior that is driven by the voices not heard by others or driven by the substance that spins things out of control.

There are questions about which situation is the greatest need, who gets the next available apartment, which housing program is the best fit and which has the funding to support the assistance for the duration of the need. Decisions about motivation and how to keep a person talking when all they want is to leave this world of pain behind.

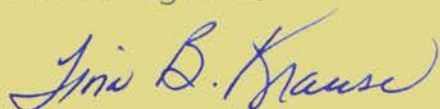
In the background, there are blinking lights on the phone, with unanswered messages. The email inbox is overflowing, and each person waiting for a response feels the same, that the answer they are waiting for is the highest need today.

The commercial dryer is broken again, the contractor says it will be three weeks, the retaining wall has lost another layer of rock, the neighbors say the parking lot needs cleaning, the dumpster is overflowing because someone parked there overnight, and we missed our weekly pick up. It can wait, because right now there is a meeting to decide if the problem with the phone system is a human error or line set-up failure.

How often do we bear the weight of deciding who and what comes first? When you think of Hospitality House and the work being done, it is so important to remember the difference between a business or agency that hangs up their "Closed" sign at 5pm and one like ours that never closes, no weekend to refresh, air things out, rest the equipment, or the people for that matter, or to even turn out the lights. The days run into nights and the decisions continue no matter the hour.

Something to ponder on, as you reflect on this annual summary and the people whose lives make up the numbers on these pages.

Warm regards,

A handwritten signature in blue ink that reads "Jini B. Krause". The signature is written in a cursive, flowing style.

Executive Director

OUR VALUES

- Compassion for all
- Respect for every individual's path, situation, and place in life
- Dignity in action and example
- Integrity of intent and behavior
- Sustainability of life, community, and environment
- Ownership of the mission
- Initiative to be innovative, creative leaders in the community



OUR MISSION

The mission of Hospitality House is to rebuild lives and strengthen community by providing a safe, nurturing, healthy environment in which individuals and families experiencing homelessness and poverty-related crises are equipped to become self-sufficient and productive.

OUR VISION

A community where every individual and family thrives.

HOUSING

385
people provided with shelter
and supportive services

137
people moved into
their own homes

82 - children in 47 families
26 - fleeing domestic violence
102 - domestic violence survivors
69 - chronically homeless
11 - U.S. Veterans

161 - mental health disorder
99 - physical disability
27 - developmental disability
80 - chronic health condition
118 - substance use disorder

58,894
nights of service
provided



FOOD ACCESS

SECOND
HARVEST
FOOD
BANK
of northwest nc

MEMBER OF
FEEDING
AMERICA

In order to increase food access we have a variety of programs including our Community Kitchen, Food Pantry, Remote Food Lockers, Organic Gardens and Watauga Foodshare Donation Station at the Farmers Market.



Food Pantry
distributed
78,545 lbs. of
food to 1,403
people
*25% children
*21% older adults



Community Kitchen
served 159,864 meals

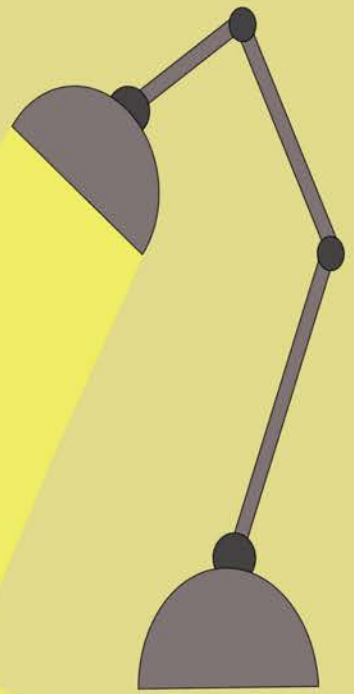
Remote Food Lockers 23,400 lbs. of dairy, meat and locally grown produce distributed to Bethel Community households. 90% purchased from High Country Food Hub and F.A.R.M. Café.



Organic Gardens provide more than healthy food, they are a benefit to mental health. In addition to 1500+lbs harvested, we have sensory, aromatherapy, meditation, pollinator, & herb gardens and a flock of hens.

CRISIS ASSISTANCE

Everyday households in our community face eviction, utility cutoffs, heating fuel shortage and prescription medication needs. Since 2002, Western Crisis Assistance Network (WeCAN) has been providing help to community members who find themselves in these situations. Often, such assistance ultimately prevents a family from becoming homeless. WeCAN also administers Blue Ridge Energy's Operation Round Up and New River Light & Power's Good Neighbor Round Up programs.



WeCAN
LENDING A HAND

\$105,353
total assistance



8,100
gallons of home
heating fuel

1,332
community members

Our Homeless Prevention & Diversion Program, launched in 2020, provides individuals and families at risk of homelessness with diversion assistance, assessments, targeted housing financial assistance, and supportive services to prevent homelessness.

18
people diverted from
homelessness

AND THERE'S MORE...



WATAUGA COUNTY FARMERS MARKET



WATAUGA FOODSHARE DONATION STATION



SUPPORTING LOCAL FARMERS

HOUSING & OUTREACH

← WATAUGA →

← WILKES →

CENTERS



VOLUNTEER MEDICAL PROVIDER



BEHAVIORAL & MEDICAL HEALTH INITIATIVE



BRAIN TRAINING NEUROPTIMAL



Hospitality House, a regional nonprofit housing and homeless services agency, works in seven rural North Carolina counties providing housing, shelter, increased food access, homeless prevention, street outreach, counseling, healthcare and crisis assistance.

Housing

- Day Services
- Night-by-Night Shelter
- Emergency Housing
- Family Housing
- Domestic Violence / Human Trafficking Transitional Housing
- Domestic Violence / Human Trafficking Rapid Rehousing
- Permanent Supportive Housing
 - Rock Haven (Watauga - 8 units)
 - Wintergreen (Wilkes - 7 units)
- Scattered Site Housing Program
 - Watauga – 7 properties
 - Wilkes – 6 properties
- Street Outreach
- Rapid Rehousing



More than Shelter

Food Access

- Bread of Life Community Kitchen
- Bodega-style Food Pantry
- Remote Food Locker
- Organic Gardens

Crisis Assistance

- Homeless Prevention and Diversion
- WeCAN – Western Crisis Assistance Program
- Homeless Health Initiative: Medical and Behavioral Health

