

# 2021 ANNUAL REPORT











## From the Executive Director

In the coming year, we're going to see the finishing of construction on the new Hub Campus building and us actually moving our programs and operations into the building. We're going to have a beautiful, safe place for women and children to sleep, to get case management, to get beautiful balanced meals. And our new counseling center is going to be like nothing we have here in the city.

Most of you know, the COVID-19 global pandemic forced us out of our comfort zone and out of our little building—where we were this scrappy but effective nonprofit—to this nonprofit that seeks to answer all the questions that need to be answered and fill the gaps that are not being filled by our partners.

We'll continue to change and bring new innovation to homeless services, especially with the success of our Hub Studio program—the most innovative thing I've seen done in my 20 plus years of working with people who are experiencing homelessness.

We are growing as an agency, not just with a building, but also with the type of staff that we're hiring and the number of staff that we're hiring. You're going to see more navigation from us and even greater advocacy from us. I'm really looking forward to these changes. And as always, we can do none of this stuff without you. I'm surrounded by awesome people, not just employees, but board members, supporters, donors, friends, and partners. I want to thank each and every one of you.

**Kelcey Johnson**





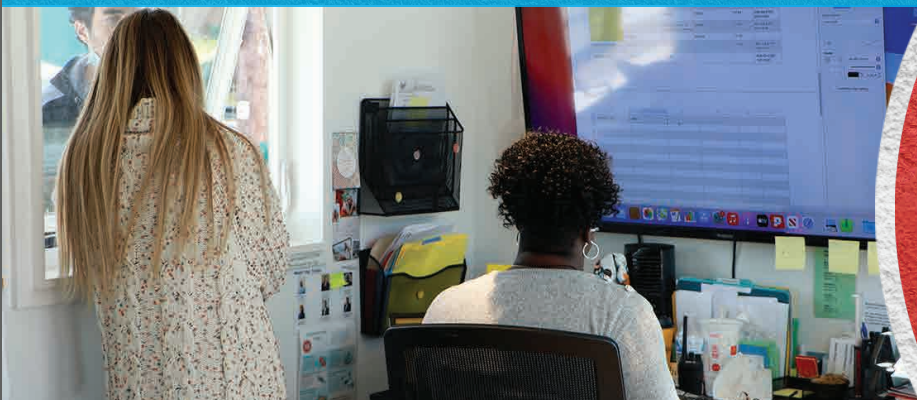
# HUB PLAZA

The Plaza is the heart of the Hub’s advocacy work. Built as a barrier-free introduction to the continuum of care, the Plaza represents best-in-class human centric, trauma informed case work for clients.



*“I love that the Hub works with so many clients who are all different. We can never assume that two different clients will be the same—we have to meet with them individually to figure out the best way to get them connected to the correct resources and agencies”*

**Renita Farrow | Client Pathway Coordinator**



Bailey Amos, a Client Pathway Coordinator at the Hub Plaza, first met with Hub client Mr. Myricks in March 2021. During that meeting, she began working with Mr. Myricks to help him access his Ohio birth certificate and to get him involved in the Work Local employment program. The funds he saved through Work Local helped him reinstate his suspended Commercial Driver's License (CDL). With his new birth certificate and CDL, he was able to secure a new job and arrived at the Plaza in his new work truck this past September to say hi and share his gratitude with the Hub.



2021

|                              |       |
|------------------------------|-------|
| Total Clients:               | 2,400 |
| Total Covid-19 Tests:        | 3,220 |
| Total Covid-19 Vaccinations: | 245   |









# HUB OUTREACH

Outreach serves individuals experiencing homelessness who are not physically in touch with the continuum of care and community stakeholders who identify an individual in need.



*"Both Work Local and Outreach programs grew over this past year to have a more targeted focus on in-depth assistance for clients. Work Local is not only about work, but also about bringing clients into the Continuum of Care. Street Outreach Specialists have worked to increase partnerships in the community, allowing us to reach more individuals experiencing homelessness."*

**Jessica Houari | Outreach Manager**















# HUB STUDIOS

We built the Hub Studios to make quality emergency shelter options accessible to clients whose needs don't match existing shelter or housing options.

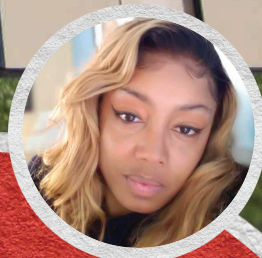


|                               |           |
|-------------------------------|-----------|
| Launch Date:                  | July 2021 |
| Total Units:                  | 5         |
| Studio Guests Year to Date:   | 15        |
| Moved into Permanent Housing: | 12        |

## Studio Amenities

- Air Conditioning
- Heating
- Electrical
- Interior Lighting
- Exterior Lighting
- Lockable Doors

- Windows
- Furnished bedding
- Access to Hub Plaza Restrooms
- Access to Hub Plaza Team Members
- All furnishing donated by IKEA



*What I like about being on the Outreach team is that I can actually go out and see a person who is at the point where they need help. I'm happy to be able to help them and to assist them to get better if they are willing. If they're not willing, I'm not going to give up on them—I'm still constantly trying to reconnect. When you see people at their lowest, you're constantly telling them 'you're doing good, you're doing better' and encourage them because a lot of times they have lost so much trust. I'm someone they can be friends with and depend on and look up to. I love that I'm able to help people. I feel like I'm here for a reason.*

**Liza Hubbard | Street Outreach Specialist**



**Meet Clarence, a Hub Studio Client**





Kristine

LOVED  
PROMISED  
TREASURED  
CREATED  
CHOSEN  
DAUGHTER  
OF GOD  
Kingdom  
GIRL





# HUB HOTEL

Throughout the pandemic the Hub Hotel has functioned as a safe quarantine ready shelter for women and infants. The nature of the program allows our staff to generate a deep familiarity with each guest and the challenges they face. As a result, we offer more targeted solutions to guests and have the time and space to identify employment options and permanent housing opportunities with guests.



*"My heart is in the streets of Memphis" is something I often say when asked about my job. What that means to me is that the work that the Hospitality Hub does is more than a paycheck, title, or position. It takes an immense amount of teamwork, compassion, and kindness to instill the belief that a person experiencing homelessness needs more than just four walls and a ceiling to thrive in a society where they have become outcasts."*

**Bailey Amos | Hospitality Specialist**

## Hub Hotel Amenities

- |                   |               |
|-------------------|---------------|
| 2 Floors          | Lounge        |
| 15 Rooms with TVs | Dining Room   |
| 4 Bathrooms       | Kitchen       |
| Laundry Room      | Private Patio |

**Total Guests in 2021: 53**

**Average Length of Stay: 77 days**



**Hub Hotel Guest Amy**

Amy's experience with homelessness began after becoming disabled from a work-related accident. Amy came to Hub Hotel after exhausting all resources within the community and sleeping outdoors. While at the Hub Hotel, Amy applied for disability, participated in the Work Local program, accessed mental health treatment, and reconnected with her family. Amy frequently attends our support groups and outings with the other guests at Hub Hotel.

Hub Hotel Client Pathway Coordinators worked diligently with Amy to connect her with SNAP benefits, identification cards, medical treatment, and helped her access disability income. In November of 2021, Amy was connected to Permanent Supportive Housing that provides stable housing for over two years.





# WORK LOCAL

We created Work Local in partnership with the City of Memphis and the Department of Public Works to clean up blight and provide opportunities for meaningful work and is a significant program for helping us guide people into the continuum of care.



|                    |        |
|--------------------|--------|
| Bags Filled        | 10,975 |
| Trailers Filled    | 247    |
| Tires Picked Up    | 2,996  |
| Mattresses Removed | 252    |
| Couches Removed    | 87     |
| Alleyways Cleared  | 190    |

*"I am an artist, theatre artist, photographer, filmmaker, and writer so having job jobs has never been my favorite thing. Now, I look forward to going to work. I consider our clients my co-workers. These folks are experiencing homelessness, are just out of homelessness, or they are low income folks who need a bit of cash to help them meet their various needs. I am inspired everyday by the people of the neighborhoods, my co-workers, our partners on The City of Memphis crews that we work with on a daily basis. "*

**Bart Mallard**  
Work Local Shift Supervisor









# 2021 Highlights



Groundbreaking Ceremony



COVID Testing and Vaccinations



Thanksgiving Memfeast



Staff Construction Tour



Hub Plaza Fast Company Design Award Honoree



Hub Hair Cuts



Hub Studio Pilot



Hub Team Retreat



# Donors

As the Hospitality Hub expands our impact, we are grateful to have the support of many compassionate individuals, businesses, elected officials, and organizations in Memphis and beyond. The opening of the Hub Campus at 590 Washington will be an incredible step in the Hub's ability to provide solutions to people who are unhoused. Here are two of the hundreds of Hub supporters who deserve recognition for their contributions to the Hub's mission in 2021:



## St. John's Episcopal Church

After learning about the efficacy of the Hub Studios to shelter the chronically homeless, St. John's Outreach Committee led by Sissie Griffin, Mother Miranda Cully, and Deacon Debbie McCanless provided a gift of \$22,000 to support the addition of a Studio. This gift is sparking an expansion of the Studio program that will be built in 2022—going from five to ten Studios.

St. John's Episcopal Church is a long-time Hub supporter whose contributions have included providing weekly meals to the Hub Hotel, volunteer time, and monetary donations. The Hub has roots in Memphis' faith community and we are proud to have the support of so many local faith-based groups.



**Spaces** group  
a Kindal dealer

## Spaces

Spaces Group, a locally-owned and woman-owned, full-service commercial furniture dealership in Memphis, has donated \$186,000 in time, expertise, and furniture to the new Hub Campus at 590 Washington. Carol Johnson, the President of Spaces Group, and her team have provided endless hours of direction and wisdom, selecting each piece of furniture that will go into the new Hub Campus building.

The donated "womb" chair is emblematic of the thought that Spaces Group put into their collaboration with the Hub. The chair will be placed at the end of the women's shelter hallway, which is flanked by rooms for guests. It was chosen with a trauma-informed framework in mind and will provide a cozy, contemplative space for guests to sit.



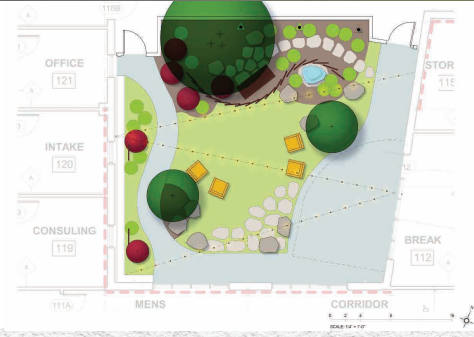
# Coming in 2022



## New Hub 2022!

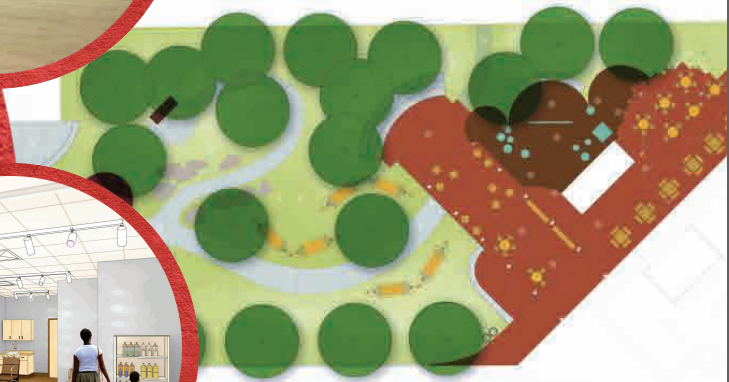
### Expanded Hub Operations

- 6,000sf Central Intake Facility
- Work Local Staging Area
- Breakout Offices
- Staff Meeting Room



### Barrier Free Women's Shelter

- 17 bedrooms
- Family Room
- Kitchen and Dining Room
- Salon



### Day Plaza

- 25,000sf green space

