

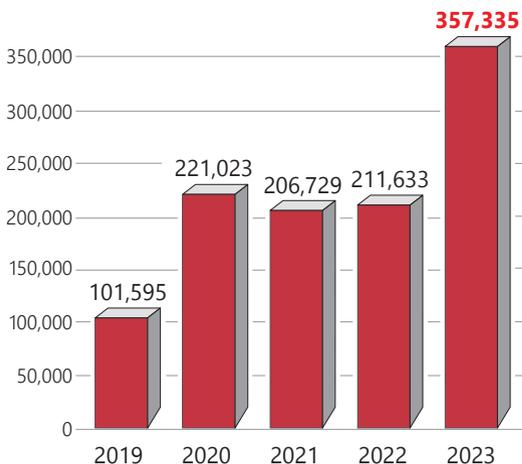


Serving Hungry and Homeless Long Islanders

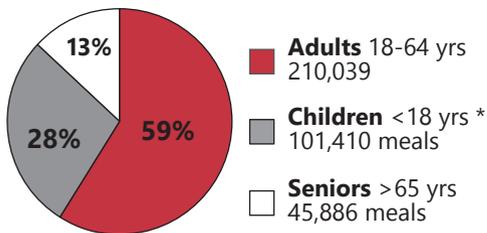
**How THE INN Maintains the 'SAFETY NET' for Those in Need**

**THE MARY BRENNAN INN (MBI) SOUP KITCHEN**

**MBI Meals Served 2019 - 2023**



**Who We Served**



\*The number of children served increased by 33% over 2022

**THE INN HOUSING PROGRAMS**



In 2023:

**Emergency Shelter Housing**

**54 Beds and 5 Cribs**  
in two family-like homes

The Donald Axinn INN Men's Shelter:

276 guests  
**7,180 Guest Nights**

The Edna Moran INN Family Shelter:

227 children and 167 adults  
**10,297 Guest Nights**

**Crisis Housing Guest Nights**

**128**

**Long Term Housing Guest Nights**

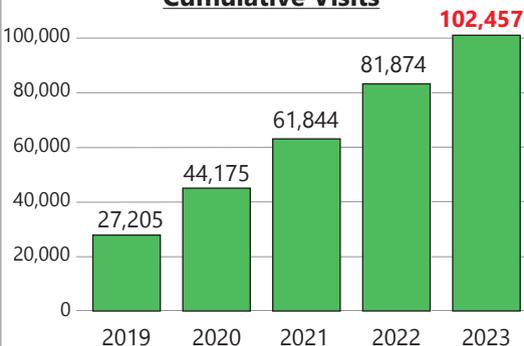
**7,300**

**Total Guest Housing Nights**

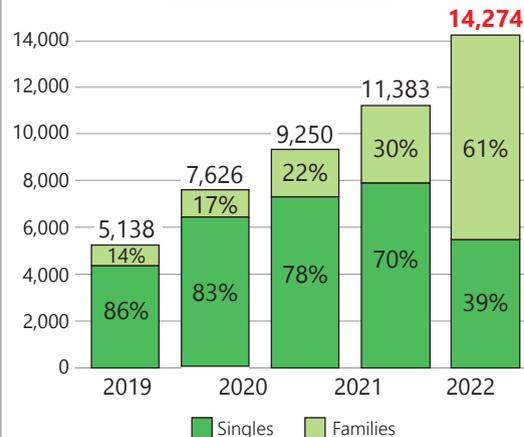
**24,905**

**THE CENTER FOR TRANSFORMATIVE CHANGE (CTC) SUPPORTIVE SERVICES**

**Cumulative Visits**

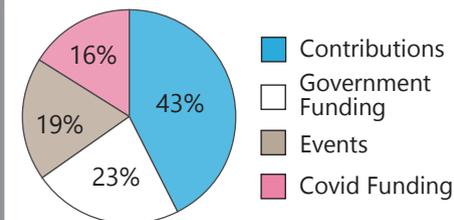


**Cumulative Guests**



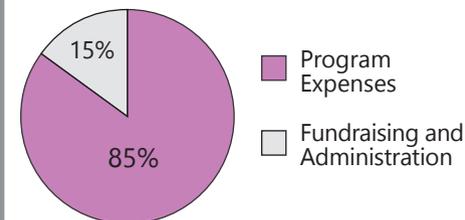
**FISCAL YEAR 2023\***

REVENUE: \$9.6 Million \*\*



\*\*Excludes \$2.2 Million for Capital Campaign

OPERATING EXPENSES: \$9.0 Million



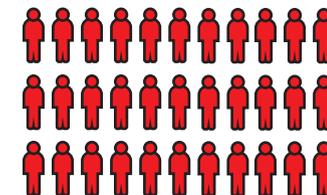
\* Audited Annual Report, Fiscal Year July 1 - June 30

**STAFF / VOLUNTEERS**

**Paid Staff**

64

**Volunteers**



| Year       | 2019  | 2020  | 2021  | 2022  | 2023  |
|------------|-------|-------|-------|-------|-------|
| Volunteers | 3,233 | 1,264 | 1,006 | 1,322 | 2,375 |

**16,162,528**

**MEALS SERVED SINCE 1983**  
at INN soup kitchens and shelters

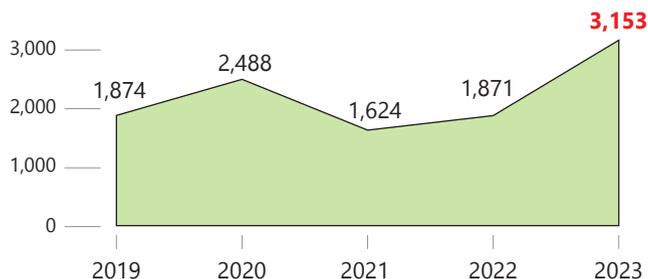
**102,457**

**CTC VISITS SINCE 2016**

## Increase in Guest Registrations

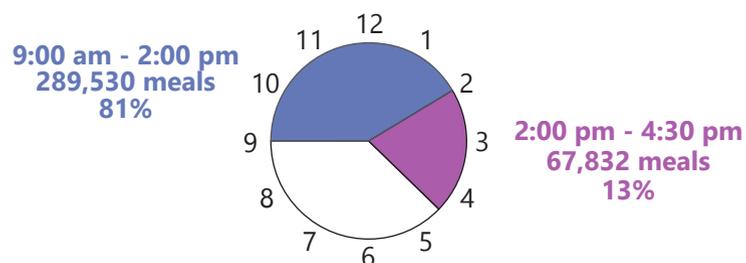
New guest registrations increased by 68% over the previous year.

**New Guest Registrations 2019 - 2023**



## Expanded Meal Service

MBI extended meal distribution times from 2:00 pm to 4:30 pm to better serve the guests.

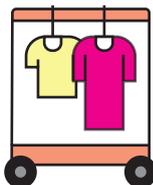


973 meals were served on Thanksgiving and Christmas Day. This was the first time since Covid that MBI was open for the holidays.

## New Clothing Boutique

The Clothing Boutique was relocated to a renovated space within our new building at 88 Madison Avenue. Guests now shop on an appointment basis to select clothing and housewares items.

**94,955 clothing items** were distributed to **1,471 guests**.



## Good News Guest Story: Moving on to Brighter Days

**“I’m moving out of the area, but I just wanted to thank you for all you’ve done for me, I feel like you saved my life!”**

With these words, “Kenny”, came to say good-bye to the staff at the Center for Transformative Change (CTC) and let them know he had a new job, was moving out of the area, and was optimistic about a fresh start.

Kenny first came to The INN in the Fall of 2020, when he began eating meals at the Mary Brennan INN soup kitchen. One of the volunteers suspected Kenny was homeless and referred him to the CTC. While there he revealed he once had a productive career as a delivery driver, but now was without a job and indeed homeless. He shared that his life had fallen apart because of substance abuse and he lost everything. However, he had been working hard to rebuild his life and was now sober for two years.

Over the following two years, Kenny was a frequent visitor to the CTC. He was still homeless and when he could, slept on a friend’s couch. Other times he stayed at a county shelter. At times when space became available The INN provided him “respite stays” at a local hotel. Throughout this time (and this was during Covid) he persisted in looking for work as a truck driver/delivery man. A phone given him by The INN was invaluable as he fielded calls from potential employers.

The INN prides itself in being aware of and taking care of the “little” details. Such as providing a phone for Kenny, or when Kenny eventually found a job with a heating supply company, helping him with transportation to work until he received his first paycheck. And after he received that paycheck, helping him find a room to rent. Kenny proved to be a good employee. He left his home before dawn to be sure he got to work on time. He continued to visit the CTC for encouragement and guidance. He loved to tell stories. He offered to teach a staff member how to play the guitar! (Unfortunately, she had no musical ability.)

In 2023, Kenny received a call about a job he had applied for many years ago. It was a steady job with great benefits. It was in upstate New York. And even though he has moved out of the area, he promised to stay in touch with The INN.

We, like Kenny, are optimistic about his new start in life – he is resilient, hard-working and humble. We hope to see him again someday at the Center for Transformative Change, full of new stories and maybe carrying a new guitar.

**To Volunteer:** Complete our registration form at [www.the-inn.org/volunteer](http://www.the-inn.org/volunteer)

**For More Information:** call 516-486-8506 ext ‘0’ or visit us at [www.the-inn.org](http://www.the-inn.org)

**Donations** can be dropped off in the MBI parking lot at 100 Madison Avenue, Hempstead, NY 11550  
Monday - Friday 9:00 am - 2:00 pm.



*Serving Hungry and Homeless Long Islanders*

The further development of services offered by The INN to guests has continued to progress in significant ways throughout 2023. Over 14,000 guests were welcomed at the Center for Transformative Change (CTC), a social service hub where guests can access assistance for services ranging from health care and housing to government benefits and identification. A new data collection system has been implemented that addresses the need to gather information from the guests more effectively, which helps us respond efficiently and appropriately to their needs. New guest registration increased 68 percent in 2023, and in response to this ever-growing population, meal service was expanded at the Mary Brennan INN (MBI) serving 289,530 meals from 9 a.m. to 2 p.m. and another 67,832 meals from 2 p.m. to 4:30 p.m.

Another addition to the Dining Room at MBI is the Courtesy Check-In room. Service is provided by a volunteer; guests can leave their phones or other electronic devices to be charged, check their belongings, even their bicycles, and know that their possessions are safe and secure until they are ready to leave.

Jean Victor, Director of MBI, says the addition of the Courtesy Check-In room was a suggestion made at the time renovations were being made to the dining room. This service may seem like a small thing, but it has become an invaluable asset. In the past when guests came in to sit at the tables to eat, they came with their belongings. Guests who had no homes to go to often came “with their whole lives” in those bags; they had no place to store them and could not afford to lose them. As a result, bags were taking up space on the floor and on chairs limiting seating options. In addition, there were safety issues and fire regulations to consider.

Creating the Courtesy Check-In was exactly the right solution. Guests can now safely store their possessions and enjoy a meal and perhaps a chat with others at the table. Jean has also observed that guests who come to The INN for a shower will get clean clothes from the Boutique, and the clothes they arrive in are folded and bagged and waiting for them at Courtesy Check-In while they enjoy a hot meal.

MBI’s proximity to CTC allows guests to leave their possessions at Courtesy Check-In while they make or keep appointments at CTC. Michelle Herrick, who works with guests at the Courtesy Check-In, has volunteered at The INN for a year now and says she loves this assignment. She is happy to help the guests feel comfortable and relaxed while at MBI, knowing their things will be waiting for them when it’s time to go. Their gratitude for her help is made clear to her every day.

Imagine carrying everything you own with you all day, every day. Imagine the daily stress of locating a bathroom, a hot meal, a clean, warm place to sit down. Providing all those things plus a place to secure possessions while you take care of your body’s demands allows The INN to offer additional respite for the guests whose daily routines are nothing less than survival strategies.

Dignity, respect, and love. Every service offered at The INN is grounded in these three values as we strive to provide a small haven of support and fellowship to the guests.

211 Fulton Avenue • Hempstead • NY 11550

516 486 8506 • Fax 516 486 8105

[www.the-inn.org](http://www.the-inn.org)