

Room At The Inn, Inc.  
Program Outcomes for July 1, 2018 – June 30, 2019

Maternity Home Programs

*Room At The Inn, Inc. operates a licensed maternity home program in North Carolina.*

*The Nussbaum Maternity Home (NMH) located in Greensboro, NC. Licensed by NC DHHS, the Nussbaum Maternity Home provides maternity home services to up to six pregnant women with or without previous children.*

Outputs Achieved

**NMH:**      *# of moms served: 26*  
Total nights of shelter provided to pregnant residents: 2,109  
Total nights of shelter provided to post-partum residents up to 14 days: 0  
Total nights of shelter provided to post-partum residents past 2 weeks: 0  
Total meals served to moms: 6,327  
*# of children served: 13*  
Total nights of shelter provided to children: 1,146  
Total meals served to children: 3,438

Total nights of shelter provided to moms and children: 3,255  
Total meals provided to moms and children: 9,765

Healthcare related transportation provided to residents: 204  
Self sufficiency related transportation trips were provided to residents: 138  
Other transportation trips provided to residents: 92  
Total transportation trips provided for health, self sufficiency and other appointments: 434

Targeted Outcomes and Measures Obtained:

*80 % of maternity home graduates will increase their income:*

NMH Graduates:      100 % of graduates increased their income

*80 % of those who leave the maternity home will increase their income:*

NMH Clients:              86 % of those who left increased their income

*80 % of maternity home graduates will transition to permanent housing*

NMH Graduates:      100 % of maternity home graduates transitioned to permanent housing

*80 % of those who leave the maternity home will transition to permanent housing*

NMH Clients:              96 % of those who left transitioned to permanent housing

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Maternal, Infant and Child Healthcare Program

*Room At The Inn, Inc. operates a Maternal, Infant and Child Healthcare Program for all residents of the maternity home program. Services include: transportation to medical appointments and health education, parenting and life skills classes.*

Outputs Achieved

Health Education, Parenting, and Life Skills Classes offered:

<i>Adoption</i>	<i>Family Literacy</i>	<i>Post-Partum Depression</i>
<i>Anger Management</i>	<i>Financial Literacy</i>	<i>Pregnancy Prevention - Abstinence</i>
<i>Breastfeeding</i>	<i>Healthy Choices</i>	<i>Preparing for Job Interviews</i>
<i>Budgeting &amp; Savings</i>	<i>Healthy Relationships</i>	<i>Safety &amp; Health</i>
<i>Car Seat Safety</i>	<i>Housing</i>	<i>SIDS</i>
<i>Conflict Management</i>	<i>Hygiene</i>	<i>Smoking While Pregnant</i>
<i>Emergency Medical Care</i>	<i>Labor &amp; Delivery</i>	<i>Stress management</i>
<i>Exercise in Pregnancy</i>	<i>Nutrition Series</i>	<i>Substance Abuse</i>

Targeted Outcomes and Measures Obtained:

- 1) *80% of babies born will have healthy birth weights of 5 lbs. 8 oz. or greater as documented by medical records:*  
NMH clients: 100 % of babies born had birth weights of 5 lbs. 8 oz. or greater (11 of 11 births)
  
- 2) *80% of babies tested will be born drug free as documented in medical record:*  
NMH clients: 100 % of babies tested were born drug free (2 of 2 births)  
*Note: Hospital only tests when mother has history of substance use.*
  
- 3) *80% of babies will have a five minute APGAR score of 8 or more:*  
NMH clients: 100 % of babies born had APGAR scores of 8 or more (11 of 11 births)

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Childcare for Maternity Home Residents

*Room At The Inn's Child & Family Development Support Services is located in the Nussbaum Maternity Home in Greensboro, NC. and provides childcare services to the children of the residents of the maternity home. It also provides group and individual Pregnancy and Parenting classes to the moms-to-be.*

Outputs Achieved

*Children receiving child care services: 13*

*# of times Childcare provided: 117*

Pratt Proverbs 31 Formation Program

*Room At The Inn operates a completely **voluntary program** for the residents of the maternity home program to help them develop self-esteem, positive outlooks, and stable relationships with members of their own faith community. Residents earn points on a weekly basis for participation in activities related to their own spiritual and/or personal growth. Points are earned for a variety of activities including: attendance at their local faith community worship services; involvement in local volunteer activities; improvement in program compliance and attitude; and achievement of personal goals. Points may be converted to financial assistance upon graduation to assist the resident with deposits for housing, utilities or for personal needs.*

Outputs Achieved:

*Number of residents participating: 16*

*80% of maternity home residents will participate in the program*

*NMH: 62 % of maternity home residents participated in the program (16 of 26)*

*80% of program participants will demonstrate progress in Proverbs 31 based living formation, as observed by staff and measured by program point accumulation*

*NMH: 100 % of program participants demonstrated progress in Proverbs 31 program (16 of 16)*

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4<sup>th</sup> Trimester Program

*Room At The Inn provides services for all maternity home program graduates for up to 90 days after the delivery of their child. Case management, material and financial assistance, daycare, transportation and referrals are available.*

Number of graduates participating: 14 unduplicated

Services Provided:

Daycare

# of children receiving childcare: 7

Transportation

# of transportation trips provided: 66

Material & Financial Assistance

Referrals

*80 % of participants will maintain stable housing*

*100 % of participants maintained stable housing*

*80 % of participants will attend 6-week post-partum OBGYN appointment*

*100 % of participants attended 6-week post-partum OBGYN appointment*

*80 % of participants will maintain their baby's appropriate healthcare visits*

*100 % of participants maintained their baby's appropriate healthcare visits*

Extended Aftercare Program

*Room At The Inn operates an Aftercare program for all maternity home program graduates. Case management, material and financial assistance are available for all maternity home program graduates for up to five years after the birth of their children.*

Outputs Achieved

Group meetings, supervised by program staff, were conducted. Maternity home program graduates attended at least one of these meetings during the period.

Number of Graduates Participating and/or Attending Meetings: 35

Support services were provided as requested to program graduates.

Number of Appointments: 111 appointments from 35 graduates

Number of Requests for assistance: 33 through boutique  
78 through maternity home

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Supported Community Living Services Programs

Guest Shelter

*Room At The Inn operates a Guest Shelter program in our Amy Elizabeth Disney House located in Greensboro, NC. Beds are available for homeless, pregnant women and their children who are waiting for admission into the Nussbaum Maternity Home program or former clients in an emergency situation.*

<u>Outputs Achieved:</u>	
Women Sheltered:	1 non-pregnant + 11 pregnant
Nights of shelter provided to women:	
Pregnant clients	118
Non-Pregnant clients	131
Children Sheltered:	11
Nights of shelter provided to children:	
Total nights of shelter provided:	797
Meals provided to women:	747
Meals provided to children	1,644
Total meals provided:	2,391
# Children receiving childcare	9

Other services including case management, transportation, and material/financial assistance were also provided to these guests.

Extended Stay Shelter Program

*Room At The Inn operates Extended Stay Shelter program in our Amy Elizabeth Disney House located in Greensboro, NC. Beds are available for mothers and children who have graduated from the Nussbaum Maternity Home program and are waiting for permanent housing to become available.*

<u>Outputs Achieved:</u>	
Women Sheltered:	8
Nights of shelter provided to women:	
Pregnant Nights	0
Post-Partum up to 14 days	73
Post-Partum past 14 days	317
Children Sheltered:	11
Nights of shelter provided to children:	
Nights of shelter provided to other adults:	
Total nights of shelter provided:	872
Meals provided to women:	1,170
Meals provided to children:	1,446
Meals provided to others:	0
Total meals provided:	2,616
# Children receiving childcare	11

80 % of Extended Stay residents will transition to Stable Housing

ESP: 100 % of residents transitioned to stable housing (8 of 8)

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College/Vocational Education Program

*Room At The Inn operates supported community living services for maternity home program graduates who are pursuing an Associate's, Bachelor's or Master's degree at an accredited college or university; vocational training; or GED on a full-time basis. This program integrates aspects of other agency services such as the child development, self sufficiency and aftercare programs. Housing is provided at the following agency facilities: Amy's House (up to 3 families) and the Backyard Ministry of Cherry Street United Methodist Church (up to 2 families).*

Outputs Achieved:

*Amy's House: (1 mom/3 children)*

Nights of shelter provided to maternity home graduates:	191
Nights of shelter provided to children of maternity home graduates:	203
Nights of shelter provided to other family members of graduates:	<u>0</u>
Total nights of shelter provided:	394

*BYM of Cherry Street United Methodist Church: (none)*

Nights of shelter provided to maternity home graduates:	89
Nights of shelter provided to children of maternity home graduates:	251
Nights of shelter provided to other family members of graduates:	<u>0</u>
Total nights of shelter provided:	340

Total number of nights of shelter provided to MH graduates + their children + other: 734

Targeted Outcomes and Measurements Obtained:

*80 % of families obtain/remain in safe housing as measured by case management records*

Amy's House: 100 % of families obtained/remained in safe housing;  
BYM: 100 % of families obtained/remained in safe housing;  
AGENCY: 100 % of families obtained/remained in safe housing.

*80 % of participants make progress toward completing their degree as measured by case management reports*

Amy's House: 100 % of participants are making progress toward completing their degree;  
BYM: 100 % of participants are making progress toward completing their degree;  
AGENCY: 100 % of participants are making progress toward completing their degree.

Childcare for College/Vocational Program

*Room At The Inn's Child & Family Development Support Services Program is located in the Nussbaum Maternity Home in Greensboro, NC. and provides childcare services to the children of the residents of the college program. It also provides group and individual parenting classes to the moms.*

Outputs Achieved

*Children receiving child care services: 3*

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**Administrative Measured Outcomes**

*Room At The Inn will attain excellence in its administrative and management practices and meet or exceed COA and other program standards.*

**Annual Financial Outcomes:**

100 % of Annual Financial Reports will indicate viability  
*100 % of Annual Financial Reports indicate viability*

100 % of audits will show compliance with accepted financial and accounting standards  
*100 % of audits show compliance with accepted financial and accounting standards*

100 % of audit reviews will contain no management letter  
*100 % of audit reviews contain no management letter*

**Development Outcomes:**

90 % of Cash Donation acknowledgements will be sent within 8 days of gift as measured weekly  
*95 % of Cash Donation acknowledgements were sent within 8 days of gift*

**Staff Related Outcomes:**

100% of Staff identified issues or needs will be addressed within 1 month  
*100 % of Staff identified issues or needs were addressed within 1 month*

33 % or less of workforce will turnover annually  
*14.28 % of workforce turned over in this quarter*

100 % of maternity home staff case loads will be equal to or less than industry standards of 15  
*100 % of maternity home staff case loads were equal to or less than industry standards of 15*

**Risk Management Outcomes:**

75 % of Maintenance and/or Security Issues will be corrected within one month of reporting  
*100 % of maintenance and/or security issues were corrected within one month of reporting*



**Our Mission**

*Responding to the call of Christ to nurture life, Room At The Inn operates housing and programs for single, pregnant women and single mothers with children suffering from homelessness offering them opportunities to have new lives of healthy, hope-filled independence.*



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