## Hospitality Collaborative Impact Model

Guest are more likely to access services and succeed in services, particularly those that address longer term needs

(for example: mental and behavioral health, unemployment)

Generating Optimism Building trust and developing a support network/relationships:

 Opportunities to meet and talk among volunteers/staff

## Creating Hospitality:

- Welcoming
- Listening
- Relational, not transactional

## Providing for Basic Needs:

- Meals
- Clothes
- Personal Care
- Physical Health
- Benefits (health care insurance, vets, SNAP, SSI/SSID)
  - Housing Assistance

## Being Trauma Informed:

(decreasing anxiety, creating safety and not retraumatizing)

No lines, no scarcity, spacing to lower social friction, creating a sense of autonomy through choice



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