

# Bridging the Gaps



## Radical Hospitality at Broad Street Ministry: A Compassionate Approach to Offering Restorative Services

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### COMMUNITY PARTNER



Broad Street Ministry employs a practice of Radical Hospitality in its approach to offering social services.

Radical Hospitality is a means of creating a welcoming community by treating each person walking through the doors as a host would treat a guest at home. Moreover, staff and volunteers emphasize trauma-aware and person-centered care.

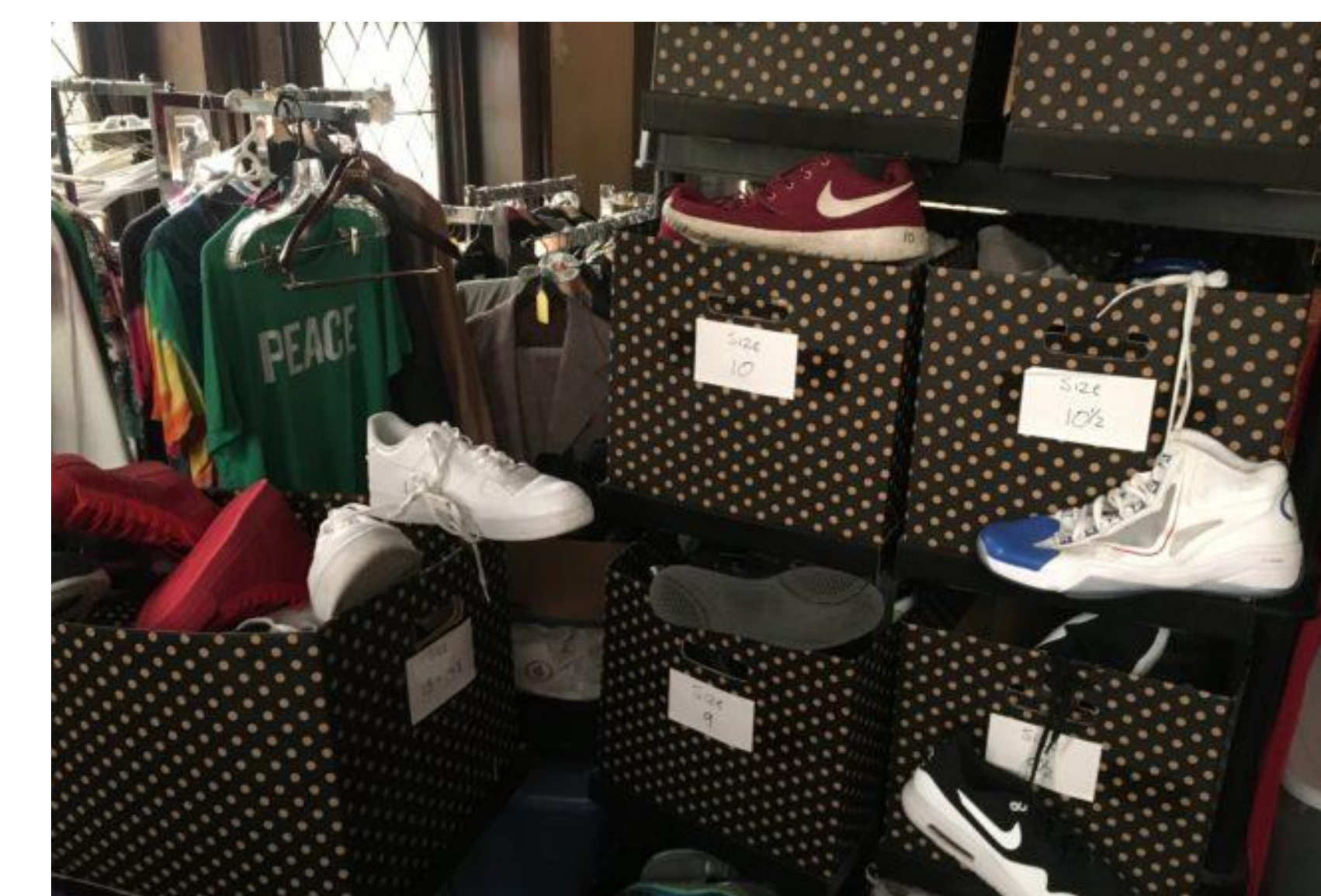
<https://www.broadstreetministry.org/>

### BACKGROUND/CONTEXT

Total Registered Unsheltered and Sheltered individuals Experiencing Homelessness in Philadelphia in 2022 = 4,489

#### In 2022, Broad Street Ministry:

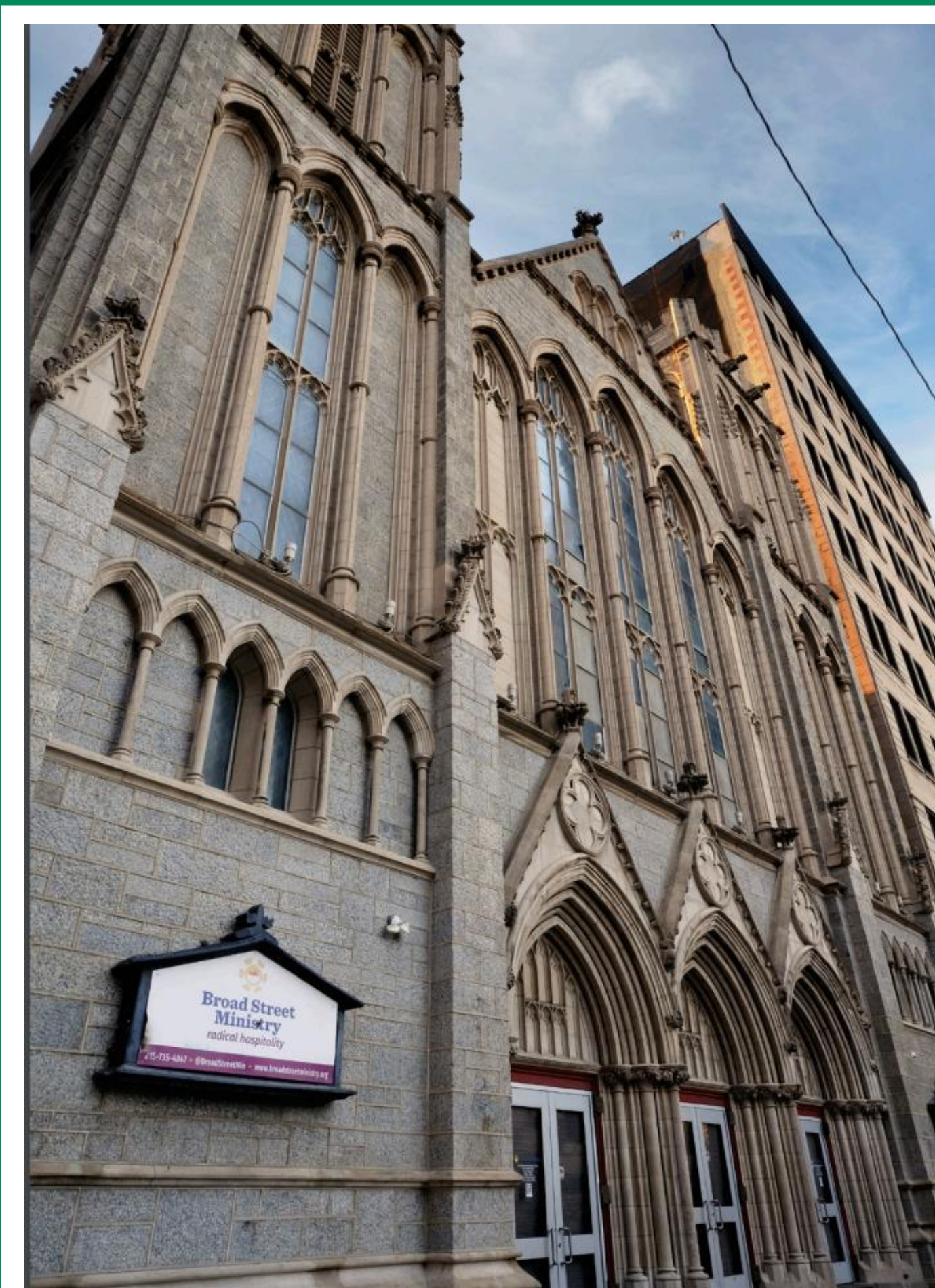
- Distributed 107,876 hygiene items
- Distributed 16,783 items of clothing
- Filed and distributed 166,548 pieces of mail
- Helped 3,225 people obtain IDs
- Provided 35,920 hours of one-on-one concierge sessions
- Received 9,196 volunteer hours



### TEAM'S EXPERIENCE

- Rotated through the services offered at Broad Street Ministry (primarily as case management officers and in mail/ID procurement service)
- Helped guests obtain identity documents, fill out welfare applications, access documents, navigate and advocate for shelter and housing, find employment, access healthcare, obtain a mailing address, and obtain a path to citizenship for migrant families, among others
- Performed various research and outreach activities
- Delivered these resources and services in a *person-centered, trauma-aware manner* to best support Broad Street Ministry guests

### ACCOMPLISHMENTS/ CHALLENGES/ JOYS



- Helped establish a protocol for assisting newly-arrived immigrant families
- Helped guests navigate welfare challenges, including the newly-enacted work requirement to receive welfare benefits
- Advocated for guests experiencing deep poverty and homelessness, serving as practice for advocating as future physicians
- Provided a multitude of services to increase access to resources and directed guests to resources and services that BSM did not provide
- Connected with guests in a manner that made them feel valued and heard



### REFLECTION

- "We were impressed by how this site had so many services under one roof, how all of the staff are committed to delivering services consistent with the mission of radical hospitality, and how the organization is well-run."
- "While we are sure that many organizations have a goal of being welcoming and respectful, the staff at Broad Street Ministry takes this to heart and makes sure that every guest is treated with dignity and integrity."
- "It is unfortunate that outside of this organization, guests, who are a marginalized group of individuals experiencing deep poverty and homelessness, are often not treated with respect. In many cases, they are sometimes treated as less than human."
- "It is so important to treat guests (or anyone for that matter) with dignity and respect. How guests are treated determines whether they will return to seek services and makes a profound impact on their quality of life."
- "Having staff committed to the mission and not "going through the motions" for a paycheck allows the mission to be fulfilled and, in turn, makes for a tremendous guest experience that should be replicated elsewhere. "

