

OUTREACH FORT COLLINS

outreachfortcollins.org

2018 YEAR IN REVIEW

Mission Statement:

Outreach Fort Collins is community-driven outreach to maintain our downtown as a safe and welcoming place while connecting our community's homeless to the services and supportive networks they need.

Outreach Fort Collins is a program of

C | N | D | C

**COLORADO NONPROFIT
DEVELOPMENT CENTER**

Dear Friends, Supporters and Colleagues,

With the end of 2018, we would like to take a moment to reflect on the impact we've had this year and thank our many partners in the Fort Collins community. Through your support, Outreach Fort Collins continues to make a positive impact.

Outreach Fort Collins operates under the principles of "Respond. Engage. Connect". We respond to needs in our community, engage with community members and address their issues, and connect them to support. The information contained in our year in review reflects those principles and aligns with our mission to make our downtown safe and welcoming for all.

On behalf of Outreach Fort Collins, its staff, and board of directors, we'd like to thank you for supporting Outreach Fort Collins in 2018, and for your continued support in 2019.

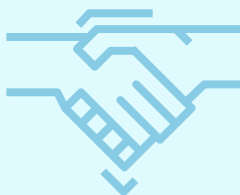
Sincerely,

Nick Verni-Lau
Program Director



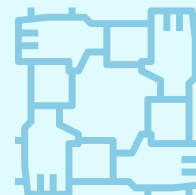
RESPOND.

Outreach Fort Collins serves as a downtown mobile response team to address and de-escalate disruptive behaviors. We also serve as a response team for the community to meet the needs of those experiencing homelessness.



ENGAGE.

Outreach Fort Collins pro-actively engages clients who are at-risk of or currently experiencing homelessness. We work to build relationships, trust and make helpful referrals. Additionally, through pro-active outreach efforts and educational events we engage with members of the downtown community including residents, businesses, service providers and first responders.



CONNECT.

Outreach Fort Collins builds relationships with clients to connect them with supportive services. We connect with our various stakeholders, whether housed or not, to build trusting relationships and make lasting change.

Board Information

Board Chair: Derek Getto
Project Manager, Policy and Programs,
Downtown Development Authority
DGetto@fcgov.com

Board Vice-Chair: Beth Sowder
Director of Social Sustainability,
City of Fort Collins
bsowder@fcgov.com

Treasurer: David Rout
Executive Director, Homeward Alliance
david@homewardalliance.org

Secretary: Stephanie Madsen-Pixler
Director of Community Based Services
Services, SummitStone Health Partners
Stephanie.pixler@summistonehealth.org

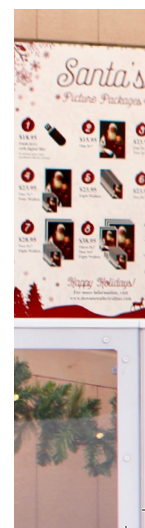
Andrew Battles
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Kate Cooper
Director of Community Events and
Engagement, Ginger and Baker
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Eddy Hopkins
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Ryan Houdek
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The Melting Pot, and Union,
Old Town Restaurant Group, LLC.
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Jeremy Yonce
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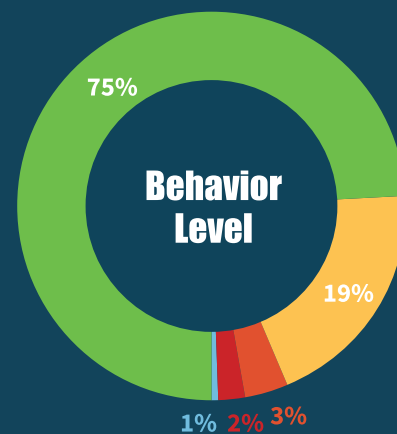
RESPOND

94%

Outreach responds appropriately based on an individual's behavior. For example, **level 1** and **level 2** behaviors are generally seen in pro-active outreach engagement and not the result of a disruptive behavior or call from a concerned citizen. During these contacts Outreach staff will engage these individuals in conversations around supportive services both short and long term, including housing, behavioral health, substance treatment, shelter, food, and clothing options.

6%

Level 3, 4, and 5 behaviors need to be addressed more immediately, and are usually in response to calls from concerned staff and downtown residents. These situations often include disruptive behavior, intoxication, and mental health concerns or crises. For these levels, Outreach staff will observe the situation to determine if it is safe to engage these individuals in conversation. If so, Outreach staff will work with them to address their needs, communicate appropriate behaviors, and de-escalate them. If the situation involves illegal behaviors or medical emergencies, outreach staff will call for police or emergency medical assistance.



Level 1

No escalated behavior.
No outward signs of intoxication or mental illness.
Total counts: 1,901

Level 2

No escalated behavior.
Outward signs of intoxication or mental illness.
Total counts: 500

Level 3

Escalated behavior **not** requiring intervention.
Total counts: 95

Level 4

Escalated behavior requiring **intervention**.
Total counts: 52

Level 5

Escalated behavior requiring **emergency response**.
Total counts: 13

230 calls

responded to from merchants, police, and downtown visitors



29%

of calls received required de-escalation



Outreach Fort Collins Staff

From Left: Nick Verni-Lau, Emily Harms, Fred Palmer, Lisa Dunworth, Jeanne-Marie Pitre, Andy Sprain

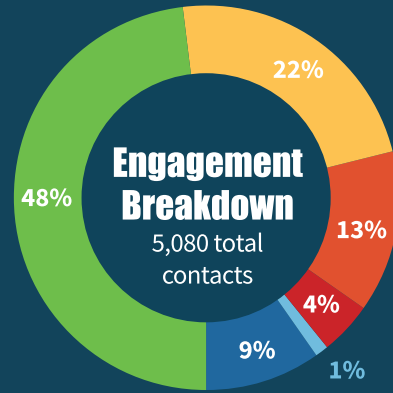


ENGAGE

Outreach Fort Collins pro-actively walks downtown Fort Collins to build relationships with individuals experiencing homelessness. Outreach Fort Collins also pro-actively engages members of the downtown community including downtown business owners and their staff, community service providers, first responders, and residents through outreach efforts and community education events and trainings.

In 2018, Outreach Staff participated in 50 community engagement events. These events included:

- Downtown Business Staff Trainings
- Behavioral Health Events
- Library Park Neighborhood Meetings
- Public Education Events
- Collaborative Service Provider Meetings



■ Homeless: 48% (2,421)	■ Police: 4% (221)
■ Merchant: 22% (1,151)	■ EMS: 1% (59)
■ Service Provider: 13% (680)	■ Other: 9% (478)



CONNECT

Outreach Fort Collins provides community-based service referrals based on the needs of the individual. We also act as an informational resource for service inquiries and community programs which help to support the Fort Collins Homeless Community.

Service Categories:

- Housing
- Behavioral Health
- Substance Treatment
- Physical Health
- Employment
- Shelter
- Food
- Benefits
- Clothing
- Identification/Legal

Top Ten Service Partners:

- The Murphy Center For Hope
- SummitStone Health Partners
- Homeward Alliance
- Fort Collins Rescue Mission
- Catholic Charities
- Colorado Legal Services
- Municipal Court - Special Agency Session
- Volunteers of America
- Homeward 2020
- North Range Behavioral Health



769 instances

of staff providing information to homeless individuals to support their needs



167 local & regional service programs

engaged with 627 times



228 client referrals

to specific service providers



227 businesses

engaged with 1,151 times



High Utilizer Case Study

In 2016, Outreach Fort Collins identified four chronically homeless high utilizer clients in downtown Fort Collins. With the help of Outreach Fort Collins, these clients were housed in permanent supportive housing or inpatient substance abuse housing.

Outreach Fort Collins **coordinated services 26 times**, with a total of **14 different service partners** from June to November of 2016. During this intervention period:

- Outreach Fort Collins staff made a total of 118 street level contacts with these four individuals.
- The Murphy Center reported a 600% increase in visits by these four individuals as compared to the previous 6-month period.
- Since the launch of the program, all four of these individuals have accessed SummitStone Health Partners services a total of 63 times.

2016

Impact to organizations before connecting these four individuals to services:

City of Fort Collins Police Services issued **31 citations** for illegal behavior to these individuals, resulting in 189 documented hours of officer interaction.

The Murphy Center reports **0 check-ins**

\$339,491 in total healthcare costs at Poudre Valley Hospital.

SummitStone Health Partners reports **98 appointments*** from June 2016 to June 2017.

2017

Impact to organizations after connecting these four individuals to services:

City of Fort Collins Police Services reported **25 citations** for illegal behavior to these individuals.

The Murphy Center reports **6 check-ins**

\$126,126 in total healthcare costs at Poudre Valley Hospital.

SummitStone Health Partners reports **21 appointments** from June 2017 to June 2018.

2018

Impact to organizations after connecting these four individuals to services (data from 2018 through August 31st):

City of Fort Collins Police Services reported **2 citations** or arrests.

The Murphy Center reports only **1 check-in**

\$0 in total healthcare costs at Poudre Valley Hospital.

SummitStone Health Partners reports **0 appointments** from June 2018 to January 2019.

As a result of these interventions, Outreach Fort Collins was able to **significantly lower the negative impact** of these individuals on our community, while **connecting them to long-term, ongoing housing and supportive services.**



* for the six months prior to contact by Outreach Fort Collins, none of these individuals had engaged in services with SummitStone Health Partners

2018 High Utilizers

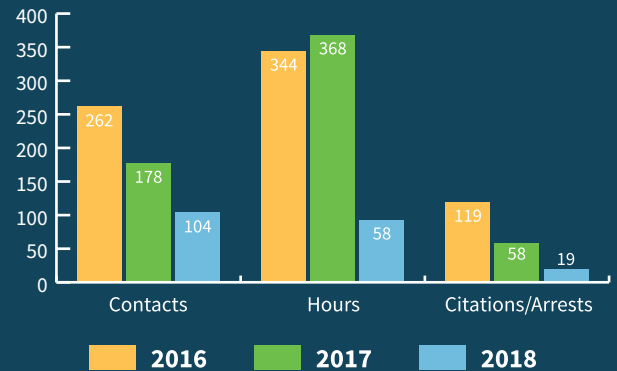
Outreach Fort Collins identified, engaged, and connected an additional 24 chronically homeless, high vulnerability clients based on the vulnerability index tool (VI-SPDAT). Outreach staff averaged **16 contacts per person in 2018**. Each of these individuals are known by Outreach to have frequent involvement with Fort Collins Police Services and UCHealth Poudre Valley Hospital.

2018 High Utilizer Outcomes



- 11** House Larimer/Weld County: 46%
- 6** Remain Homeless: 25%
- 3** Reunited with Family: 13%
- 2** Fort Lyon Residential Facility: 8%
- 1** House Denver County: 4%
- 1** Unknown: 4%

High Utilizer Police Data 2016-2018



The long term effects of connecting these individuals has yet to be seen. Outreach Fort Collins will follow up with the listed service providers to determine their impact in 2019.

Most importantly, 17 of these 24 individuals are no longer living on the streets in Fort Collins.

2018 Highlights

Community Connections and Positive Outcomes

Outreach Fort Collins' great strength in 2018 was our ability to engage and build relationships with all of our stakeholder groups. As a result, we have increased the number of individuals identified as high utilizers who have moved to long term services.

Increased Program Capacity and Resources

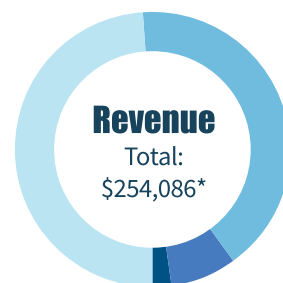
Outreach Fort Collins was able to increase revenue by 18% in 2018, allowing for greater program capacity. As a result, Outreach Fort Collins has increased its hours to have programming 6 days a week with evening hours on weekends.

2019 Strategic Outcomes:

- Engage vulnerable individuals through short term interventions, case management, and service growth.
- Improve community stakeholder relationships through educational events and collaboration with community members, merchants, service providers, and first responders.
- Sustain organizational health using data-driven analysis, reporting, and outcomes.
- Nurture organizational growth through increased community engagement, fundraising, and program evaluation.



- Labor:** 85%, \$220,204
- Administrative:** 7%, \$17,167
CNDC Project Fee, Program Supplies, Postage, Printing, IT, Hardware, Software
- Program:** 8%, \$20,842
Rent, Telephones, Capacity Building/Training, Vehicle Costs, Direct Client Support



- Foundation:** 49%, \$125,000
- Government:** 41%, \$105,000
- Health:** 8%, \$20,000
- Other:** 2%, \$4,086

*Does not include SummitStone Health Partners Staff Support Funding

A special thanks to our funders:



OUTREACH FORT COLLINS

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Outreach Fort Collins



OutreachFortCollins



OutreachFC

2018 Fundraising Hosts:

