

OUTREACH FORT COLLINS

outreachfortcollins.org

2019 YEAR IN REVIEW

Mission Statement:

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

Outreach Fort Collins is a program of

C | N | D | C

**COLORADO NONPROFIT
DEVELOPMENT CENTER**

At the start of 2019, the team at Outreach Fort Collins (OFC) met to lay out our goals for the coming year. What emerged was two clear focuses: benefiting the community through engaged, impactful outreach and strengthening our stakeholder relationships through communication and collaboration.

At OFC, our mission is to positively impact the downtown Fort Collins community and the lives of our clients. This is achieved by being a consistent presence on the streets and building trust with all of our community members. We also fulfill our mission through more targeted efforts that address our clients' housing needs. Iain De Jong, a thought leader in the field, defines impactful outreach as “respectfully persistent in helping people achieve housing and exit homelessness through a process of assessing, understanding, and addressing both immediate and housing needs.” **The road to stable housing is not always direct, yet in 2019 OFC was able to support 9 individuals in escaping homelessness.**

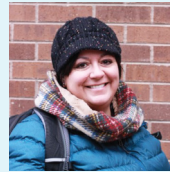
Supporting our clients is not something OFC does alone. Instead, outcomes are achieved through the shared effort of a diverse group of stakeholders—including business owners, emergency responders, service providers, and City of Fort Collins. To strengthen our collective work, OFC increased stakeholder communication through quarterly updates, consistent social media presence, and bi-annual check-ins with downtown businesses. We also participated in a wide range of community initiatives working to address challenges related to homelessness.

As you read ahead, we hope you see a picture of our positive community impact. On behalf of Outreach Fort Collins, our staff, and Board of Directors, we'd like to thank you, our community, for your support in 2019 and continued support in 2020.

Sincerely,
Nick Verni-Lau, Program Director



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2019 Highlights

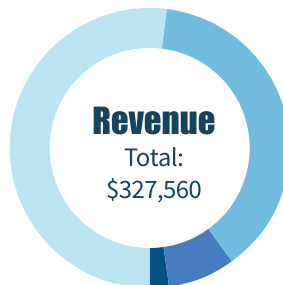
- Community Education—Outreach Fort Collins participated in 36 public speaking engagements to over 650 stakeholders
- Celebrated three years of serving downtown Fort Collins
- Expanded our board of directors to include representation from downtown business owners and the faith community
- 100% increase in donations received from individual donors
- Held open drop-in hours five days a week at Old Town Library to engage vulnerable individuals in services and support library staff
- 397 unique clients contacted

2019 Financials

Outreach Fort Collins emphasizes financial stewardship—the responsibility to manage revenue and other assets equitably and sustainably. By effectively using program resources that produce positive results, diversifying and growing our individual donors, and operating throughout the year with staffing shortages our program came in **\$43,150 under budget for the year.**



- Labor:** 83%, \$230,331
- Administrative:** 7%, \$20,600
CNDC Project Fee, Program Supplies, Postage, Printing, IT, Hardware, Software
- Program:** 10%, \$26,628
Rent, Telephones, Capacity Building/Training, Vehicle Costs, Direct Client Support



- Foundation:** 52%, \$170,000
- Government:** 38%, \$125,000
- Health:** 8%, \$25,000
- Other:** 2%, \$7,560

Current Board Information

Board Chair: Derek Getto

Project Manager, Policy and Programs,
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Board Vice-Chair: Andrew Battles

Director of Emergency Services,
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Andrew.Battles@uhealth.org

Treasurer: David Rout

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Owner of Rodizio Grill, Social,
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Beth Sowder

Director of Social Sustainability
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Impactful Outreach

At Outreach Fort Collins, we believe relationships are at the core of creating positive community impacts for individuals experiencing homelessness. Positive relationships are formed through consistent and proactive outreach, client-centered and strengths-based case management, and community networking. This represents our philosophy of “Respond. Engage. Connect.”



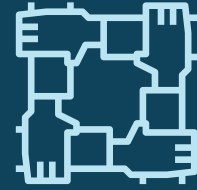
RESPOND.

- Establishing trust and rapport.
- Driving decisions using internal and community wide data.
- Leveraging staff members with established relationships and strong rapport when interacting with recurring clients.



ENGAGE.

- Knowing people by name.
- Developing strategies to effectively engage with people who are service resistant.
- Balancing individual needs with the impact they have on the broader community.
- Re-engaging with individuals who do not complete or fail to meet the expectations of community partner programs.



CONNECT.

- Meeting their immediate needs without creating dependency and without enabling disruptive behaviors.
- Focusing on connecting people to housing and engaging them in every stage of this process.

Community Initiatives

At Outreach Fort Collins, relationships and collaboration are fundamental to serving our community. Multi-agency collaborative housing programs provide systems of support to create positive long-term outcomes for our clients as they exit homelessness. The following are a few examples of community initiatives that Outreach Fort Collins is proud to participate in:

Coordinated Assessment Housing Placement System (CAHPS)

The goal of CAHPS is to streamline access to housing by using an established housing assessment tool across the Northern Colorado Region. CAHPS maintains a community-wide by name list along with assessment data and service provider insight to refer members of our community who are determined to be the most vulnerable and in need of housing.

Frequent Utilizer System Engagement (FUSE) Project

A program of our partners at Homeward Alliance’s Housing First Initiative, FUSE is designed to help communities break the cycle of incarceration and homelessness among individuals with complex behavioral health challenges. FUSE increases housing stability and reduces recidivism at jails or hospitals, resulting in significant public costs offsets. Since August of 2019, FUSE has provided 10 of our communities highest emergency service utilizers with permanent supportive housing.

City of Fort Collins Homelessness Services and Housing Advisory Committee

Outreach Fort Collins is part of a diverse panel of stakeholders who serve on this committee. The committee provides recommendations and strategies for homeless service facilities to meet Fort Collins’ needs, minimize impacts, address community concerns, and help to make homelessness rare, short-lived, and non-recurring.

From Streets to Stability

At Outreach Fort Collins we focus on the individual because every person’s story, experiences, barriers, and ability is unique. The following example demonstrates the process it took to provide long-term and impactful outcomes for just one individual living in our community.

“Frank’s” Timeline June 16, 2016 - Jan 1, 2020



85 client contacts

17 instances of offering services

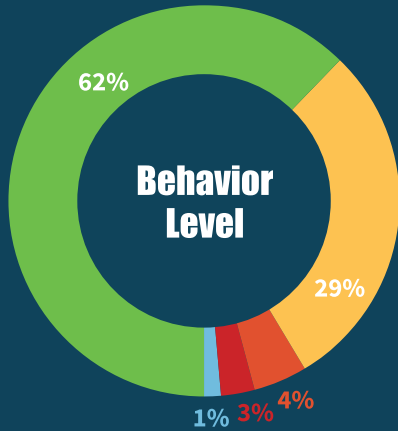
3 housing referrals

“ I’d like to thank the Outreach Crew, for caring so much about me as to friendship, resources, my relationship with the police, and getting me into Fort Lyon so I could begin my healing, recovery, and learn to appreciate life and find my balance. ”

- Frank

RESPOND.

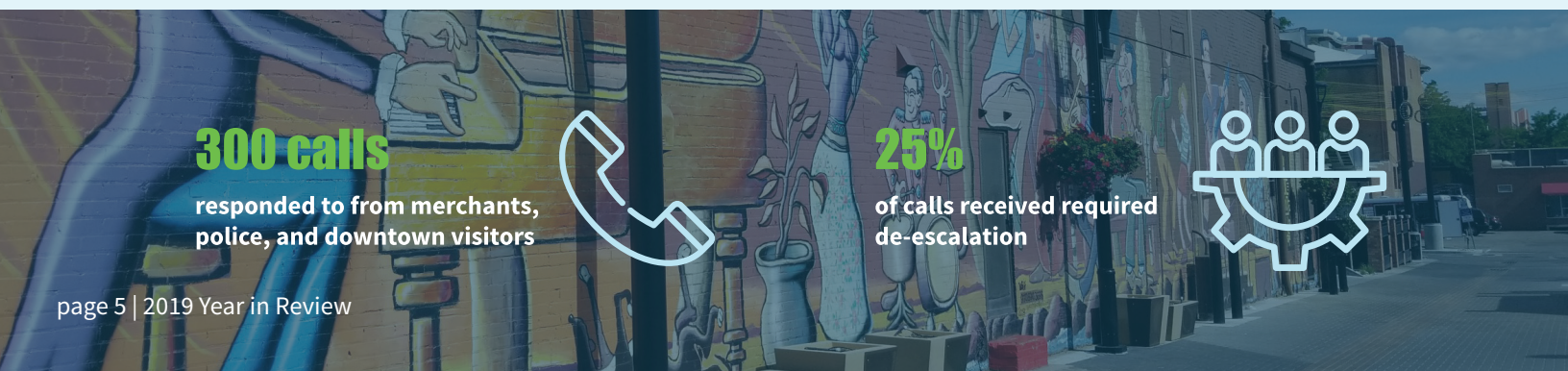
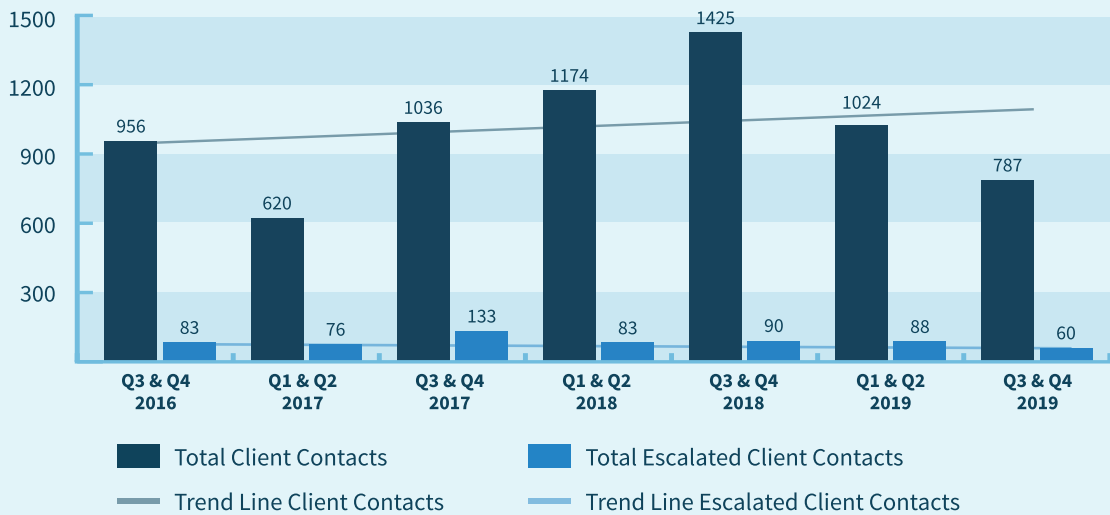
Outreach Fort Collins provides on-call response in our downtown community to address disruptive behaviors. During these interactions we de-escalate negative behaviors, reinforce social expectations, and empower them to access community wide services.



Client Behavior Level

- Level 1** No escalated behavior. No outward signs of intoxication or mental illness. **Total counts: 1,106**
- Level 2** No escalated behavior. Outward signs of intoxication or mental illness. **Total counts: 521**
- Level 3** Escalated behavior **not** requiring intervention. **Total counts: 78**
- Level 4** Escalated behavior requiring **intervention**. **Total counts: 49**
- Level 5** Escalated behavior requiring **emergency response**. **Total counts: 21**

Community Impact Over Time 2016-2019



300 calls

responded to from merchants, police, and downtown visitors



25%

of calls received required de-escalation



ENGAGE.

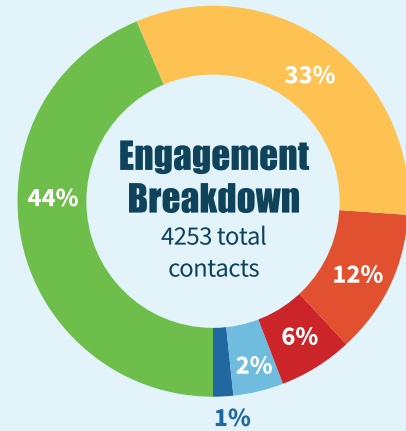
Outreach Fort Collins pro-actively walks downtown Fort Collins to build relationships with individuals experiencing homelessness. Outreach Fort Collins also pro-actively engages members of the downtown community including downtown business owners and their staff, community service providers, first responders,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

In 2019, Outreach Staff participated in 36 community engagement and education events, with over 650 participants:

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

197 businesses

engaged with **1,381** times



- Homeless:** 44% (1861)
- Merchant:** 33% (1381)
- Service Provider:** 12% (512)
- Police:** 6% (251)
- EMS:** 2% (70)
- Other:** 1% (178)

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 Referrals:

- Physical Health
- Housing
- Id/Legal
- Behavioral Health
- Shelter
- Clothing / Gear
- Food
- Employment

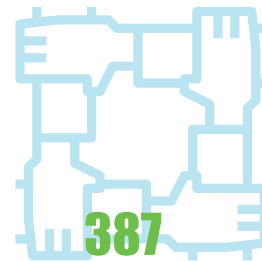
Top Ten Service Partners:

- Murphy Center for Hope
- Fort Collins Rescue Mission
- Catholic Charities
- Colorado Legal Services
- UCHealth
- SummitStone Health Partners
- SummitStone Crisis Center
- Department of Human Services
- Disabled Resource Services



140 client referrals

to specific service providers



387

offered resources to clients experiencing homelessness

A special thanks to our funders:



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Outreach Fort Collins



OutreachFortCollins



OutreachFC

Special thank you to Walrus Ice Cream, Peak Community Church, Wags, Everyday Joe's, and Ginger and Baker for hosting us for various events throughout 2019