



OUTREACH
FORT COLLINS

2022 YEAR IN REVIEW

MISSION STATEMENT:

Rooted in downtown, Outreach Fort Collins is a street-based outreach program that maintains our community as a safe and welcoming place while connecting those in need to services and supportive networks.

Outreach Fort Collins
is a program of

C | N | D | C
COLORADO NONPROFIT
DEVELOPMENT CENTER

“It is a joy to be hidden, and disaster not to be found.”



Not long after I accepted the position of Director at Outreach Fort Collins in October 2021, I came across this quotation by the British psychiatrist D.W. Winnecott. For reasons I wasn't aware of at the time, I immediately wrote it down on an orange post-it note and slapped it up next to my computer. Almost a year and a half later it still remains, this strange and seemingly contradictory idea, a daily reminder to me. A reminder of what? Of who we are working with, our clients on the streets and under the bridges and on the river's edge who find solace in being out of view, out of sight. It is also a reminder of the complexities of our work, how some people experiencing homelessness are silently begging to be sought out while others demand their privacy and their independence, even if that means sleeping out in the blowing snow of winter or the punishing heat of August.

2022 was a year of significant growth for Outreach Fort Collins, a year that offered us the opportunity to find even more people hidden throughout the margins of our city. In September, with encouragement and support from our numerous partners, Outreach Fort Collins expanded our service area to include Midtown Fort Collins. This expansion altered the daily cadence of our work and forced us to recalibrate our engagement strategies. Our expansion also demanded that we grow our staff to best serve our Midtown stakeholders while ensuring that our outreach efforts would not flag in our original homebase downtown, where our roots are still firmly embedded.

In 2022, OFC had 6,982 total client contacts. This marks a new high for us and a number of which we are extremely proud. Why is this number so important? Because it clearly illustrates the efforts of our Outreach Specialists. The very foundation of our work rests upon building trust with our clients, as this trust naturally leads to what a colleague calls “the road to relationship.” The increased contacts we made this past year attest to who and what we value more than anything, and that is the importance of authentic human connections.

Ultimately, 2022 was a year for solidifying our identity and for celebrating numerous victories. It was also for mourning together the passing of people dear to our hearts. In the following pages, it is my hope to convey the progress of a young, dynamic organization evolving yet again, spreading its influence throughout our community, and truly finding its stride. As always, we are extremely grateful to those of you who have had a hand in our success, whether that be financial support, an encouraging thank you letter, or a fist bump out on the streets.

Sincerely,

Brad Rhoda, Program Director

2022 HIGHLIGHTS

- After months of preparation and data gathering, Outreach Fort Collins officially arrived in Midtown in early September. This strategic expansion broadened our service area and offered our team opportunities to engage with more business owners and people experiencing homelessness.
- 2022 saw increases in both coverage area and staffing capacity – including a 20% increase in outreach specialists capacity from 5.0 FTE (3 full time, 2 part time, and one full time vacancy) at the start of 2022 to 6.0 FTE (6 full time outreach specialists) at the start of 2023.
- We were thrilled to hire Michele Girard, OFC's first grant writer, who has already proven her brilliance and adds to our already strong team chemistry. Through her work we were able to more creatively diversify our funding streams and increase our number of partners.
- Year over year, activity at OFC continues to grow. The numbers to the right all represent significant growth from 2021, including a 104% increase in response to community calls, a 40% increase of unique clients, and a 78% increase of connections to immediate needs and resources.
- Finally, one of our priorities for the year was to increase the size and diversity of our board. Our board grew from a body of 7 in early 2022 to a body of 11, including a small business owner whose past lived experience with homelessness has proven invaluable to our work.

OUR STAFF (Left to Right)

Jasmine Abramson, Dylan Shanty, Kaylee Wiczorek, Brad Rhoda, Emmily Nau, Wes Wicklund, Lisa Dunworth, Andy Sprain, Phil Sickels (not pictured)



2022 BOARD INFORMATION

Eddy Hopkins, Board Chair

Pastor, Peak Community Church
EHopkins@peakchurch.org

John J. Feyen, Board Vice Chair

Assistant Chief Special Operations
Division, Fort Collins Police Services
JFeyen@fcgov.com

Kate Cooper, Board Secretary

Director of Community Events and
Engagement, Ginger and Baker
Kate@gingerandbaker.com

Beth Yonce, Board Treasurer

Director of Social Sustainability, City of
Fort Collins
BYonce@fcgov.com

Stephanie Madsen-Pixler

Director of Community Based Services,
SummitStone Health Partners
Stephanie.Madsen-Pix@
summitstonehealth.org

Alyssa Stroup

Director of Emergency Services,
UCHealth
Alyssa.Stroup@ucehealth.org

Hannah Baltz-Smith

Business Support Coordinator,
Downtown Development Authority
Hannah@downtownfortcollins.org

Nathan Rose

Artist and Local Business Owner,
The Burning Bonsai Art Studio
rosenathan06@gmail.com

Brian Ferrans

Deputy Executive Director of Acute Care,
SummitStone Health Partners
Brian.Ferrans@summitstonehealth.org

Linda Nuss

Operations Director, Homeward Alliance
Linda@homewardalliance.org



RESPOND.

Responded to
community calls **1,307**



ENGAGE.

Engaged with
unique clients **989**



CONNECT.

Connected through
immediate needs
education and
resources **2,027**



DOWNTOWN OUTREACH

Downtown Fort Collins is where OFC was born in 2016, and this unique locale remains the heart of our work. It is a product of our long history with Downtown that we feel most comfortable here, most familiar with the landscape and the people who make this city so very vibrant. When we expanded into Midtown, one of our key metrics to success was to ensure that our presence and response in Downtown was not compromised as a result of our increased service area. As the data below shows, we have achieved this goal and our work in Downtown is still as valuable—and valued—as it has always been.

RESPOND.

1,048 TOTAL CALLS

298 calls for safety concern
85 calls for disruptive behavior

ENGAGE.

836 UNIQUE CLIENTS

326 UNIQUE BUSINESSES

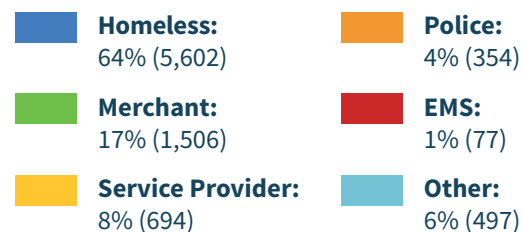
CONNECT.

701 SERVICE COORDINATION CONTACTS

with 91 unique service providers

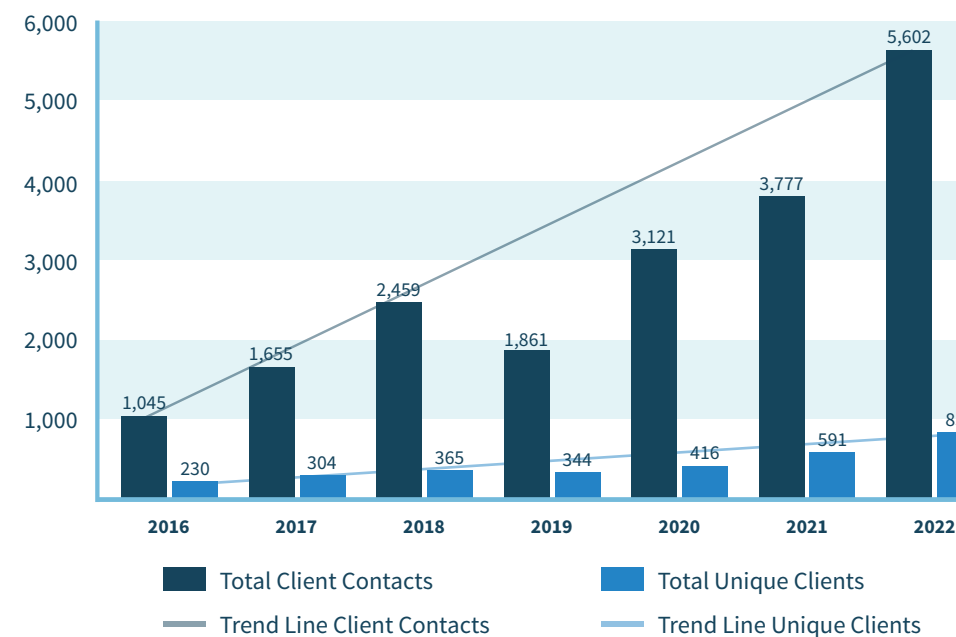


TOTAL ENGAGEMENTS: 8,730



CLIENT ENGAGEMENT OVER TIME

2016-2022



“Outreach Fort Collins is an amazing addition to our Fort Collins community. Their approach to dealing with the many complex issues surrounding homelessness is holistic, consequential and human. The importance of what they do to help mediate between people experiencing homelessness, businesses and general population not only helps alleviate community tension, it reduces the amount of police resources needed, thus saving taxpayer dollars. We highly recommend using them as a first step in intervention.”

- Andi Rose, Owner, Rocky Mountain Olive Oil



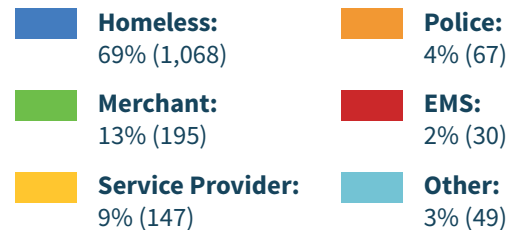


NORTHERN FORT COLLINS OUTREACH

North Fort Collins has emerged as an area of vital importance for client engagement and connection. Consisting of parks and natural areas, the Poudre River, service providers, warehouses, shopping centers, small businesses as well as residential subdivisions, North Fort Collins is our most diverse area of service. As a result, we have to carry a well-stocked tool kit of knowledge and resources to accommodate the variety in individual needs and concerns. OFC staff now regularly join the monthly meetings of the North Fort Collins Business Association to best serve their unique needs.



TOTAL ENGAGEMENTS: 1,556

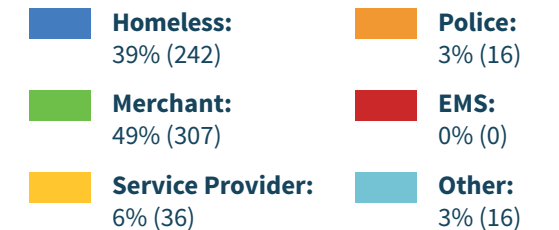


MIDTOWN OUTREACH

After months of careful planning and preparation, OFC officially expanded into Midtown in September. Based on data from various stakeholders, we decided to focus our expansion area on the College Avenue corridor, including Foothills Mall, the entire Transfort Max line, and the South Transit Center south of Harmony Road. This expansion nearly doubled our coverage area, allowing us the opportunity to meet more people on the streets while educating a greater number of merchants on how we can best support their businesses. We are regularly meeting new faces, sharing new stories, and making new friends.



TOTAL ENGAGEMENTS: 617



RESPOND.

111 TOTAL CALLS

37 calls for safety concern
30 calls for disruptive behavior

ENGAGE.

319 UNIQUE CLIENTS
79 UNIQUE BUSINESSES

CONNECT.

140 SERVICE COORDINATION CONTACTS
with 23 unique service providers

RESPOND.

75 TOTAL CALLS

29 calls for safety concern
18 calls for disruptive behavior

ENGAGE.

99 UNIQUE CLIENTS
187 UNIQUE BUSINESSES

CONNECT.

46 SERVICE COORDINATION CONTACTS
with 8 unique service providers

2023 INITIATIVES

In 2022, a good deal of time and attention was spent planning our expansion into Midtown and ensuring that this growth was navigated with intentionality, patience, and staff support. With our expansion now behind us, we can now shift focus to priorities that will increase our efficacy on the streets as well as support and retain our exceptional staff.



- Assess our ongoing relationship with our current fiscal sponsor, Colorado Nonprofit Development Center, and research options for becoming our own 501(c)(3).
- Explore our ongoing partnerships with service providers, including Longview Behavioral Health (opening fall 2023), hospitals and emergency medical responders, and the Larimer County Jail to identify ways in which we can increase collaboration while providing the right resources for the appropriate need.
- Ongoing evaluation of the benefits and drawbacks to potential citywide expansion by 2025.
- Increased client enrollment in the Homeless Management Information System (HMIS), will improve the accuracy of our data collection, expanding our ability to track client outcomes and be accountable to diversity and equity initiatives.
- Continually pursue other avenues of funding in the interest of diversification.
- Steadfast commitment to provide sustainable staff compensation and offer training to best equip our staff to have the necessary skills to excel.

HIGH-UTILIZER UPDATE

Outreach Fort Collins has consistently shown that targeted service engagement and connection to long-term housing solutions effectively supports the needs of high risk individuals while also lowering the social and economic impacts on our community. **In 2020, OFC identified four high utilizers of community resources and supported these clients in connecting to appropriate housing.**

In 2021, OFC was able to demonstrate a significant reduction in these individuals' utilization of emergency resources. Revisiting these 4 individuals in 2022, the longitudinal benefit of stable housing and ongoing supportive services is evident and the benefits to both the individual and the community continue to be sustained.

94%
reduction in
EMERGENCY DEPARTMENT VISITS
result in \$273,430 reduction in annual ED charges.

98%
reduction in
POUDRE FIRE AUTHORITY CALLS
from 51 calls for service in 2020 to 1 in 2022

100%
reduction in
POLICE SERVICE CITATIONS
from 41 in 2020 to 0 in 2022

34%
increase in
ONGOING SERVICE ENGAGEMENT
with SummitStone Health Partners

48%
of clients are
CHRONICALLY HOMELESS

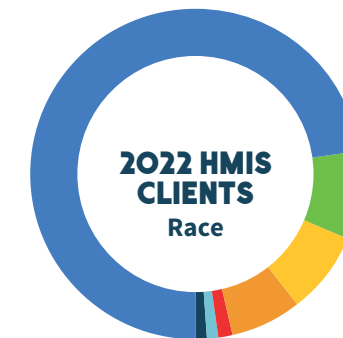
65%
of clients report
SERIOUS MENTAL ILLNESS

46%
of clients report
CHRONIC HEALTH CONDITIONS

DIVERSITY, EQUITY, AND INCLUSION

Outreach Fort Collins continues to evaluate the work we do regarding diversity, equity, and inclusion. The Northern Colorado 2022 Point in Time count showed there are disparities in our region related to service connection for people of color. The implementation of HMIS, a community data collection system, allows our community to better track demographic data and address disparities. We are proud to be part of multiple systems and teams working to increase equitable access for people of color to housing.

As a street outreach team we find and connect with people who are not accessing shelters and community services. These unsheltered populations tend to be our community's most vulnerable. This year we formed an internal team, the IDEA (Inclusion, Diversity, Equity, and Awareness) Coalition where we'll focus on bringing opportunities like trainings, experiences, and knowledge to our team to increase our understanding of issues related to justice and diversity. Our organization continues to look at the ways we can diversity our team and board, incorporate lived experience perspectives, and offer equitable pay to our staff.



White:
72.84%

Multiple Races:
8.62%

American Indian, Alaska Native, or Indigenous:
8.19%

Black, African American, or African: 6.9%

Asian or Asian American:
1.29%

Unknown:
1.29%

Native Hawaiian or Pacific Islander: .86%



"FCRM depends on Outreach Fort Collins to provide crucial services, important education, and warm hand-off referrals to a portion of our homeless population that we cannot access. As the sole outreach provider in our area, Outreach Fort Collins not only is uniquely positioned to provide this much-needed access, but they perform these duties with the utmost professionalism and with trauma-responsive practice."

- Seth Forwood, Senior Director, Fort Collins Rescue Mission



POLICE SERVICE DISPATCH

Outreach Fort Collins partners with Fort Collins Police Services Dispatch to send OFC staff on calls that are most appropriate for our services. Typical calls diverted to OFC do not involve illegal behavior, emergency medical concerns, or threats to public safety. OFC's involvement reduces both financial and personnel strain upon our partners and leaves officers and other emergency responders available to respond to illegal behaviors and emergencies.



90%

of police dispatch referrals resolved

WITHOUT ADDITIONAL EMERGENCY SERVICES



“Fort Collins Police Services values our partnership with Outreach Fort Collins. Working collaboratively allows us to ensure we are sending the appropriate response to challenges that they specialize in. This enables Police Services to send officers to additional calls they may not otherwise be available for. Outreach Fort Collins is a great partner, resource, and service to the community.”

- Justin Allar, Director, Information Services Division, FC Police Services

ON CALL COMMUNITY RESPONSE

Outreach Fort Collins was founded with the goal of addressing concerning behaviors that previously were a drain on emergency first responders. Our team serves as a mobile response team, receiving calls for community concern and responding with a wide spectrum of situational interventions. When necessary, we coordinate with various community agencies to ensure an effective emergency response. Typical community calls include:

- **Disruptive Behavior:** Calls centered on behavior that is escalated or disruptive to community norms, such as an individual yelling, sleeping on private property, or inappropriately using public space.
- **Safety Concern:** Calls centered on concern about an individual's physical or mental well-being, such as being under equipped for weather conditions, exhibiting a high level of intoxication, or experiencing a mental health crisis.
- **Resource Inquiry & Service Coordination:** Calls centered on questions regarding available community resources and assisting in accessing those services, such as shelter options, housing assistance, or emergency weather support.

The community needs that OFC works to address continues to grow. By effectively responding to calls, OFC ensures that at-risk individuals in our community are connecting to the services and supportive networks they need and community resources are directed to the situations in which they specialize.



Total Calls: 1,307

- **Safety Concern:** 29%
- **Disruptive Behavior:** 20%
- **Resource Inquiry:** 20%
- **Service Coordination:** 13%
- **Verbal Check-In:** 12%
- **Follow-Up:** 4%
- **Community Engagement:** 2%

31
incoming calls required additional
EMERGENCY SERVICES RESPONSE

98%
of community calls resolved
WITHOUT ADDITIONAL EMERGENCY SERVICE INVOLVEMENT

2022 FINANCIALS & 2023 BUDGET



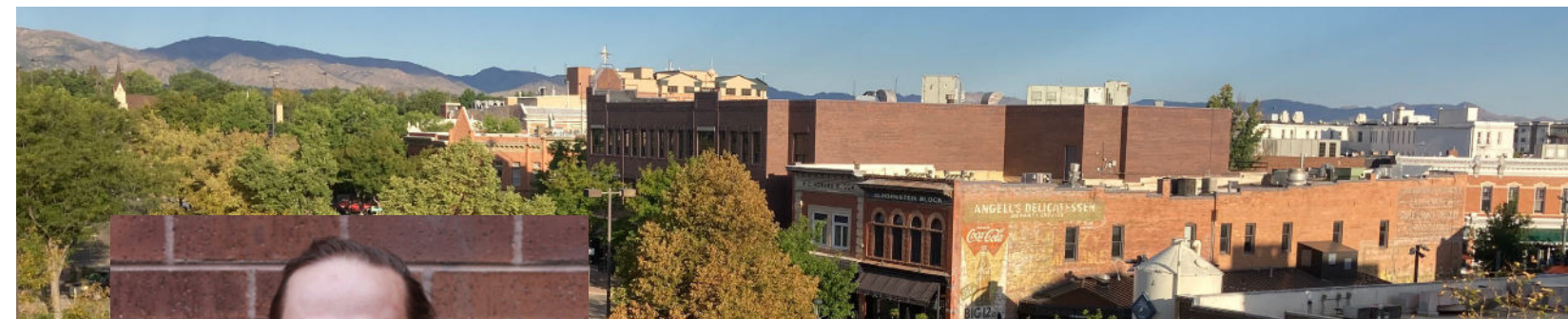
- **Government:** \$539,854.46
- **Foundation:** \$136,525.00
- **Corporate:** \$22,700.00
- **Miscellaneous:** \$10,067.44



- **Labor:** \$511,053.80
- **Program:** \$40,172.10
- **Administrative:** \$72,481.89



- **Government:** \$591,784.00
- **Foundation:** \$190,000.00
- **Corporate:** \$50,000.00
- **Miscellaneous:** \$22,000.00



In November, our team was devastated to learn that Nick Verni-Lau, OFC's founding director, passed away at the young age of 37. Under Nick's leadership, Outreach Fort Collins grew from humble beginnings and solidified its reputation as a trusted and effective partner working with our community's most vulnerable. While Nick's obvious influence and connection to OFC makes his death particularly acute for our team, we are also saddened that the world has lost a compassionate man who dedicated his life to helping the poor and the displaced. Nick will be remembered here by his witty and dry sense of humor, his listening ear, and his love of cooking and a fine beverage. With Nick's passing, our community has lost a champion. We join his numerous friends and his wonderful family in mourning.

A special thanks to our funders:




COLORADO
Department of Local Affairs
Division of Housing




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