



OUTREACH
FORT COLLINS

2023 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



FRIENDS:

While our work at OFC is necessarily diverse in scope and tosses new challenges at us nearly every day, the one constant role we play in Fort Collins is that of a connector: we are the resource for the resources, oftentimes the first point of contact at the beginning of a long journey for our clients. As our mission statement says, we connect folks experiencing homelessness to much needed resources and supportive services, including permanent housing. We connect with businesses to provide support and education. We connect with residents of Fort Collins to affirm and address their concerns brought on by the negative impacts of homelessness. We connect and collaborate with the Fort Collins Police Services and other first responders so that as partners we can send the right resource to the right need.

In 2023, Outreach Fort Collins provided 1,435 service connections to 1,126 unique clients, giving them a hand up to the next rung of a steep, steep climb. Without the intervention of our outreach specialists, many of these folks in need would simply not be found, and the results could be disastrous, if not deadly. Time and time again, it has taken the one on one personal interactions and interventions of our team members to make the next step not only feasible for our clients but inevitable. What once seemed impossible is now in reach, all because people connected with people.

As I once heard a wise man say, "You can pretend to care, but you can't pretend to be there." And OFC shows up—it's our job and our drive. So much of our work on the streets is spent being present with our clients through client-centered listening and trauma-informed care. Being there, a hand on a shoulder, a gesture of empathy. We know names, and we use them. We see empty hands, and we shake them.

I am extremely proud of the progress we made in 2023 to not only maintain our foothold but to increase our influence and impact in Fort Collins. We could not do this work without the collaboration and constant encouragement of our skilled partners and supporters. I would also be remiss if I did not shout out our generous funders listed on the back page of this publication. Without their financial backing we would not have the staff and scope to do what we do every day out on the streets. And to those individuals and business owners who have written us checks, donated at our events, or simply written us a note of encouragement, we thank you. Communities are composed of individual people, and these individuals are the backbone of Outreach Fort Collins.

During the summer, I attended a seminar in which the speaker asked the question, "How are your stakeholders better off and how do you know?" This sentence struck me immediately and has become my mantra for how we at OFC evaluate the impact of our work. Our stakeholders are the community of Fort Collins, all of Fort Collins, from all walks of life and all stations. It is my conviction that our city is better off because of the work of my brilliant colleagues. How do I know?

Read on.

See you on the streets,



Brad Rhoda, Program Director



2023 HIGHLIGHTS

- **HOPE Team Collaboration:** In April, OFC initiated and grew a partnership with the newly formed Homeless Outreach and Proactive Engagement team at Fort Collins Police Services (see page 6).
- **A Year in Midtown:** 2023 marked our first full year of including Midtown Fort Collins in our service area. This expansion brought us into relationship with 281 more businesses and 294 more clients. One of our key metrics for this expansion into Midtown was to keep our Downtown contacts steady and not see a decrease in engagement. We are proud to report that our Downtown contacts actually went up 16% during this expansion year.
- **Meritorious Service Citation:** Outreach Fort Collins received the Police Meritorious Service Citation, which is awarded to local community members or groups who distinguish themselves by performing exceptional service in a duty of great responsibility or of critical importance to law enforcement. As the award reads, "In recognition of your commitment and dedication to addressing homelessness, as well as your continued partnership with Fort Collins Police Services."
- **Merchant Feedback Cards:** In spring 2023, Merchant Feedback cards were implemented in order for OFC to solicit real time feedback from our partners in the business community (see page 7). Their feedback was resoundingly positive while still giving us direction and guidance on how we can continue to support local businesses.
- **Strategic Plan Refresh:** In early summer, OFC staff and board members participated in an all day strategic planning retreat to update our goals and vision for the future. New action items were added and work began immediately as a result of the clear pathway that was paved for us through this process.



RESPOND

Responded to community calls **1,875**



ENGAGE

Engaged with unique clients **1,126**

2023 BOARD INFORMATION

Eddy Hopkins, Board Chair
Pastor, Peak Community Church
EHopkins@peakchurch.org

Beth Yonce, Board Vice Chair
Director of Social Sustainability, City of Fort Collins
BYonce@fcgov.com

Alyssa Stroup, Board Secretary
Senior Director, Emergency Departments, UHealth
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Hannah Baltz-Smith, Board Treasurer
Business Support Coordinator, Downtown Development Authority
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Josh Beard
Owner/Manager Mulberry Max and Bullfrog Wine and Spirits
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Jessica Coe
Program Manager, Homeless and Housing Services, SummitStone Health Partners
Jessica.Coe@summitstonehealth.org

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

Sergeant Annie Hill
Homeless Outreach and Proactive Engagement Team, Fort Collins Police Services
AHill@fcgov.com

Linda Nuss
Operations Director, Homeward Alliance
Linda@homewardalliance.org

Nathan Rose
Artist and Local Business Owner, The Burning Bonsai Art Studio
RoseNathan06@gmail.com

OUR STAFF

(Left to Right)

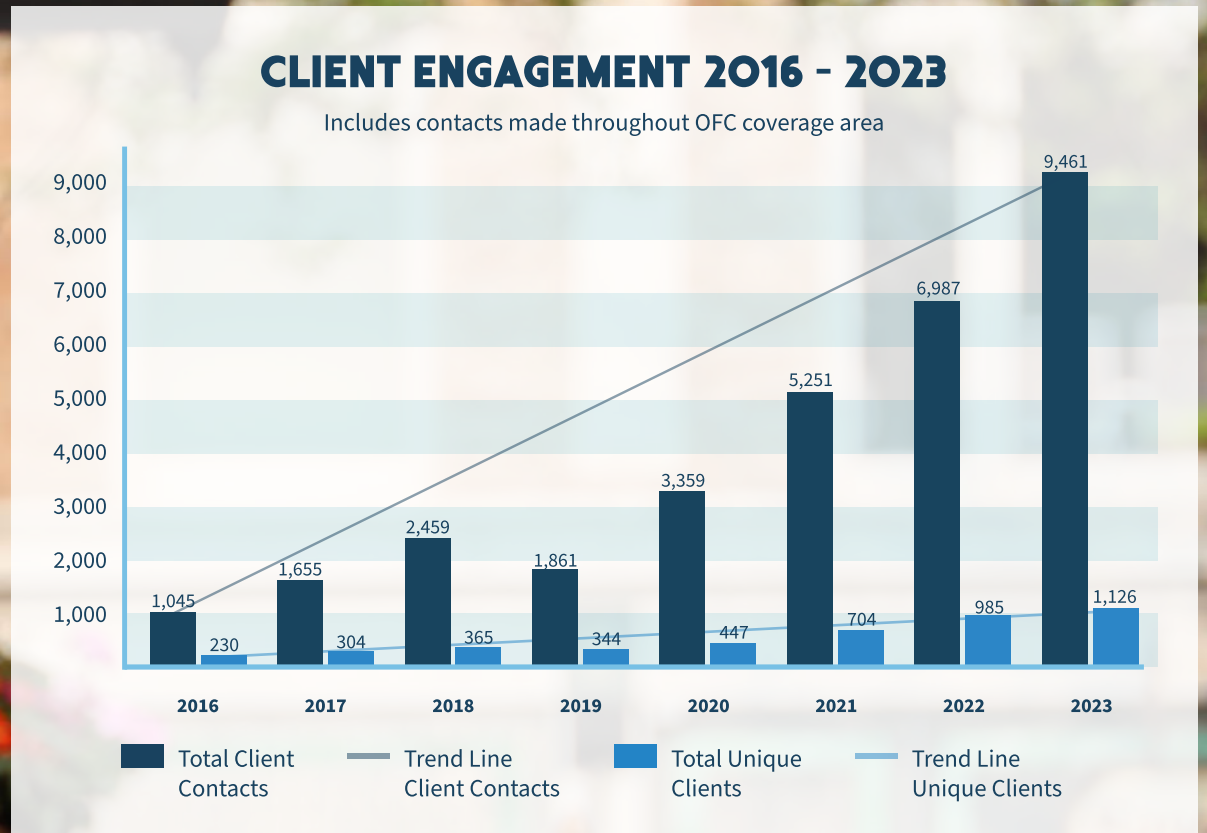
Top Row: Andy Sprain, Michele Girard, Phil Sickels, Lisa Dunworth, Brad Rhoda, Dylan Shanty, Wes Wicklund

Bottom Row: David Hughes, Kaylee Wiczorek, Carly Cavalier, Jasmine Abramson



CONNECT

Connected through immediate needs education and resources **2,430**

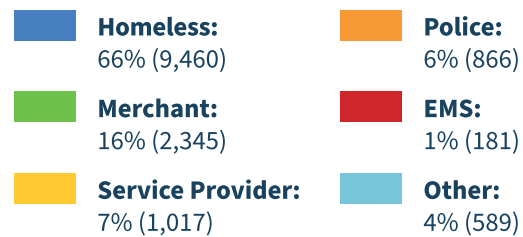


COMMUNITY OUTREACH

By building relationships and fostering rapport with our various stakeholders, OFC staff are uniquely positioned to understand the intersecting challenges of homelessness and to effectively mitigate negative impacts for both individuals and the community. We meet each of these stakeholders at their point of need, working hard to understand their concerns and seek out creative solutions. By connecting unhoused individuals to available resources and supportive networks (including housing programs), we assist in establishing sustainable long term outcomes.



TOTAL ENGAGEMENTS: 14,458



RESPOND

1,875 CALLS RECEIVED

683 calls required response
1,192 calls resolved over the phone

ENGAGE

1,126 UNIQUE CLIENTS

565 unique businesses
178 unique service agencies

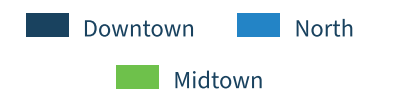
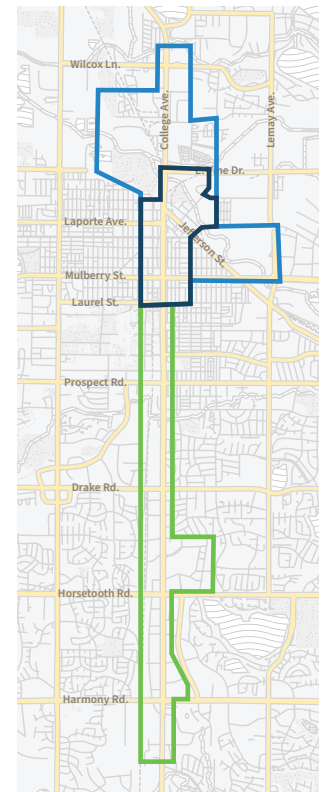
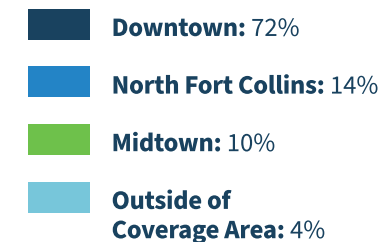
CONNECT

1,435 SERVICE COORDINATION CONTACTS

460 completed agency referrals
38 clients connected with housing

COVERAGE AREA

When OFC was founded in 2016, our service area was defined as a “10-minute walkable distance” in downtown Fort Collins. Since then, our coverage area has grown to incorporate downtown, north, and midtown Fort Collins, which includes the entire College Avenue business corridor. OFC staff work diligently to maintain a consistent and visible presence throughout this area. There are clients that we only engage with in one area of Fort Collins and others that we meet throughout the community. Both present unique needs and challenges. As a result, we work hard to understand and address the specific concerns present in each of these areas, working closely with our partners to sustain a safe and welcoming community.





- **Disruptive Behavior:** 26% (486)
- **Safety Concern:** 19% (357)
- **Service Coordination:** 16% (308)
- **Resource Inquiry:** 26% (491)
- **Other:** 13% (233)

CALL RESPONSE

At Outreach Fort Collins we pride ourselves on being ready to respond at all times, whether being requested by a business owner, a first responder, a visitor to town, or someone who is experiencing homelessness. One of the initial goals at OFC was to decrease disruptive behavior in order to reduce pressure on police and first responders to ensure the right resource was available for the right situation. Each call we receive is an opportunity for a connection, whether that's a connection to a new merchant, or a re-connection with a client who is seeking valuable resources and support.

98%
OF COMMUNITY CALLS
RESOLVED WITHOUT
ADDITIONAL FIRST
RESPONDER INVOLVEMENT

9 MIN 32 SEC
AVERAGE RESPONSE
TIME

HOPE TEAM

In April 2023, Fort Collins Police Services formed the HOPE team (Homeless Outreach and Proactive Engagement). This dedicated team of officers has become an ally in the work we do at Outreach Fort Collins. The clients that the HOPE team refers to OFC tend to be disconnected from higher barrier services and are often unknown to us. Our team then steps in to connect these folks to available services which could potentially lead to housing. As a result of our collaboration with the HOPE team, **11 previously homeless folks have been successfully housed.**

110
CLIENT
REFERRALS

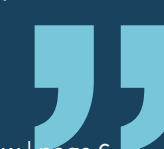
927
CONTACTS
WITH REFERRED
CLIENTS

88
AGENCY
REFERRALS



Outreach Fort Collins' timely, compassionate, on scene support provides an invaluable resource to the Fort Collins Police department and community members alike. OFC reduced police calls for service, while providing a more appropriate response to people experiencing homelessness. Outreach Fort Collins' partnership with the newly launched HOPE team was seamless and supportive allowing us to draw on our strengths and provide the best service outcomes."

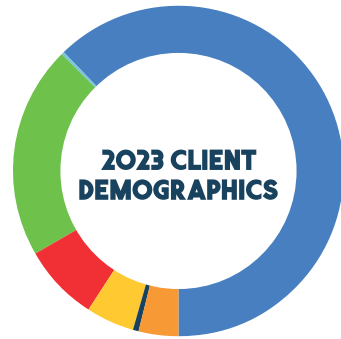
—Sergeant Annie Hill, Fort Collins Police Services HOPE team



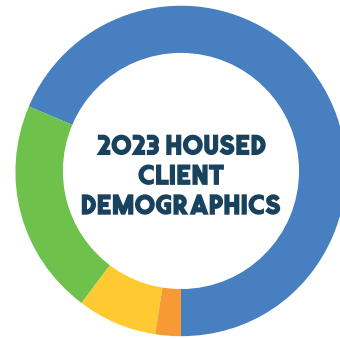
DIVERSITY, EQUITY, AND INCLUSION

Outreach Fort Collins continually looks at our systems and data through the lens of Diversity, Equity and Inclusion. Guided by our core value of being person centered, we honor the diversity and dignity of everyone with whom we engage. We know that poverty and homelessness disproportionately affect people of color and other marginalized populations. Because of the robust data that we and our partners collect, we can see that OFC engages with a more racially diverse group of people than the general population.

Our staff connect with many folks who are not accessing shelter and other services in our community. When clients share concerns about safety with regard to their varied identities, our team works diligently to connect them to providers and agencies who celebrate and welcome them. **The data below shows the work we are doing at Outreach Fort Collins is resulting in positive outcomes for clients, regardless of their race and ethnicity.**



- American Indian, Alaska Native or Indigenous: 4.2%
- Asian/Pacific Islander: 0.8%
- Black/African American: 5%
- Hispanic/Latina/e/o: 8%
- Multi-Racial: 22%
- Native Hawaiian/Pacific Islander: 0.3%
- White: 66.1%



- American Indian, Alaska Native or Indigenous: 2.63% (1)
- Black, African American: 7.89% (3)
- Multi-Racial: 21.05% (8)
- White: 68.42% (26)

HIGH UTILIZER IMPACT STUDY

Outreach Fort Collins has consistently shown that targeted service engagement and connection to long-term housing and supportive services effectively meets the needs of high risk individuals while also lowering the social and economic impacts on our community. Our housing-first approach prioritizes finding sustainable housing to provide the foundation needed to meet other ongoing needs. And effective service coordination with community partners ensures continuity of care. **These broad benefits are reflected in the reduced community impacts and increased service engagement of 10 high frequency clients who entered stable housing in 2022 and early 2023. It is expected that over time community impacts will continue to decrease as these individuals move from surviving to thriving.**

2021

Outreach Fort Collins Engagement
96 OFC CONTACTS

Fort Collins Police Services responded to
65 CALLS FOR SERVICES

\$720,096
in UCHealth charges for
137
UCHealth hospital visits

136 SERVICE ENGAGEMENTS
with SummitStone Health Partners

2022

Outreach Fort Collins Engagement
143 OFC CONTACTS

Fort Collins Police Services responded to
92 CALLS FOR SERVICES

\$1,180,809
in UCHealth charges for
110
UCHealth hospital visits

384 SERVICE ENGAGEMENTS
with SummitStone Health Partners

2023

Outreach Fort Collins Engagement
31 OFC CONTACTS

Fort Collins Police Services responded to
60 CALLS FOR SERVICES

\$66,388
in UCHealth charges for
28
UCHealth hospital visits

355 SERVICE ENGAGEMENTS
with SummitStone Health Partners

It was really hard for me many times to not just give up, you know? You guys really helped with that, because I suffer with a lot of depression and a lot of anxiety. It was really cool just to have people there like you guys to help ground me and help bring me back to reality. You guys helped on many levels.

—Tnia, OFC client

MERCHANTS

A community based outreach team is only as effective as its partners, and we have found that our relationships with local businesses have been fundamental to our success. Whenever we have the privilege of speaking with someone unfamiliar with Outreach Fort Collins, we insist on emphasizing that **OFC is not merely a homelessness organization but a community organization**, here to help as many partners as necessary in order to maintain Fort Collins as a safe and welcoming place for all people. So while our most visible role is to support and care for those experiencing homelessness, it is equally our job and our responsibility to take care of merchants, their staff, and their customers.

MERCHANT FEEDBACK

Of the 77 merchant feedback cards that were handed out, OFC has received 39 completed cards representing a variety of situations throughout the OFC coverage area.

- 100%** 100% of Merchant Respondents report that OFC intervention addressed their concerns.
- 100%** 100% of Merchant Respondents would recommend OFC to another merchant.
- 100%** 100% of Merchant Respondents report that OFC responded in a timely manner.

OFC has been an incredible asset to Fort Collins over the years. They have created more positive interactions between the unhoused population and people that regularly work in Old Town. We're lucky to have a place that can help those struggling find the necessary resources or just someone to talk to. We also really appreciate having a resource to de-escalate situations and improve our sense of community overall. Thank you, Outreach!

—Revati, Old Firehouse Books

MARK'S STORY

Each client story is unique. Mark is a client that our team got to know well, often sharing a daily hello on the same corner in downtown Fort Collins. OFC staff were able to support Mark to get connected to a variety of community resources that helped him move into his apartment in 2022.

What do you remember about working with OFC?

I remember that time I got hit by a car and my walker got smashed and I was using a shopping cart. You went and got me a new walker from disabled resources. That's the kind of thing I know you are here for. If you don't have it, you have the resources to direct people to what they need. It was nice to know there was somebody I could call as a resource to give me advice, talk me off the ledge, or just come by to give me a quick pick me up.

What do you think people need to know about Outreach Fort Collins?

I think they should know that you are here for the people in the community that need it. And without it, there would be a lot more people in a bad place. Simple things that go a long way.

What was the hardest thing about your experience on the street?

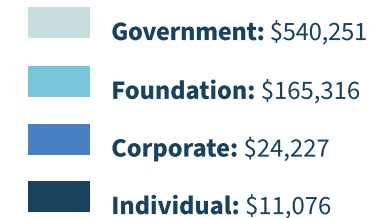
Everyday, waking up and starting off on a positive start. You have heard me say that I've never been the kind of "boo-hoo, woe is me." I've always started the day seeing what the day can bring. But it is hard to keep that spirit up, like really hard, and there were times you didn't want to slide down the rabbit hole. But due to good friends, good resources such as yourselves, I know I don't have to go down that rabbit hole.



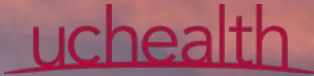
2024 INITIATIVES

- **Successful offboard from CNDC:** With the OFC Board of Directors voting in November to offboard from our fiscal sponsor Colorado Nonprofit Development Center, 2024 will be a year of dynamic change in how we do business here at OFC. There will be a lot of learning to do, a lot of relief, and probably a dose or two of failure. But the decision to become our own independent 501c3 is the right one, and we are ready to face the challenge and begin this new journey.
- **Regional collaboration:** As a result of funding from the Transformational Homelessness Response grant, OFC will be acting as consultants and trainers to outreach teams in both Greeley and Loveland, using OFC's best practices as models. Our goal is to facilitate consistency and ease of communication throughout Northern Colorado to best serve a homeless population that can often be nomadic throughout the region. While this is an exciting opportunity for us, we are called Outreach Fort Collins for a reason, and Fort Collins will always be our primary focus and stakeholder.
- **Diversify funding streams:** Funding is a challenge for every nonprofit, and OFC is no exception. Every year—if not every month—we have to ensure that the work we are doing on the streets is sustainable and built for longevity. This means not relying on existing funding streams to always be available to us; hope is not a strategy. In 2024 we will continue to dig and explore ways in which to diversify our funding streams to establish long term viability while also actively working to maintain (and impress) our current existing funders.
- **Staff retention:** In 2023, OFC conducted a comprehensive compensation study to ensure that OFC staff are adequately compensated for their work out on the streets. These studies will continue to occur every other year in order that we can retain our outstanding staff and keep the consistency and rhythm that is responsible for much of our success. OFC is only as good as its boots on the ground, and we want to keep those boots filled as long as possible with the right people, people who feel valued.

2023 FINANCIALS & 2024 BUDGET



A special thanks to our funders:



COLORADO
Department of Local Affairs
Division of Housing


 **COMMUNITY FOUNDATION**
OF NORTHERN COLORADO



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