



**OUTREACH**  
FORT COLLINS

# 2024 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.



DEAR FRIENDS AND SUPPORTERS,



Who and what comes to mind when you think of the words community and belonging? In all likelihood, the word community conjures up images of a group of people with a shared experience, or culture, or geographical location. Those images likely include families, groups of individuals, workplaces, schools, churches, sports teams, and more.

Key to feeling like you belong to any given community usually correlates to the purpose and function you might feel within the context of that community. Late in 2024, I was fortunate enough to be extended an invitation to join the Outreach Fort Collins community as their first Executive Director as a newly formed 501(c)3 nonprofit organization. As I join the organization and as a new resident of Fort Collins, I am eager to develop my own sense of community here through this role, both professionally and personally.

As I sat down to prepare this year-in-review for 2024, having only been a part of the OFC family for the final few weeks of the year, I couldn't help but reflect on the various groups and individuals that we here at OFC serve. Most obvious of course is the outreach work that our specialists conduct with individuals and families experiencing homelessness and/or other crises.

Perhaps less obvious, but equally important, is how OFC is positioned to respond to the concerns of businesses, merchants, visitors, and the general public overall. When we show up, we are able to best advocate for our friends and neighbors, taking into consideration the needs of all involved.

In short, we build community. We develop community.

As we reflect on the massive successes of 2024, I am eager to venture into 2025 with a renewed sense of what it means to be a part of this community—of socially responsible, concerned members of a larger group who see the value and worth in bringing all partners to the table in a spirit of collective problem-solving, conducted through meaningful and intentional dialogue and rapport building.



Warmly,

*Jonathan LaMare*

Jonathan LaMare

2024 BOARD INFORMATION

Eddy Hopkins, Board Chair

Pastor, Peak Community Church  
EHopkins@peakchurch.org

Alyssa Stroup, Board Vice Chair

Director of Emergency Services,  
UCHealth  
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Hannah Baltz-Smith, Board Secretary

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Downtown Development Authority  
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Manager, Independent Financial  
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Sergeant Annie Hill

Homeless Outreach and Proactive  
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Jackie Marks

Murphy Center Director, Homeward  
Alliance  
Jackie@homewardalliance.org

2024 HIGHLIGHTS

- **501(c)(3):** Through much hard work and the dedication of our former director, staff, and board, Outreach Fort Collins transitioned to an independent nonprofit in June. For our initial 8 years, OFC was a project of the fiscal sponsor Colorado Nonprofit Development Center. Independence is important because people can now give directly to Outreach Fort Collins and we have increased control over our long-term sustainability.
- **Regional Collaboration:** Outreach Fort Collins received a Transitional Homelessness Response grant that has allowed us to position ourselves as collaborators and consultants for our partners. Locally, we are working with newly developed outreach teams in Greeley and Loveland. We have also collaborated with outreach teams in Denver, Cañon City, and Southern Colorado.
- **PIT Count:** Every year we participate in the Point In Time count, a federally mandated survey of people experiencing homelessness. In 2024, OFC continued to serve as the lead agency for the unsheltered count in Fort Collins, working with and organizing our many partners to conduct a thorough and comprehensive survey throughout all of Fort Collins.
- **New Executive Director:** In September, Brad Rhoda transitioned away from OFC. We are incredibly grateful for his leadership in a time of organizational growth. In November, we welcomed our new Executive Director, Jonathan LaMare. Jonathan brings more than a decade of nonprofit experience to OFC and is excited to learn and grow with the team at OFC.

OUR STAFF (Left to Right)

Back Row: Andy Sprain, Wes Wicklund, Jonathan LaMare, Michele Girard, Dylan Shanty, Sonya Ryan, Lisa Dunworth  
Front Row: Kaylee Wieczorek, Carly Cavalier, David Hughes  
Not Pictured: Cheyenne Reed



RESPOND

Responded to community calls 1,911



ENGAGE

Engaged with unique clients 1,116



CONNECT

Connected through immediate needs education and resources 2,910



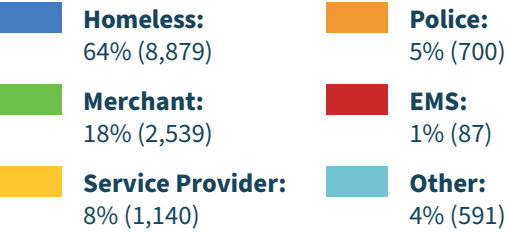


COMMUNITY OUTREACH

Outreach Fort Collins strives to positively impact everyone we encounter, whether someone experiencing homelessness, a local business owner, first responder, service provider, or other community member, we pride ourselves on always being ready to respond. OFC staff prioritize deep listening, working to understand each person’s unique circumstance and need. By building strong relationships throughout the community, OFC has a nuanced understanding of the interconnected challenges of homelessness and is well positioned to mitigate impacts for both individuals and the wider community.



TOTAL ENGAGEMENTS: 13,936



RESPOND

1,911 CALLS RECEIVED

528 calls required response  
1,383 calls resolved over the phone

ENGAGE

1,116 UNIQUE CLIENTS

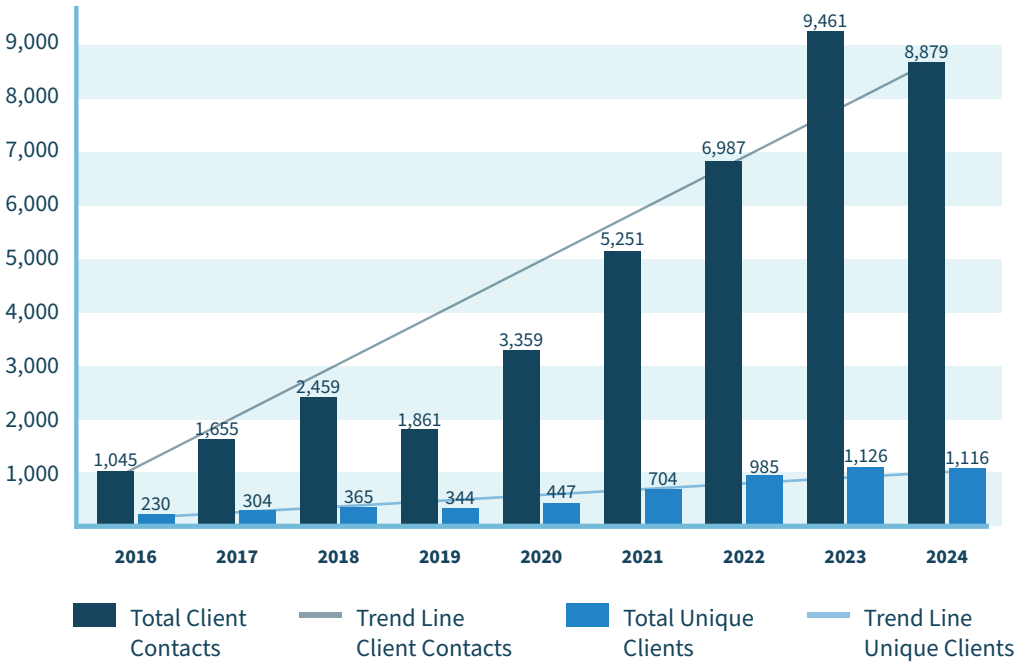
543 unique businesses  
151 unique service agencies

CONNECT

1,584 SERVICE COORDINATION CONTACTS

328 completed agency referrals  
25 clients connected with housing

CLIENT ENGAGEMENT 2016 - 2024



“

“OFC staff is out on the street every day building relationships with clients and connecting them to services they need. Some of these people might not have otherwise sought out the services we provide at Murphy Center if not for the work OFC staff put in. We are proud to work side by side with Outreach Fort Collins to help empower people going through homelessness to survive, move forward and thrive.”

—Jackie Marks, Homeward Alliance

”





## CALL RESPONSE

At Outreach Fort Collins, we pride ourselves on being ready to respond. Every call we receive is an opportunity to make a connection—whether it is an individual looking for information on local shelters, a family member looking for a support network, a downtown business worried about someone on the corner, or a community member reporting someone having a rough day. In each case, our team listens with care and respect to identify the appropriate response. By providing the right resource for the right situation, we create a more efficient and effective response system for our entire community including ensuring first responders are available for emergency situations.

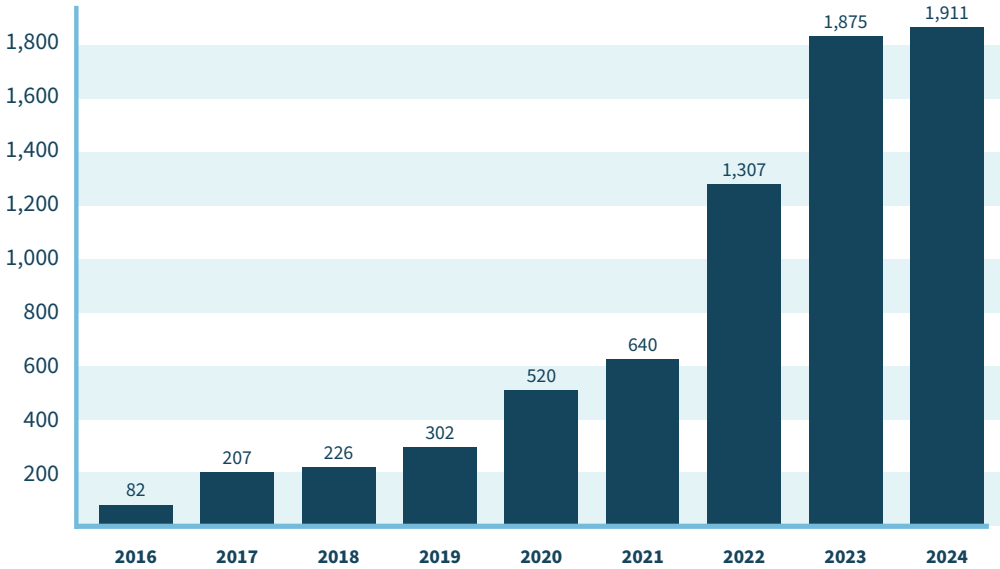
**9 MIN 35 SEC**  
AVERAGE RESPONSE TIME

**99%**  
OF CALLS RESOLVED  
WITHOUT ADDITIONAL FIRST  
RESPONDER INVOLVEMENT



- Disruptive Behavior:** 28% (527)
- Resource Inquiry:** 25% (474)
- Service Coordination:** 18% (354)
- Safety Concern:** 16% (314)
- Other:** 13% (242)

## INCOMING CALLS 2016 - 2024



- Merchants:** 40% (769)
- Clients:** 21% (392)
- Police & EMS:** 15% (288)
- Community Members:** 13% (258)
- Service Providers:** 11% (204)





- American Indian, Alaska Native or Indigenous: 3.8%
- Asian/Pacific Islander: 0.3%
- Black/African American: 4.8%
- Hispanic/Latina/e/o: 2.4%
- Multi-Racial: 19.1%
- Native Hawaiian/Pacific Islander: 0.3%
- White: 69.3%

# CLIENTS

Outreach Fort Collins works with some of our community’s most vulnerable individuals – folks experiencing chronic homelessness and navigating a variety of unmet physical and behavioral health needs. Often these individuals are unsheltered and disconnected from available resources. Supporting our clients requires first building trust and rapport. Knowing that each individual is the expert on their situation, our staff works to empower clients to make choices based on their strengths. Our engagement seeks to strengthen individual dignity and together we work to remove barriers that stand in the way of receiving the help they need.

53%  
OF 2024 CLIENTS  
NEW TO OFC

34%  
REDUCTION IN  
UNSHELTERED  
CLIENTS

94%  
HOUSING  
RETENTION OVER  
LAST TWO YEARS

# RON'S STORY

Outreach Fort Collins staff first met Ron in the summer of 2023 after he was referred to OFC by the Fort Collins Police Services’ HOPE team. Though Ron had been experiencing homelessness for many years and was dealing with complications from cancer diagnoses, our engagements with him were the first connection he had with community resources. During our time working together, OFC was able to play a unique role supporting Ron. Our team took the initial steps to get him connected to a housing resource and then ultimately stepped back in to provide hands on case management to complete the necessary steps to find and secure permanent housing. We are grateful to see Ron settled into his new space as he continues his battle with cancer.

“The people that I have met through the Outreach program . . . all have a good heart and are willing to go backwards for people to try to get what we need done. I think it is a great thing for people who really need it.”

—Ron, former OFC client



# RON'S PATHWAY TO HOUSING

85  
CLIENT CONTACTS  
WITH OFC STAFF

5  
REFERRALS TO  
PARTNER AGENCIES

139  
CONTACTS WITH OTHER  
SERVICE PROVIDERS TO  
COORDINATE RON'S CARE





# MERCHANTS

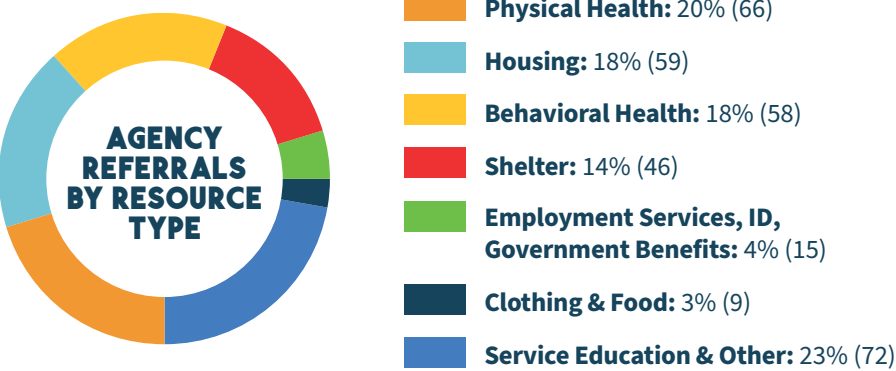


Engaging with the merchant community is built into our DNA at Outreach Fort Collins. In 2024, we had 2,539 contacts with merchants, accounting for 18% of our total contacts. Businesses called for our support on the street 769 times, accounting for 40% of our total calls. Often, merchants are the eyes and ears of OFC, calling on us whenever our support is needed.

Ginger and Baker, with whom we have worked closely since November 2017, is a trusted partner. Their Director of Events and Community Engagement, Kate Cooper, served on the OFC board for 4 years. Ginger and Baker continues to support us with a very generous in-kind donation of meeting space throughout the year. And thanks to the inclusion of OFC information in their staff orientation, their team frequently calls when there are concerns. The success OFC has achieved wouldn't be possible without the commitment of businesses like Ginger and Baker.

# SERVICE PROVIDERS

As a street-based outreach team, Outreach Fort Collins depends on dedicated service provider partners to provide the direct services our clients need. Our job is to be on the streets. We collaborate closely with our partners working in shelters, the court systems, physical and behavioral healthcare, and more to address the barriers our clients face. For example in October, 2024, Loveland Street Outreach was launched as a partnership of City of Loveland, Homeward Alliance, and SummitStone Health Partners. Outreach Fort Collins has been a key collaborator in the program's upstart. Through conversation and shared outreach, we have provided insight into our unique approach to outreach, emphasizing the importance of community collaboration to effectively meet individual needs.



“Supporting unhoused individuals requires a joint effort with many local partners to design and provide the resources that are unique to every situation. We look forward to continued success and positive impact across the Loveland and Fort Collins communities being served.”

—Dr. Megan Hencinski, SummitStone Health Partners





“True community health thrives when partnerships are formed across sectors—like the collaboration between the CHP and OFC. Together, we address the whole person, not just their immediate needs, and work toward lasting health, stability, and dignity for those most vulnerable. We look forward to continuing to collaborate, educate, and lift up our community members through our partnership with OFC and help in supporting the amazing work their program does.”

—Beth McGhee, Poudre Fire Authority



67  
CALLS DIVERTED BY POLICE  
DISPATCH TO OFC

218  
REFERRALS TO OFC FROM  
FIRST RESPONDERS

124  
CLIENT CONNECTIONS TO  
PHYSICAL AND BEHAVIORAL  
HEALTH SERVICES

## FIRST RESPONDER

Since Outreach Fort Collins began, we have aimed to reduce inappropriate calls for emergency responders. In 2024, we received 841 calls for safety concerns and disruptive behavior; 99% of those calls were handled without additional first responder involvement. Historically these calls would have gone to dispatchers, and on to first responders. By providing rapid response to safety concerns and disruptive behavior, we effectively mitigate situations and support clients with the appropriate level of care. Our involvement enables police, fire, and EMS resources to prioritize response for emergency situations throughout the community.

In early 2024 Poudre Fire Authority launched a new Community Health Program. This program pairs an EMT with clinicians from SummitStone Health Partners and focuses on folks who are frequent utilizers of emergency medical systems. As a result of our presence on the street and our strong rapport with disconnected clients, OFC has been able to identify individuals with significant unmet medical needs and coordinate with the Community Health Program to provide on-the-street care. This partnership underscores the vital importance of collaborative efforts to meet the complex impacts of those experiencing homelessness in our community. We look forward to this growing partnership and the increased opportunity for care to happen on the street.



## HIGH ACUITY CASE STUDY

High acuity clients, often experiencing chronic homelessness and complex needs, regularly utilize a disproportionate share of community resources. Outreach Fort Collins recognizes the importance of targeted intervention for these individuals, focusing on personalized support and coordinated care with area providers. The following case study follows five high acuity clients, each of whom exited homelessness in 2023. The reduction in community impacts and increased engagement with supportive services in 2024 illustrates the impacts of OFC’s approach, demonstrating how strategic engagement, connection to stable housing, and ongoing supportive services can lead to significant positive change.

2022	2023	2024
78 Outreach Fort Collins Engagements	65 Outreach Fort Collins Engagements	9 Outreach Fort Collins Engagements
66 Police Services contacts resulting in 8 citations or arrests	47 Police Services contacts resulting in 9 citations or arrests	13 Police Services contacts resulting in 0 citations or arrests
19 Poudre Fire Authority calls for services	12 Poudre Fire Authority calls for services	4 Poudre Fire Authority calls for services
\$537,523 in UCHealth charges for 47 Emergency Department visits	\$423,492 in UCHealth charges for 66 Emergency Department visits	\$23,447 in UCHealth charges for 5 Emergency Department visits
217 check ins at Murphy Center for Hope	166 check ins at Murphy Center for Hope	125 check ins at Murphy Center for Hope
59 service engagements with SummitStone Health Partners	31 service engagements with SummitStone Health Partners	133 service engagements with SummitStone Health Partners

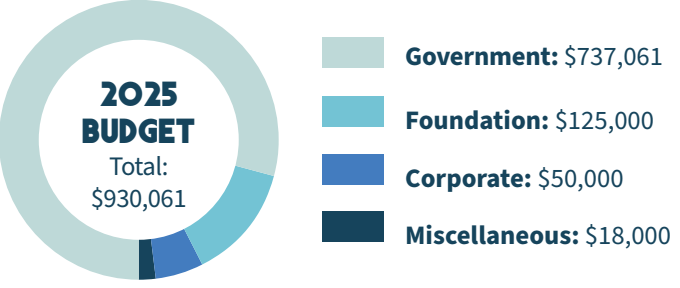
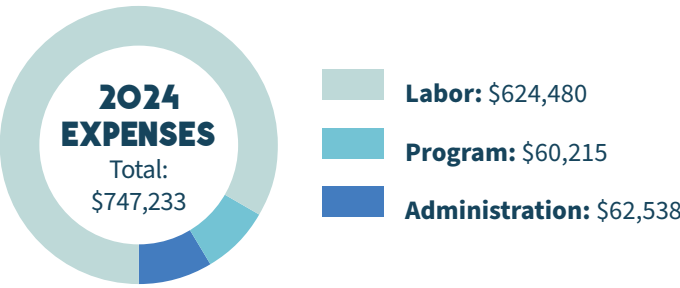
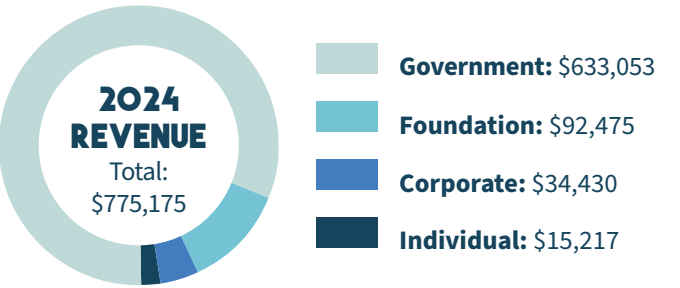
While this case study represents clients with whom OFC has been highly engaged, we recognize the dedicated individuals in other organizations who are also a part of these accomplishments. Our collective work, and the positive outcomes associated with it, are reflective of the concerted efforts of the wider community: service providers, healthcare systems, emergency responders, the Northern Colorado Continuum of Care, and most importantly, **our newly-housed clients who are the “why” behind it all.**



2025 PRIORITIES

- **Strengthen Community Engagement and Build Partnerships:** We aim to increase awareness of OFC through targeted and consistent community presentations locally, regionally, and potentially nationally. Additionally, we have partnerships throughout our community and leaning into those partnerships will help grow our programs and support throughout the region.
- **Increase Funding and Diversify Revenue Streams:** Funding landscapes look different than they have in years past. We aim to become more nimble in our revenue strategies to ensure the ongoing sustainability, growth, and success of OFC. Our many valued and trusted funders are imperative to the success of our efforts, and cultivating these relationships while establishing new ones is our best way forward.
- **Enhance Program Impact and Evaluation:** We look forward to developing more rigorous practices around program evaluation and design knowing there is always room for growth and improvement.
- **Expand Digital Presence and Marketing:** Leveraging technology in an increasingly digital world, OFC looks forward to elevating our social media presence while telling the story of OFC, and our clients, in an ethical and client-centered manner.

2024 FINANCIALS & 2025 BUDGET

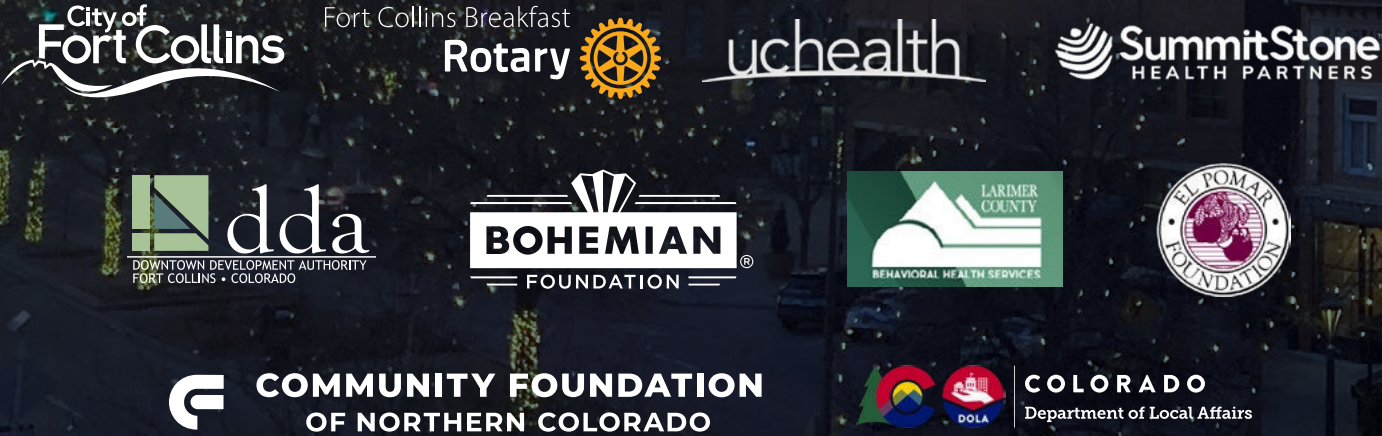


DONORS & FUNDERS

Individual and small business donor support for 2024 included the generosity of some 50+ charitable contributions. We are also grateful for the many local businesses, churches, and other organizations with whom we work so closely for the betterment of our local community.

Abigail Wiley	Debra Kelly	Jessica Emmett	Matt Mulch
Alex Supinski	Dellenbach Motors	Jocelyn Gentry	Old Town Square Properties
Alyssa Bamonti	Emily Harms	Jonathan LaMare	Pam Brewer
Andy Sprain	Finley Sutton	Kate Homme	Quresh Latif
Anonymous	Ginger and Baker	Kristy Clark	Ryan McShane
Barbara Dunworth	Ginny Sawyer	Kylie Massman	Sarah Mason
Beth Williams	Guys Who Give Larimer County	Lauren Nau	Scott Sprain
Beth Yonce	Hank Dougherty	Lila Hickey	Susan Hayes
Brandon Zelasko	Hannah Baltz-Smith	Linda Philips	The Cupboard
Caleb Carlson	James Hulings	Lisa Dunworth	The Unity Church
Carey and Nancy Hewitt	Janna Dickerson	Lise Thomas	Vicki Woods
Cherilee Blurbaugh	Jennifer Dayton	Marilyn Fitch Herrmann	
Christian Wearsch		Mary Rasch	

A special thanks to our funders:







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Outreach Fort Collins



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