



2025

YEAR IN REVIEW

MISSION STATEMENT:

Reducing the impacts of homelessness through collaborative, compassionate street-based outreach.



OUTREACH
FORT COLLINS

DEAR FRIENDS AND PARTNERS:



As I reflect on the past year and look forward toward 2026, I am struck by the profound milestone that Outreach Fort Collins (OFC) is celebrating ten years of service. A decade ago, we began as a small pilot project with a simple but critical goal—to meet community members where they are, address concerning behaviors and unmet needs, and build lasting connections to support. Today, we are established as a trusted community resource, a testament to what can happen when we commit to the steady, incremental work of building trust on the streets.

From the beginning, collaboration has been at the core of our impact. From the diverse group of stakeholders convened as the original task force to the dynamic partnerships that we now leverage on a daily basis, OFC is a community-solution to community needs. We recognize that the challenges surrounding homelessness are not felt in isolation; they affect the vibrancy of our community, the capacity of our emergency systems, and the well-being of our neighbors. These are shared challenges that require shared solutions.

After working at OFC for over 8 years, first as an outreach specialist, then as a program supervisor, and now as Executive Director, I know our work matters. I know it makes a difference. Our work is made up of a myriad of small moments that build towards meaningful connection and

lasting change. This 2025 Year in Review reflects the power of partnership and the impacts of our collective effort.

Last spring, the board and staff gathered for a series of strategic planning conversations and together we crafted OFC's first ever vision statement: **A thriving, caring, and inclusive community.** This statement was not the product of endless wordsmithing but rather a quick consensus reflecting what OFC is all about. This vision is not a destination we reach alone, but a shared commitment to our partners, our clients, and our community. For the last 10 years, we have shown that together we can move beyond temporary fixes to create lasting stability.

As we move into our next decade, OFC's commitment to this collaborative spirit is stronger than ever. Please join us in celebrating this milestone and help us build a thriving, caring, and inclusive community for years to come.



With gratitude,

A handwritten signature in black ink, appearing to read "Andy Sprain".

Andy Sprain
Executive Director

2025 BOARD INFORMATION

Josh Beard, Board Chair

Owner/Manager Mulberry Max and Bullfrog Wine and Spirits
joshmbeard@gmail.com

Brian Ferrans, Board Vice Chair

Deputy Executive Director of Acute Care, SummitStone Health Partners
brian.ferrans@summitstonehealth.org

Hannah Baltz-Smith, Board Secretary

Debra Kelly, Board Treasurer

Vice President, Financial Center Manager, SouthState Bank
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Jackie Marks

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Felicia SmithGraybeal

Rector, St. Paul's Episcopal Church
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Alyssa Stroup

Director of Emergency Services, UCHHealth
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2025 HIGHLIGHTS

- **Document Readiness :** Our team significantly expanded our capacity to support clients in obtaining identifying documentation necessary for applying for employment, benefits, and housing. This effort included multiple staff certifying as public notaries, registering as an exceptions processor with the Colorado Department of Revenue, and partnering with the Murphy Center to provide a physical and mailing address. By addressing various administrative barriers, we are working to ensure that the lack of identification does not stand in the way of stability for our clients.
- **National Alliance to End Homelessness (NAEH) Conference:** For the first time, several OFC staff traveled to Washington DC for the annual conference of the National Alliance to End Homelessness. It was an opportunity to gather with service providers, advocates, and policymakers to exchange evidence-based best practices and to learn from thought leaders in homeless response around the country. We look forward to future opportunities for our team to present our unique approach to collaborative community outreach.
- **Justice Involved Clients:** Our team continues to grow our network of support for individuals who are involved in the justice system. We are active participants in Stone Soup, a collaborative service provider program hosted by the Larimer County Jail. We are also regular participants in a new bi-monthly resource fair. Both have increased our access to work with clients who are in jail and are preparing for release. While we recognize that homelessness and justice involvement are not synonymous, we are working to ensure that great support networks are in place for clients as they navigate the legal system.
- **Community Support:** Thanks to the generous support of our community, individual donor contributions to Outreach Fort Collins reached an all-time high in 2025. A huge thank you for providing the financial support necessary to sustain our daily street presence and deepen our impact across Fort Collins.

OUR STAFF (Left to Right)

Back Row: Sonya Ryan, Dylan Shanty, David Hughes, Andy Sprain, Wes Wicklund
Front Row: Kaylee Wieczorek, Carly Cavalier, Cheyenne Reed, Lisa Dunworth



RESPOND

Received community calls **1,986**



ENGAGE

Engaged with unique clients **1,008**



CONNECT

Connected through immediate needs education and resources **2,906**



COMMUNITY OUTREACH

At the core of Outreach Fort Collins is a commitment to being a consistent and reliable presence out on the streets. This year, our team continued the daily practice of building trust and rapport with everyone we engaged with—unhoused and housed community members, local merchants, first responders, city departments, and service providers. By meeting everyone at their unique point of need and prioritizing deep, empathetic listening, we work to mitigate the interconnected challenges of homelessness while fostering creative solutions. Through this steady engagement, we continue to bridge existing gaps and establish sustainable connection to services throughout our community.



TOTAL ENGAGEMENTS: 12,006

RESPOND

1,986 CALLS RECEIVED

587 calls required response
1,399 calls resolved over the phone

ENGAGE

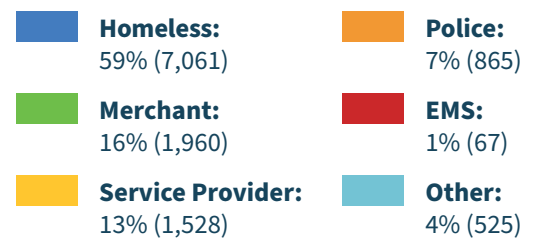
1,008 UNIQUE CLIENTS

407 unique businesses
172 unique service agencies

CONNECT

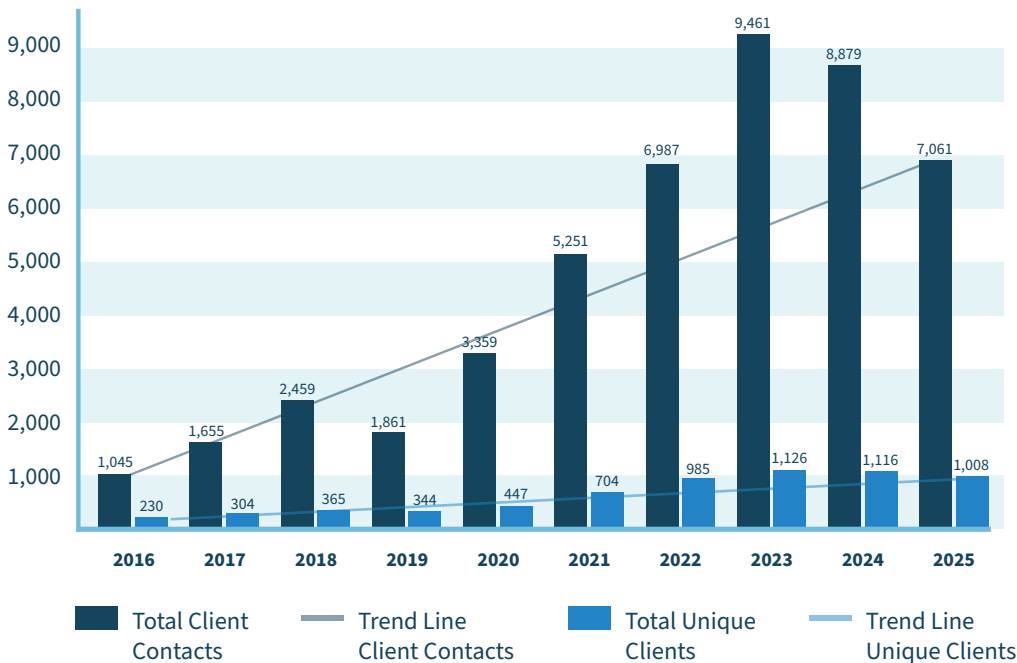
2,338 SERVICE COORDINATION CONTACTS

435 completed agency referrals
40 clients connected with housing





CLIENT ENGAGEMENT 2016 - 2025



“Outreach Fort Collins has made a meaningful impact in Old Town Square by connecting individuals experiencing homelessness with resources, support, and compassionate human interaction. Their consistent presence and commitment to dignity-centered outreach have helped create a safer, more supportive environment for both those in need and the broader community.”

—Troy Soukup, Old Town Square Properties



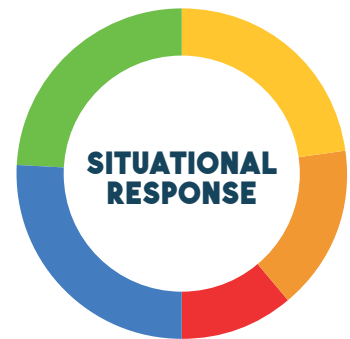


SITUATIONAL RESPONSE

Since our program launched in 2016, Outreach Fort Collins has been available to respond to a variety of community needs, working to address non-emergency situations so that our community’s first responders can prioritize their primary task of public safety. Many of these calls can be resolved over the phone—answering questions about available services, coordinating care with service partners, or being a listening ear when someone is overwhelmed and not sure what next step to take. Our team is also ready to respond in the moment, whether to deescalate disruptive situations, conduct a safety check, or connect with someone in a moment of crisis. Whatever the situation, our team shows up with care, compassion, and the tools needed to make a meaningful difference.

9 MIN 17 SEC
AVERAGE RESPONSE TIME

98%
OF CALLS RESOLVED
WITHOUT ADDITIONAL FIRST
RESPONDER INVOLVEMENT

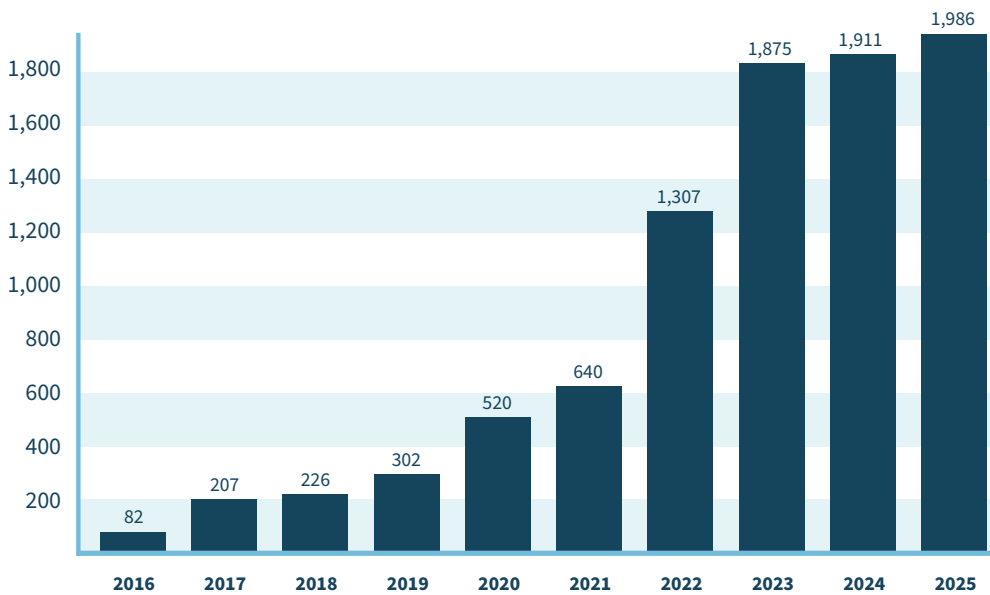


TOTAL CALLS: 1,986

- **Resource Inquiry:**
26% (520)
- **Service Coordination:**
24% (475)
- **Disruptive Behavior:**
23% (464)
- **Safety Concern:**
16% (319)
- **Other:** 11% (208)



INCOMING CALLS 2016 - 2025



- **Merchants:** 33% (661)
- **Clients:** 22% (435)
- **Police & EMS:** 17% (342)
- **Service Providers:** 17% (328)
- **Community Members:** 11% (220)

JOURNEYS TO HOUSING

In 2025, 40 individuals enrolled in OFC programs were connected to various long term housing solutions.

24

AVERAGE NUMBER OF CONTACTS FOCUSED ON BUILDING RAPPORT

13

AVERAGE NUMBER OF IMMEDIATE NEEDS RESOURCES

3

AVERAGE NUMBER OF REFERRALS

7

AVERAGE NUMBER OF OFC CONTACTS WITH SERVICE PROVIDERS TO COORDINATE CARE

158

AVERAGE DAYS ENROLLED IN PROGRAM TO HOUSING OUTCOME

DEEPENED SERVICE COORDINATION

At Outreach Fort Collins, we often describe ourselves as connectors. Many of the individuals we encounter are disconnected from critical supports and services. They often face significant barriers to accessing services and sustaining engagement. Our role is to meet people where they are—addressing immediate, in-the-moment needs while simultaneously building pathways toward long-term stability and connection.

Over the past year, our team has continued to expand our capacity and deepen our expertise to better support each individual's unique journey. By strengthening our skills, partnerships, and coordination efforts, we are helping ensure that short-term assistance leads to lasting, meaningful connections within the broader system of care.

BARRIER

Lost ID, Income Blocked

INTERVENTION

Bank Access Without ID

SUPPORT

Document Recovery Navigation

OUTCOME

Pathway to Independence

“This past summer we helped a client whose disability payment was being held because he had lost his state ID and could not verify identity through other means. We reached out to a trusted community banking partner to open a bank account (made possible without an ID due to documented disabilities) and had his income directly deposited into that account. This allowed our team to provide the long-term support needed to navigate the complex process of recovering the necessary vital documents required to obtain a state ID. Because a state ID is a prerequisite for housing and employment, this intervention did more than solve a bank issue—it restored a pathway to independence.” —Carly

BARRIER

Isolation and Stigma

INTERVENTION

Consistent Trust-Building Presence

SUPPORT

Meaningful Conversation, Shared Strategies

OUTCOME

Connection Enables Next Steps

“For years, we have walked alongside a client whose experience with schizophrenia and public stigma often left him feeling isolated. While early engagements were brief and sometimes unproductive, our consistent presence offered reassurance and built a foundation of trust. We recently were able to speak with him for quite some time. He shared what it felt like to be unhoused with schizophrenia—naming the fear, exhaustion, and general misunderstanding he faces on a daily basis. Together we were able to talk about what is helpful on the harder days and identified potential next steps for resource connection. These conversations are a reminder that community can ease the symptoms of mental health disorders and that together we can work through difficult things.” —Cheyenne

TRAVIS' STORY

Location matters—and so does timing.

Travis was a client who found himself stuck in Midtown Fort Collins; disconnected from supportive services in other areas of town. Managing movements across town with loads of belongings, unreliable transportation, and unknown people made it tough to remain connected. It wasn't that Travis was unwilling, but navigating the barriers alone made any forward progress difficult. It is this disconnected space that our team fills.

It was easy to build rapport with Travis. He recently recalled that it was our consistency in being seen that opened doors for a trusting relationship. "You guys were always excited to see us! You talk to us like we're human beings—people seeing people." During those engagements, Travis shared the struggles of his situation, the hopes for his future, as well as his sweet guitar licks. Through all of it, we were able to work together toward stable housing.

Since he moved in, Travis has remained connected with our team and the supportive network in his apartment. He is steadfast in his pursuit of sobriety, looks to enter higher education, checks in with his mom over the phone often, and now plays his guitar inside—plugged into an amp turned up to 11, of course. All of which he says is possible because he now has a roof over his head and a door he can close.



TRAVIS' JOURNEY

48
CLIENT CONTACTS
WITH OFC STAFF

6
REFERRALS TO
PARTNER AGENCIES

29
OFC CONTACTS WITH
SERVICE PROVIDERS TO
COORDINATE CARE



REGIONAL COLLABORATION

Collaborative relationships are central to Outreach Fort Collins' ability to connect individuals with the support they need. Leveraging the support of a Transformational Homelessness Response grant from the Colorado Department of Local Affairs, our partnerships have expanded beyond Fort Collins. This grant has allowed us to build strong working relationships with street outreach teams in Loveland and Greeley. Together our teams engaged in cross-shadowing opportunities, allowing staff to share expertise, strengthen alignment, and deepen understanding of one another's approaches in the field.

In 2025, Outreach Fort Collins convened a monthly Outreach Workgroup with representatives from all three communities. Through this collaborative forum, teams have exchanged outreach strategies, developed shared best practices, and coordinated care for individuals who move across regional boundaries. It has also allowed us to better understand emerging needs in our region. By creating space for consistent communication and joint problem-solving, we are ensuring that services are aligned and no one falls through the cracks.

Please visit outreachfortcollins.org/mission to read Northern Colorado's Regional Street Outreach Best Practices.



COMMUNITY EDUCATION

In 2025, we focused on increasing awareness and clarity of OFC services through community presentations and active engagement with our various stakeholders. While much of our work is serving those experiencing homelessness, we invite all our stakeholders to find their unique connection point to our work. In 2025, OFC presented to nearly 500 community members providing education around the impacts of homelessness in our community and best practices for navigating complex situations. Recognizing that homelessness impacts our whole community, our commitment to community education ensures that everyone—from neighbors to business owners—is invited and equipped to build a strong, more inclusive community for all.



TOTAL PARTICIPANTS: 484

- City Staff:** 95
- Small Business:** 82
- Police Services:** 40
- Service Providers:** 112
- Community Members:** 155



“Outreach Fort Collins has been an invaluable partner to Housing Catalyst’s Permanent Supportive Housing Programs. While they provide many critical services across our community, we have especially appreciated OFC’s consistent support in connecting with and assisting individuals who apply for our housing. Their team is kind, professional, responsive, and truly understands the urgency of this work. Most importantly, they follow through and get it done. We are grateful for their partnership.”

— Daniel Covey, Manager of Supportive Housing and Community Partnerships, Housing Catalyst





FORT COLLINS POLICE SERVICES & THE HOPE TEAM

“Cooperation between police and organizations like Outreach Fort Collins are essential to building safe and strong communities. Working together strengthens our shared mission to serve all members of our community with compassion and respect, ensuring that safety is not just about enforcement, but about care and long-term community well-being.”

—Police Chief Jeff Swoboda, Fort Collins Police Services



In the three years since the Fort Collins Police Service’s HOPE (Homeless Outreach and Proactive Engagement) team launched, they have become an essential partner in our efforts to reach neighbors with the most significant unmet needs. By proactively identifying individuals who are disconnected from the local service network, the HOPE team serves as a vital bridge to our support systems. This partnership has proven incredibly effective; in 2025 alone, we received 312 direct referrals from their officers, allowing us to engage many clients who might otherwise have been missed.

The true value of this collaboration is best seen in the life-changing interventions it makes possible. Recently, HOPE officers identified an individual living in their vehicle in a state of rapidly declining health and unsanitary conditions. Although this person was located within our service area, we had not yet had the opportunity to make contact. Because of the trusted relationship between our agencies, a quick notification from HOPE allowed us to mobilize a comprehensive response. We successfully coordinated with the Poudre Fire Authority’s Community Health Program to provide urgent medical support, transitioned the individual into a safe shelter environment, and are currently working on a long-term housing plan.

312
HOPE
REFERRALS

162
UNIQUE
CLIENTS
REFERRED

1,570
REFERRED
CLIENT
CONTACTS

158
AGENCY
REFERRALS
WITH HOPE
CLIENTS



COMMUNITY IMPACT CASE STUDY

Housing – particularly supportive housing – creates a ripple effect of positive change. For the individual, a home is an essential foundation for recovery and personal growth; for the community, it is a proven, cost-efficient strategy. By stabilizing our most vulnerable neighbors, we see reductions in emergency room visits and engagement with law enforcement, fostering a more sustainable system and better outcomes for everyone.

In 2024, OFC identified five individuals with frequent utilization of emergency service and prioritized these individuals for intensive service coordination. OFC contacted these individuals a total of 312 times, working to both address immediate needs while navigating barriers to long term support. OFC staff connected with 17 different partner agencies a total of 167 times to coordinate services toward permanent housing. This targeted intervention has significantly mitigated community impact while providing these individuals the stability they need to address other underlying issues and build toward lasting well-being.

94%

REDUCTION IN LAW ENFORCEMENT RECIDIVISM

In 2024, Fort Collins Police Services recorded 133 contacts resulting in 16 citations or arrests. In 2025, this was reduced to 17 contacts and 1 citation or arrest.

83%

REDUCTION IN EMERGENCY HEALTH CARE COSTS

In 2024, UCHealth reported \$508,622 in charges for 11 Emergency Department visits. In 2025, this was reduced to \$87,334 in charges for 5 visits.



2026 PRIORITIES

- **10 Year Anniversary:** 2026 marks a decade of Outreach Fort Collins! This year we are celebrating ten years of steady growth, community trust, and visible community impacts. **Save the Date: September 17, 2026**, we will host a special 10th Anniversary fundraiser to honor neighbors, partners, and supporters who have made our impact possible.
- **Specialized Youth Outreach:** We are excited to step into a new partnership with **The Matthews House** to provide dedicated outreach to youth and young adults (ages 15 - 24). By building trusting relationships on the street, our team will serve as a vital conduit to supportive services, including The Landing, one of only two youth shelters in Colorado.
- **Program Evaluation:** At OFC, we are committed to using data-driven decision making to offer high quality outreach services. We are partnering with a **University of Colorado Boulder Community-based Research Methods** class to conduct a rigorous evaluation of our programs, utilizing academic expertise to measure our long-term community impact. These insights will allow us to refine our strategies and continue delivering data-driven solutions for Fort Collins.
- **Professional Excellence & Team Sustainability:** Our impact is only as strong as the team behind it, which is why we are prioritizing sustained staff development in 2026. By investing in ongoing training and professional growth, we ensure that all staff are equipped to handle the complexities of street outreach with empathy and skill. The goal is to foster a resilient team dedicated to serving our community for years to come.

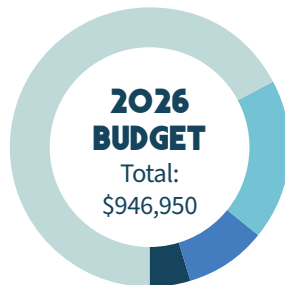
2025 FINANCIALS & 2026 BUDGET



Government:	\$807,757
Foundation:	\$86,000
Corporate:	\$42,125
Individual:	\$30,925



Labor:	\$765,444
Program:	\$45,502
Administration:	\$84,920



Government:	\$638,950
Foundation:	\$175,000
Corporate:	\$90,000
Miscellaneous:	\$43,000



DONORS & FUNDERS

The success of Outreach Fort Collins is built on the strength of our community. We are incredibly grateful for the individuals, small businesses, and faith communities whose generosity fueled our work throughout 2025. Your collective commitment provides the foundation that allows our team to show up for our neighbors and invest in the well-being of our community.

Andy Sprain	Dirk Dykson	Jess Dizmang	Matthew Millheim
Ann Russell	Douglas Eldred	Jill Schulenberg	Meg Winkler
Barbara and Ron Dunworth	ENT Credit	Jocelyn Gentry	Mulberry Wine & Spirits
Becky Ezzell	Felicia and Lyle SmithGraybeal	John Dattilo	Paula Stearns
Ben and Jerry's	Ginger and Baker	Jonathan LaMare	Pour Brother's Community Tavern
Beth Williams	Ginny Sawyer	Josh Beard	Scott and Ruth Sprain
Bill Griffith	Graham Dickson	Julie Merlino	Sizer Yerger
Carey and Nancy Hewitt	Hope Wolf	Kari and George Grossman	Skyler Cavin
Charles Mitchell	Ingrid Decker	Katherine Palmer	Stephanie Toscano
Charles Rhoades	Jade Gosar	Kelly Mistry	Susan Hayes
Cheryl and Joe Zimlich	Jan Gregory	Lauren Nau	Ted and Ellen Zibell
Cheryl Rodriguez-Marshall	Janna Dickerson	Linda Philips	Trinity Lutheran Church
Chris and Patricia Wyrick	Jean Hediger	Lisa Dunworth	Vanessa Aschmann
Debra Kelly	Jennifer Dayton	Lise Thomas	Anonymous
Dellenbach Motors	Jeremy Woodard	Marie Walker	
Dena Ewan		Marilyn Fitch Herrmann	

10 YEAR REFLECTION

2026 marks our 10 year anniversary at OFC, and I have had the pleasure of being part of this dynamic program since day one. We started with a brilliant idea, enthusiasm, phones, and computers and have built a thriving non-profit where we get to be leaders in the homeless response system in Northern Colorado.

We have had so many people make an impact on the work we get to do here: the innovative task force who worked on creating and forming the idea of what we would be and what we could do for our community; the merchants, officers, service providers, and neighbors who have put their trust in us; board members who have guided and supported us; the varied, unique, and passionate people who have worked here; and of course, the reason we all have gotten into this work, the hundreds of clients who have trusted us and allowed us to be part of their journey. Each person we encounter through this work marks our agency and helps us to become a better version of Outreach Fort Collins.

Over my time here, I have grown as a social worker, just as we have grown and matured as an organization. We started as a tiny team with a tiny footprint, and grew to a thriving team of 10 that continues to evaluate unmet needs in our community. We have built systems and standards, and created mechanisms for tracking our data to show the profound work we are doing. We have become experts in the work of outreach and more recently we are helping new outreach programs across Colorado, and the country.

Outreach Fort Collins will continue to grow and change. 10 years ago, I never could have imagined we would be where we are today. We have worked so hard to create systems and processes to support not only our community's most vulnerable members, but also to strive to make Fort Collins a safe and welcoming place for all. I am so lucky to be in this agency, doing this work, with an incredible team and getting to support folks in the way we do.

—Lisa Dunworth, Community Partnerships and Behavioral Health Manager

A special thanks to our funders:



Fort Collins Breakfast



COLORADO Department of Local Affairs



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