

Outside In



2023 IMPACT REPORT



Welcome Dedicated Community,

I hope this letter finds you well and filled with a sense of gratitude that I am experiencing as we approach the culmination of another meaningful year. I am honored to celebrate with you the highlights and accomplishments that have shaped our organization's 2023 Impact Report.

WE KNOW THAT OUR COMMUNITY – OUR WORLD – IS GRIEVING AND MANAGING THROUGH COMPOUNDED TRAUMA. IMPACTS OF THE PANDEMIC CONTINUE. WE PAY WITNESS DAILY TO MASS GENOCIDE. WE ARE FORCED TO GRAPPLE WITH BROKEN SYSTEMS AND STRUCTURES. AS WE ACKNOWLEDGE ALL THAT NEEDS TO BE INVESTED IN AND FIXED, WE HAVE AN UNPRECEDENTED OPPORTUNITY TO REBUILD EQUITABLY AND CREATE LASTING CHANGE. THE PAST YEAR, EVERYONE AT OUTSIDE IN HAS BEEN EXPERIENCING AND NAVIGATING THIS DUALITY OF EXCEPTIONAL STRUGGLE AND UNPARALLELED HOPE.

In 2023, we embraced a year of rebuilding. To increase accessibility and affirming care, we remodeled our downtown clinic lobby, brightened the Day Program space with a fresh coat of paint and brand-new washers and dryers, and upgraded the exterior of our Harm Reduction Services site with a community artist-created mural. I am also elated to share Outside In has a fully embodied leadership team. In the past 12 months, we have been honored to promote into place a new Development Director and Youth Services Director, and land an exceptional Associate Executive Director, Behavioral Health Director, Human Resources Director, and—for the first time in our history—an Equity Director. We are poised for opportunities to strengthen and define our collective work with this team.

In 2023, we continued to provide access to low barrier healthcare, harm reduction services, housing, warm meals, and education and employment services to those experiencing houselessness, poverty, and intersectional forms of marginalization. Our healthcare team conducted over 17,000 visits, providing essential medical care, expanded transgender and gender diverse affirming care, and harm reduction support. Our Mobile Medical team established 3 new partnerships in the span of 5 months and are providing primary medical care to new areas that greatly increased access to our services. Our East Clinic recently added pediatric services. More than 900 transitional-age youth experiencing houselessness accessed services, developed skills, and moved towards building greater futures with empowerment from our Youth Services. Our growing Behavioral Health team remained committed to holistic care, serving more than 8,000 clients, ensuring every individual receives the support they need to regain, increase, and maintain their health.

None of our achievements would be possible without the unwavering support of humans like you. You may have volunteered your time, contributed financially, or shared our mission with others. Please accept my deepest gratitude.

As we embark on 2024, I am filled with optimism for our future. The challenges ahead may be great; so too is our collective resolve to create a world where everyone has the opportunity to flourish.

Thank you for your continued partnership, and I look forward to our shared journey in the coming year.

Together on the edge, deserving to thrive!



KIKU JOHNSON

Kiku Johnson (he/him)
Executive Director, Outside In

WE HELP HOMELESS
YOUTH
AND OTHER
MARGINALIZED
PEOPLE
MOVE TOWARDS
IMPROVED HEALTH
AND SELF-SUFFICIENCY.

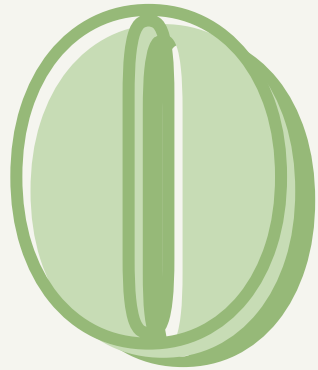




PROGRAMS

Youth Services

Drop in Day Program	Housing Assistance
Case Management Services	LGBTQIA+ Services
Hot Meals & Food Pantry	Education Resources
SNAP & Nutrition Education	Employment Resources
Substance Use Peer Services	On-Site Transitional Living Program



Health Services

Primary Health Care	Transgender & Gender Diverse Health Services
Drug Users Health Services	STI Testing, Counseling, & Treatment
Substance Use Peer Services	Preventive Care
Dental Care	Minor Surgery
Onsite Pharmacy	On-site Labs
Reproductive Health Care	X-ray Referrals
Disease Management	Medication Assisted Treatment



Behavioral Health Services

Outpatient Counseling
Dialectical Behavior Therapy (DBT)
Assertive Community Treatment (ACT)



YOUTH services

WE'RE READY WHEN YOU NEED US.

We provide a safe space for young adults experiencing homelessness to get the services they need - when they need them.

969

Youth experiencing homelessness accessed services, developed skills, and built futures



“

**We are not our worst moment.
We are every choice that follows.**

**- OUTSIDE IN RECOVERY ORIENTED SUPPORTS
AND ENGAGEMENT (ROSE) CLIENT**

”

745

Youth found safety off the streets and healthy meals in our Day Program

210

Youth received recovery oriented supports

110

Youth accessed safe and stable housing

81

Youth received education support

93

Youth received employment support



Health Services

WE'RE A CLINIC FOR EVERYONE.

We're a Federally Qualified Healthcare Center (FQHC) that provides comprehensive, integrated health care services for youth beginning at age 13 and adults of all ages – including seniors.

17,194

Total appointments

4,601

Patients received primary care services

2,877

Patients living in poverty

1,321

Patients identifying as transgender or gender non-conforming

1,851

Patients identifying as LGBTQIA+

877

Patients who are unhoused or unstably housed

“ Our team continues its legacy of providing low-barrier, trauma informed services to diverse and at-risk populations. This year we relaunched our Client Advisory Board, expanded our harm reduction sites and further invested in culturally-specific services and on-site interpretation for medical appointments. ”
- KATHLEEN CARTER, HEALTH SERVICES DIRECTOR



harm reduction

Outside In's Injection Drug Users Health Services (IDUHS) promotes health and healing for people who are using injection drugs. This program is guided by a harm reduction model - we believe everyone deserves respect and is a valued member of the community.

3,157

Clients received harm reduction services

1,139,966

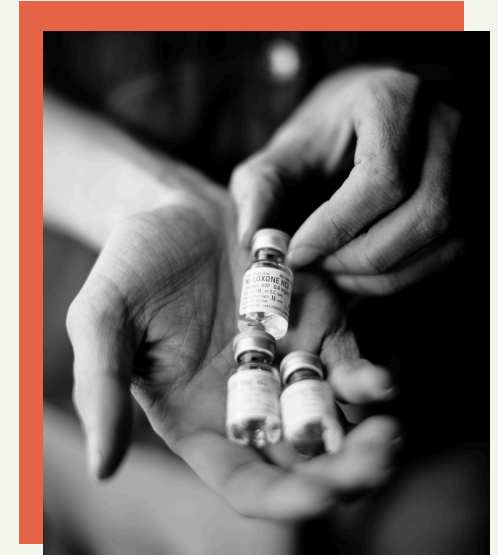
Clean needles distributed

3,760

Naloxone kits distributed

518

Overdoses reversed



“Harm reduction is about showing up with love and hope for people who use drugs. Providing these services helps our community to heal.

-HAVEN WHELLOCK, IDUHS PROGRAM SUPERVISOR

”

pharmacy

Outside In's low barrier, on-site pharmacy is designed to serve our patients who are most in need. Located in our downtown clinic, we work closely with all patients to ensure they understand their medications and receive the care that they deserve.

1,552

Pharmacy patients served

19,055

Total prescriptions filled

1,325

People received assistance enrolling in health insurance



school based health center

Outside In operates a School Based Health Center – or SBHC – at Milwaukie High School. SBHCs ensure that all students have access to the affirming and comprehensive health care they need, when they need it. Outside In's SBHC offers an integrated model of health care, meaning that students can access primary care, behavioral health care, and dental care all in the same place. At Milwaukie High School, students can access care at the SBHC any time, and can often be seen by a provider almost immediately.

1,703

Total appointments

447

Patients accessed services

19,443

Pounds of food distributed at SBHC food pantry

998

Households served at SBHC food pantry



mobile medical

Outside In provides health care and medical services at several outreach locations throughout the Portland area with our mobile medical unit.

467

Total appointments

300

Patients accessed services



behavioral health services

GET TRAUMA INFORMED TREATMENT.

We teach ways to reduce negative health consequences that don't require abstinence.

8,195

Total appointments

191

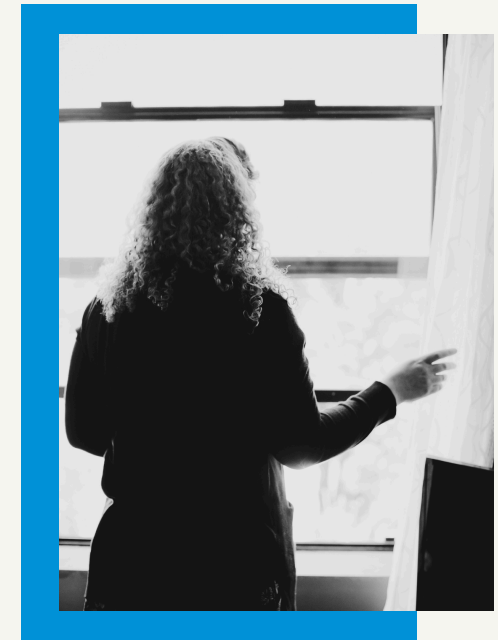
Clients received intensive mental health and / or substance use treatment

“

The Behavioral Health team believes in the capacity for healing and growth. Our team is exceedingly knowledgeable and professional. However, the secret sauce is our approach that blends best practice with care and love. Our clients feel safe to connect, come back and risk change.

-JANET BARDOSSI, BEHAVIORAL HEALTH DIRECTOR

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95%

Of clients agreed that the Outpatient Program meet their needs related to gender identity

85%

Of clients agreed that the Outpatient Program meet their needs related to their racial identity

78%

Of clients reported that the Outpatient team contains people they consider to be their peers

72%

Of clients agreed that their treatment addressed how their substance use might be connected to their mental health



volunteer engagement

YOUR TIME AND TALENT MAKE A DIFFERENCE.



122 volunteers gave
8,561 hours of their time,
valued at **\$254,690**

“

I love volunteering [in the Café]. Every time I leave my heart is full. The clients are so funny, smart, and sweet. I never wanted kids, and now I have 50 teenagers.

- JESSICA, OUTSIDE IN VOLUNTEER

”



development overview

Giving by Designation

\$1,639,025 **\$682,313**

Area of Greatest Need

Health, Behavioral Health,
Youth Services

Capital Projects

\$85,000 **\$9,243**

Housing Remodel (TLP)

Furniture for Transitional
Living Program (TLP)

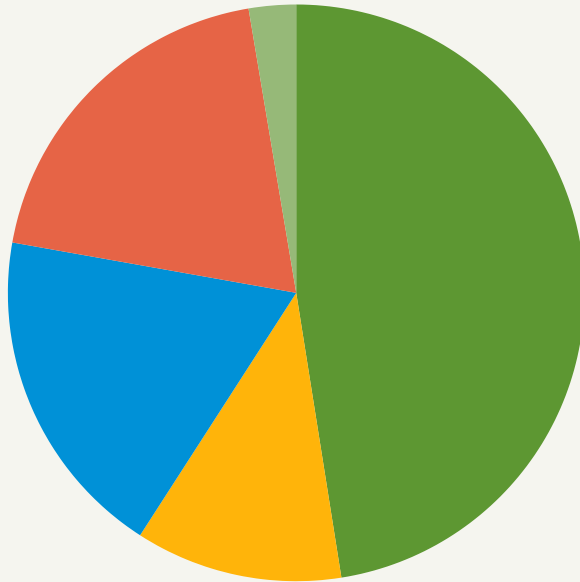
“
Your investment in the kind of community
you want to live in truly makes a
difference in this critical work. Thank you.
-JUSTINE ZIEGLER, DEVELOPMENT DIRECTOR
”

\$2,415,581
TOTAL GIVING



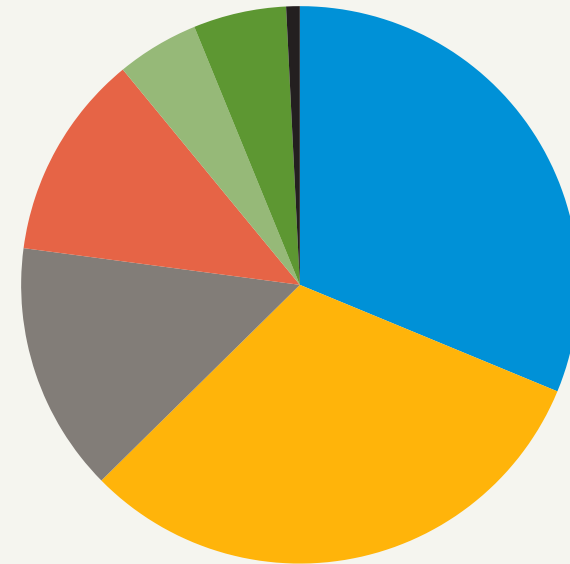
finance overview

operating expenses



● Clinic & Health Services	\$10,082,833
● Behavioral Health Services	\$2,465,212
● Youth Services	\$3,967,720
● Management & General	\$4,151,927
● Development	\$561,671

revenue and support



● Federal Funding	\$6,614,924
● Medical & Behavioral Health Services	\$6,642,746
● Multnomah County	\$3,067,857
● Contributions	\$2,528,957
● Other Contracts & Fees	\$1,011,179
● State of Oregon	\$1,141,294
● Gifts in Kind	\$166,596



SINCE 1968, WE'VE PROVIDED
A SAFE, SUPPORTIVE, AND
INCLUSIVE PLACE FOR
HEALTH CARE, ALONG WITH
SERVICES TO HELP THE
UNDERSERVED AND PEOPLE
EXPERIENCING
HOMELESSNESS ACHIEVE
INDEPENDENCE.





together

on the edge