



# IMPACT REPORT 2020

Outside In 

# HEALTH SERVICES



**5,358**

patients received primary care services



**27,078**

appointments

**1,633**

patients experiencing homelessness

**1,485**

LGBTQIA+ patients

**913**

transgender patients

**96%**

of patients living in poverty



*“The COVID-19 pandemic has forced the medical community to be innovative. The most notable change at Outside In has been the implementation of telemedicine. The ability to meet with a medical provider remotely lessens the many barriers our patients face when accessing health care, such as safety, transportation, and time off work.”*

~ Meghan Brinson, ND  
Medical Director

**841**

patients accessed care at our School Based Health Center and Mobile Medical Vans

**555**

clients received laser tattoo removal treatment

**578**

clients served at our Complementary and Alternative Medicine Clinic

**1,342**

people received assistance enrolling in health insurance

## SYRINGE EXCHANGE

**4,155**

clients received harm reduction services

**1,868,710**

needles exchanged

**429**

overdoses reversed

## PHARMACY

**1,820**

patients served

**16,269**

prescriptions filled

# YOUTH SERVICES

979

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

838

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

141

accessed safe and stable housing

219

participated in education and job training

141

identified as transgender or gender nonconforming

*"When COVID-19 changed the Portland landscape in March, food insecurity became more visible. We responded by creating our food resource team. This team swiftly launched our Food Box and Free Food Market programs, which have improved food security in a safe, accessible way. We could not do this work without the support of our community partners, whose compassion and resources make our work meaningful and possible."*

*~ Whitney Shervey, Emily Droge, & Rachel Cain  
Members of Outside In's Food Resource Team*



*"The staff in the Behavioral Health Department are some of the most adaptable, creative, and determined people I know - and they are great in a crisis. These teams have worked so hard in really challenging circumstances, and, like everyone else, they are exhausted. Despite this, they continue to show up with passion and determination to support our clients and to be there for one another."*

*~Amanda Antenucci  
Behavioral Health Director*

# BEHAVIORAL HEALTH SERVICES

159

clients received intensive mental health and substance use treatment

11,405

client appointments conducted by behavioral health staff

100%

of participants in our Outpatient Counseling program reported that staff believe they can grow, change, and recover

82%

of our DBT program participants reported that they use skills they learned in treatment in their daily lives

# PHILANTHROPY AND VOLUNTEERS

**Total Giving \$2,184,096**

## Giving by Designation

**\$725,339**

Health, Behavioral Health, and Youth Services

**\$1,212,157**

Area of Greatest Need

**\$246,600**

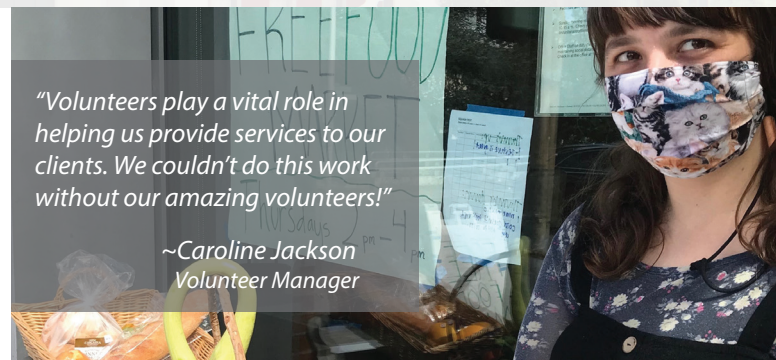
Outside In East Clinic Capital Project

*"We are incredibly grateful for our fierce community of compassionate and generous supporters. Through your gifts of money, time, and ideas, you bring hope, safety, and transformation to so many people.*

*Mil gracias."*

*~Patricia Patrón  
Executive Director*

**248** volunteers gave  
**14,670** hours of their time  
valued at **\$399,024**

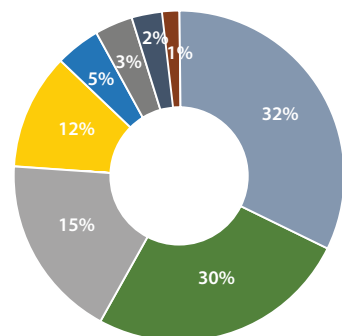


*"Volunteers play a vital role in helping us provide services to our clients. We couldn't do this work without our amazing volunteers!"*

*~Caroline Jackson  
Volunteer Manager*

## FINANCIALS

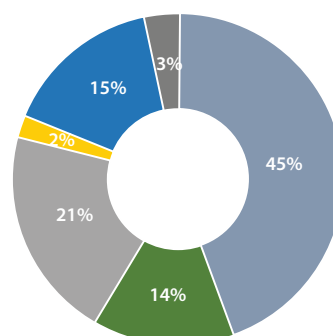
### Revenue and Support



Federal Funding	\$5,304,344
Medical & Behavioral Health Services	\$4,826,130
Multnomah County	\$2,524,040
Contributions	\$1,995,792
Other Contracts & Fees	\$744,570
State of Oregon	\$443,494
Gifts In-Kind	\$292,640
Virginia Woof Dog Daycare	\$162,003

**TOTAL REVENUE AND SUPPORT \$16,293,013**

### Operating Expenses



Clinic & Health Services	\$7,104,505
Behavioral Health Services	\$2,151,390
Youth Services	\$3,296,939
Virginia Woof	\$334,640
Management & General	\$2,459,882
Development	\$535,148

**TOTAL OPERATING EXPENSES \$15,882,504**