



# IMPACT REPORT 2021

Outside In 

Dear friends,

This past year continued to challenge all of us. And yet, we still witnessed hope and love every day through the dignity and strength of our community members who suffer the most.

I'm deeply proud of Outside In. Throughout the pandemic, wildfires, ice storms, and civil unrest, our doors have remained open to provide critical, many times lifesaving, medical and behavioral health care, harm reduction, and supportive services to people who needed us more than ever.

Youth were welcomed into our day program for a nutritious warm meal, supported with finding a home, and encouraged and guided to achieve their education and employment goals. Our behavioral health clinicians offered virtual counseling visits, ensuring clients didn't have disruptions in their treatment throughout the pandemic. Syringe exchange clients received over two million clean needles, accessed hygiene supplies, and were always welcomed with a warm smile. And patients visited our clinics – in-person and virtually – to receive preventive care, treatment for chronic diseases, essential screenings, substance use treatment, medications, and so much more.

When COVID-19 vaccines became available, our team jumped in to create new work plans that would ensure everyone had access to them. We offered vaccines to patients and community members visiting our downtown clinic and those accessing mobile services at the Clackamas Service Center. We also collaborated with community partners to provide vaccines to our most vulnerable neighbors who live outside. This work could not have been possible without our amazing volunteers who stepped up to support vaccination efforts.

In September of 2020, we opened our new health and wellness clinic in the Rosewood neighborhood of East Portland. Over the past year we have become a certified reproductive health clinic and launched pediatric health services – increasing access to these much-needed health services in the community. And as we look ahead to the coming year, we are excited to soon be launching prenatal and postpartum care at our east county clinic!

Outside In is able to do the work we do because of you, our community. Whether you are a volunteer, make a donation to support our work, take action on an advocacy initiative, send in a holiday gift for a young person, or are a community partner working with us to ensure everyone receives the care and compassion they deserve – your support of Outside In matters and extends our partnership to build a thriving community.



Thank you,

A handwritten signature in black ink that reads "Patricia Patrón". The signature is fluid and cursive, with a long horizontal line extending from the end.

Patricia Patrón

# HEALTH SERVICES

3,394

patients received  
primary care services

22,915

total appointments

2,932

patients living in  
poverty

863

patients who are  
unhoused or  
unstably housed



*"Staff at Outside In moved swiftly and with great effort to provide high-quality access to COVID-19 vaccines. Outside In worked compassionately with the community to ensure concerns were addressed and health care needs were met. We thank everyone who allowed us to be a part of their journey in getting the COVID-19 vaccine."*

*~ Eddie Rodriguez,  
Outside In Medical Assistant and  
Vaccine Program Manager*



606

transgender and  
gender non-  
conforming patients

450

patients accessed  
care at our mobile  
medical van

1,128

LGBTQIA+ patients

391

patients accessed  
care at our School-  
Based Health Center



# HEALTH SERVICES

## SYRINGE EXCHANGE

3,441

clients received harm  
reduction services

2,899,689

needles distributed

1,340

naloxone kits  
distributed

296

overdoses reversed

## PHARMACY

1,402

patients served

14,026

prescriptions filled

## INSURANCE ENROLLMENT

948

people received assistance  
enrolling in health insurance



*"I feel safe at Outside In. I see doctors at Outside In's clinic. I love the doctors. They are kind and respectful."*

*~ Outside In Patient*



# YOUTH SERVICES

## 1,012

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

## 735

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

## 154

youth accessed safe and stable housing



*"With Outside In's help, I applied to one of the most rigorous software training programs in the country. I earned scholarships. Outside In connected me with a mentor in the tech industry who also identifies as gender non-binary, which was so helpful, and I graduated on time. Last spring, I got my first job as a Development Operations Engineer, and I moved into my own apartment! I think about travel, and maybe writing a book someday. I see a whole world ahead of me."*

*~Ollie  
Outside In Youth Client*

## 242

youth received recovery-oriented supports

## 82

youth received education support

## 86

youth received employment support





# BEHAVIORAL HEALTH SERVICES

175

clients received intensive mental health and substance use treatment

10,751

client appointments conducted by behavioral health staff

62%

increase in Outpatient Program clients who identified as healthy overall after six months of treatment

55%

increase in Outpatient Program clients who had a stable place to live after six months of treatment

*"A means to housing is always the first step toward any therapeutical healing. My experience in RISE means working with youth who have histories of homelessness, drug use, mental illness, and trauma. What permanent supportive housing does for our youth is provide low barrier access to a housing voucher and the opportunity to get into a new stable home. It also allows our program to provide intensive coordinated services in order for the client to be successful in their goals, maintain housing, and look for competitive employment. Ultimately most clients reach their independence, which is a joy to see."*

~Rey Lugo

Outside In Housing Case Manager



96%

of clients agreed that the Outpatient Program meets their needs related to gender identity

88%

of clients agreed that the Outpatient Program is a place that affirms their racial identity

93%

clients agreed that staff are sensitive to their cultural background

86%

clients agreed that staff believe they can grow, change, and recover

# DEVELOPMENT AND VOLUNTEERS

Total Giving **\$3,423,841**

## Giving by Designation

**\$2,167,176**

Health, Behavioral Health, and Youth Services

**\$1,195,065**

Area of Greatest Need

**\$61,600**

Outside In East Clinic Capital Project

**82** volunteers gave **3,041** hours of their time valued at **\$86,790**.

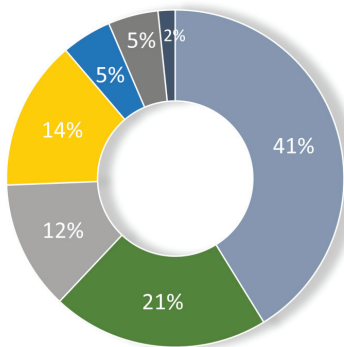


*"Volunteering in the Café is so much more than I could have imagined. My experience has been more rewarding than just showing up week after week to wash dishes, cook lunch, and prep dinner."*

- Linda Colwell  
Café Assistant

## FINANCIALS

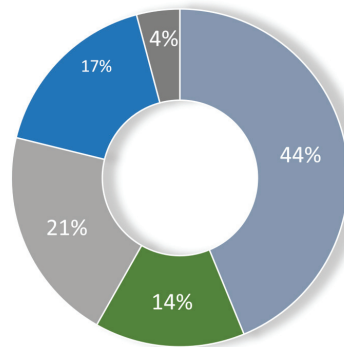
### Revenue and Support



Federal Funding	\$7,934,069
Medical & Behavioral Health Services	\$4,006,168
Multnomah County	\$2,382,415
Contributions	\$2,766,900
Other Contracts & Fees	\$924,883
State of Oregon	\$925,475
Gifts In-Kind	\$314,096

**TOTAL REVENUE AND SUPPORT** **\$19,254,006**

### Operating Expenses



Clinic & Health Services	\$6,769,446
Behavioral Health Services	\$2,229,181
Youth Services	\$3,188,679
Management & General	\$2,623,435
Development	\$640,891

**TOTAL OPERATING EXPENSES** **\$15,451,632**

*"We appreciate our donors for their continuous support. The growth in revenue puts Outside In in a strong financial position to continue providing critical services to the community. The sustainability of these programs is a key priority. We will continue to leverage our donations and organizational resources, while ensuring accountability and transparency at all times"*

~Terry Ndifuanja  
Outside In Finance Director