

The background of the entire page is a complex arrangement of various geometric shapes. On the left, a large light green quarter-circle is positioned in the upper half, and a smaller blue circle is in the lower half. In the center, there is a vertical column of shapes: a blue semi-circle at the top, followed by a red circle, a yellow semi-circle, a yellow arc, and a stack of four circles (two red, two green) at the bottom. To the right of the center, there is a large green semi-circle, a light green circle, and two blue arcs at the bottom. The top right features a green leaf icon. The text "Outside In" is centered at the top, and "2023 IMPACT REPORT" is at the bottom left.

# 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.

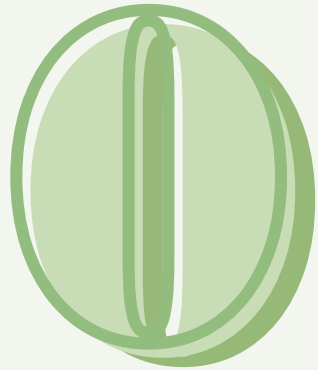




# PROGRAMS

## 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





## 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**

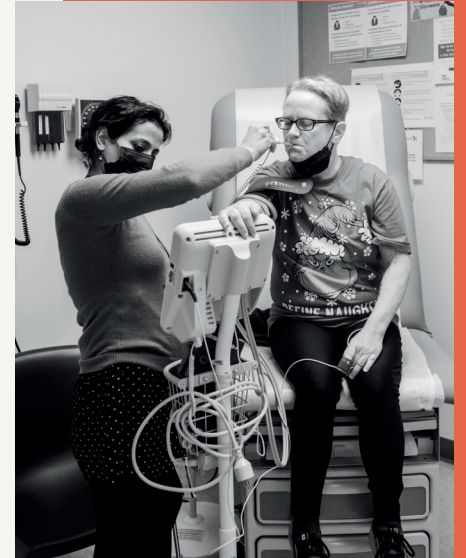
Patients identifying as  
LGBTQIA+

**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 WHEELLOCK, 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**

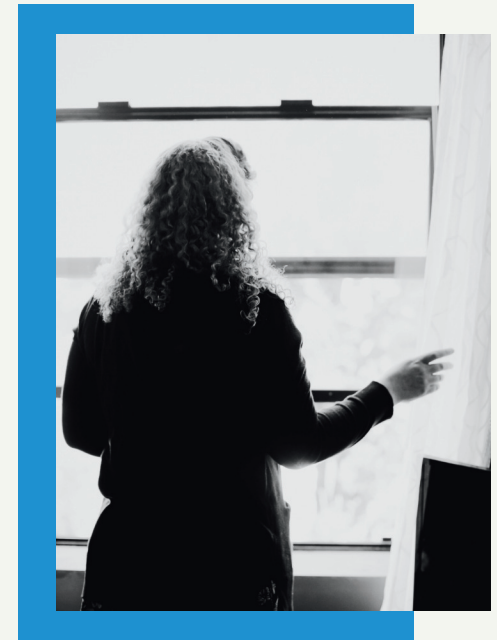
Clients received intensive  
mental health and / or  
substance use treatment

“

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

”



**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<sup>1</sup>

## 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)

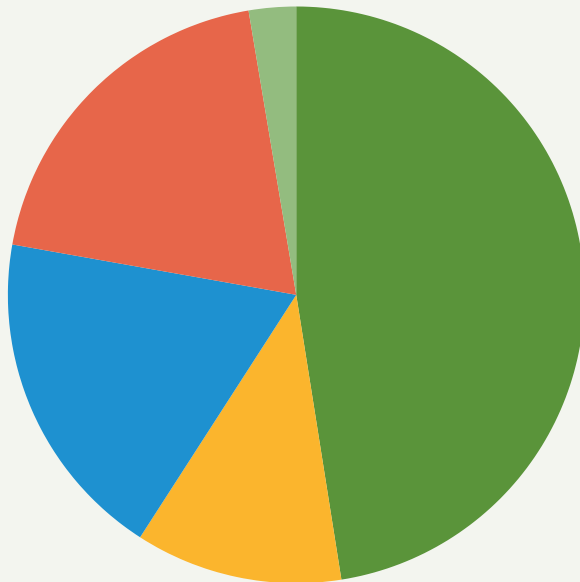
“Your investment in the kind of community you want to live in truly makes a difference in this critical work. Thank you.  
-JUSTINE ZIEGLER, DEVELOPMENT DIRECTOR”

**\$2,415,581**  
**TOTAL GIVING**



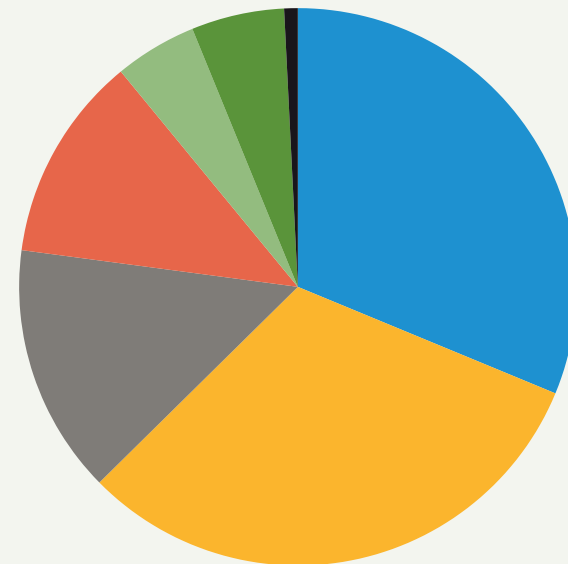
# **finance** **overview**

## operating expenses



<span style="color: green;">●</span> Clinic & Health Services	\$10,082,833
<span style="color: yellow;">●</span> Behavioral Health Services	\$2,465,212
<span style="color: blue;">●</span> Youth Services	\$3,967,720
<span style="color: red;">●</span> Management & General	\$4,151,927
<span style="color: lightgreen;">●</span> Development	\$561,671

## revenue and support



<span style="color: blue;">●</span> Federal Funding	\$6,614,924
<span style="color: yellow;">●</span> Medical & Behavioral Health Services	\$6,642,746
<span style="color: grey;">●</span> Multnomah County	\$3,067,857
<span style="color: red;">●</span> Contributions	\$2,528,957
<span style="color: lightgreen;">●</span> Other Contracts & Fees	\$1,011,179
<span style="color: green;">●</span> State of Oregon	\$1,141,294
<span style="color: black;">●</span> 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