

Outside In



2025
IMPACT
REPORT

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ORGANIZATION OVERVIEW

For almost 60 years, Outside In has transformed thousands of lives by breaking the cycles of chronic homelessness, poverty, and poor health among Portland communities. We know that no one service or intervention by itself leads to lasting change. It is the combination of caring and experienced staff, integrated health care and social services, affirming and trauma-informed spaces, and treating people with dignity and respect that changes lives.



HISTORY

Founded in June 1968, Outside In was one of the first free community health clinics in the U.S. Originally established to serve Portland's "alienated youth," the organization has continued to expand services based on the needs of clients and patients, including substance use disorder treatment, access to food, education and employment support, onsite and community-based housing, medical services for adults, and more.

MISSION & VALUES

Outside In has grown tremendously since its early days, now operating out of seven different locations, employing nearly 200 staff members, engaging approximately 150 volunteers, and serving more than 10,000 people every year. Despite all that growth and expansion, the organization's values remain the same:

- Compassion
- Courage
- Responsiveness
- Acceptance
- Service
- Persistence

CLINIC & HEALTH SERVICES

AT A GLANCE

21,819
total appointments

across clinic sites (Downtown, East Portland, and School Based Health Center)



"I'm dedicated to making healthcare accessible to everyone, especially those who have fallen through the cracks of our medical system."

- Outside In Medical Provider

5,709
patients

received primary care services

4,040
patients

lived at or near the federal poverty line

CLINIC IMPACT

BY THE NUMBERS

PATIENT POPULATION

4,040

patients at or near the federal poverty line

1,488

patients identified as being unhoused or unstably housed

9.7%

of Downtown patients used interpretation services

INTEGRATED BEHAVIORAL HEALTH (IBH)

1,712

patients received brief intervention counseling

29.9%

of all patients engaged in IBH services

18.5%

of total visits involved IBH services



"I liked that the provider was very thorough. She listened very well to my concerns and to any questions I had. Everyone, including the reception staff and the medical assistant, seemed very friendly, caring, and respectful."

– Clinic Patient

SUBSTANCE USER ENGAGEMENT SERVICES

5,461
Naloxone
(Narcan) kits distributed to
reverse opioid
overdoses

1,712
clients
14% increase from 2024

1,405
overdose
reversals thanks to
community
access to and
training



102
HIV tests
administered continuing
proactive
public health
efforts

1,247,507
safer use
supplies distributed to
help prevent
infectious
diseases

3,350
referrals
made for additional
services

PHARMACY

\$1,049,850.62

in prescription cost savings through our
onsite pharmacy

1,602

patients served
through the pharmacy

23,306

prescriptions filled through
the pharmacy



SCHOOL-BASED HEALTH CENTER

AT MILWAUKIE HIGH SCHOOL

1,531

total appointments

418

students ages 5-21 accessed medical, dental, and behavioral health services at the SBHC

21,705 lbs. of food distributed through the SBHC food pantry

8,308 students and community members from 1,057 households accessed the SBHC food pantry

19% of SBHC patients used interpretation services in 8 different languages, 93% of patients who used interpretation services were Spanish-speaking

EAST CLINIC

1,594 patients received primary care at
the East Portland Clinic



5,717 total appointments

“It was a positive environment to get the best
care possible”

- Clinic Patient



YOUTH SERVICES

1,171

youth accessed services, developed skills, and built futures with us

215
youth

received recovery support

147
patients

accessed case management services



FOOD SERVICES

517

youth found community and access to wholesome meals

14,411

meals served, ensuring adequate nutrition for youth to take steps toward their futures

6,174

individuals accessed the Downtown food pantry

567

community members accessed the Downtown Free Food Market

118

community members accessed food through our partnership with Africa House

148,384

pounds of food distributed through the Downtown food pantry

17

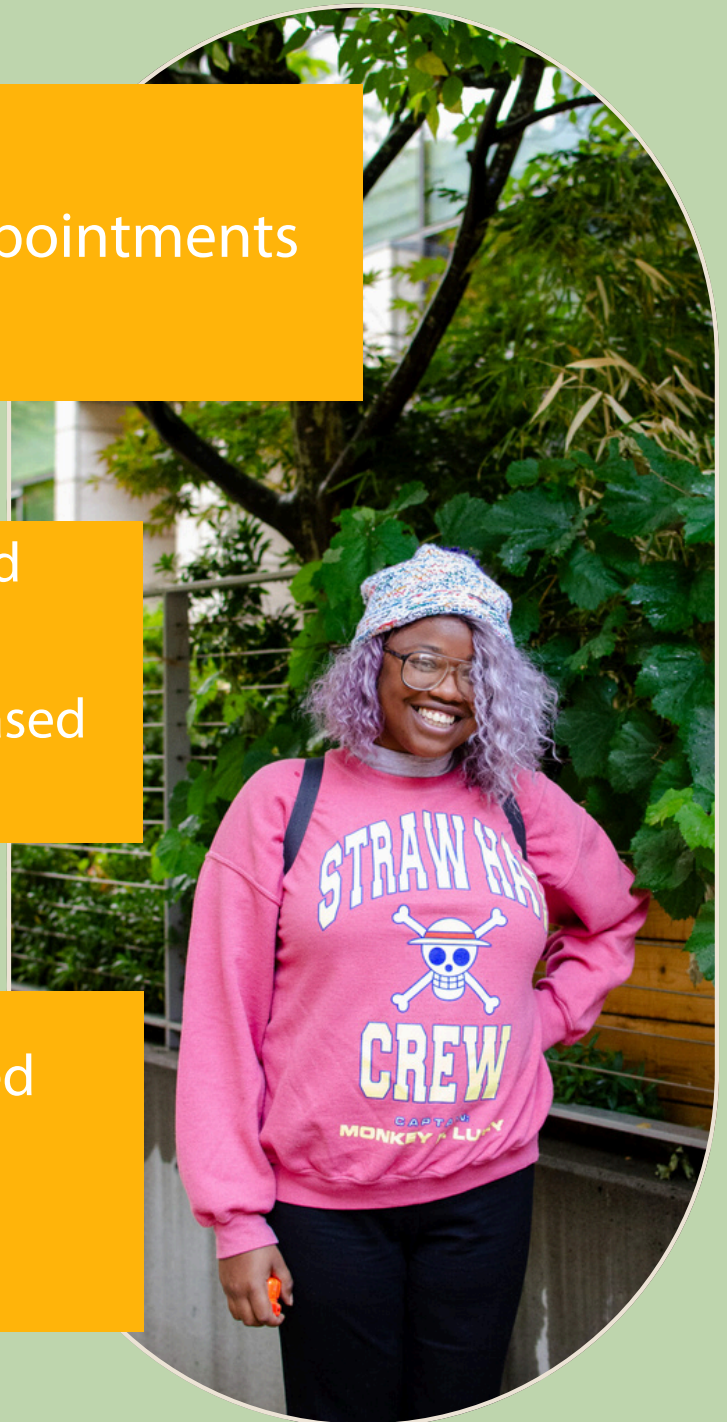
community partnerships supported access to food

BEHAVIORAL HEALTH SERVICES

6,012 total appointments

54 clients received wraparound, community-based treatment

95 clients received outpatient counseling



BEHAVIORAL HEALTH SERVICES

1,080+ client-facing hours delivered by staff

242 clients received intensive behavioral health and/or substance use treatment

96% of substance use clients returned for continued treatment



THE HEART OF OUTSIDE IN

PARTICIPANT VOICES

“

Even after everything I've been through, someone sees me for what I'm worth. And that's all I need.

-Youth Client

”

“

Knowing I have someone to call means so much.

-Substance Use Disorder Client

”

“

I'm very grateful to the staff here that try their best to help me. They're easy to talk to.

-School Based Health Center Patient

“

Staff took my concerns seriously and took a holistic approach. They protected me. They believed in me.

-Former Youth Client

”

“

Outside In has challenged me to believe in my own capacity to help others, provided me opportunities to grow, and has altered the trajectory of my life for the better.

-Former Clinic Patient

”

“

I love how easy it is to get to the Health Center, and I don't have to wait hours for a doctor to see me.

-School Based Health Center Patient

”

THE HEART OF OUTSIDE IN PARTICIPANT VOICES

“ Even after everything I've been through, someone sees me for what I'm worth. And that's all I need...
-Youth Client ”

“ I'm usually scared of doctors, but I feel a lot better here.
-School Base Health Center Patient ”

“ Outside In has helped make it easy to take care of myself for a change. I'm working toward goals. I'm excited and proud of myself!
-Youth Client ”

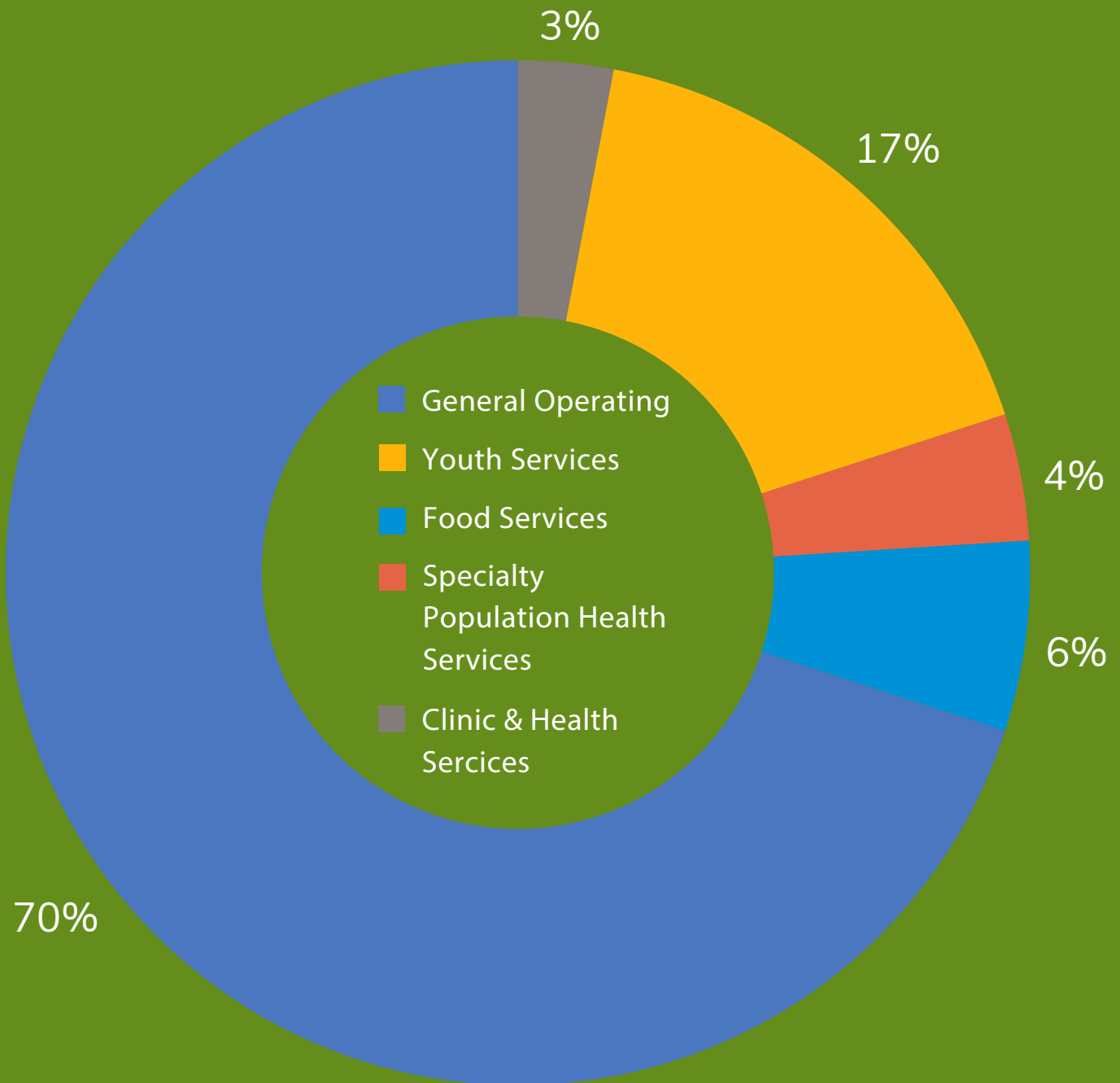
“ I feel accepted and like I always have people to look to here.
-School Based Health Center Patient ”

“ Youth Advisory Council is the place where I feel empowered to make my ideas come to life.
-School Based Health Center Patient ”

“ My past is part of who I am today, and Outside In has a place in my heart that speaks to who I am and how I got here.
-Former Youth Client ”

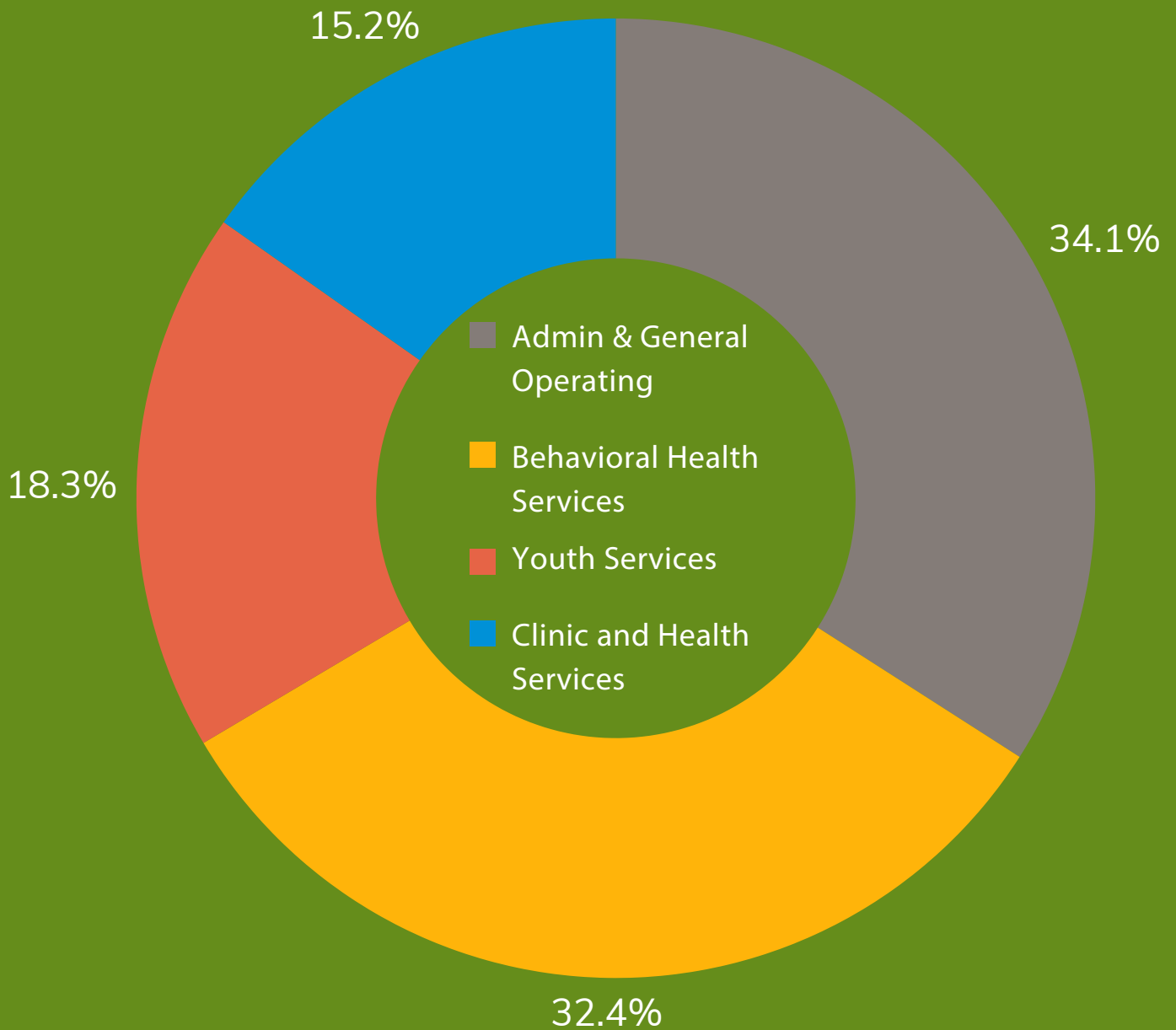
FUNDRAISING

\$2,029,202.84



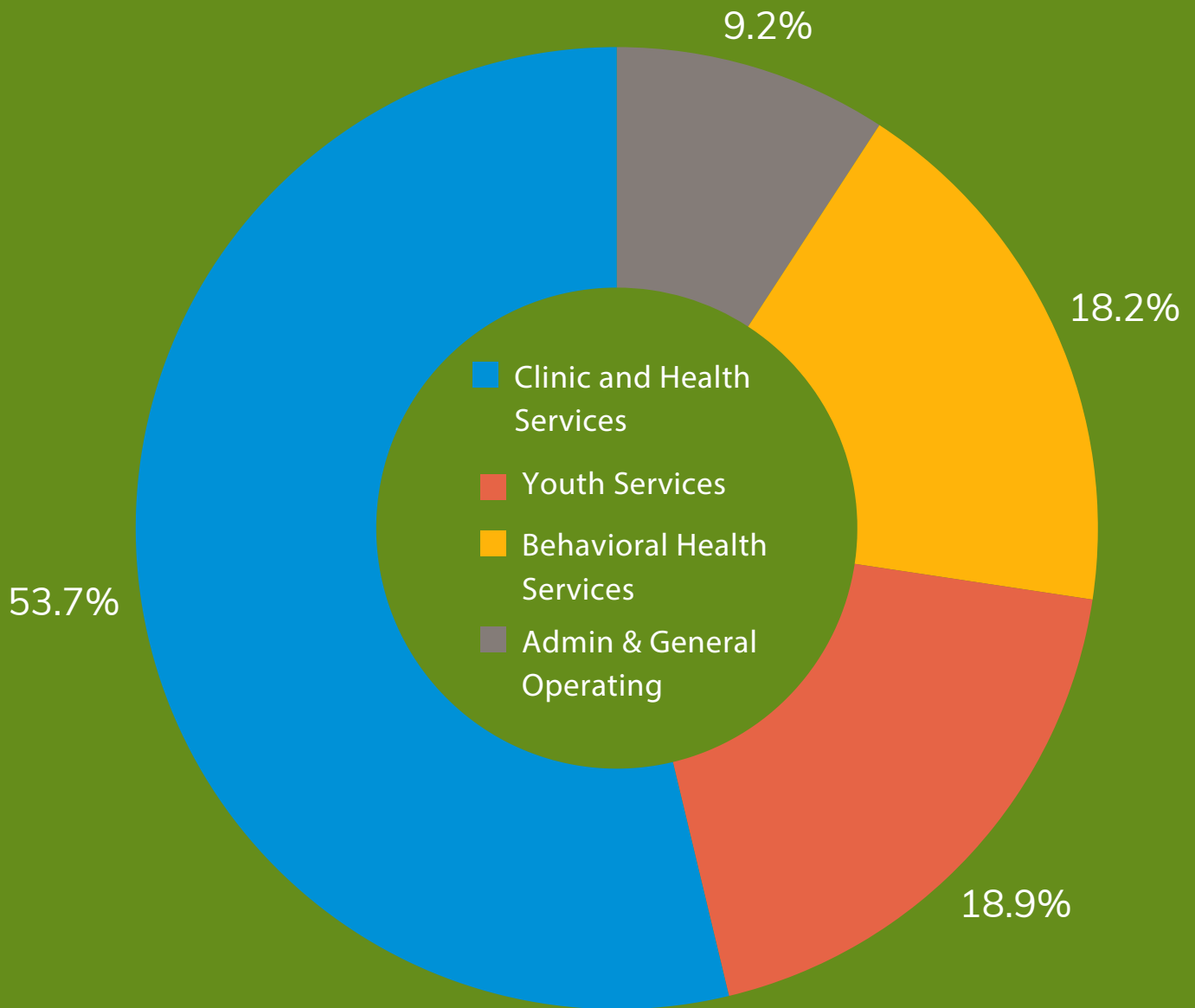
GRANTS & CONTRACTS

\$14,467,188.48



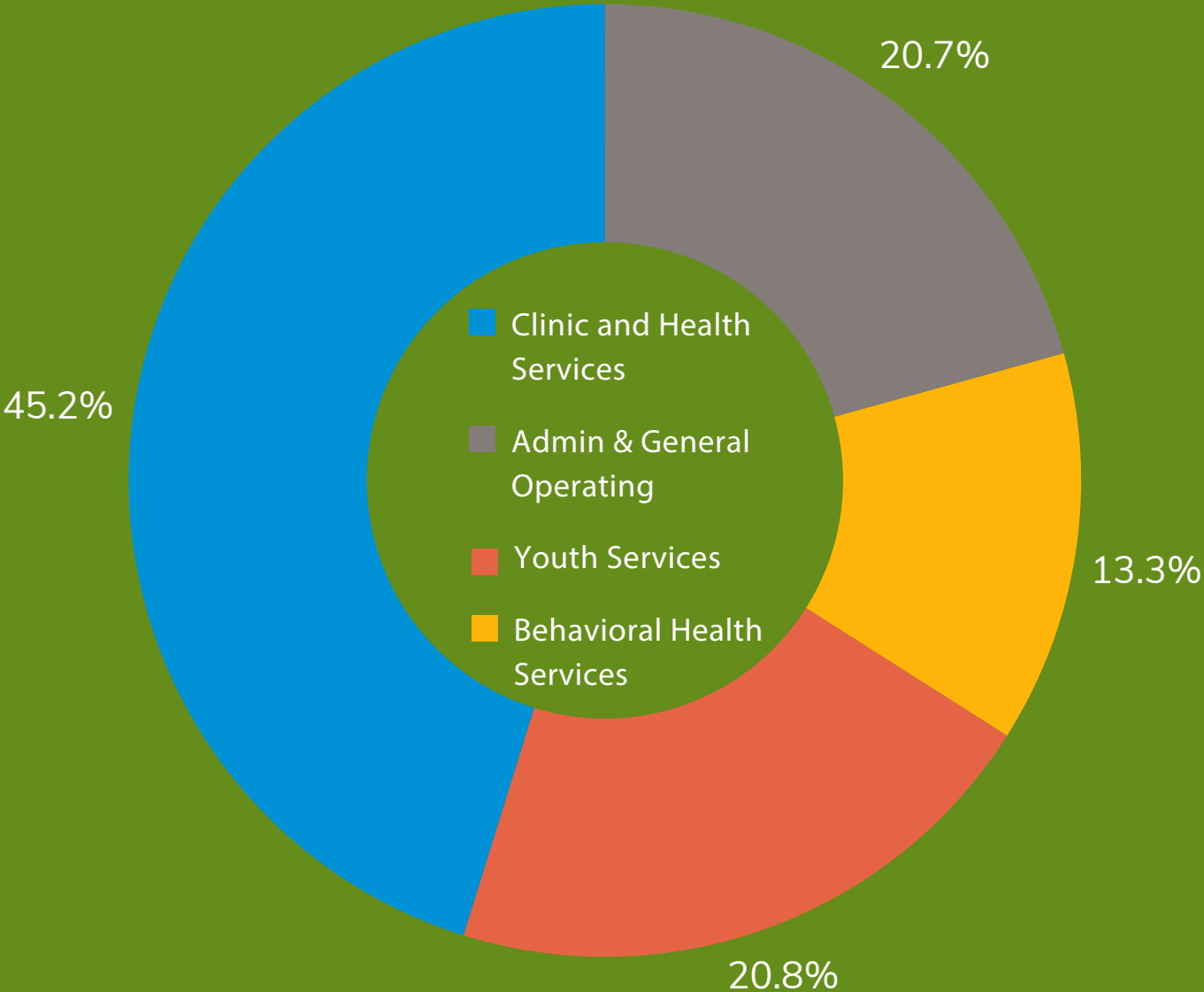
REVENUE

\$26,027,612



OPERATING EXPENSES

\$24,166,129



Message from our CEO

Dear Friends and Partners,

Stepping into the role of CEO at Outside In has been both humbling and deeply inspiring.

From my very first day, I've been moved by the commitment, heart, and courage that define this organization - from our frontline staff to our leadership team, and from our community partners to the individuals and families we serve.

My career has always been grounded in the belief that care should be accessible and centered in human dignity. At Outside In, that belief comes to life every day. We are a community that sees people fully - their stories, their potential, and their right to thrive. It's what makes this work more than a job; it's a shared calling.

Looking ahead, my focus as I lead with Outside In is on strengthening the systems and relationships that allow us to deliver care that is seamless, sustainable, and deeply connected to community needs.

We are expanding access to integrated medical and behavioral health services, investing in our workforce, and reimagining our programs so that every interaction - from a medical visit to a warm meal - is an opportunity for healing and connection.

The future of Outside In is one of innovation and collaboration. We are building new partnerships, developing crucial service lines, and refining the structures that support our mission so we can remain responsive to the changing landscape of healthcare and social services. Most importantly, we are recommitting ourselves to the simple but powerful idea that everyone deserves to be seen, supported, and given the chance to thrive.

To our supporters and partners - THANK YOU for walking beside us in this work. The impact we have is possible because of you. Together, we will continue to carry forward Outside In's legacy of compassion and courage into the years ahead.

With gratitude and hope,



Heather Reppeto
CEO





2025 IMPACT REPORT



This report was created in collaboration with Allen Hall PR, a student-led public relations firm at the University of Oregon.