

ANNUAL REPORT



THE
**Delores
Project**

**FISCAL YEAR 2023
JULY 2022-JUNE 2023**



A MESSAGE FROM OUR CEO

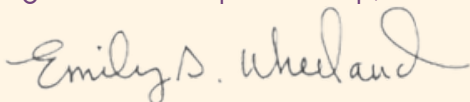
When people ask me how things at Delores are going, I often respond with, "Never a dull moment!" And it's true. We are a community where hope blooms, creativity flourishes, and change is ever-present. Fiscal year 2023 was no exception. We participated in Denver's Homeless Leadership Council, joined the National Women's Shelter Network, and participated in a collaboration of supportive housing providers from across the state of Colorado. We partnered with dozens of providers, including Metro Denver Homeless Initiative and Pulse for Good to install feedback kiosks in our shelter and housing programs for guests and residents to be able to provide 24-7, anonymous program feedback. We are happy to report that thus far, we have a 4.9 out of 5 stars satisfaction rating from those we serve! We also nurtured our vegetable garden, did art therapy, hosted mindfulness and meditation groups, strutted our stuff in a fashion show, enjoyed movie nights, and helped move dozens of people into homes of their own. We brought in experts to provide peer recovery support and facilitated counseling groups focused on substance use, trauma, grief and loss, and LGBTQIA+ issues. We offered haircuts, manicures, and make-up nights, made gingerbread houses, hosted an all-female mariachi band, danced to African drumming, toasted apple cider flutes on New Year's Eve, and told the story of Delores Big Boy while dining on fry bread tacos at our annual Community Harvest Celebration. Like the microcosm of the world that we are, together we laughed, cried, celebrated, and healed our way through 2023 together in community.

One of the most exciting things to happen in FY23 was the addition of our Behavioral Health and Wellness program, which has allowed us to offer on-site counseling, group therapy, and access to medical case management, psychiatry, and telehealth. Present during day, evening, and weekend hours, this team provides needed support for not only those we serve but for our front-line staff members as well. After several years of rapid growth and some long-term funders changing their priorities away from shelter and housing, FY23 was a challenging year financially for The Delores Project. However, with the onboarding of a new Chief Executive Officer (hi!) and an entirely new development team, the organization is strategizing new ways to grow and diversify our funding sources to support our hard-working staff, fully fund our programs and services, and allow us to dream big things for our future.

Finally, in fiscal year 2023 we began a new strategic planning process with Weav Studios which has been inclusive of staff, guests, residents, continued care clients, community partners, government officials, and funders and the feedback was universal; people love The Delores Project! All agreed we have a distinct culture of inclusivity and collaboration and that there are some new and exciting ways for us to expand which we can't wait to share with you in 2024.

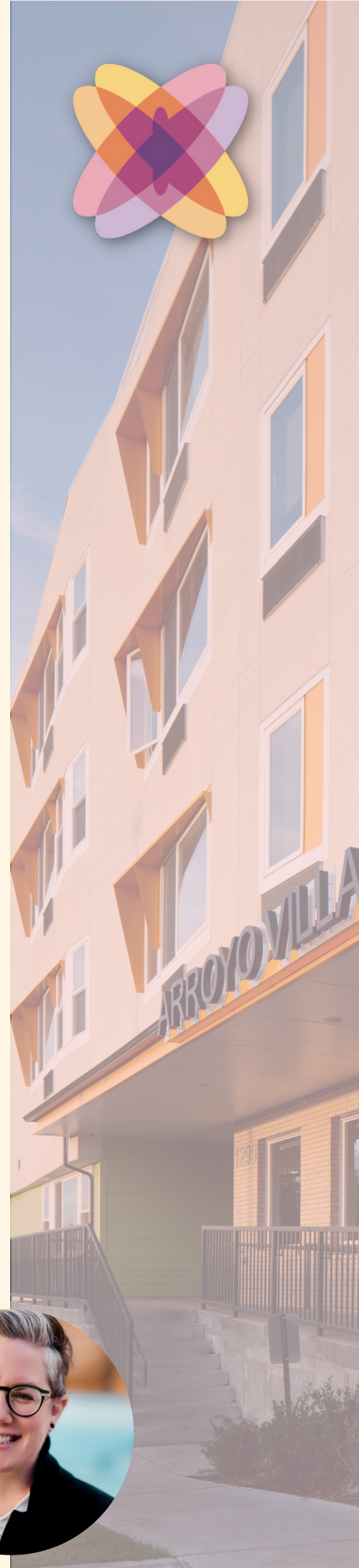
As always, the work we do in helping our unhoused neighbors heal from the trauma of homelessness and transition into permanent housing would not be possible without the skill, dedication, and teamwork of our staff and the ongoing partnership and investment of our volunteers, donors, and funders. We look forward to continuing to positively impact the Denver community and the lives of those we serve and to invite even more people along for the ride as we continue to build belonging in 2024.

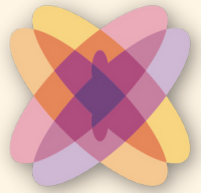
In gratitude and partnership,



EMILY WHEELAND

Chief Executive Officer





OUR VISION

All people have the community of support and housing stability they need to thrive.

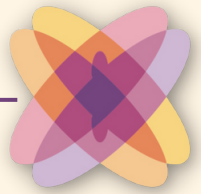
HOW WE MANIFEST OUR VISION

Through the provision of low-barrier, trauma-informed programs and services, including 24-7 shelter, rehousing and continued care, behavioral health and wellness, and supportive housing.



WHY IT'S UNIQUE

We do not warehouse people nor sacrifice quality of services for quantity. We believe being in relationship and community with each other heals trauma and leads to more stable outcomes. We meet people where they are at and invite them to continually co-create our programs, services, and community with us. We treat each other, regardless of identity or role, with respect, dignity, and non-judgement, believing each individual is the true expert of what they need to be healthy and whole. We believe communities are strengthened when they care for those with the fewest resources.



24/7 EMERGENCY SHELTER

267 clients served across all programs

2023 marked the third year of 24/7 programming and operation of our shelter. The 50-bed shelter welcomes adult women, transgender, and nonbinary individuals experiencing homelessness and offers trauma-informed, extended-stay shelter and services. As homelessness in Denver continues to rise, we aim to meet the needs of the population we serve through inclusive, dignified, and supportive programming. This year, we capitalized on our partnership with the Department of Corrections and accepted a record number of Community Reentry referrals. We also began new partnerships with the Denver Sheriff's Department and Denver Health, which enables us to serve more justice-involved and medically fragile individuals in need of shelter. We continued our partnership with Colorado Access, which provides a Care Manager to meet with guests and residents on-site and connect them with healthcare resources. Community

building remains an important part of shelter life as staff, guests, and volunteers make this possible through fun activities, cultural events, and holiday celebrations. We aim to center guest experience and input and their feedback will be incorporated into our new strategic plan and its implementation going forward.



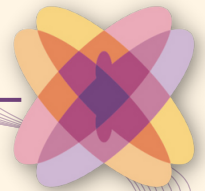
35% of shelter guests moved into permanent housing

6,804 volunteer hours

320 unique volunteers



Volunteers continue to contribute enormously to the work of The Delores Project. Junior League Done in a Day group (pictured above) hosted our Annual Halloween Party.



REHOUSING & CONTINUED CARE



The Rehousing team helps guests find safe, appropriate, and affordable housing. This team embraces a housing-first model of care, working to get individuals out of the shelter system and into housing as quickly and safely as possible while providing the necessary support before, during, and after the transition into housing. Our Rehousing Case managers work to clear barriers clients have in obtaining housing. For example, they may help a client obtain vital documents, or enter into the Denver Housing Authority lottery. Once clients are ready to look for housing, they move on to work with our Housing Navigator. Our Housing Navigator works with the clients to secure housing. They find apartments that meet the client's desires, arrange viewings,

and support the client through their lease-up. Once leased up, the client begins working with one of our Continued Care Case Managers. They work for 12-24 months with newly-housed clients to provide vital support as clients adjust to housing and continue strengthening their stability and independence.

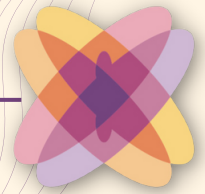
89% of housed guests still remained housed at the one year mark

BEHAVIORAL HEALTH & WELLNESS

In FY23 the leadership team explored the benefits of improving mental health services for guests and residents. We created the Behavioral Health and Wellness program (BHW) with the hiring of a Clinical Supervisor in December 2022, followed by a Group Counselor and Mental Health Counselor. This new program surveyed guests and residents about their needs and provided behavioral health interventions (i.e., screening, brief intervention and referral to treatment in the community, individual therapy, and group work on site) aimed at improving access to mental/behavioral health services and treatment outcomes for our guests, residents in supportive housing, and continued care participants. The addition of this team has allowed us to provide a higher quality of care and eased the burden on other non-clinical operations staff when mental health crises arise.



91% of residents have experienced 3 or less episodes of crises that required staff intervention.



SUPPORTIVE HOUSING

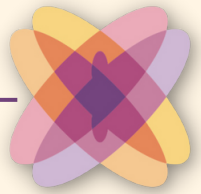


Directly above our 24-7 shelter at Arroyo Village sits The Delores Apartments, a 35-unit Supportive Housing community serving those who were previously chronically homeless, have some type(s) disability, and earn under 30% of the area median income of \$26,070 annually.

During our fourth year here at The Delores Apartments, the Supportive Housing Team was able to assist the majority of our residents in getting vaccinated against COVID-19 as during the past several years, we have seen several outbreaks of COVID-19 and had to enforce ongoing safety measures to decrease the spread. This has been a setback for our resident socialization skills and mental health. To offset the decline in socialization skills and mental health of our residents during the pandemic, in FY23 the supportive housing team increased community events, walking groups, and field trips. The Behavioral Health and Wellness team has also been connecting with residents and holding classes to ensure mental wellness throughout the community.

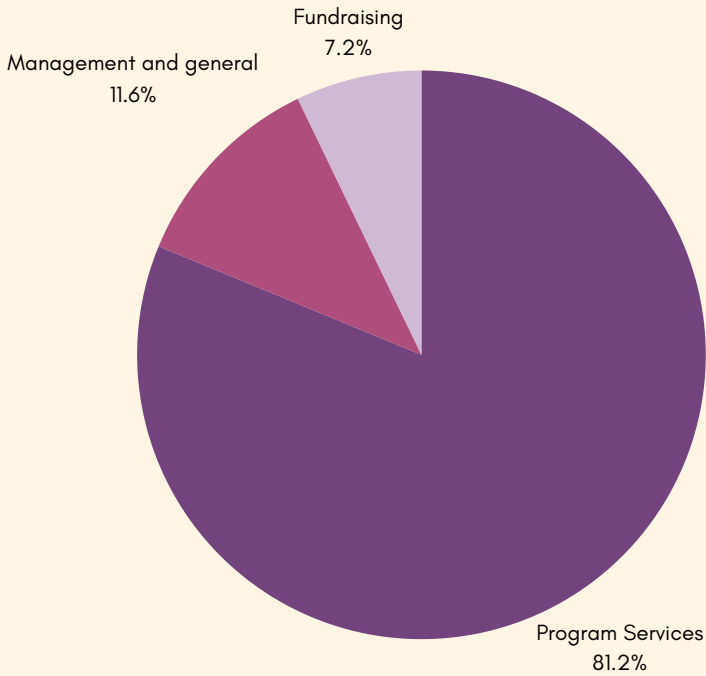
As we approach our fifth year and welcome new residents to the community, we plan to reimplement life skills programming. We also look forward to increasing participation in our Resident Advisory Council to support the ongoing inclusion of client feedback in programming and services. The “Move On” process is still a success, with 8 residents having moved on to independent, unsupported housing. In FY23, one client successfully moved from the shelter to supportive housing and then into workforce housing at Arroyo Village last April. Her housing trajectory demonstrates the success we hoped to see for our clients when designing Arroyo Village many years ago. We are excited to see the increased stability residents will reach in the next year and are excited to continue accompanying them along in their journeys.

93% housing retention rate in supportive housing

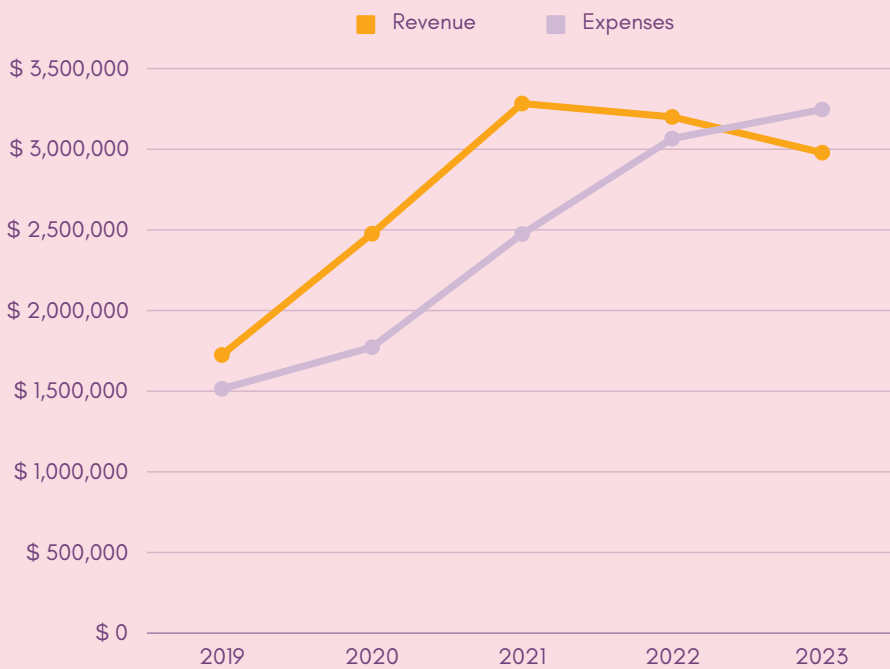
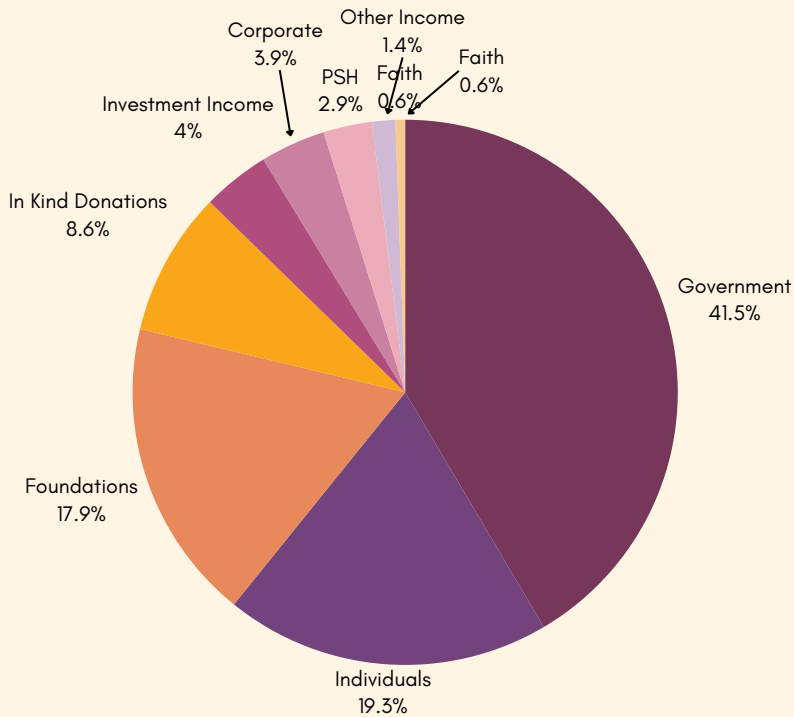


FINANCIAL OVERVIEW

FY23 Expenses



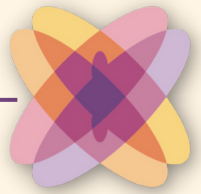
FY23 Revenue



GROWTH AND CHANGE

The Delores Project experienced tremendous growth over the last five years as we moved in to Arroyo Village and leveraged available funding during COVID to expand our continuum of care to better serve our guests and residents. As funding has shifted and changed in the past couple years, we are in a period of adjustment to maintain our level of programming.

Detailed financial audits are available on our website.



FULL CIRCLE VOLUNTEERS

Jennifer and Carol may not agree on mexican food, but they both agree that The Delores Project was a vital part of their journey to housing stability and they want to give back!

After the passing of her mother, Jennifer faced the difficult decision of selling her mother's house and, subsequently, became one of the many without a place to call home. Struggling to find stability while sleeping in her car and staying with friends, Jennifer turned to The Delores Project, where she discovered more than just a bed – she found community. After staying in the shelter off and on for two years, an apartment became available for Jennifer in The Delores Project's Supportive Housing Program and after gaining stability, Jennifer decided to give back.

One year after securing housing, Jennifer began regularly volunteering in the shelter, providing support, and preparing meals for guests. "I enjoy giving back because I was once there myself," Jennifer says.



Carol's journey, while unique, mirrored Jennifer's in many ways. After facing an eviction from her apartment after financial and mental health struggles, she remembered The Delores Project from her time volunteering with her church. When she was offered a bed in the shelter and was told she could stay as long as she needed, she was excited. Without the worries of finding a place to stay every night, The Delores Project offered Carol hope and the chance to rebuild her life. She began working with the rehousing team to find stable housing that would offer her more support than fully independent living. When an apartment became available in the Supportive Housing Program at The Delores Apartments, Carol jumped at the chance to move in. Her transition from shelter to supportive housing marked a turning point, and she discovered a desire to give back to the community that had supported her. Carol soon joined Jennifer in volunteering to prepare meals in the shelter and continues to lend a helping hand every week, sorting donations and assisting the volunteer team with special projects.

Jennifer and Carol are Full Circle Volunteers. Many of us give back because of our privilege and the fortunate circumstances of our lives. They give back because they are well-acquainted with the difficulties our guests and residents face and grateful for the help and support they were given.

MAJOR DONORS



Hope Sustainer \$10,000 +

Sarah & Matt Hogan
Audrey McEwen
Cathy & Jay Reano

Kathleen Reilly & Philip Sevier
Margaret Sillstrop
Mary Stobie

Compassion Champion \$5,000 - 9,999

Max & Elaine Appel
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Joelle Maslak & Chance Butler

Erin Hauser
Joan Hinchliffe
Sue Reilly & Guy Obermeier

Dignity Defender \$2,500-4,999

Diana & Johnny Adams
Lisa & Souheil Badran
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Lisa & Tom Fund
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Ro & Keith Hamlyn
Zephyr Isely

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Nora Morgenstern
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Reid & Bridget Rector
James & Mary Ann Tarpey
Emily & Sara Wheeland
Suzanne Wheeler

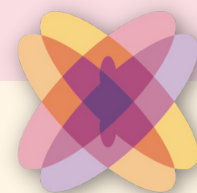
Friends of Delores \$1,000 - 2,499

Doug Andrews
Tim Bain
Heidi Brothers
Jason Brumm
Linda & Gary Brune
Neil Burris & Sandy Mazarakis
Brenda & Bruce Campbell
John & Bonnie Capone
Kimberly Carlson
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August Ritter
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Suzanne Siteman
Lisa & Mark Stormberg
Robert & Michelle Szydłowski
Brenda & David Valdez
Lance Wheeland

CORPORATE & FOUNDATION DONORS



Hope Sustainer \$100,000 +

Caring for Denver Foundation
The Denver Foundation

The Colorado Health Foundation

Compassion Champion \$25,000 - 99,999

Community First Foundation
Fulcrum Foundation
The Anschutz Foundation
The Denver Post Community Foundation

Dignity Defender \$5,000-24,999

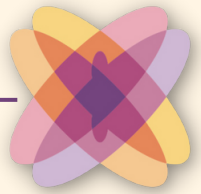
The Wana Brands Foundation
Rose Medical Center
Kaiser Permanente Foundation
Health Plan, Inc.
Trinity Second Century Foundation
Carlisle Thompson LLC
US Bank Foundation
Heartland Financial USA Inc.

Saint John's Cathedral
Charles R. Jelm Charitable Foundation, Inc.
Impact Charitable
Allen Wayne Townsend
Revocable Living Trust
Colorado Housing and Finance Authority
Spirit of Christ Catholic Community

Friends of Delores \$1,000 - 4,999

Shopworks Architecture
Class VI Foundation
The Indigo Oak Fund
Christian Living Communities
Leatherwood Foundation
North Highland Consulting - Denver
Trailhead Institute
American Endowment Foundation

The Mahoney Family Foundation
Clermont Chapel Offerings
Potager Restaurant
Lasso Digital
Pledgeling Foundation
BeauxSimone Consulting
Glick Gives Fund



GET INVOLVED

We are leading the way in innovative approaches to solving homelessness that make sure everyone belongs and has what they need... and it's working! Join our community of support and know your donation, time, and energy are going toward a unique community that is positively transforming the lives of some of our most vulnerable neighbors for good.

At The Delores Project, you are not just a volunteer, supporter, or donor. You are part of a community that is changing the lives. For over 20 years we have been supporting people in moving from homelessness to housing and healing. You are, and will continue to be, an essential part of our success now and into the future.

Donate

[thedeloresproject.org/
ways-to-give](https://thedeloresproject.org/ways-to-give)



Volunteer

[thedeloresproject.org/
volunteer](https://thedeloresproject.org/volunteer)



The Delores Difference means our staff makes sure you stay connected and have the resources to support our community where everyone is truly included and belongs from our board, staff, and donors to our volunteers, guests, and residents.

We are all in this together!

CONTACT US



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The Delores Project