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.
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.

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.
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.

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.

BEHAVIORAL HEALTH & WELLNESS

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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.
## FINANCIAL OVERVIEW

### FY23 Expenses

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<thead>
<tr>
<th>Category</th>
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<tbody>
<tr>
<td>Program Services</td>
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<tr>
<td>Management and general</td>
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<tr>
<td>Fundraising</td>
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### FY23 Revenue

<table>
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<th>Percentage</th>
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<tr>
<td>Individuals</td>
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<td>Foundations</td>
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<tr>
<td>In Kind Donations</td>
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<td>Investment Income</td>
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<tr>
<td>Faith</td>
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<tr>
<td>Corporate</td>
<td>3.9%</td>
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<tr>
<td>Other Income</td>
<td>1.4%</td>
</tr>
<tr>
<td>Corporate Income</td>
<td>3.9%</td>
</tr>
</tbody>
</table>

### GROWTH AND CHANGE

The Delores Project experienced tremendous growth over the last five years as we moved into 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.
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

Compassion Champion $5,000 - 9,999
Max & Elaine Appel
Brad & Carrie Arnold
Joelle Maslak & Chance Butler

Dignity Defender $2,500-4,999
Diana & Johnny Adams
Lisa & Souheil Badran
Tom Dea
Linda & Tom Fund
Lindsay Gilchrist & Taylor McCormick
Ro & Keith Hamlyn
Zephyr Isely

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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Carole Rothrock
Suzanne Siteman
Lisa & Mark Stormberg
Robert & Michelle Szydlowski
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

Volunteer

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

P.O. Box 1406
Denver CO 80201-1406
303-534-5411
info@thedeloresproject.org
www.thedeloresproject.org