

20 ANNUAL 25 REPORT



Franciscan
OUTREACH
A Path from Help to Hope

Hope Has an Address



WWW.FRANOUTREACH.ORG

1101 West Adams Street, Suite A, Chicago, IL 60607



A Year of Growth, Partnership, and Hope

Dear Friends,

Every day at Franciscan Outreach, we meet people at some of the most difficult moments of their lives. They come to us seeking safety, stability, and someone who will simply say, "We're here to help."

This year reminded us that hope is more than a feeling, it is something we build together. In 2025, Franciscan Outreach reached an important milestone in our mission to ensure every person experiencing homelessness has access to compassionate care and a pathway toward permanent housing.

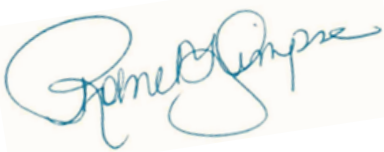
We launched SPARC, Chicago's centralized Shelter Placement and Resource Center, creating a welcoming front door where individuals can connect with shelter, meals, case management, and critical resources. In its first year alone, SPARC welcomed thousands of visits, helping people access support when they needed it most.

At the same time, we celebrated the groundbreaking of our new shelter at 2530 W. 21st Street, an investment that represents far more than bricks and mortar. This new facility will expand access to safe, dignified shelter while creating spaces that better support healing, stability, and long-term housing success for years to come. These milestones are only possible because of the people behind them. Thanks to the dedication of our staff, volunteers, public and private partners, and generous donors, Franciscan Outreach serves thousands of neighbors experiencing homelessness each year.

Behind every number is a person whose story is still being written. As you read this report, you'll see examples of lives transformed, partnerships strengthened, and a community that continues to believe housing is a human right. While the challenges facing our city continue to evolve, so does our commitment to meeting each person with dignity, compassion, and unwavering hope.

Thank you for believing in this mission and for making this work possible. Together, we are creating more than programs or buildings - we are creating opportunities for people to rebuild their lives and discover that hope truly has an address.

With deepest gratitude,



Robret Simpson
Executive Director



“
*I dream of the day
when homelessness no
longer exists. Until then,
Franciscan Outreach will remain
a beacon of hope, committed to
serving every person who walks
through our doors with
compassion, dignity, and respect.*

-Robret Simpson
Executive Director



A New Front Door to Safety and Stability

As a leading provider of homeless services in Chicago, Franciscan Outreach was selected by the City of Chicago to launch and operate the city's first 24/7 centralized walk-in **Shelter Placement and Resource Center (SPARC)**.

This transformative initiative created a single, coordinated entry point where individuals can quickly access emergency shelter, basic needs, and connections to housing resources. Following a successful interim launch, Franciscan Outreach was awarded a multi-year contract to continue leading this vital citywide service.

2025 marked the first full year of SPARC. **Since its opening, SPARC has welcomed 9,474** visits, becoming a vital lifeline on the path from crisis to stability, providing immediate support, emergency shelter placements, and connections to critical services that change lives every day.

Shelter Placement and Resource Center (SPARC)



Support Staff and Resource Specialists, ready to welcome guests to SPARC

Here When it Matters Most

SPARC opens its doors **24/7**, providing a welcoming, safe and supportive space for guests to start their journey out of homelessness and into the next chapter of their lives.

- ✓ Housing Assessments
- ✓ Emergency Shelter Placements
- ✓ Diversion and Outmigration
- ✓ Meals, clothing and showers
- ✓ Overnight accommodations
- ✓ On-site healthcare
- ✓ Resource Specialists & Referrals

“From the moment I arrived, I felt welcomed and supported. The staff made me feel cared for, motivated, and hopeful about my future.”

Building for the Future

2530 W. 21st Street

Opening in Fall 2026, Franciscan Outreach's newest shelter represents the realization of a bold vision first imagined in 2023. Following the purchase of the building, groundbreaking, and year-long transformation of a 45,000-square-foot facility, this landmark project represents the future of homeless services in Chicago. More than a new building, it expands our ability to provide immediate safety, personalized support, and new pathways to stability and permanent housing for years to come.

WHAT THE NEW SHELTER BRINGS



24/7 Access

*including showers,
laundry, clothing,
storage, and more*



120 Beds

*36 congregate
beds and 84 non-
congregate rooms*



Meal Service

*Three nutritious
meals per day
including snacks*



Case Management

*Case managers
for guidance and
resources*



On-Site Healthcare

*Community medical
and mental health
services*



Computer Lab

*Access to computers,
technology, and the
internet*



A First of Its Kind

Inspired by lessons learned from COVID, when emergency shelters across the country recognized the need for private spaces to reduce the spread of illness and support recovery, Franciscan Outreach saw that those same private spaces could expand what shelter can accomplish by combining two complementary models under one roof: congregate shelter, with shared sleeping spaces that keep our doors open to anyone in crisis, and non-congregate shelter, with private rooms that create a bridge to permanent housing, fostering independence within a supportive community. Together, this first-of-its-kind approach provides the flexibility to offer the right environment and level of support at every stage of someone's housing journey.



CONGREGATE SHELTER

36 beds in a shared sleeping area



- ✓ Offers immediate access to shelter
- ✓ Reserves beds for walk-up guests
- ✓ Fosters community and familiarity
- ✓ Safely maximizes shelter capacity



NON-CONGREGATE SHELTER

84 rooms with semi-private restrooms



- ✓ Provides personal space and privacy
- ✓ Promotes stabilization with dignity
- ✓ Supports guests with medical needs
- ✓ Builds a bridge to permanent housing

*This new shelter is a promise to meet people where they are
and to open doors to healing, hope and opportunity.*

Stories of Hope and New Beginnings

Guest names changed to protect privacy

COMPASSION BEYOND CAPACITY



Daniella walked through the doors of the Day Program, carrying everything she owned. Nine months pregnant, exhausted, and with nowhere else to turn, she arrived when the program was at full capacity. The disappointment and uncertainty in her eyes spoke volumes. Rather than asking Daniella to return the next morning, Program Manager Rebecca sat with her and listened. Daniella shared that she had been living in her car until it was towed and that her phone had been disconnected. Rebecca assured her she would help. While completing her intake, Rebecca made an incredible discovery: Daniella had been matched to housing, but because her phone was disconnected, she never received the calls. Working quickly, Rebecca reestablished communication, completed her verification, and ensured Daniella's housing placement was secured before it expired. Just days later, Daniella signed a lease and received the keys to her new apartment before the birth of her baby, knowing they will have a safe place to call home and start the next chapter of their lives.

REMOVING BARRIERS, RESTORING STABILITY

After an unexpected life challenge left him without stable housing, Adrian was living in a tent when he came to Franciscan Outreach's Pilsen Navigation Center. Without ID or access to public benefits, even the first steps toward housing seemed out of reach. While staying at our shelter, Adrian worked closely with his case manager to secure the documents he needed, connect with food assistance and healthcare benefits, and complete a housing assessment to match him with housing that is right for him. Through weekly case management support and Adrian's determination, he obtained a state ID, enrolled in public benefits, and connected to Rapid Rehousing, putting him on the path to permanent housing and a more stable future.



THE RIGHT SUPPORT AT THE RIGHT TIME

When Robert faced an unexpected financial crisis, he feared losing the apartment he called home. Unsure how to navigate the rental assistance process and worried help wouldn't arrive in time, he turned to Franciscan Outreach. The compassionate support he received from his case manager reassured and guided Robert through every step, from gathering documentation and completing his application to coordinating with his landlord. With the right support, his rental assistance was approved before eviction became a reality. Thanks to that support, Robert was able to remain safely in his home and move forward with renewed peace of mind.



20 IMPACT 25 REPORT

A year of growth and progress

Guided by the belief that stable housing is a fundamental human right, Franciscan Outreach provides compassionate care, safe shelter, and life-changing supportive services to our neighbors in need. Our 2025 impact numbers represent more than services delivered - they also reflect restored hope, renewed dignity, and brighter futures.



5,327

Unique Guests
Served



290,000

Nutritious
Meals Served



102,000

Emergency Shelter
Nights provided



75%

of Guests Engaged
in Case Management



The Numbers Behind the Mission

Among the 5,327 unique guests served agency-wide, many received services through one or more of the programs in Franciscan Outreach's continuum of care:



9,474*

VISITS TO SPARC
(*duplicated guests served)



2,522

EMERGENCY
SHELTER GUESTS



2,600

DAY PROGRAM
GUESTS



187

RAPID RE-
HOUSING GUESTS



9

MEDICAL RESPITE
CARE GUESTS

Because every guest's journey is unique, many received support through multiple programs. SPARC reflects total visits rather than unique individuals served.

Stabilization and Wellness Outcomes

- ✓ **1,240** Guests increased or maintained their income
- ✓ **1,192** Guests obtained ID and/or Vital Documents
- ✓ **610** Guests connected to medical & mental health services
- ✓ **496** Guests enrolled in food assistance programs
- ✓ **324** Guests received job training/employment services
- ✓ **105** Lives Saved with Narcan overdose reversals

Housing Pathways and Outcomes

1,180 Guests transitioned to more stable housing, such as reunification with family, transitional housing, permanent housing placements, and other safe housing options that met their personal needs and goals.



of these guests

428 GUESTS MOVED INTO PERMANENT
HOUSING OF THEIR OWN



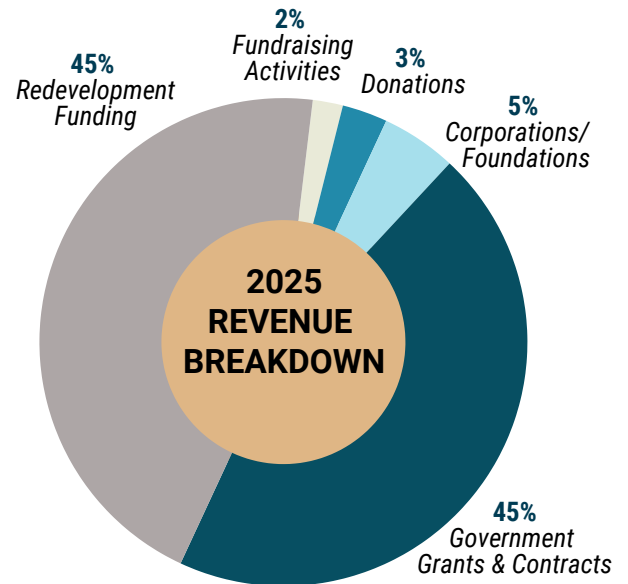
Financial Summary

January 1 - December 31, 2025

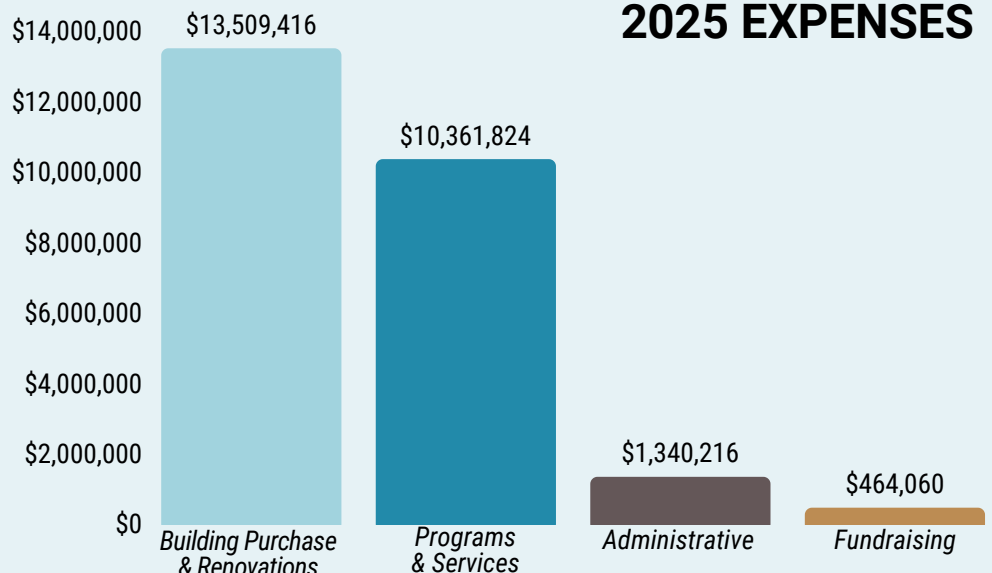


2025 marked a significant year of growth and investment in building the next chapter of Franciscan Outreach. The launch of SPARC added \$9 million to our annual operating budget, and dedicated Department of Housing (DOH) and Tax Increment Financing (TIF) funding from the City of Chicago supported the purchase and renovation of our newest shelter.

2025 REVENUE SOURCES	\$ AMOUNT
 Fundraising Activities	\$383,520.00
 Donations	\$738,007.00
 Corporations & Foundations	\$1,194,341.00
 Government Grants & Contracts	\$10,847,132.00
 Redevelopment Funding*	\$10,900,000.00
TOTAL REVENUE	\$24,063,000.00



*Includes TIF and DOH funding designated for the purchase and renovation of 2530 W. 21st Street, opening Fall 2026



Thank You!

Every meal served, every night of shelter provided, every path toward housing, and every new door opened was made possible thanks to a community that believes that housing is a fundamental human right and that everyone deserves hope. Thank you for being a part of our community.



EXECUTIVE LEADERSHIP TEAM

Robret Simpson
Executive Director

Alexis Clark
Director of Human Resources & Administration

Audrey George
Senior Director of Development & External Affairs

Luwana Johnson
Senior Director of Programs & Operations

Christal Robinson
Director of Finance

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