



July 2026

Omni Institute Report

Elevated Denver's Community Resource Connection Hub

A Pilot Evaluation

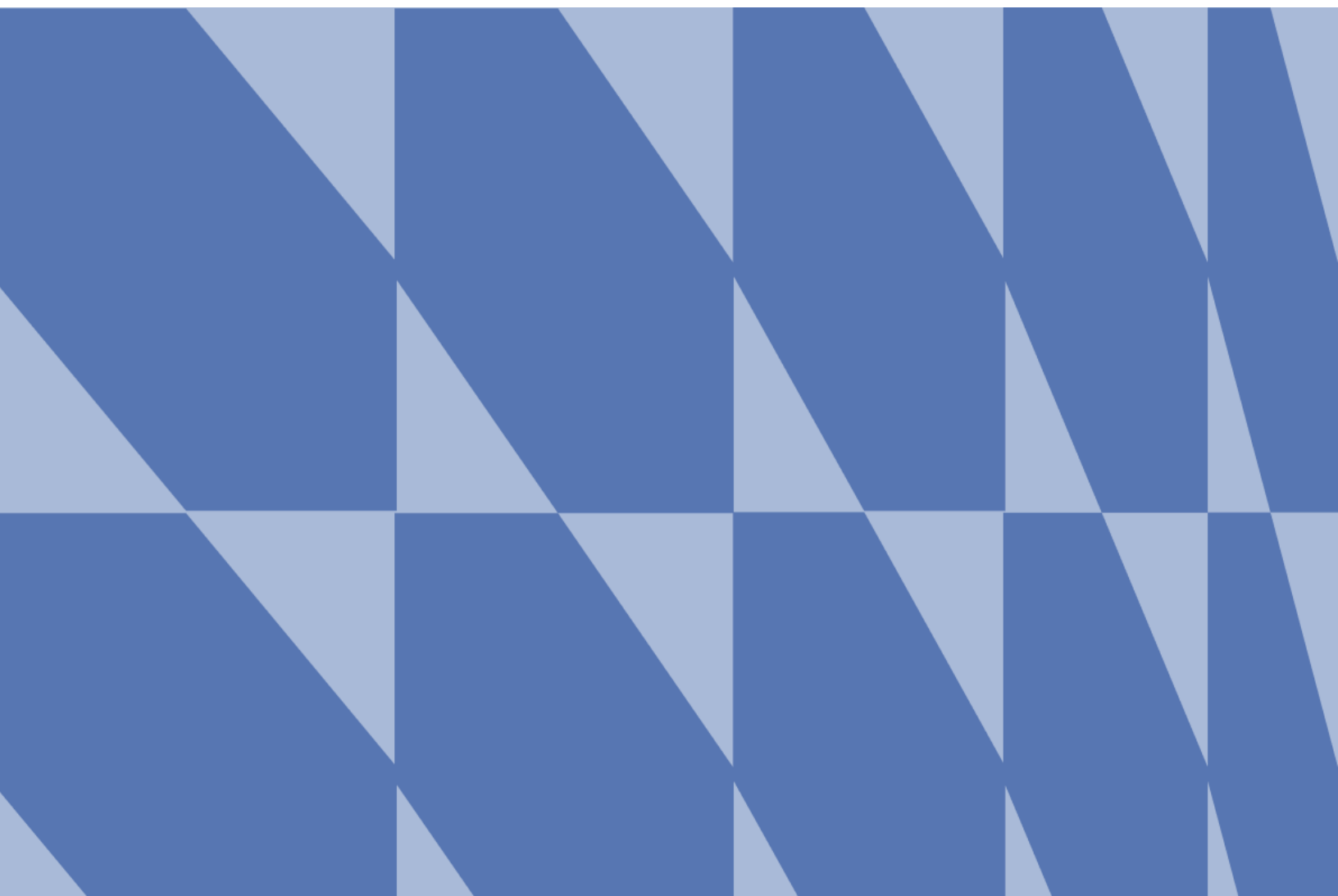


Table of Contents

About the Hub	3
About this Evaluation	3
Key Findings	4
Who Came to the Hub	4
The Hub Journey	5
Stage 1: Economic Insecurity	6
Stage 2: Searching for Help	6
Stage 3: Finding the Hub	6
Stage 4: Contacting the Hub	7
Stage 5: Staff Share Resources	7
Stage 6: Reaching Out to Resources	7
Stage 7: Staff Follow-Up with Client	8
Client Satisfaction	8
Outcomes	9
Looking Ahead	9



About the Hub

Elevated Denver’s Community Resource Connection Hub opened in June 2025 at the Westwood Community Center in Denver, and offers one-on-one support to community members experiencing economic insecurity. As an organization, [Elevated Denver](#) works to change how communities respond to homelessness, combining storytelling, research, and equity-centered design to develop solutions that center lived expertise and are accessible to the people who need them. Through a [community landscape assessment](#) that included in-depth interviews with over 80 unhoused neighbors, Elevated Denver identified an early and often overlooked pain point in Denver’s response to homelessness: the difficulty of finding and connecting people to resources before they fall into homelessness.

Closing that gap and reducing the friction between a person in need and the resources that can help, was where Elevated Denver focused its inaugural Collaboratory held in Summer and Fall of 2024. The Collaboratory is a structured, co-designed process that brings together people from the public, private, and nonprofit sectors alongside people with lived experience of homelessness to build a shared understanding of the problem then work together to design a solution.

What makes the Hub different:

- **Staffed by lived experts** on homelessness and available resources.
- In a **trusted, accessible location** at the Westwood Community Center.
- Utilizes a **human-centered, holistic approach** to connecting people to resources.
- **A continuously updated and vetted resource database** informs all resource connections.

About this Evaluation

Elevated Denver partnered with Omni Institute to conduct a process evaluation of the Community Resource Connection Hub using data collected between June 2025, when the Hub was officially launched, and March 2026. The following data was collected during this time period to inform the findings of this evaluation:

Data Source	Purpose
Staff audio summaries	After each client visit, Hub staff recorded brief audio summaries answering four structured questions that covered client needs, resources provided, and staff observations. These recordings were transcribed and analyzed monthly by the Omni



	team to identify themes in common needs, resources provided, and successes and challenges.
Client feedback forms	At the end of each visit, clients were offered an optional anonymous, four-question survey that evaluated their experience, how helpful they found the visit, and how clearly they understood what to do next. The survey was offered virtually and on paper.
Staff follow-up interviews with clients	Staff conducted 17 semi-structured interviews with clients who initially contacted the Hub at least 30 days prior. These interviews provide a more complete picture of the Hub's impact and systemic experiences over time, including client success stories, ongoing challenges, and what changed as a result of the client's connection to the Hub.
Partner reflections	Four community partners responded to a short survey reflecting on the role and impact of the Hub in the Westwood community and at their organizations.
Program documentation	The Hub's resource database and logic model were reviewed to understand the program's intended design and goals and inform data analysis.

Key Findings

During the evaluation period, approximately **214 individuals** were served across **223 total Hub interactions**. Many clients returned to the Hub more than once as their circumstances changed: of the 223 total interactions, **37 were follow-up visits with returning clients**. In total, **175 distinct resources** were shared with clients across visits.

Who Came to the Hub

Demographic details were optional and not recorded at every visit, so each figure below is shown as a share of the people for whom that information was recorded.



Gender

→ **68%** of the **180** people who shared their gender were **women** (34 not recorded).



Race / Ethnicity

→ **79%** of the **102** people who shared their race or ethnicity were **Hispanic or Latino** (108 not recorded).

Disability

→ At least **16** individuals served (about **7%**) were identified as having a disability.

Children served indirectly

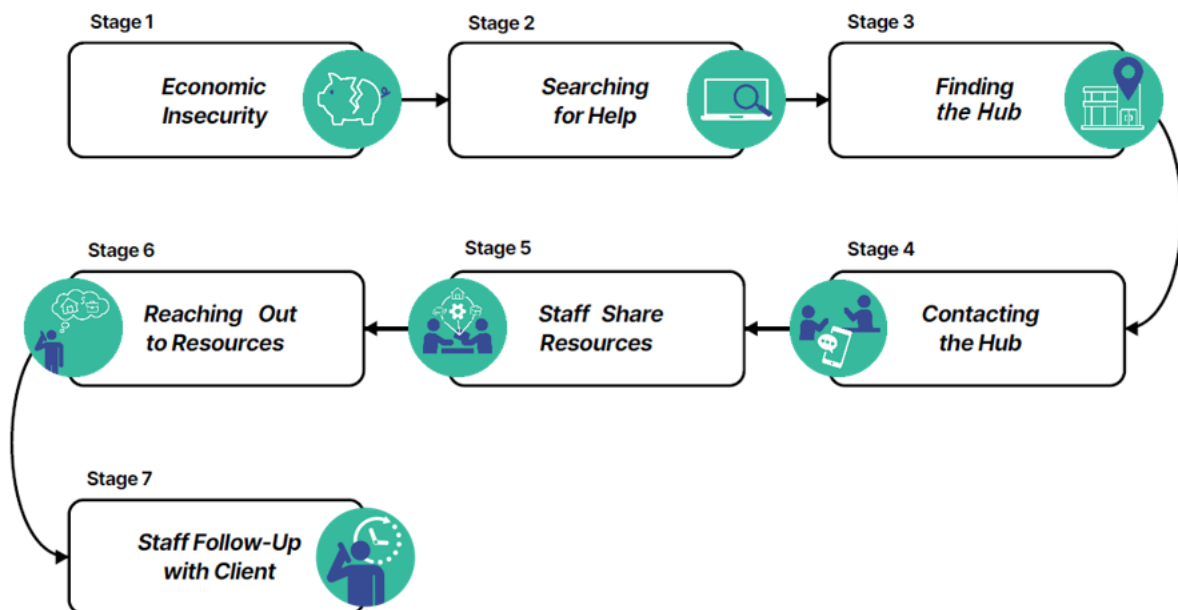
→ In the cases where staff recorded whether children were present, about **82** children under 18 were part of the families the Hub served, benefiting indirectly from the support their parents or guardians received.

Housing Status

→ About **14%** of clients were experiencing homelessness when they first came to the Hub, while another **16%** were facing an eviction.

The Hub Journey

Each person who comes to the Hub follows a path that leads them through the process of reaching out and connecting to resources. The stages below outline what that Hub interaction journey may look like.



Stage 1: Economic Insecurity

Many community members who visit the Hub are experiencing or on the cusp of housing instability or navigating other challenges that have been building for months, such as rising rent, food insecurity, or health concerns. The most common needs people brought to the Hub were **rental assistance, housing, and food**, and many were navigating several intersecting challenges at once.

Housing/shelter was the most common single need: **24%** of clients expressed it as a need at their initial visit. Those who reached out for reasons other than housing (**76%**) most often sought **rental assistance, food, and employment**.

Stage 2: Searching for Help

Before finding the Hub, many community members had already been searching for help, often encountering waitlists, eligibility barriers, or simply not knowing where to start. Follow-up interviews with clients revealed that the majority had reached out to another organization for help before finding the Hub. However, clients also noted that organizations were often unresponsive or unable to help at that time.

"No one follows up with you... you get this list of resources that you can get online, you know, here's this church or here's this organization; but do they have funding for utilities, or can they help me with things like laundry or soap? Things like that?"

— Client, follow-up interview

Stage 3: Finding the Hub

Many community members found the Hub by coming to the Westwood Community Center for another program or service; others often came through a referral from a friend or family member, community outreach from the staff, partner organizations, and online searches. The design of the community center allows individuals to see staff, and vice versa, when they first walk up to the front desk to ask for resources. Additionally, staff have a private space in the community center to meet with Hub visitors, fostering a sense of comfort and confidentiality.



Stage 4: Contacting the Hub

Community members reached the Hub in multiple ways: in-person visits, phone calls, texts, and emails. Text is an important feature of the Hub model: 44% of returning clients communicated by text, compared to 35% of new clients. Text lowers the barrier to reaching out; however, in-person visits typically led to the most complete support, with richer conversation and faster relationship-building. Still, staff and clients have both emphasized the value and ease of texting since a community member does not need to set aside time for a call or a visit and can make contact on their own terms.

"It's definitely a valuable resource. I loved the texting — that's how I communicate. The text messages were a blessing; if not, I would have missed out."

— Client, follow-up interview

Stage 5: Staff Share Resources

The Hub's core strength is its holistic, individualized approach to sharing resources. Staff go beyond a simple referral checklist to understand each client's full situation. This process acts as a feedback loop allowing the Hub staff to continuously improve the resource database based on community needs. Across the pilot, staff found resources for clients in all but 9 cases. On average, each visit resulted in 2 resource connections, spanning housing, food, medical care, and employment.

"Housing and rental assistance are our most requested resources, but we also connect the community with resources that support other essential needs when navigating financial hardship."

— Hub Staff Member Noemi

Stage 6: Reaching Out to Resources

With a curated list and often a warm introduction from Hub staff, the community member reaches out to services. Staff sometimes assist directly, helping fill out applications, making a call together, or walking someone through what to expect.



"Having partners with compassion that mirrors ours is important in building relationships to connect to resources that actually work. We build trust across systems to allow a better understanding of the unique needs of our clients.

— Hub Staff Member Mindy

Stage 7: Staff Follow-Up with Client

After a couple of weeks, Hub staff check in either through text, phone call, or email to learn if the need was met or if the person requires additional support. Follow-up is possible, and meaningful, because of who the Hub staff are. There are currently two regular staff members at the Hub, both of whom are from the Westwood community and have experience working with the systems and organizations they refer individuals to. One staff member also speaks Spanish which allows the Hub to have a much greater reach.

"It was really nice that you guys reached out a couple times, and it sucks that nobody else got back to me."

— Client, follow-up interview

"[Hub staff were] very helpful and I feel very supported."

— Client, client feedback survey

Client Satisfaction

126 clients completed the optional client feedback survey after their interaction with the Hub. Responses were consistently positive:

- **96% of respondents said they felt supported by the staff** (only 1 said they did not), and **93% would recommend the Hub to others.**
- Hub staff reported feeling **able to connect the client to meaningful support 83% of interactions.** On the client side, **93% said they got helpful information** (just 2 said they did not).
- **86% of clients said they knew what to do next** after their visit (only 1 said they did not), a sign that people left with clarity and a concrete path forward.





According to staff, successful interactions with clients centered on **client engagement** and **a strong resource match**.



The most common challenges to providing help were a **lack of responsiveness** from the client and **resource gaps** where no available or eligible resource existed for the need.

Outcomes

Of the 17 client follow-up interviews conducted by Hub staff, three key findings emerged.

1. **Staff demonstrated compassion, empathy, and a welcoming, non-judgmental approach** that clients consistently identified as setting the Hub apart from other organizations.
2. **The Hub provided more thorough resource connections than the traditional referrals clients had received in the past**, sharing resources tailored directly to the client's needs and providing technical assistance and follow-up throughout the process.
3. While the Hub was highly effective at connecting clients to resources, **gaps in the capacity of external service providers continued to be a barrier to clients receiving the help they needed**.

"Your compassion, your empathy, and your resources... basically you were a hope on a golden platter for us. It was the little bit of strength, hope, and encouragement that I really needed. Your sincerity and your compassion is very loud and it's very encouraging and that's what we need. I got so many Nos."

— Client, follow-up interview

Looking Ahead

The Community Resource Connection Hub has demonstrated meaningful impact during its pilot year and Johnna Flood, CEO and Co-Founder of Elevated Denver, envisions significant growth for the Hub model moving forward. With the pilot Hub proving the effectiveness of a resource connection model staffed by experts with lived experience, several areas have been identified for sustainability and growth:



- **Expansion:** the greatest opportunity for growth is the expansion of the Hub model throughout neighborhoods where individuals are commonly facing rising housing costs and financial insecurity.
- **Institutional Home:** the Hub is currently housed under Elevated Denver, with plans to eventually transition to a permanent, community-based home such as a direct service agency or library.
- **Funding:** the pilot has shown that the Hub is a low-cost, high-impact model that depends on funders who understand that early intervention has system-wide benefits – reducing reliance on shelters, emergency services, and crisis care.
- **Continuous Learning and Growth:** Ongoing data collection, evaluation, and the facilitation of deeper community partnerships will allow the Hub to track individual outcomes more closely and better understand what factors contribute to long-term stability.

At its core, the Hub was designed as a preventative model intended to catch individuals before they fall into homelessness or when they are newly unhoused, and to help them find stability through intentional connection to resources and compassionate, one-on-one problem solving. Elevated Denver is working to create a guide that illustrates how to replicate the model while ensuring each hub is designed, owned, and operated by the community it serves. For questions about replicating the Hub model, contact info@elevateddenver.co.

The full report, including detailed findings and future plans for the Hub can be found here:
<https://denhub.netlify.app/>

About Elevated Denver

[Elevated Denver](#) is a nonprofit addressing homelessness by putting power in the hands of those with lived expertise to design highly responsive, sustainable solutions. Elevated Denver developed and launched the Community Resource Connection Hub as part of its broader work to prevent homelessness and address housing instability in Denver.

About Omni Institute:

[Omni Institute](#) is a Denver-based nonprofit social science consultancy that provides integrated research, evaluation, and capacity-building services to foster understanding, guide collaboration, and inform action that accelerates positive social change. Omni works in partnership with mission-driven organizations across community health, behavioral health, economic security, children and families, and justice.

