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ANNUAL
REPORT

RE!NSTITUTE

RE!NSTITUTE

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2023 ANNUAL REPORT LETTER

Dear Friends, Supporters and Partners,

In 2023, the **RE!NSTITUTE** team began developing new and exciting services to help communities dig deeper into their systems, develop more sustainable innovations, and continue strengthening their connections through new ways of working and collaborating. We have expanded our vision beyond the 100-Day Challenge, focusing on systems transformation at the structural, relational, and behavioral levels.

This year's annual report not only focuses on the amazing results that were achieved within the systems we engaged but also on how our organizational shift to systems transformation has helped systems begin to change the structural, relational, and behavioral barriers that inhibit transformation and impact sustainability.

Here are a few exciting highlights that are discussed more deeply throughout this report.

Last year in the UK we partnered with the National Health Service (NHS) and the Devon Integrated Care Board to work towards transforming the healthcare sector. Our Challenge Highlight shows how our efforts improved access to urgent and emergency care in South West England.

In Latin America, we worked with communities across Mexico, the Dominican Republic, and Honduras to transform justice, governance, and gender systems. Our Challenge Highlight in this year's report highlights our team's work in Mexico around case resolution for domestic violence and illicit substance possession.

In the U.S. Housing and Homeless sector, we worked with communities across Florida, Illinois, Oregon, California, and Virginia. Our Challenge Highlight in this year's report highlights what we learned from our projects tackling homelessness in rural Illinois.

Outside of the UK, U.S., and Latin America - our work expanded for the first time to Canada through a partnership with the Pond Deshpande Center in New Brunswick. We continued our collaborations with iResults in South Africa on gender-based violence and re-engaged with 100-Day Challenge coaches in the Democratic Republic of Congo.

We are so grateful for your support and partnership as we enter a new era at **RE!NSTITUTE** and continue to meet the needs of communities in their efforts to transform their systems.

Sean Whitten
CEO, **RE!NSTITUTE**

OUR IMPACT

In 2023, RE!NSTITUTE's impact in numbers highlights included:

1,547

of Systems
Transformation Activities
Participants

422

of Systems
Transformation
Innovations

102

of 100-Day
Challenges

HIGHLIGHTS OF 2023:

RE!FUTURE

Gender-Based Violence:

Periodic roundtables between prosecutors, investigative police, forensic experts, and Civil Society Organizations in the state of Hidalgo, Mexico, led to a 620% increase in charges pressed for domestic violence cases. Bringing the whole system together to propose, modify, implement, or preserve good practices led to more significant impact by placing victim needs at the center of the process.

RE!BUILD

Housing and Homelessness:

The AIDS Foundation Chicago increased their housing rate by 431%, ultimately connecting 95 people living with HIV or AIDS to safe and stable housing and robust wrap-around support.

RE!MAGINE

Justice:

A 100-Day Challenge brought together four states to transform how their justice systems dealt with non-violent crimes using alternative dispute resolution processes to bring parties together to resolve the conflict or criminal issue. This program helped the Nayarit team recover MXN 27 million (\$1.5 million USD) as restitution for victims in 100 days.

RE!THINK

Health:

The work of three cross-system teams from the health, social care, and voluntary sectors supporting emergency care in Plymouth, UK, saw the system transformed to help people be cared for outside of emergency departments when most suitable. This project resulted in a 25% increase in the number of people being cared for in the community once they had fallen, and teams put new systems in place to refer patients to community care.

CHALLENGE HIGHLIGHT #1

RE!THINK

Transforming Urgent and Emergency Care
Systems in the UK

In 2023, RE!NSTITUTE kicked off a series of 100-Day Challenges in the UK in partnership with the National Health Service (NHS) and the Devon Integrated Care Board to work towards transforming the healthcare sector. The program focused on access to urgent and emergency care around one health system in Plymouth, South West England, where the Devon Integrated Care Board is the NHS body responsible for integrated care delivery in the county.

The 100-Day Challenge addressed a complex problem within the health system: people seeking emergency care experienced long wait times. With increasing pressure to resolve this issue, the health system adopted the challenge to focus efforts on improving cross-system communication and working as well as achieving results. The Challenge's Discovery Phase established three focus areas identified as having a particular impact on emergency department admissions:

- 1.) People who have fallen but could have been cared for in the community,
- 2.) People in the end-of-life stages who could better benefit from being cared for outside of the hospital,
- 3.) People with long-term conditions who are admitted to emergency departments because they feel they have no other options.



A wide range of people from different parts of the health system, with a strong emphasis on involving individuals with lived experience, made up the three teams. Leadership was particularly impressed with the huge impact on collaboration and cross-sector working, which impacted both immediate results and long-term systems collaboration.

All three teams saw impressive results. The team focused on preventing unnecessary hospital admissions after a fall, saw a 25% increase in the number of people cared for at home following a fall, thereby preventing their unnecessary hospital admission. They achieved this by establishing new processes to refer to community services, improving communication between existing services within the system, and building a better understanding of the data and how to use it. The Long-Term Conditions team also achieved its goal of new app referrals that allowed clinicians to refer patients directly to community services and communicate with those patients regarding the support they need. The team, focusing on End-of-Life Care, carried out an in-depth study to understand the complexities around care home admissions into the hospital, resulting in a cross-system program of work to train and support care homes and clinicians to have better end-of-life conversations and plans and reduce admissions to emergency departments.

CHALLENGE HIGHLIGHT #2

RE!MAGINE

100-Day Challenges on Case Resolution
for Domestic Violence and Illicit Substance
Possession in Mexico

In 2023, RE!NSTITUTE worked with teams in Mexico on transforming justice systems and those that support gender-based violence victims. This year's programs greatly emphasized training individuals in the 100-Day Challenge methodology. RE!NSTITUTE worked with teams on a challenge in Quintana Roo to improve case resolution rates in two different crimes: domestic violence and illicit substance possession.

The state of Quintana Roo is home to popular tourist destinations like Cancún and Playa del Carmen and, in recent years, has become known for escalating violence and violent clashes between competing drug cartels. The state has also experienced an alarming rise in femicides since the pandemic began, with several high-profile and highly publicized violent crimes against women in the state.

Two 100-Day Challenge teams worked to increase quality solutions to the crimes of domestic violence and illicit substance possession with **RE!NSTITUTE** coaches, training, and support trainees from within the system. The challenge on domestic violence aimed to have a 100% increase in resolved cases. During the Challenge, the number of resolved cases went from a baseline of 10 to 879 resolved cases, resulting in an 8,690% increase in resolved cases. The resolution of cases relating to illicit substance possession also saw a substantial increase from a baseline of 31 cases to 461 resolved cases, a 1,387% increase. These incredible increases were due to improved collaboration, communication, and understanding between different parts of the system. Innovations included system-wide training to increase understanding and action around domestic violence cases, new monitoring processes, a revised case hearing process, new simplified communication systems, and simplifying processes to allow for concentrated hearings.



CHALLENGE HIGHLIGHT #3

RE!BUILD

Tackling Homelessness in Rural Illinois

In 2023, RE!NSTITUTE worked with communities across the U.S. to transform the housing and homelessness system. In the state of Illinois, RE!NSTITUTE worked with four communities in rural Illinois to prevent and end homelessness: Mercer County, Will County Continuum of Care (CoC), Central IL CoC, and South Central CoC. These communities focused on geographic areas of varying size, from just one county to more than 15 counties.

The Mercer County team, which is part of the larger Northwestern Illinois Continuum of Care, focused their 100-Day Challenge on a single county to develop targeted innovations and interventions that would be spread across the CoC. In particular, the Mercer County team identified the need for increased community engagement to combat the stigma related to homelessness and amplify their efforts to identify people in need of homelessness response services.

Capitalizing on existing community events, the Mercer County team rented a food truck and table at the annual Rhubarb Fest, a beloved local produce festival attended by a large cross-section of the community. They offered information about what homelessness looks like in Mercer County



(and rural areas in general) and access to homeless support resources, which could be discretely distributed to community members in need. Several of their flyers included a QR code to get in touch with direct service providers and find out more information. The team felt that this kind of visibility at a community event increased awareness of homelessness in Mercer County, as well as dispelled harmful myths surrounding those needing support and care from the community.

In addition to connecting over 30 people to safe and stable housing, the Mercer County team also amplified their identification efforts, adding a significant number of people to their Coordinated Entry System and preparing them to access services and support.

Mercer's work, plus insights from Will County CoC, Central IL CoC, and South Central CoC, highlighted many of the unique aspects of homelessness response in rural settings:

- Comprehensive and accurate data collection is difficult for various reasons, including the cost of Homeless Management Information System licenses, duplication of data collection efforts, data compatibility challenges, and lack of consistency in data collection among all providers in the system.
- Most communities found that the HUD definition of literal homelessness restricts their ability to use resources to support people who are doubled up, housing insecure, or experiencing intermittent homelessness.
- Unsheltered or highly visible homelessness is uncommon in rural areas, and many clients don't see themselves as fitting the common images or stereotypes of homelessness; this may impact the number of people who self-identify and seek out resources.
- Transportation for clients is a primary challenge for these homeless response systems, second to a lack of affordable housing options. The large geographic spaces these CoCs cover make it challenging to ensure full-service coverage.
- Robust, informal relationships and service processes are a unique strength of these rural homeless response systems; there is a strong sense of community and looking out for each other.
- At the same time, barriers to changing housing policy or allocating resources can emerge from a lack of political will in some communities.

This Challenge was supported by the Illinois Office to Prevent and End Homelessness and the Supportive Housing Partners Association (SHPA). The success of these four communities led to a second round of four 100-Day Challenges in Illinois, focused on encampment and unsheltered homelessness. Those Challenges began in February 2024.

SYSTEMS TRANSFORMATION LEARNING AND IMPROVEMENT


Our strategy and learning in 2023 have focused mainly on systems transformation, both in establishing and expanding offerings, initiatives, and our partnerships in the systems change space.

TRANSFORMING SYSTEMS WEBINARS

We organized a successful first webinar series called “Transforming Systems,” which brought together some of our fascinating partner organizations and individuals to discuss key issues and themes in transforming complex systems. Our first webinar focused on health equity, bringing together partners from Yale University, Health Innovation Network South West (from the UK), and Center for Care Innovations to share their experiences of challenges and enablers in shifting health systems to be more equitable. Our second global webinar, focused on gender-based violence, brought together partners from South Africa (iResults) and Mexico. The third webinar in the series on housing and homelessness brought together one of our board members along with two housing and homelessness leading practitioners, discussing innovative approaches to tackling the challenges related to homelessness. In 2024, we look forward to expanding this successful series of webinars to share our system changes, learning, and connecting partners across geographies.

WEBINAR Sept. 27th 9 a.m.(CST)

RE!NSTITUTE




RE!THINK FOR TO TRANSFORM SYSTEMS GENDER VIOLENCE

Join us for the second of a series of engaging conversations between key partners who have first-hand experience in transforming complex systems in Mexico and South Africa.

Fátima Xóchitl Encina Arroyo Specialized Gender-Based Violence Prosecutor, Zacatecas' Attorney General's Office, Mexico	Jakkie Wessels Regional Court President Limpopo Regional Division South Africa	Dulce Colín General Director of Equality and Attention to Gender Violence, Mexico City State Government, Mexico
Sixollie Ngcobo Director Localisation Lab @ The World of Impact	Norma Ledezma Ortega Head of the executive commission for attention to victims, Chihuahua State Government	

WEBINAR June 29th 12 p.m. EDT


RE!NSTITUTE



RE!THINK FOR TO TRANSFORM SYSTEMS HEALTH EQUITY


Join us for the first of a series of engaging conversations between key partners who have first-hand experience in transforming complex systems.

Charlotte Burrows Programme Director Design South West Academic Health Science Network	Daniel Sarpong, PhD Executive Director of the Office of Health Equity Research (OHER) Yale School of Medicine
Kristene Cristobel Vice President for Programs Center for Care Innovations	



WEBINAR Dec 13th 11 am (PST) 1 pm (CST)

RE!NSTITUTE



RE!THINK FOR TO TRANSFORM SYSTEMS HOUSING AND HOMELESSNESS

Join us for the third of a series of engaging conversations between critical partners who have first-hand experience in transforming complex systems.

Nan Roman Former President and Chief Executive Officer The National Alliance to End Homelessness	Wendy Tippet Director of Human Services and Community Action Palm Beach County
Kahlil Barton-Garçon Chief Program Officer True Colors United	

PODCAST

RE!NSTITUTE's team participated in an *episode of Collective Impact Forum's podcast* to share more about our work and theory behind transforming systems. We were invited to participate following a RE!NSTITUTE publication on the connection between 100-Day Challenges and systems transformation. We were thrilled to share our theory behind how our work transforms systems and to highlight one of our 100-Day Challenge community participants who described how the use of the systems transformation framework helped to shift the work that they do in the housing and homelessness sector significantly.

PUBLICATIONS

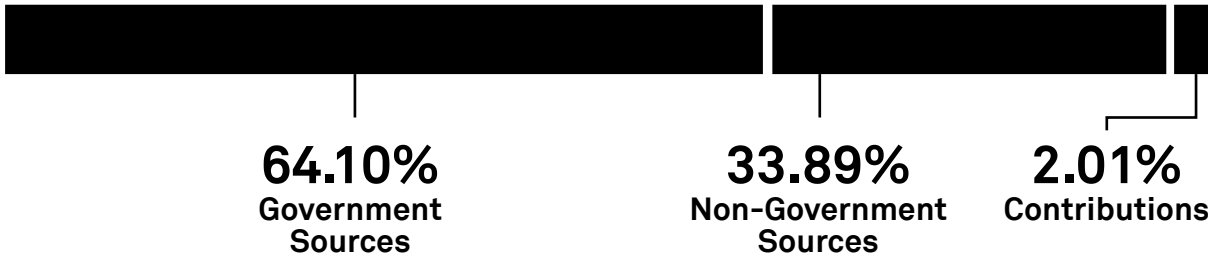
RE!NSTITUTE's research partnership with Bentley University will result in the publication of two academic papers on our systems transformation work. Working with a mathematical scientist, we have mapped the frequency and types of innovations emerging from our work against our framework, giving us further insights into the kinds of systems transformations we are generating and where future efforts could focus.

As we move into 2024, our ability to offer systems transformation support rooted in research, understanding, and analysis of how that happens appeals to both thought and community partners. The framework we have established and the products we can offer meet the needs of the communities with whom we are engaging, and we are excited to be implementing more systems transformation offerings in 2024.

FINANCIALS

<p>Total Income in 2023: \$2,610,316.88</p>	<p>Total Expenses in 2023: \$2,630,616.17</p>
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Sources of Revenue:



Allocation of Expenses:



RE!NSTITUTE’s financial performance and accountability are recognized by leading charity rating organizations:

- Charity Navigator ranking badge
- Guidestar 2024 ranking badge



OUR TEAM + BOARD

STAFF

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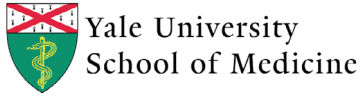
Board Member

*Individuals with a * next to their names were part of RE!NSTITUTE's Team for part of 2023

OUR PARTNERS + FUNDERS

THANK YOU TO ALL OF OUR PARTNERS IN 2023





A HUGE THANK YOU TO ALL OF OUR 2023 DONORS WHO SUPPORTED OUR WORK



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BRIAN COOPER

LOOKING AHEAD: 2024

This year is already off to an impactful start, with several new partners and projects focusing on systems transformation globally. We are looking forward to a year of collaborating with communities worldwide to work towards systems change.

Some of the upcoming projects we are excited about include:

RE!BUILD

In 2024, our systems change work, including 100-Day Challenges, continues to drive innovation in homeless response, which is critical for communities across the country facing rural homelessness and homeless encampments. Through our methodology, partner communities are transforming how services are delivered, how leaders engage, and how positive results are sustained, all while working with limited available resources. In 2024, we are excited to work with three communities in rural Oregon to improve housing opportunities for seniors and youth and four communities in Illinois focused on encampments. These communities have undertaken the challenge of true collaboration and cross-system engagement to work toward the ultimate goal: to end the experience of homelessness for all the people they serve.

RE!LEARN

In 2024, we are partnering with the Pond-Deshpande Centre (PDC) in New Brunswick, Canada, to train facilitators to deliver 100-Day Challenges as well as co-implement the methodology with them on a project focused on workforce development, immigration, and homeless response. PDC is a social innovation organization and the first in Canada trained to deliver 100-Day Challenges. The 100-Day Challenge is a strategic response to the acute need for skilled labor in New Brunswick, aiming to capitalize on immigrant talent, enhance the integration of diverse workforces, and fulfill the rising infrastructure development demands. Additionally, we will guide the PDC 100-Day Challenge facilitator trainees as they deliver a 100-Day Challenge in the City of Moncton focused on homeless response.

RE!THINK

Building on our successful work with the Devon Integrated Care Board and National Health Service, focused on the emergency care system in the South-West of the UK, we are excited to continue to expand this partnership through leadership and team coaching, data use, and impact evaluation to support and evaluate the system change from last year's programs.

RE!MAGINE

In 2024, our Latin America team is expanding its impact within the Mexican and Honduran justice systems. The team is excited to continue its partnership with the USAID-funded Conjusticia program and DAI. **RE!NSTITUTE** will be training and delivering 100-Day Challenges in the states of Zacatecas, Coahuila, Hidalgo, Nayarit, and Chihuahua. We are excited to certify coaches in all five states by the end of 2024.

In 2024, the team will continue programming with community members in Honduras to transform the justice system. Local teams are working to increase the number of cases resolved related to robbery, extortion, and domestic violence. **RE!NSTITUTE** will launch two more 100-Day Challenges in Honduras with our partner DAI in the first half of 2024.

RE!FUTURE

RE!NSTITUTE will continue to support our partners in South Africa, iResults, and the World of Impact for the third year as they spread Gender-Based Violence 100-Day Challenges more broadly across the country. Thanks to the generous support of the Ford Foundation, teams in South Africa will grow and amplify the localization of the National Strategic Plan on Gender-Based Violence and Femicide by scaling the use of the methodology across courts, municipalities, and Technical and Vocational Education and Training (TVET) colleges in collaboration with End GBVF Collective.

RE!LEARN

RE!NSTITUTE is partnering with MSI, a Tetra Tech company, on the USAID-funded Promoting Rule of Law Activity (PROLA) in the Democratic Republic of Congo. This opportunity feels particularly exciting as we are RE!connecting with a group of Congolese coaches who were certified in 2017 to offer refresher training on 100-Day Challenges and deliver the methodology to transform the justice system in Kinshasa for the first time.

We cannot wait to give a full recap of these projects and more in next year's Annual Report.

We have other exciting offerings and news to come this year. Stay tuned to [our newsletter](#) and social media channels for further announcements and to learn more as our teams continue achieving **Systems Transformation through Extraordinary Results**.

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INFORMATION**

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2023 Annual report