

KEYS TO SUCCESS



gateway
center

Annual Report
2017-2018

DEAR GATEWAY PARTNERS, FRIENDS AND VOLUNTEERS,

Thanks to the citizens of Atlanta, Gateway Center celebrated 13 years of service to community. Our continued success is directly correlated to the power of our “Gateway Center Village.” This includes over 1900 volunteers, 65 employees, 10 Board of Directors, over 20 partner agencies, city and state officials, homeless advocates, area businesses, the local philanthropic community and **YOU!** Gateway Center recognizes that the pathway into homelessness, for the over 3,000 individuals experiencing homelessness in the city of Atlanta, is complicated and paved with trauma and loss. Gateway Center continues to offer a collective impact model that is trauma informed and client centered to better serve those who are unsheltered and seeking long term housing solutions.

Due to social determinants of homelessness such as inequality, housing affordability, transportation barriers, the need for criminal justice reform, low literacy, unemployment and low wages, eradicating homelessness is a battle that requires a united effort by our entire city and state. Nationally, as reported in the 2017 *Annual Homeless Assessment Report (AHAR)* to Congress, the overall numbers of individuals experiencing homelessness increased for the first time in 7 years. On the converse, the 2018 *Point In Time Count* conducted by Partners for Home reflected a decrease in overall homelessness for the city of Atlanta, but a 9% increase in our unsheltered population. In FY18, Gateway Center served 10,598 individuals seeking a service, which is a 57% increase from FY17. Of the 10,598 individuals served, 1,241 were enrolled in our residential programs.

Many old stereotypes and attitudes about people experiencing homelessness have not changed, neither have the solutions. Gateway Center has refined our mission this year to focus on **connecting people experiencing homelessness with the support necessary to become self-sufficient and find a permanent home**. We remain committed to not only increasing access to housing solutions for those experiencing homelessness in Atlanta, but connecting them with the resources and trainings that will ultimately allow them to thrive. To address the increased demand for services, improve access to housing solutions, and to explore innovative solutions Gateway Center launched our new 100 bed program, The Evolution Center, in December 2017. In addition, through increased financial support from local foundations and state funding, Gateway Center has expanded our capacity to provide addiction support, behavioral health and job readiness services.

These life-changing services would not be possible without the generosity and support of people like you. These programs not only align with our mission, **but will ultimately be the difference between life and death for many that we serve**. At Gateway Center we help people face the challenges of being unsheltered head on, and create a realistic plan with keys to success so that **they** can manage to **find a way home**. As you read this Annual Report, I hope you will discover the many ways we disrupted homelessness in FY18 and strive to make it rare, brief and non-recurring for all.



RAPHAEL HOLLOWAY

Raphael Holloway
Chief Executive Officer

DEAR FRIENDS,

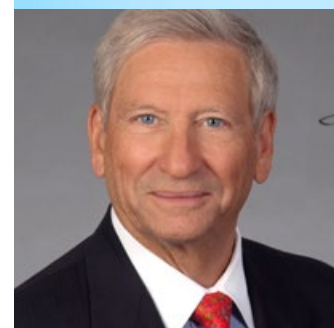
I hope you will take a moment to review this Annual Report. It has been a transformational year for Gateway Center:

- The first year operating The Evolution Center, formerly known as Jefferson Place, our new 100 bed low barrier men’s shelter.
- The creation and adoption of a new five-year strategic plan.
- The successful investment of the proceeds from our capital campaign, which will conclude at the end of 2018.
- The expansion of the board with the addition of three talented new members.
- Adding dermatology to the services offered through Mercy Care, our integrated clinic, which already offers primary care, behavioral healthcare and dentistry.
- The launch of a new advisory committee made up of prominent Atlantans; and
- The most successful Human Clay event ever.

All of this happened while we continued the daily work serving as the front door to Atlanta’s continuum of care, providing human services, operating Atlanta’s coordinated intake and assessment strategy for housing placement, partnering with Mercy Care, Georgia Works!, the Veterans Administration and others to operate therapeutic programs that are ending homelessness for hundreds and addressing the needs of thousands. The fact that Atlanta’s new mayor, Keisha Lance Bottoms, was the featured speaker at our Human Clay event in November 2018 underscores Gateway’s central place in the firmament of our community’s drive to make homelessness rare, brief and non-recurring.

Behind the numbers are real improvements, in the lives of our clients, and the demanding compassionate work of our incredible staff. When I set out sixteen years ago to lead the team that built Gateway Center, I was not perceptive enough to envision the institution we have become. I am grateful for the leadership of Raphael Holloway and the dedicated women and men that come to work at Gateway every day; they are, in a very real sense, Gateway. I am also grateful for the dedication of our Board and the generous and essential support of our funders and partners.

Gateway is making a difference and we welcome you to join with us.



EDWARD J. ‘JACK’ HARDIN

Edward J. 'Jack' Hardin
Board of Directors, Chair

OUR VISION

To live in a community where homelessness is rare, brief and non-recurring.

OUR MISSION

To connect people experiencing homelessness with the support necessary to become self-sufficient and find a permanent home.

OUR BIG GOAL

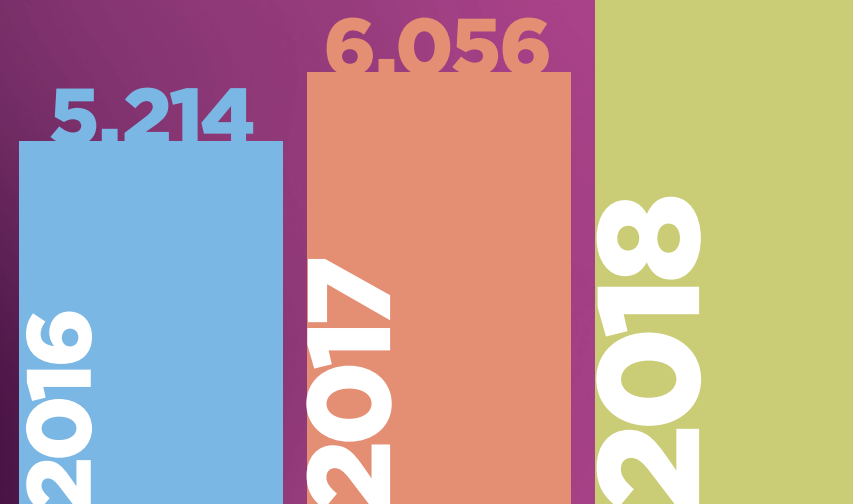
By 2021, Gateway Center will support 1,000 people in finding a permanent home.

Gateway Center's Keys to Success

Each of our services, activities, and partnerships are part of our intentional effort to be client centered, trauma informed, and utilize best practices while emphasizing human value and dignity. To ensure the alignment of services, Gateway Center has focused our efforts into five keys to success.

Gateway Center provided services for 10,598 individuals in fiscal year 2017-2018.

Clients Served
3 Years At-a-Glance



5 KEYS TO SUCCESS

To ensure Gateway Center strategies are driving us toward the intended impact we will execute our 5 Keys to Success:

-  Housing Placement & Stability
-  Health & Wellness
-  Family & Community Engagement
-  Job Skills Training & Placement
-  Adult & Financial Literacy

MR. WARE'S SUCCESS STORY!

After hitting rock bottom, while living in Iowa, Mr. Ware had a moment of spiritual clarity that instructed him to make a fresh start in Atlanta. He had no plan, no direct connection, just a car and an internal compass that told him there was help and hope in this city. Once he arrived in Atlanta he had no home and slept in his car for four nights. After reaching out to the local Veterans Affairs office, he was initially referred to Gateway Center's Veterans program. However, after learning more about the Upward Program Mr. Ware requested to transfer programs because it directly aligned with his personal goals.

Mr. Ware was a member of Gateway Center's Upward Program for approximately 6 months. Upward provides beds for up to 180 days and is a residential addiction recovery program designed to support men in addressing their addiction. Clients develop a plan for implementing and sustaining a substance abuse recovery plan and connect to employment resources and stable housing. The key is to remain clean and sober.

Mr. Ware developed a strong interest in learning and applying the Matrix curriculum, which is used in the Upward Program. He actively participated in the groups and coaching/case management services. "The process was challenging", said Mr. Ware, "but through it all I survived the program and committed to my recovery and maintaining my sobriety. I see the importance of *truly* completing the first step, and applying the spiritual principles of the first step." After he completed his first step Mr. Ware began the process of preparing himself to reenter the job market by working with Gateway Center's Career Resource Center and

a job readiness program at the Main Frame, a community partner. Mr. Ware already possessed his commercial driver's license and had access to transportation; securing a job was made easier once he stabilized his housing at Gateway Center.

Mr. Ware graduated from the Upward Program in August 2017. He had secured full time employment, as a driver, with a local trucking company. He reported that he was once again led by the spirit and took advantage of an opportunity to purchase a 2017 Freightliner Tractor and now has established his own trucking business. Mr. Ware's experience at Gateway Center highlights Keys to Success utilized to end his homelessness.

Now, Mr. Ware can be found in his element of success, on the highways traveling from Atlanta, to the Midwest, to the East Coast and back to Atlanta safe, stable and sober.

Volunteers

Volunteers are key to Gateway Center's ability to effectively serve Atlanta's homeless community with dignity and compassion, while empowering those experiencing homelessness to transition towards self-sustainability. If you're looking for individual or group opportunities, to make a difference and have an immediate impact on someone's life, then volunteering at Gateway Center is the place for you! Connect with us online at www.gatewayctr.org/volunteer or email volunteer@gatewayctr.org.



1,982 individuals and groups volunteered with Gateway Center in FY18



ATLANTA, THANK YOU FOR BEING A PART OF OUR COLLABORATIVE KEYS TO SUCCESS!



2,458 (NEW) Clear Path
housing assessments provided



PROGRAM HIGHLIGHTS AND NOTABLE ACCOMPLISHMENTS

Gateway Center is not a shelter. In fact, we are a homeless service center that meets our clients where they are and walk with everyone on their journey toward self-sufficiency. We have **352 beds, 8 residential programs, and 12 on-site partners** who share our vision for Atlanta.



Gateway Center offers Non-Residential and Residential Programs.

RESIDENTIAL PROGRAMS

Low Barrier Shelter is designed to provide access to safe shelter that is voluntary 24 hours per day, 7 days per week. This program provides shelter beds for 45 days to individuals that are immediately requesting shelter but not interested in a program bed at this time. This tends to be individuals with the highest acuity of needs.

Short-Term Residential Programs provide short-term (up to 90 days) residential services for homeless (often mentally-ill and substance-abusing) men. Services include initial screening and coordinated assessment, comprehensive case management services, and linkages to resources and community partners.

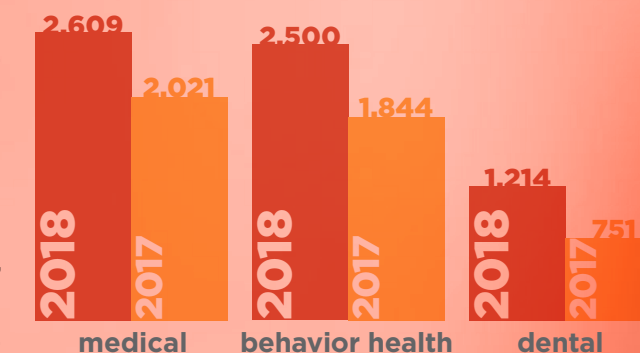
Transitional Housing Programs provide housing, supportive services, and collaboration designed to move persons experiencing homelessness to permanent housing and sustainable income. Residents may reside in these programs for up to a year.

NON-RESIDENTIAL PROGRAMS

Client Engagement Center serves as a resource center during the day and an emergency response center under special circumstances. Provides basic human services to provide clients with a sense of dignity that include access to restrooms, showers, storage lockers, telephones, cell phone charging stations, clothing, laundry, hygiene supplies, health (physical and behavioral) services, and referral services (i.e. ID assistance, and employment resources).

Clear Path @ Gateway Center connects men, women, and families with the most appropriate housing resources to assist them in ending their homelessness through the Atlanta Continuum of Care. Gateway Center utilizes an industry standard initial screening tool, the Vulnerability Index-Service Prioritization and Decision Assistance Tool (VI-SPDAT).

Mercy Care @ Gateway Clinic provided the following encounters in the past two years:



2017-2018 PROGRAM EVALUATION RESULTS

Characteristics at Intake Demographics

From July 1, 2017 thru June 30, 2018, Gateway Center served 10,598 clients and 1,241 individuals were served in our residential programs. Among residential:

- **87%** were **African American**, **11%** were Caucasian, **2%** were Multi-Racial/other and **2%** were Other.
- **41%** were between the ages of **51-60 years**.
- **45%** were **veterans**.
- **30%** were **chronically homeless**.
- **74%** had a **disabling condition**.
- **81%** were **men**.
- **19%** were **women**.
- **75%** **stayed** at an emergency shelter or place not meant for habitation the night before arriving at Gateway Center.
- **56%** did not have any cash income at intake.
- **57% Increase** in number served by GWC from FY2017.

Vulnerability Index

- **52%** of all clients assessed via the VI-SPDAT **qualified for Permanent Supportive Housing**.

Outcomes for Residential Programs

- **57%** of residential clients at intake and **64%** at exit had **health insurance** (**8%** increase; a statistically significant increase).
- **44%** of residential clients at intake and **53%** at exit had **cash income** (**9%** increase; a statistically significant increase).
- **30%** of residential clients at intake and **34%** at exit had **SNAP benefits** (**4%** increase; a statistically significant increase).

Discharge Reasons

- **61%** of discharge reasons for those in a **Transitional Housing program were positive**; neutral (4%), negative (22%) or other/unknown (13%).
- **57%** of discharge reasons for those in a **Short-Term Residential program were positive**; neutral (9%), negative (13%) or other/unknown (21%).

Discharge Destination

- **53%** of **Transitional Housing discharges** were to a permanent setting and **23%** were to a temporary setting.
- **13% of Short-Term Residential discharges** were to a permanent setting and **56%** were to a temporary setting.

Feedback

- **1,982 volunteers served** at Gateway Center in FY18.
- **98% of volunteers** surveyed rated their experience as excellent or good.
- **73% of clients** surveyed reported being satisfied with the services received at Gateway Center.

1,241 Total Residential Clients
Served by GWC

2017-2018 FINANCIALS

Through the generous support of the United Way—Regional Commission on Homelessness, federal, county and city government, local foundations, and individual donors, we successfully raised \$4.75 million in funds to support our mission and services in FY18.

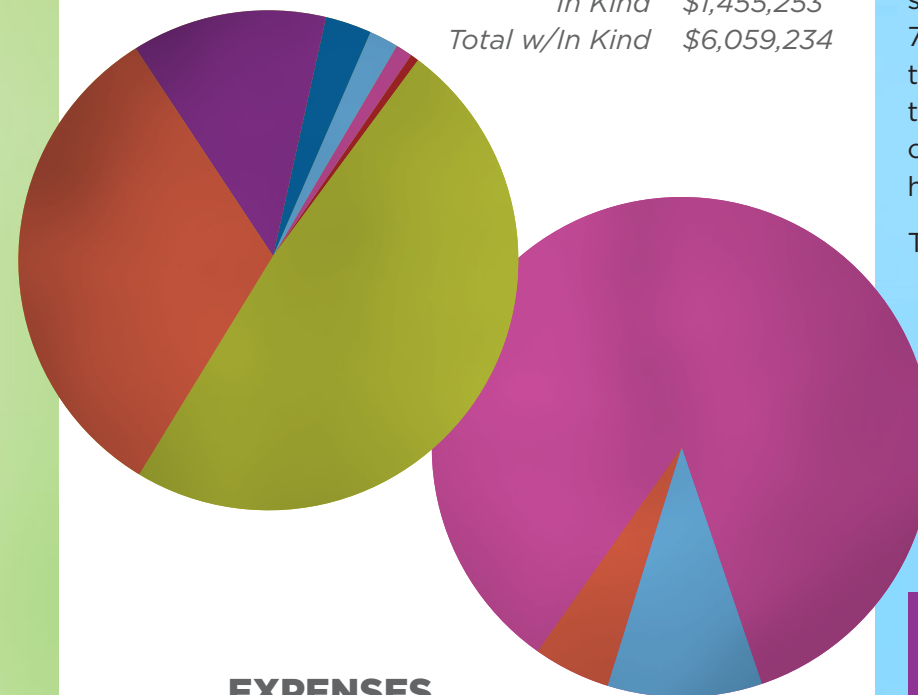
REVENUES

Foundations	49%	\$2,267,689
Government	32%	\$1,459,389
Fee For Service	13%	\$582,591
Special Events	3%	\$138,454
Individual	2%	\$90,873
Corporations	1%	\$45,337
Investment Income	0%	\$19,648

Total \$4,603,981*

In Kind \$1,455,253

Total w/In Kind \$6,059,234



EXPENSES

Program	85%	\$3,490,877
Management & General	10%	\$414,208
Fundraising	5%	\$186,565

Total \$4,091,650

Change in Net Assets \$512,331

Change in Net Assets (Audit) \$512,331

**The numbers presented in this reports are from Gateway Center audited financials. Final Audit is available for review on our website at www.gatewayctr.org.*

PROGRAM SPOTLIGHT

PARTNERS FOR



Evolution Center

With funding provided by Partners for Home, Gateway Center launched the Evolution Center on December 6, 2017 to address the needs of Atlanta's chronically homeless in need of a low barrier shelter option.

Gateway Center's Evolution Center provides emotional and physical support for men that are experiencing homelessness. **Evolution Center** is designed to provide rapid access to safe shelter that is voluntary 24 hours per day, 7 days per week. The goal of this program is to provide shelter beds to those individuals that need it most (not limited to) with priority on those individuals that are most acute and have the highest needs.

Though there are minimal prerequisites for clients to gain access to the shelter, **Evolution Center** utilizes evidence-based intervention models (i.e. critical time intervention, motivational interviewing, trauma informed care, etc.), and wraparound support services for those clients expressing a desire to participate in services to aide them in transitioning out of homelessness.

372 Guests Served by the
Evolution Center

For more information about, including referrals to The Evolution Center, please call 404.215.6600

Clients may inquire regarding availability of shelter at Evolution Center by presenting at Gateway Center's main office located at **275 Pryor Street*

Availability is based on first come first served.

GATEWAY CENTER EVENTS

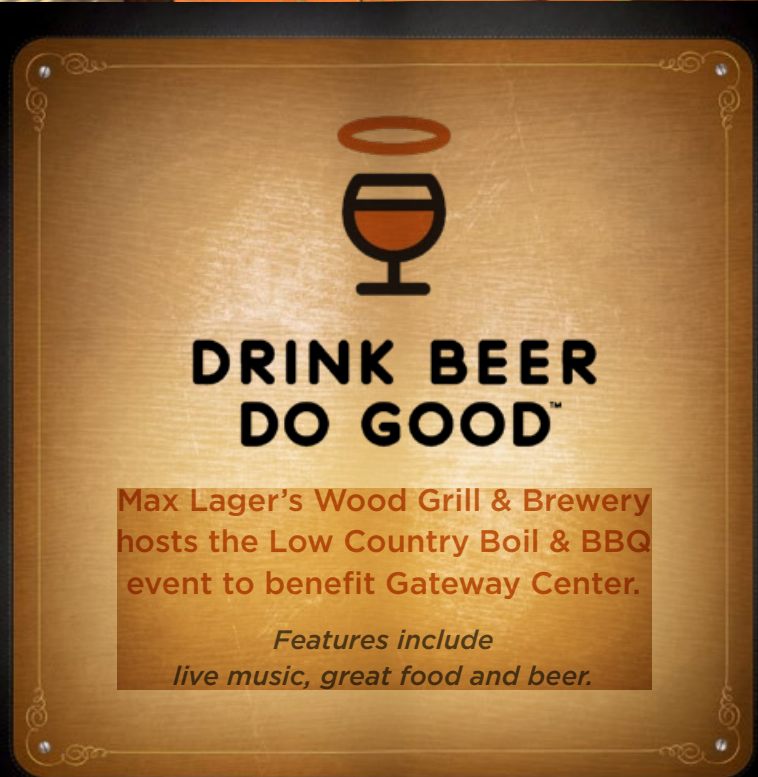


Human Clay

Human Clay is Gateway Center's signature annual fundraising event.

The name is derived from a line in the book, *Novels of Balzac* that says, "And a conviction brings a salient indefinable beauty into faces made of the commonest human clay."

Funds raised directly support programming such as intensive case management; job readiness training; food services; and other vital supports.



FUNDERS AND PARTNERS

Funders:

A Friend of Gateway Center
Amerigroup Foundation
Betty and Davis
Fitzgerald Foundation
Central Atlanta Progress/
Atlanta Downtown
Improvement District
City of Atlanta—Community
Development Block Grant
Connolly Family Foundation
Cousins Foundation
Deloitte
General Motors
Georgia Department
of Community Affairs
Georgia Pacific Foundation
Georgia Power Foundation
Hauser Family Foundation
J. Bulow Campbell Foundation
Jarrell Systems
Jesse Parker Williams Foundation
John H. & Wilhelmina D. Harland
Charitable Foundation
Joseph B. Whitehead Foundation
Kroger
MailChimp
Marsh & McLennan Agency
Max Lagers

May P. and Francis L.
Abreu Charitable
Trust Foundation
Mayberry Electric
Mix'd Up Burgers
Omni Hotels
Partners for HOME
PNC Bank
Publix Charitable
Foundation
R. Howard Dobbs,
Jr. Foundation
Segars Group, LLC
SunTrust Foundation
Supply Source
The Coca-Cola Foundation
The Ellis Foundation
The Home Depot Foundation
The Imlay Foundation
The J. B. Fuqua Foundation
The James M. Cox Foundation
The Kendeda Fund
The Luther and Susie
Harrison Foundation
The Rich Foundation
The Sara Giles Moore Foundation
The Sartain Lanier
Family Foundation

The Tull Charitable Foundation
The Vasser Woolley Foundation
Tito's Handmade Vodka
United Way—Child Well-Being
United Way—EFSP
United Way—Regional
Commission on Homelessness
UPS
U.S. Department of Veteran
Affairs
Wells Fargo Foundation
White Oak Kitchen & Cocktails
William Josef Foundation



Mr. & Mrs. Omilami (first and second from right), Hosea Helps, with Gateway Center staff

Partners:

Partners For Home—Clearpath
Mercy Care Clinic @ Gateway
Center
Mercy Recuperative Care
Mercy Care PATH
Georgia Works!
HOPE Atlanta PATH

Community Friendship PATH
Emory School of Nursing
Department of Family and
Children Services
Back On My Feet
Crossroads Ministries
First Step Staffing & Benefits
Regions Bank
University of Parents
Fulton County TB Outbreak
Response Team
Georgia Mental Health
Consumer Network
(Double Trouble)
Narcotics Anonymous



Nancy Flake Johnson, CEO of Urban League Atlanta, with Gateway Center CEO

College & University Partners (Interns/Chaplains)

Emory University
Candler School of Theology
Contextual Education
Morehouse College, Adams
and Bonner Scholar Program
Shepherd Higher Education
Consortium on Poverty
Clark Atlanta University

75 Free Showers
Provided Daily

7,280 Guests Assisted with **Clothing**

Board of Directors

Edward J. 'Jack' Hardin
Board of Directors, Chair

Keith Evans
Governance Committee Chair

Greg Heston
Finance Committee Chair

Robert Glustrom
Resource Development Committee Chair

Debi M. Starnes
Program Strategy and Evaluation Committee Chair

Cindy LeBlanc
Mary T. Benton
Rayford Davis
Peter McMahon
Calvin Ward
Members

Agency Leadership

Raphael Holloway
Chief Executive Officer

Deliesha Stewart
Chief Financial Officer

Tonya Boose
Director, Veterans Programs & CEC

Amanda Van Dalen
*Director, Residential Services
& Client Assessment Program*

Rebecca Cranford
*Director, Community Engagement
and Volunteer Services*

Greg Callihan
Director, Facilities

KEYS TO SUCCESS



**gateway
center**

275 Pryor Street, SW

Atlanta, GA 30303

404-215-6615

www.gatewayctr.org

To donate

www.gatewayctr.org/donate

To become a volunteer

www.gatewayctr.org/volunteer

