



12-Month Evaluation Report

July 1, 2018 – June 30, 2019

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About Gateway Center

Our successful track record is rooted in the unwavering commitment of the Gateway Center Board, staff, volunteers, and partners to our vision, mission, philosophy, and values.

Values

- We believe in the worth and dignity of every person in our community.
- We operate with transparency.
- We use resources efficiently.
- We achieve measurable, lasting impact.

History

In 2002, Atlanta Mayor Shirley Franklin asked the United Way of Metropolitan Atlanta to study the issue of homelessness in the city and provide recommendations on how to make substantive progress in moving individuals experiencing chronic homelessness into permanent housing. The result was a Blueprint to End Homelessness in Atlanta.

A major Blueprint recommendation was to establish a central point of care in metro Atlanta to meet the needs of those experiencing homelessness in a systematic and supportive manner. To that end, the United Way Regional Commission on Homelessness oversaw the development of the Gateway Center, which opened July 27, 2005, and is now a self-managed 501(c)(3) organization. It serves as the primary portal for the Atlanta Continuum of Care for individuals experiencing chronic homelessness.



About Gateway Center

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.

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

Program Descriptions

Gateway Center offers Non-Residential Programs and Residential Programs (Short-Term and Transitional Housing). Each of these are described on the following pages.

Non-Residential Programs — humanitarian and trust-building services as well as referral services.

Short-Term Residential Programs — short-term (up to 90 days) residential services. Provides guests with a supportive, structured, therapeutic, safe, and drug-free environment. Men experiencing homelessness (often with mental disabilities and/or substance dependencies) are provided an initial screening and coordinated assessment, comprehensive case management services, and linkages to resources and community partners to stabilize their condition in order to successfully transition them into rapid re-housing or permanent supportive housing.

Transitional Housing Programs — housing and supportive services and collaboration designed to move persons experiencing homelessness to permanent housing and sustainable income. These programs utilize relationships/partnerships with local property managers and supportive housing programs in order to assist guests to secure housing. Residents may reside in these programs for up to a year.

Program Descriptions

Non-Residential Programs

Client Engagement Center — serves as a resource center during the day and an emergency response center under special circumstances. While permanent housing is the end-goal for persons experiencing homelessness, basic human services are critical to the first efforts in building a relationship and meeting immediate needs. Gateway Center provides several services for non-residents who are experiencing homelessness. These services and resources 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., DFCS, ID assistance, and employment resources).

Clear Path @ Gateway Center Services Only — a coordinated access point through the Atlanta Continuum of Care which connects men, women, and families with the most appropriate housing resources to assist them in ending their homelessness. Clear Path is the process by which people experiencing homelessness in the City of Atlanta can access housing assessments, emergency shelter placement, and linkage to long-term housing placement options available through the Housing Queue. Gateway Center utilizes an industry standard initial screening tool, the Vulnerability Index-Service Prioritization and Decision Assistance Tool (VI-SPDAT). The VI-SPDAT is rooted in leading medical research that determines the chronicity and medical vulnerability of individuals experiencing homelessness.



Program Descriptions

Short-Term Residential Programs for Men

Veterans Contract Beds (VACB) Emergency — provides short-term beds for up to 60 days to veterans referred to Gateway Center by the Veteran Affairs Office located at Fort McPherson. Veterans are assessed through case management and connected to all available services including treatment, income, and housing services.

Veterans Low Barrier Shelter — provides short-term beds for veterans for up to 5 days. Veterans are assessed for services through Fort McPherson and if eligible are then transitioned to longer-term residential programs, rapid re-housing, or permanent supportive housing based on their eligibility and needs.

Clear Path @ Gateway Center Residential Program — assists men for up to 90 days who are experiencing chronic homelessness in ending their homelessness. Guests are screened for this program using the Vulnerability Index-Service Prioritization and Decision Assistance Tool (VI-SPDAT). Most men enter the program with no identification. Case managers work closely with guests to obtain identification and disability paperwork. Guests are connected to substance abuse, mental health, and physical health resources.

Upward — provides beds for up to 90 days and is a residential addiction recovery program designed to support men in their efforts to end their addiction. Guests develop a plan for implementing and sustaining a substance abuse recovery plan, and then connect to employment resources and stable housing. Through intensive case management and the utilization of a pre-treatment curriculum, individuals are able to remain clean and sober.

Life Changers — provides beds for up to 90 days for men in need of housing and employment case management as they re-enter the workplace. Addresses various factors that may contribute to homelessness, such as educational, legal, and critical life needs.



Program Descriptions

Short-Term Residential Programs for Men

Projects for Assistance in Transition from Homelessness (PATH)

HOPE Atlanta PATH — assists men experiencing homelessness by engaging them where they are located and providing access to needed treatments to address mental health, physical health, and/or substance abuse issues. When guests are engaged by the outreach team, they are then offered beds at Gateway Center. HOPE Atlanta case managers work to connect individuals to needed resources. Guests are housed in this program for up to 60 days.

Mercy Care PATH — serves men experiencing homelessness who have severe and persistent mental illnesses. Short-term beds for up to 60 days are made available to Mercy Care PATH team guests while ensuring that individuals are connected to mental health services and resources. Guests and case managers work together to create housing plan goals that include, but are not limited to, issue involving mental health, medical care, income, employment, and stable housing.

Community Friendship PATH — provides, in partnership with Community Friendship, outreach and case management for up to 60 days to men experiencing homelessness with mental illness or co-occurring mental illness and substance use disorders who are unable/unwilling to access traditional services on their own.

Note: throughout this report these three PATH programs are combined and labeled "PATH Teams."



Program Descriptions

Low Barrier Shelter for Men

The 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. The Evolution Center provides emotional and physical support for men who are experiencing homelessness. The Evolution Center is designed to provide rapid access to safe shelter 24 hours per day, 7 days per week. The goal of this program is to provide shelter beds to individuals who need it most with priority for those who are most acute and have the highest needs.

Transitional Housing Programs for Men

Veterans Transitional Housing — provides beds for transitional housing (TH) with a maximum stay of up to 2 years. This program is a collaborative project funded by the U.S. Department of Veterans Affairs. Guests must be referred by Atlanta’s Homeless Veterans Program to gain access to this program. Veterans are assessed through case management and connected to all available services including treatment, income, and housing services.

Resident Intern (RI) Program — provides beds for up to 18 months. This program is an opportunity for men to first volunteer their time within Gateway Center. After 30 days of success as an RI, men earn a stipend for their work at the Gateway Center. RIs are guests who have displayed exemplary behavior and determination while in stabilization, but have not yet been able to identify employment opportunities in the community. These guests have an opportunity to develop new job and leadership skills.



Program Descriptions

Partner Agency Programs

Gateway Center collaborates with a wide range of social services agencies working collaboratively to provide wraparound services. The onsite continuum of services promotes positive outcomes and allows each agency to make homelessness rare and brief for those served. A Full list of partnerships can be viewed at:

www.gatewayctr.org/programs-and-services/

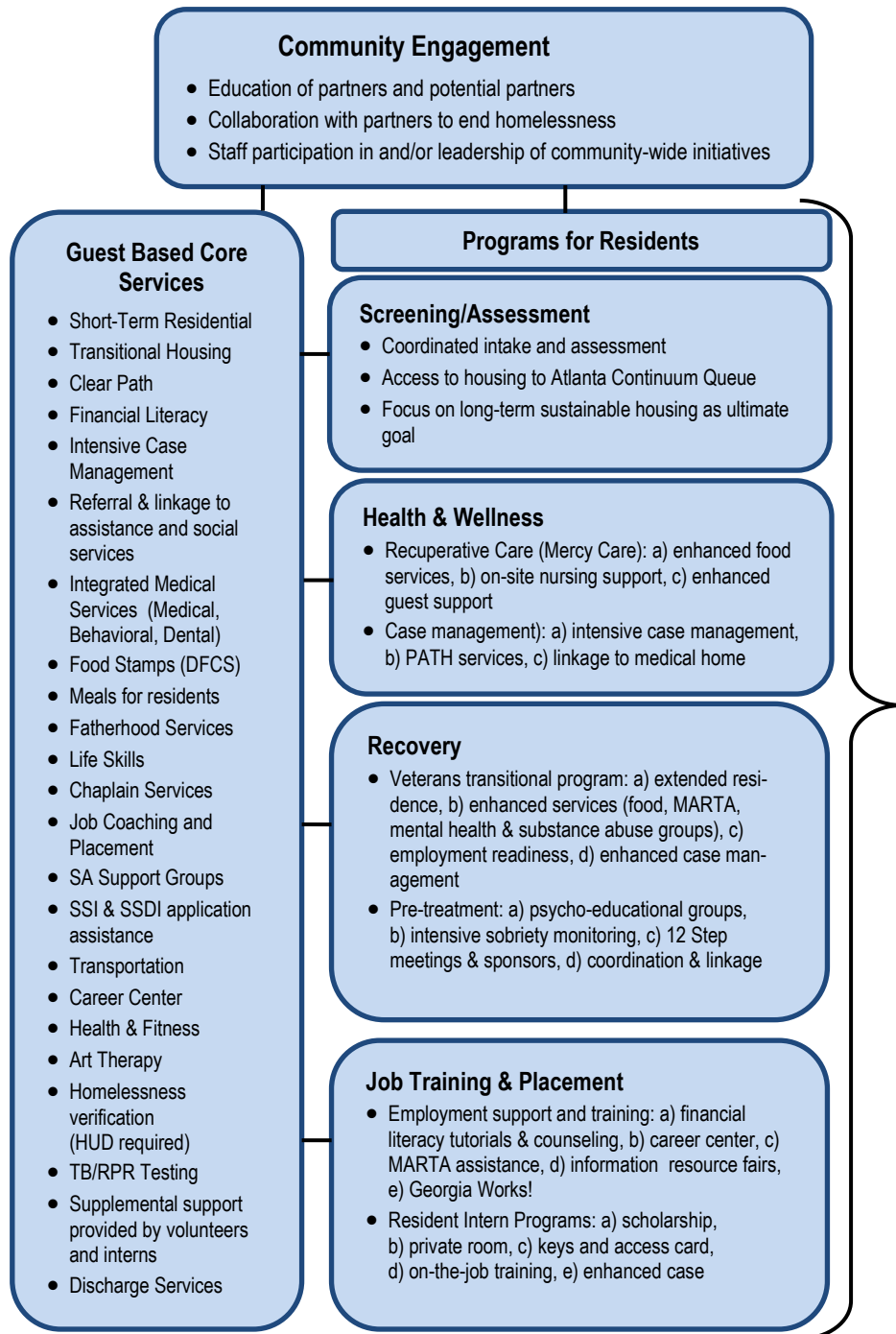
Georgia Works! — comprehensive methodology provides participants with transitional housing for up to 1 year, paid transitional work, case management services, and life skills and workforce training. Georgia Works! guides participants toward independence, so that, upon graduation, each man has addressed the underlying issues that led him to experience homelessness, obtained permanent housing, and, most importantly, secured full-time employment.

Recuperative Care by Mercy Care — provides short-term housing for up to 30 days to individuals experiencing homelessness who have been hospitalized, are ready for discharge, and can function independently, but require recuperation and have no home to return to. The program is intended to serve Grady, Saint Joseph’s, and Piedmont hospitals and the community by preventing extended hospital stays beyond necessity and unnecessary healthcare expenses.

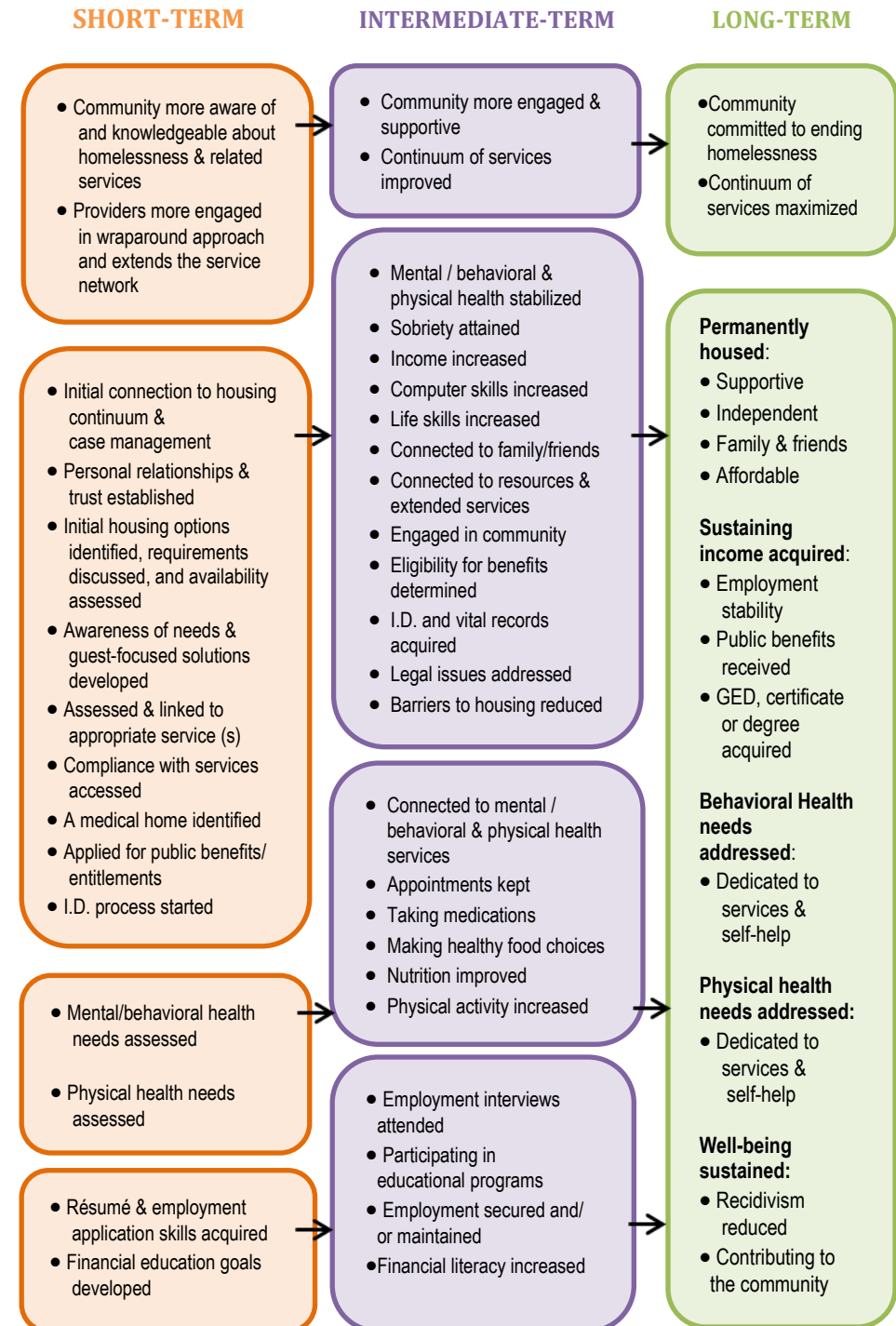
Mercy Care Clinic @ Gateway Center — using an integrated health care model, provides onsite medical services (physical health, behavioral health, and dental) to those experiencing homelessness.

Division of Family and Children Services (DFCS) — in partnership with Gateway Center, DFCS provides those experiencing homelessness with greater access to the Supplemental Nutrition Assistance Program (SNAP). DFCS helps guests apply, verify eligibility, and receive food stamp benefits through an Electronic Benefits Transfer (EBT) card. Guests can receive food stamp-related mail through Gateway Center to help maintain their nutrition assistance while eligible.

WHAT WE DO...



SO THAT THESE OUTCOMES OCCUR:



Characteristics at Intake

Demographics

From July 1, 2018 through June 30, 2019, Gateway Center served 9,616 guests.

- 71% of guests were previously living in the city of Atlanta.
- Based on their VI-SPDAT score, the recommended housing solution for 56% of guests was Permanent Supportive Housing or Housing First.

1,412 individuals were served in a residential program.

Among residential guests:

- 86% were African American.
- 37% were between the ages of 51 - 60 years.
- 42% were veterans.
- 31% were chronically homeless.
- 77% had a disabling condition.
- 88% stayed at an emergency shelter or place not meant for habitation the night before arriving at the Gateway Center.
- 45% had a criminal background.
- 79% were unemployed.
- 54% did not have any cash income at intake.

Program Enrollment

- On average, guests stayed in a Transitional Housing (TH) program for 4 months and in a Short-Term Residential (STR) program for 47 days.
- On average, Gateway Center operated at 87% of their maximum residential capacity.

Special Needs

- 77% had a disabling condition (a special need that is indefinite and impairing). 62% had more than one special need.

Behavioral Health

- 33% of residential guests had moderate to severe depression.
- 38% of residential guests had moderate to severe anxiety.
- 32% of residential guests were likely to have had PTSD.

Housing Barriers

- 75% of guests reported needing temporary assistance to get or keep housing. 71% reported needing permanent assistance.

Outcomes for Residential Programs

- Statistically significant increases from intake to exit for those with:
 - Cash income (49% to 58%)
 - Health insurance (54% to 66%)
 - A job (23% to 40%)
- Discharge reasons for residential guests were positive (50%), neutral (25%), negative (7%), or other/unknown (18%).
- 22% of discharge destinations for guests were to a permanent setting and 56% were to a temporary setting.
- Guests who have more engagement with a case manager have more success in permanently discharging and in achieving goals.
- 163 guests participated in a Gateway Center class.
- 43% of guests had savings at exit.
- 54% of guests' mental health was 'much' or 'somewhat' improved.

Feedback

- Approximately 5,450 volunteers served at Gateway Center in FY19.
- 98% of volunteers rated their experience as excellent or good.
- 80% of guests reported being satisfied with the services received.

Community Engagement

- Gateway Center staff led **43** community engagements and interacted with **2,485** individuals through those engagements.

Characteristics at Intake

The following sections explore characteristics at intake, including:

- *Guests Served*
- *Program Enrollment*
- *Last Permanent Zip Code*
- *Discharge Zip Code*
- *Vulnerability Index*
- *Chronically Homeless*
- *Prior Night's Stay*
- *Special Needs*
- *Behavioral Health*
- *Criminal Background & Child Support*
- *Employment*
- *Housing Barriers*
- *Finances at Intake*

Guests Served

Gateway Center has served:

Guests Served	FY17 ^{1,2}	FY18	FY19
Total Guests	6,056	10,598	9,616
Residential Program Guests	1,003	1,241	1,412
Non-Residential Guests ³	5,053	9,357	8,204

Gateway Center's Partners have served:

	FY17	FY18	FY19
Georgia Works	428	684	624

In FY19 Mercy Care Clinic provided 6,074 encounters:

- 2,608 medical encounters
- 2,356 behavioral health encounters
- 1,110 dental encounters

¹ Fiscal Year (FY) is from July 1st through June 30th (e.g., FY17 is from 7/1/16 to 6/30/17).

² For FY17—All non-residential guests were tracked in Pathways for the first half of FY17 (3,176 non-residential guests were served from 7/1/2016 to 12/31/2016). However, the guests served via the Client Engagement Center (CEC) were not tracked in the second half of FY17 with the switch to Client Track. Therefore, the total number served during FY17 was estimated based on ratios served in previous years.

³Non-residential guests are guests who never enrolled in a residential program.

Guests Served

In FY19, the average guest age was: residential guest **50** years; non-residential guest **33** years. Among non-residential guests, **43%** were adult males, **30%** were adult females, and **27%** were children.

FY 2019	Residential Guests	Non-Residential Guests ¹	All Guests
Gender	n = 1,412	n = 8,201	n = 9,613
Male	99.9%	55.9%	62.4%
Female	0.0%	43.9%	37.4%
Transgender	0.1%	0.2%	0.2%
Race	n = 1,412	n = 8,003	n = 9,495
Black or African-American	86.2%	92.2%	91.3%
White or Caucasian	11.7%	6.2%	7.0%
Multi-racial	1.1%	1.0%	1.1%
American Indian / Alaska Native	0.2%	0.2%	0.2%
Asian	0.2%	0.2%	0.2%
Native Hawaiian / Other Pacific Islander	0.4%	0.2%	0.2%
Ethnicity	n = 1,411	n = 8,003	n = 9,414
Hispanic/ Latino	2.1%	2.6%	2.5%
Veteran Status (among those over 18)	n = 1,410	n = 3,108	n = 4,518
Yes	42.4%	4.1%	16.0%
Age as of enrollment date	n = 1,412	n = 8,198	n = 9,610
0-17	0.0%	27.2%	23.2%
18-30	9.3%	17.1%	16.0%
31-50	33.0%	33.1%	33.0%
51-60	36.5%	16.8%	19.7%
61 or older	21.2%	5.8%	8.1%

¹ Individuals may be enrolled in more than one program. Non-residential guests are guests who never enrolled in a residential program.

Guests Served

61% of residential guests had a high school diploma / GED or less as their highest level of education completed.

FY 2019	Residential Guests
Highest Level of Education Completed	n = 811
Less than 8th grade	1.0%
8th - 12th grade (no diploma)	22.6%
High School Diploma/ GED	37.5%
Some College	20.7%
Technical or Vocational Certificate	7.3%
Associates Degree	5.2%
Bachelor's Degree	4.6%
Master's or Higher Degree	1.2%
Marital Status	n = 792
Single	74.9%
Divorced	13.1%
Separated	5.2%
Widowed	3.1%
Married	3.1%
Common Law / Domestic Partner	0.6%
Are you currently enrolled in school?	n = 631
Yes	1.7%
Do you have a primary care physician?	n = 649
Yes	34.7%
Physical Health Status	n = 610
Excellent, Very Good, or Good	62.4%
Dental Health Status	n = 609
Excellent, Very Good, or Good	47.6%
Do you have a picture ID?	n = 693
No	10.2%

¹ Individuals may be enrolled in more than one program. Non-residential guests are guests who never enrolled in a residential program.

Program Enrollment

On average, guests stayed in a Gateway Center Transitional Housing program for a length of stay (LOS) of **4.0 months**, in a short-term residential program for **47 days**. **247** guests were enrolled in more than one Gateway Center residential program.

Number Served and Mean Length of Stay Per Program¹

	# Served	Mean LOS
Transitional Housing Programs		
Veterans Transitional Housing	162	3.5 months
RI Program	33	6.4 months
Short-Term Residential Programs		
Clear Path Residential	87	3.3 months
Evolution Center	515	1.9 months
Life Changers	38	12.8 months
PATH Teams	96	2.0 months
Upward	62	3.4 months
Veterans Contract Beds (VACB) Emergency	39	2.7 months
Veterans Low Barrier Shelter	439	4.6 days
Partner Agency Programs		
Georgia Works!	624	59 days
Recuperative Care by Mercy Care	150	40.6 days
Non-Residential Programs		
Clear Path Services Only ² Total Served	5,504	NA
Client Engagement Center Total Served	4,357	NA

¹ Individuals may be enrolled in more than one program.

² All individuals served—including children, spouses, and other family members.

Program Enrollment

On average, Gateway Center transitional and short-term residential programs operated at **87.0%** of their maximum residential capacity.

Mean Nightly Occupancy and Capacity¹

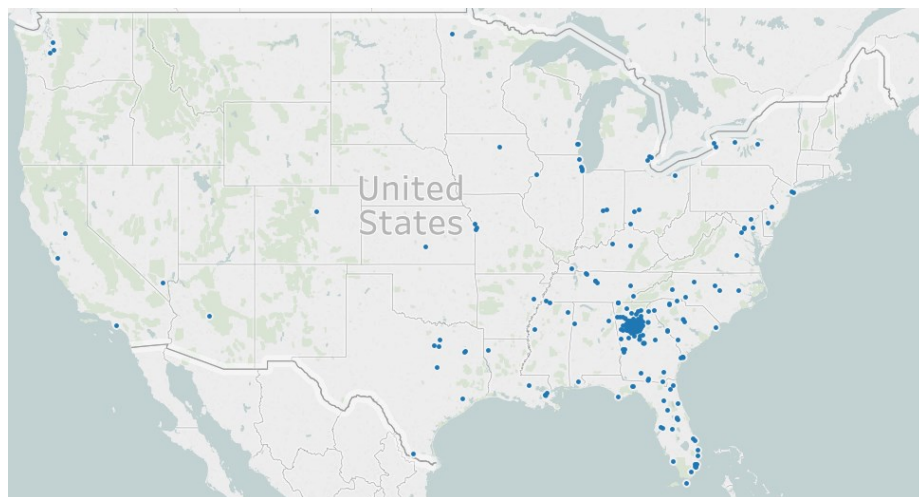
	Mean Nightly Occupancy	Capacity ¹ (average # of available beds)	% Occupancy / Capacity
Transitional Housing Programs			
Veterans Transitional Housing	40.6	46	88.3%
RI Program	10.0	15	66.9%
Short-Term Residential Programs			
Clear Path Residential	22.2	26	85.4%
Evolution Center ¹	86.5	89	97.2%
Life Changers	19.3	20	96.5%
PATH Teams	13.0	20	65.0%
Upward	17.6	20	88.0%
Veterans Contract Beds (VACB) Emergency	7.6	10	76.0%
Veterans Low Barrier Shelter	6.0	10	60.0%
Partner Agency Programs			
Georgia Works!	147	175	84.0%
Recuperative Care by Mercy Care	15	19	78.9%

¹ Evolution Center increased its capacity from 75 beds to 100 beds on 12/1/18. As such, an average of the number of available beds was used.



Last Permanent Zip Code

Gateway Center guests come from various places. This map illustrates guests' last permanent zip codes before arriving at Gateway Center.¹

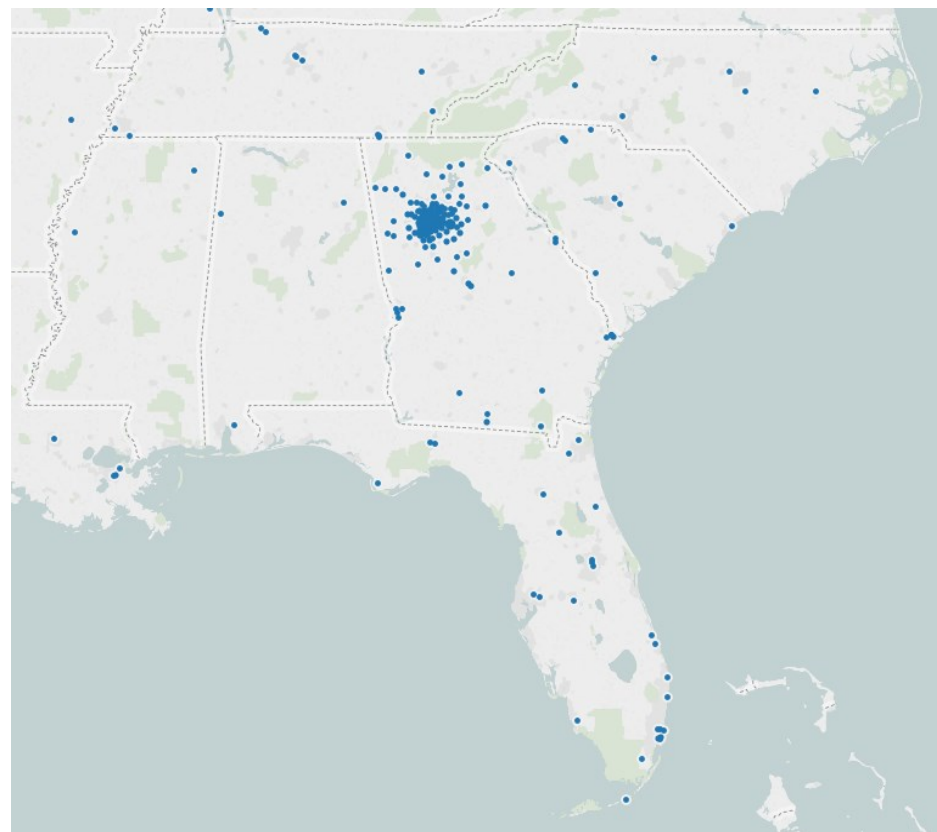


¹For guests with more than one enrollment record, only data from the most recent enrollment date is included. $n = 2,440$.



Last Permanent Zip Code

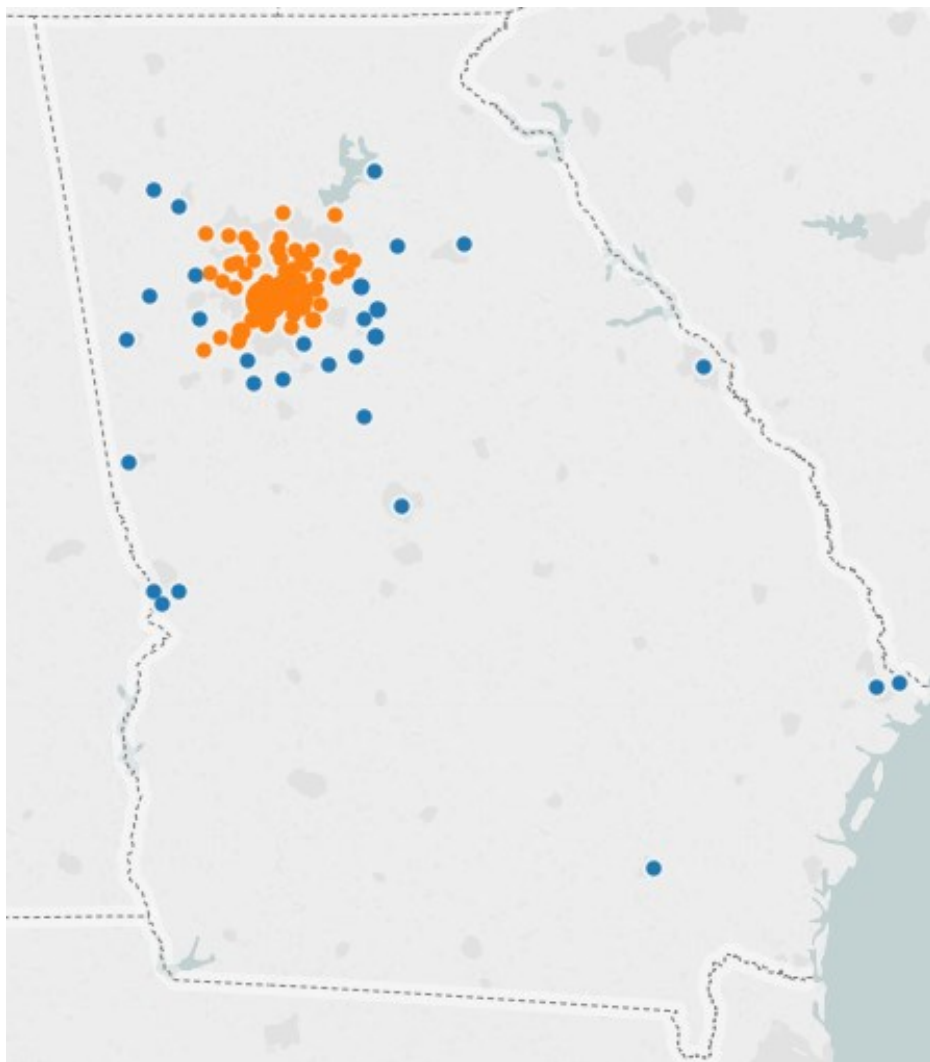
97% of all Gateway Center guests were previously in the southeastern region of the United States.¹



¹ $n = 2,361$.

🏠 Last Permanent Zip Code

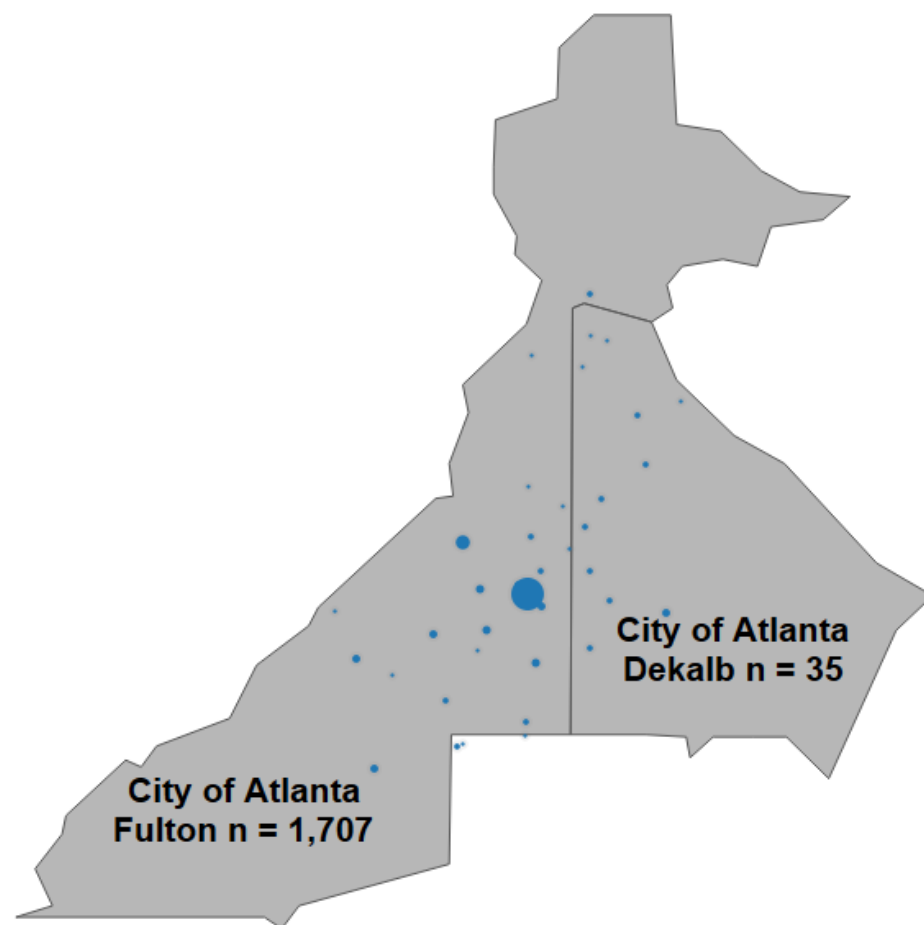
95% of all Gateway Center guests were living previously in **Georgia**. The orange dots represent individuals in one of the 7 counties served by United Way's Regional Commission on Homelessness.¹



¹n = 2,308.

🏠 Last Permanent Zip Code

71.4% of all Gateway Center guests were previously living in the **city of Atlanta**.¹

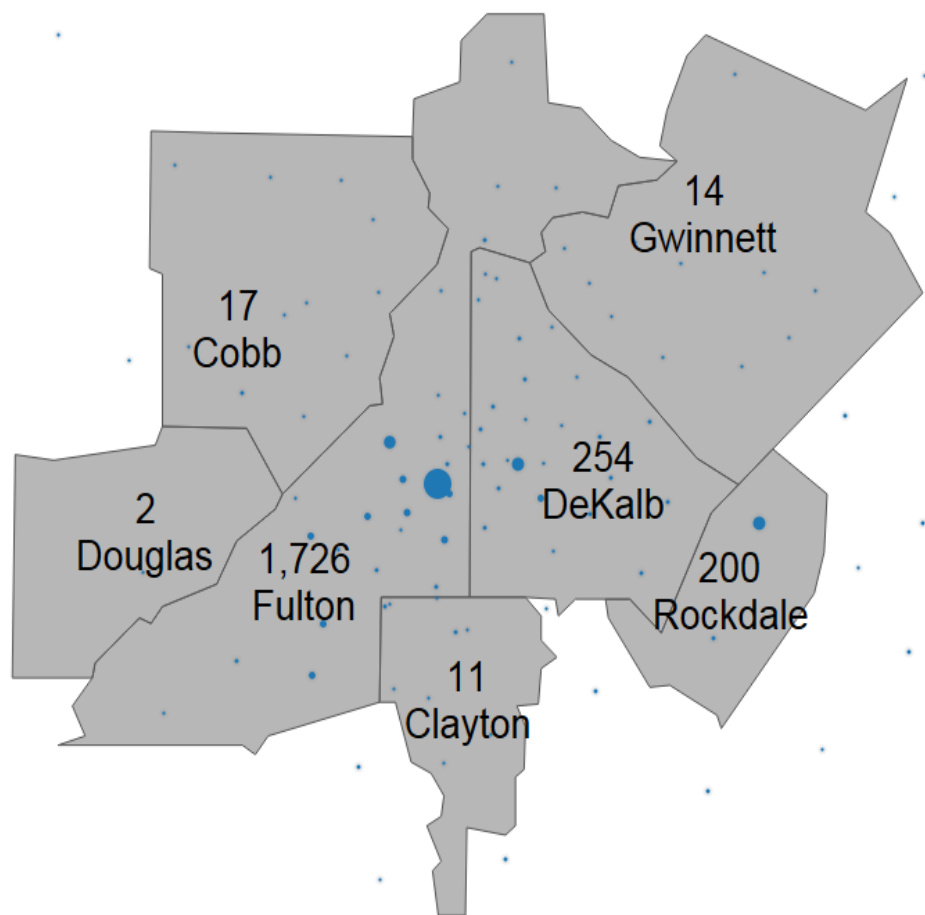


¹n = 1,742.



Last Permanent Zip Code

91% of all Gateway Center guests were previously living in one of the **7 counties served by United Way's Regional Commission on Homelessness**.¹

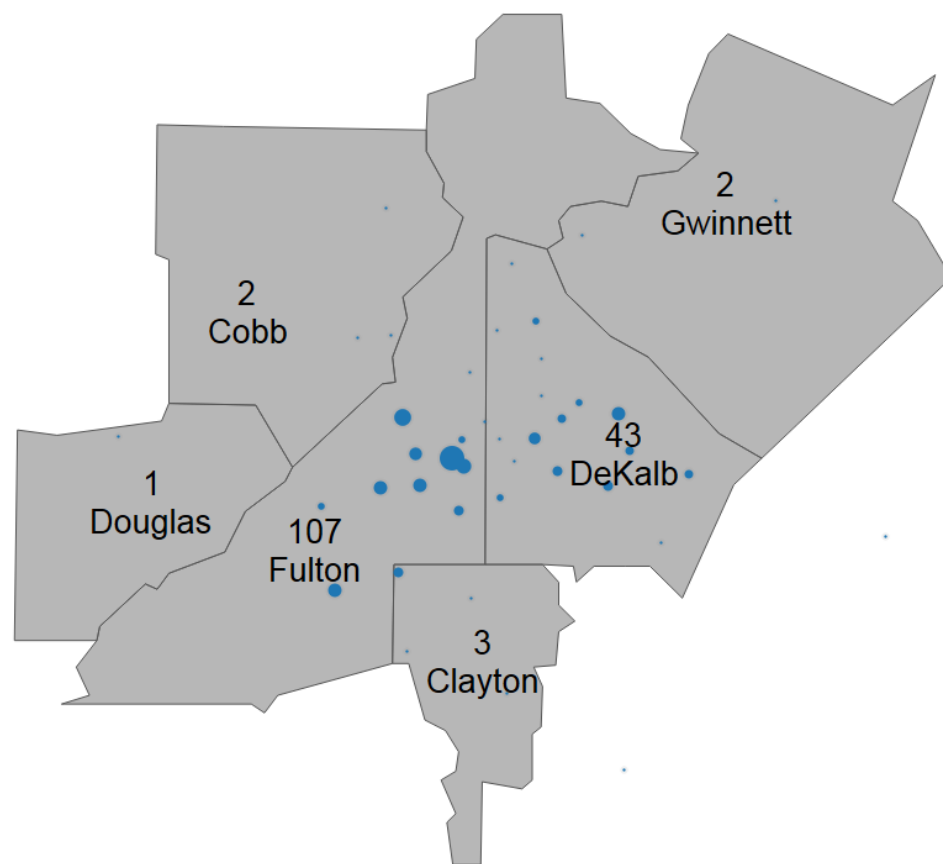


¹n = 2,224.



Discharge Zip Code

The zip code a guest **discharged** to was collected from 175 residential guests. **90%** of guests discharged to one of the **7 counties served by United Way's Regional Commission on Homelessness**.¹



¹n = 175.

Vulnerability Index

In FY19, **2,861** VI-SPDATs were completed at the Gateway Center.¹ Based on their VI-SPDAT score, the recommended housing solution for **55.5%** of all guests was Permanent Supportive Housing (PSH) or Housing First. **18.9%** of guests were chronically homeless and received a VI-SPDAT score recommending Permanent Supportive Housing (PSH) or Housing First.

The VI-SPDAT (Vulnerability Index—Service Prioritization Decision Assistance Tool) is a validated survey used across the US to determine risk and prioritization when providing assistance to individuals experiencing homelessness. There are three versions of the VI-SPDAT—one for individuals, one for families, and one for youth.

All assessed guests are enrolled in the Clear Path Services Only program. The VI-SPDAT categorizes guests into one of the below 3 categories which determines placement on the city housing queue—with the most vulnerable receiving priority placement. The individual items on this survey are described on the following pages.

Recommended Housing Solution Based on VI-SPDAT Score	Individual VI-SPDATs (n = 1,825)	Family VI-SPDATs (n = 974)	Youth VI-SPDATs (n = 62)	All VI-SPDATs ¹ (n = 2,861)
No Housing Intervention	6.6%	1.0%	3.2%	4.6%
Rapid Re-housing	42.2%	35.2%	45.2%	39.9%
Permanent Supportive Housing (PSH) / Housing First	51.2%	63.8%	51.6%	55.5%

¹ Some guests may have been assessed more than once. All assessments are included. If a Family VI-SPDAT was conducted, the questions pertain to the guest AND anyone in their family. The VI-SPDAT is a standardized assessment tool.

Vulnerability Index

History of Housing and Homelessness Questions¹

Where do you sleep most frequently? (n=2,782)	
Outdoors	48.6%
Shelters	30.2%
Transitional Housing	1.1%
Other	20.1%

Socialization and Daily Functioning Questions¹

There is a person, past landlord, business, bookie, dealer, or government group like the IRS that thinks the guest owes them money (n=2,835).	54.3%
Guest does NOT get any money from the government, a pension, an inheritance, working under the table, a regular job, etc. (n=2,835).	44.8%
Guest does NOT have planned activities, other than just surviving, that make them feel happy and fulfilled (n=2,810).	67.2%
Guest is currently NOT able to take care of basic needs like bathing, changing clothes, using a restroom, getting food and clean water and other things like that (n=2,827).	80.4%
Guest's current homelessness is caused by a relationship that broke down, an unhealthy or abusive relationship, or because other family or friends caused the guest to become evicted (n=2,832).	69.7%

¹ Some guests may have been assessed more than once. All assessments are included. If a Family VI-SPDAT was conducted, the questions pertain to the guest AND anyone in their family. The VI-SPDAT is a standardized assessment tool.

Risk Assessment Questions¹

In the Past Six Months...	
Guest has received health care at an emergency department / room (n=2,838).	65.2%
Guest has taken an ambulance to the hospital (n=2,837).	34.6%
Guest has been hospitalized as an inpatient (n=2,834).	32.1%
Guest has used a crisis service, including sexual assault crisis, mental health crisis, family / intimate violence, distress centers, & suicide prevention hotlines (n=2,834).	46.3%
Guest has talked to police because they witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime, or because the police told them to move along (n=2,834).	33.5%
Guest has stayed one or more nights in a holding cell, jail, or prison, whether that was a short-term stay like the drunk tank, a longer stay for a more serious offense, or anything in between (n=2,818).	14.6%

Risk of Harm	Guest has been attacked or beaten up since becoming homeless (n=2,838).	35.8%
	Guest has threatened to or tried to harm themselves or anyone else in the last year (n=2,830).	15.1%
Legal	Guest has legal stuff going on right now that may result in them being locked up, having to pay fines, or that make it more difficult to rent a place to live (n=2,825).	23.9%
Risk of Exploitation	Someone forces or tricks the guest to do things that they do not want to do (n=2,835).	26.6%
	Guest does things that may be considered to be risky like exchanging sex for money, running drugs for someone, having unprotected sex with someone they don't know, or sharing a needle, etc. (n=2,835).	13.8%

¹ Some guests may have been assessed more than once. All assessments are included. If a Family VI-SPDAT was conducted, the questions pertain to the guest AND anyone in their family. The VI-SPDAT is a standardized assessment tool.

Wellness Questions¹

Guest has had to leave an apartment, shelter program, or other place they were staying because of their physical health (n=2,834).	17.3%
Guest has a chronic health issue with their liver, kidneys, stomach, lungs, or heart (n=2,831).	28.7%
Guest has interest in a program that assists with HIV/AIDS (n=2,606).	6.2%
Guest has a physical disability that limits the type of housing they can access, or that makes it hard to live independently because they'd need help (n=2,832).	19.3%
Guest avoids getting medical help when they are sick (n=2,822).	25.6%
Drinking or drug use by guest has led to guest being kicked out of an apartment or program in the past (n=2,835).	13.2%
Drinking or drug use will make it difficult for guest to stay housed or afford housing (n=2,824).	5.5%
Guest has mental health or brain issues that would make it hard for them to live independently because help would be needed (n=2,822).	4.5%
There are medications that a doctor said guest should be taking that, for whatever reason, they are not taking (n=2,826).	39.8%
There are medications like painkillers that guest doesn't take the way the doctor prescribed or they sell the medication (n=2,814).	4.3%
Guest's current period of homelessness was caused by an experience of emotional, physical, psychological, sexual, or other type of abuse, or by any other trauma guest experienced (n=2,768).	85.2%

Guest has had trouble maintaining housing, or has been kicked out of an apartment, shelter program, or other place because of (n~2,830):	
A mental health issue or concern	19.6%
A past head injury	3.0%
A learning disability, developmental disability, or other impairment.	5.0%

14.5% of assessed guests had a medical condition, mental health concern, AND problematic substance use.

¹ Some guests may have been assessed more than once. All assessments are included. If a Family VI-SPDAT was conducted, the questions pertain to the guest AND anyone in their family. The VI-SPDAT is a standardized assessment tool.

Family Unit Questions¹

Children have been removed from the family by a child protection service within the last 180 days (n=962).	2.9%
There are family legal issues that are being resolved in court or need to be resolved in court that will impact housing or who may live within guest's housing (n=969).	10.7%
In the last 180 days children have lived with family or friends because of your homelessness or housing situation (n=956).	71.1%
A child in the family has experienced abuse or trauma in the last 180 days (n=955).	19.0%
School-aged children DO NOT attend school most of the time (n=885).	27.9%
The members of the guest's family have changed in the last 180 days, due to things like divorce, kids coming back to live with the guest, someone leaving for military service or incarceration, a relative moving in, etc. (n=964).	14.1%
It is anticipated that other adults or children will come to live with the guest within the first 180 days of being housed (n=965).	14.3%
Guest does NOT have two or more planned activities each week as a family such as outings to the park, going to the library, visiting other family, watching a family movie, etc. (n=961).	36.8%
IF THERE ARE CHILDREN BOTH 12 AND UNDER & 13 AND OVER: Older kids spend 2 or more hours on a typical day helping their younger sibling(s) with things like getting ready for school, helping with homework, making them dinner, bathing them, etc. (n=857).	52.2%

After school, or on weekends or on days when there isn't school, the total time children spend each day where there is no interaction with the guest or another responsible adult is...

3 or more hours per day for children aged 13 or older (n=868) .	1.5%
2 or more hours per day for children aged 12 or younger (n=919) .	0.9%

¹ Some guests may have been assessed more than once. All assessments are included. If a Family VI-SPDAT was conducted, the questions pertain to the guest and anyone in their family. The VI-SPDAT is a standardized assessment tool.

30.5% of residential guests were chronically homeless.¹

The U.S. Department of Housing and Urban Development (HUD) defines a chronically homelessness individual as someone who (1) has a disabling condition and (2) lives either in a place not meant for human habitation or in an emergency shelter, and (3) has been living as described in #2 continuously for at least 12 months or on at least four separate occasions in the last 3 years, where the combined occasions total a length of time of at least 12 months.²

	Residential Guests ¹
Chronically Homeless	n = 1,263
Yes	30.5%
Number of <u>times</u> homeless in last three years	n = 1,228
One Time	35.1%
Two Times	17.6%
Three Times	13.8%
Four or More Times	33.5%
Total number of <u>months</u> homeless in the last three years	n = 1,232
One Month (this time is the first month)	27.8%
Two Months	12.4%
Three Months	7.3%
Four to Seven Months	11.7%
Eight to Eleven Months	2.3%
A year or more	38.6%

¹ For guests with more than one enrollment record during the report window, only data from the most recent enrollment is included.

² For the full definition visit: <https://www.hudexchange.info/resources/documents/Defining-Chronically-Homeless-Final-Rule.pdf>

Prior Night's Stay

88.3% of all residential guests were at an Emergency Shelter or place not meant for habitation the night before arriving at Gateway Center.

Location of Residence the Night Before Arriving at Gateway Center ¹		
		Residential Guests (n = 1,238)
Temporary 93.5%	Place not meant for habitation	55.9%
	Emergency shelter, including hotel or motel paid for with emergency shelter voucher	32.4%
	Transitional housing for homeless persons	1.8%
	Interim Housing	1.2%
	Staying with family	0.9%
	Staying with a friend	0.6%
	Hotel or motel paid for without E.S. voucher	0.7%
Institutional 5.9%	Hospital or other residential non-psychiatric medical facility	2.6%
	Jail, prison, or juvenile detention facility	1.9%
	Substance abuse treatment facility or detox center	1.0%
	Psychiatric hospital or other psychiatric facility	0.3%
	Residential project or halfway house with no homeless criteria	0.1%
	Long-term care facility or nursing home	0.0%
Permanent 0.6%	Rental by guest	0.5%
	Owned by guest	0.1%

¹ For guests with more than one enrollment record during the report window, only data from the most recent enrollment is included.

Special Needs

77.1% of residential guests had a disabling condition (at least one of the below special needs that is expected to be of long-continued and indefinite duration and substantially impairs one's ability to live independently, i.e., is indefinite and impairing). **44.9%** of guests had a substance abuse special need (drug or alcohol abuse). **27.9%** experienced a co-occurring mental health and substance abuse special need.

Special Needs At Any Point While Enrolled	Residential Guests (n ~ 1,291)
Mental Health	52.1%
Drug Abuse	35.7%
Physical Disability	35.1%
Chronic Health Condition	34.4%
Alcohol Abuse	31.1%
Developmental Disability	19.8%
HIV / AIDS	4.3%

80.6% of residential guests had at least one special need.

61.6% of residential guests had more than one special need.

# of Special Needs Per Guest	Residential Guests (n = 1,292)
0 Special Needs	19.4%
1 Special Need	19.1%
2 Special Needs	23.3%
3 Special Needs	18.3%
4 Special Needs	10.9%
5 or more Special Needs	9.0%

Among those with a mental health need, for **97.0%** of guests this need is indefinite and impairing.

Among those with Each Special Need, the Percentage That Are Indefinite and Impairing	Residential Guests
Mental Health (n = 667)	97.0%
Drug Abuse (n = 457)	92.3%
Physical Disability (n = 448)	96.0%
Chronic Health Condition (n = 443)	96.4%
Alcohol Abuse (n = 399)	92.5%
Developmental Disability (n = 255)	98.0%
HIV / AIDS (n = 56)	100.0%

Behavioral Health

- **32.5%** of residential guests had moderate to severe depression.
- **37.8%** of residential guests had moderate to severe anxiety.
- **31.9%** of residential guests were likely to have PTSD.

	Residential Guests ¹
Depression (PHQ-9)	n = 416
No or minimal depression	33.9%
Mild depression	33.7%
Moderate depression	13.7%
Moderately severe depression	12.3%
Severe depression	6.5%
Anxiety (GAD-7)	n = 405
No anxiety	29.4%
Mild anxiety	32.8%
Moderate anxiety	24.2%
Severe anxiety	13.6%
PTSD (PC-PTSD Screen)	n = 433
Likely has PTSD	31.9%

¹ Assessments were conducted at intake or during program enrollment. Only 1 assessment per guest included.

Behavioral Health

Residential guests were asked the below 6 questions about their perceptions of their wellness. Response options ranged from:

- 1 = Extremely unsatisfied
- 3 = Neutral
- 5 = Extremely satisfied

Average guest score on all items was **2.6** indicating on average guests feel unsatisfied or neutral.

	Residential Guests ¹
How satisfied are you with...	Percent Indicating unsatisfied or extremely unsatisfied (n ~ 419)
Your life as a whole?	52.3%
Your interpersonal relationships	43.3%
Your standards of living	69.5%
How safe you feel	34.5%
What you are currently achieving in life	50.9%
Your financial security (peace of mind about having enough money to cover your expenses)	71.0%

¹ Assessments were conducted at intake or during program enrollment. Only 1 assessment per guest included.

Criminal Background

45% of residential guests have a criminal background. Among those with a criminal background, on average guests had **two** of the below six criminal background indicators.

Has a Criminal Background	n = 1,301
Yes	45.4%
Criminal Background Information (among those indicating they have a criminal background)	n ~ 572
1) Has been convicted of a misdemeanor	84.1%
2) Has been convicted of a felony	64.0%
3) Is currently on probation	24.0%
4) Is currently on parole	4.6%
5) Is required to complete court ordered community service	5.8%
6) Has an active warrant	0.9%

Child Support

Among those residential guests who were required to pay child support, the average amount was **\$327 per month** (n = 52).

Required to Pay Child Support	n = 747
Yes	7.9%
In Good Standing with Paying Child Support (among those required to pay)	n = 57
Yes	45.6%

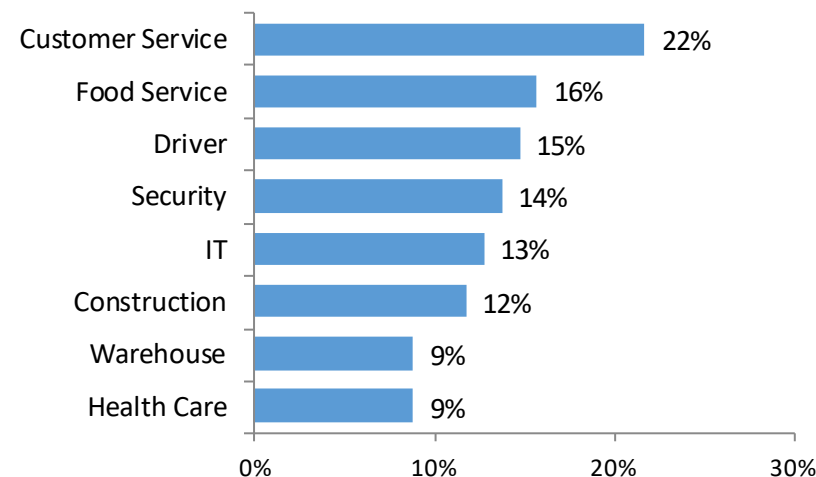
Employment

21% of residential guests were employed at intake. Unemployed guests had been unemployed for an average of 3 years before enrolling at Gateway Center (Range: 15 days - 28 years; n = 82).

FY 2019	Residential Guests
Employed at Intake	n = 492
Yes	20.9%
No	79.1%
Looking for Work at Intake	n = 354
Yes	51.4%
No	48.6%
Type of Job at Last Employment	n = 112
Food Service	17.9%
Warehouse	15.2%
Customer Service	11.6%
Construction	9.8%
Other	45.3%

101 guests reported what type of career fields interested them. The most frequently reported career fields are displayed below.

What Career Fields Are You Interested In? (n = 101)



Housing Barriers

607 residential guests completed the Barriers to Housing form.¹ On average, guests had **4.6** barriers to housing out of the total 22 listed on this page and the next page (Range: 0 - 14).

- **74.8%** reported needing temporary assistance to get or keep housing.
- **70.9%** reported needing permanent assistance to get or keep housing.

Rental History

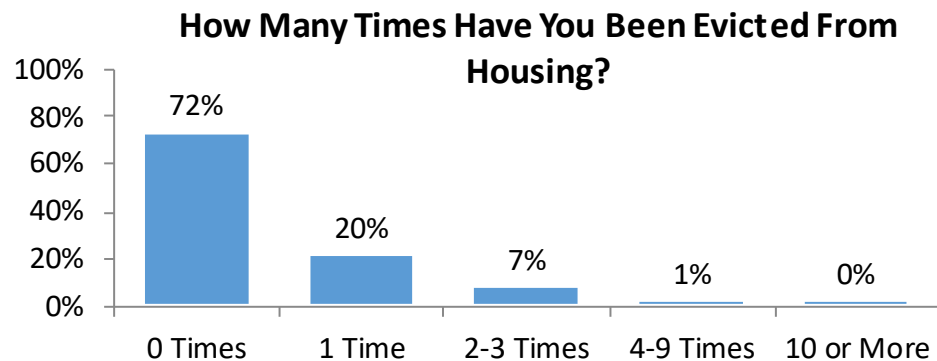
- **39.3%** never had a lease for an apartment/ home in their name.
- **37.1%** never had utilities in their name.
- **12.4%** would receive a bad reference from a prior landlord.

Credit History

- **25.4%** had unpaid rent or utility bills in their name.
- **43.0%** had no credit history.
- **51.6%** had poor credit.

Criminal History

- **58.7%** had been convicted of one or more misdemeanors.
- **42.7%** had been convicted of a felony. Of those convicted, **46.7%** were convicted for a felony involving drugs, weapons, or a sex crime.
- **11.4%** were on probation at intake.



¹ Only the most recent Barriers to Housing Stability forms per guest completed during the report window are included. Only case managed program guests complete the form.

Housing Barriers

Family Composition

- **1.7%** had more than four individuals in their household.
- **1.2%** had a male between 12 and 18 years of age in their household.

Physical Health

- **1.6%** lost housing because of their physical abilities or physical health.
- **5.7%** had physical health challenges that currently impact their ability to get housing.

Mental Health

- **13.6%** lost housing because of their mental health issues.
- **10.5%** had mental health challenges that currently impact their ability to get housing.

Substance Use

- **19.5%** lost housing because of their substance use.
- **10.8%** had substance use problems that currently impact their ability to get housing.

Domestic Violence

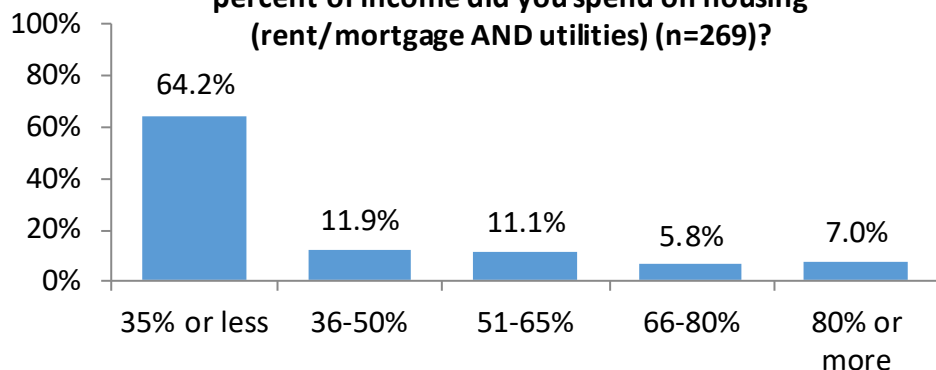
- **2.6%** lost housing because of domestic violence or abuse.
- **1.0%** had domestic violence or abuse challenges that currently impact their ability to get housing.

Job Barriers

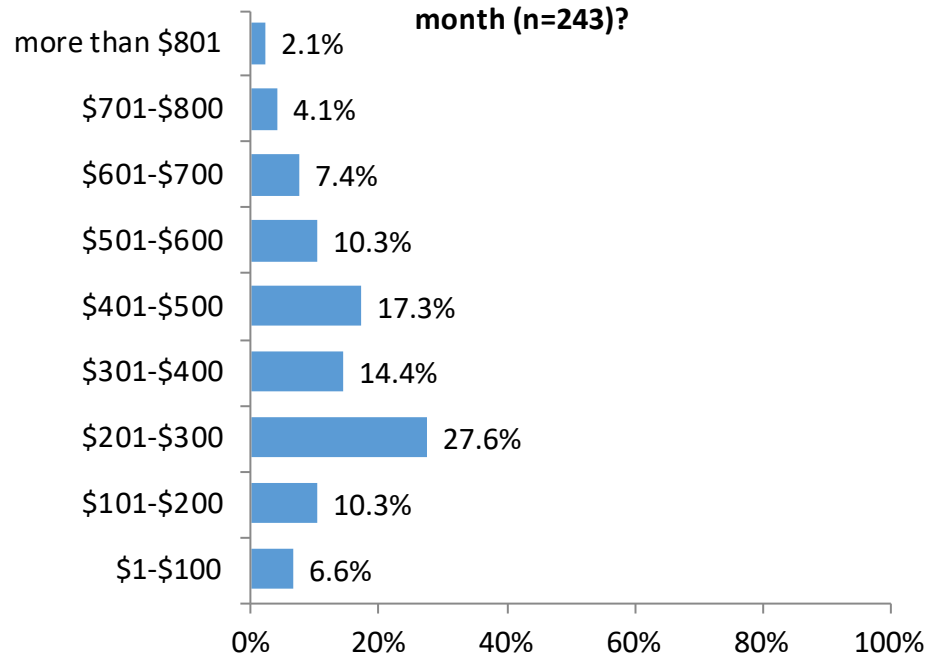
- **88.3%** did not have a working car or other reliable transportation to get to work.
- **6.3%** English is a second language.

Housing Barriers

When you were living in a house or apartment, what percent of income did you spend on housing (rent/mortgage AND utilities) (n=269)?



If you are not living in your own house or apartment, how much money can you spend on housing each month (n=243)?

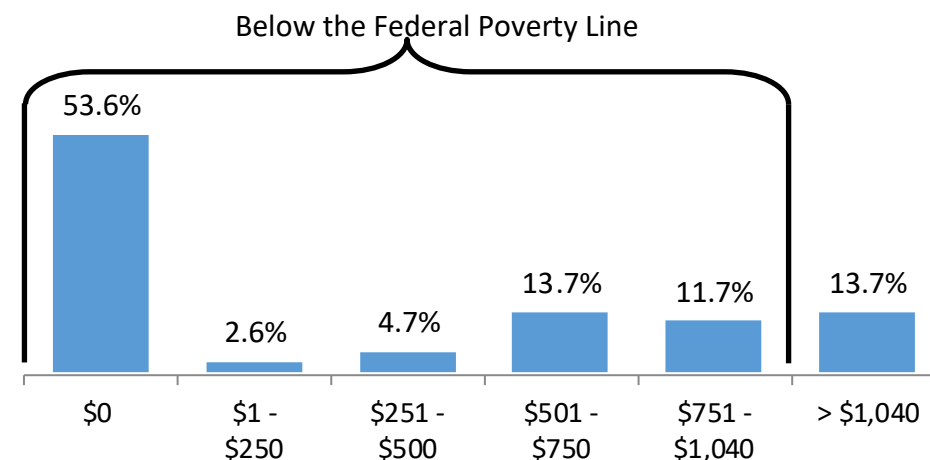


Finances at Intake

54% of guests in a residential program did **not** have any cash income at intake. Of those residential guests who did have income, their average income was **\$914.88/month**¹ (Range: \$40 - \$5,400). **86.3%** of residential guests were below the federal poverty line at intake.

The 2019 federal poverty line² for an individual is **\$12,490** annually or **\$1,040** monthly. The median household income in Atlanta, GA is **\$51,701** or **\$4,308** monthly.³ In FY19, the average rent for a one bedroom apartment was **\$1,430** per month⁴. The monthly payment amount for someone with SSI in 2019 is **\$771** (about half the cost of an average one-bedroom rental).

Monthly Income: Residential Clients (n = 1,289)



¹For guests with more than one enrollment record, only data from the earliest enrollment date is included above.

² <https://aspe.hhs.gov/poverty-guidelines>. The single person in household guideline is used.

³ <https://www.census.gov/quickfacts/fact/table/atlantacitygeorgia,US/INC110215#viewtop>. Estimate is from 2017.

⁴ <https://www.rentjungle.com/average-rent-in-atlanta-rent-trends/>

Outcomes

The following sections explore the outcomes of Gateway Center, including:

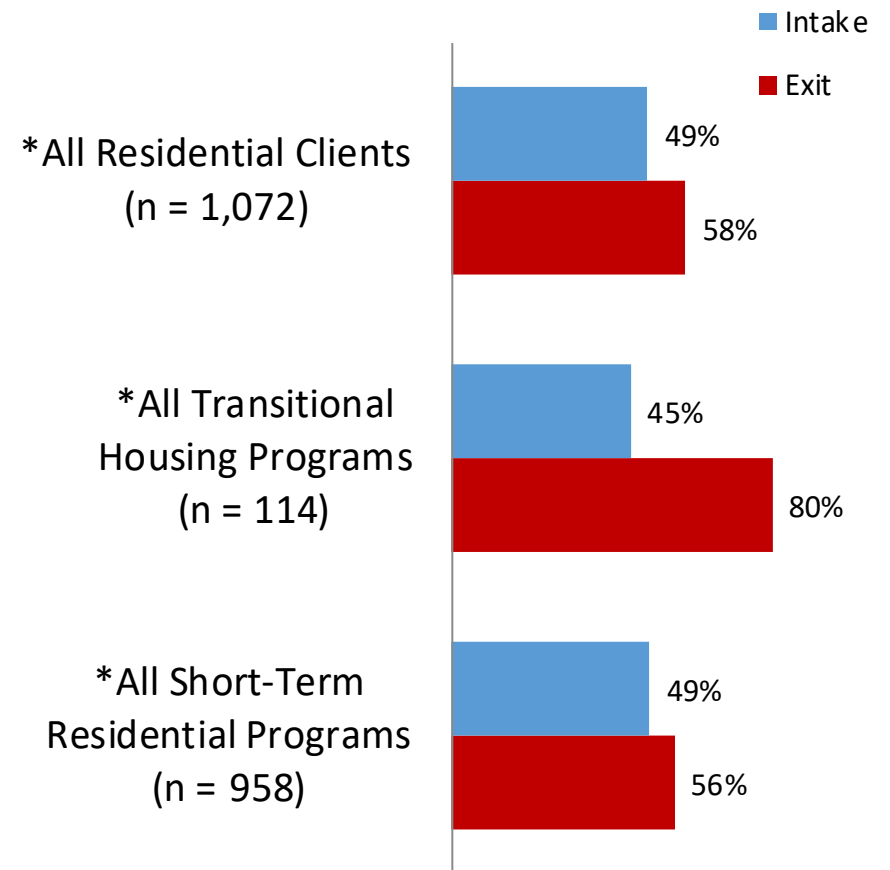
- *Changes in Cash Income*
- *Changes in Health Insurance*
- *Discharge Reasons*
- *Discharge Destination*
- *Guest Engagement*
- *Classes*
- *Changes in Savings & Mental Health*
- *Changes in Identification & Employment*



Changes in Cash Income

Change in Having Cash Income (Yes/No). There was an increase* in the number of guests having cash income from entry to exit for Transitional Housing guests and Short-Term Residential guests.

Percent of Guests¹ With Cash Income at Intake and Exit by Program Type

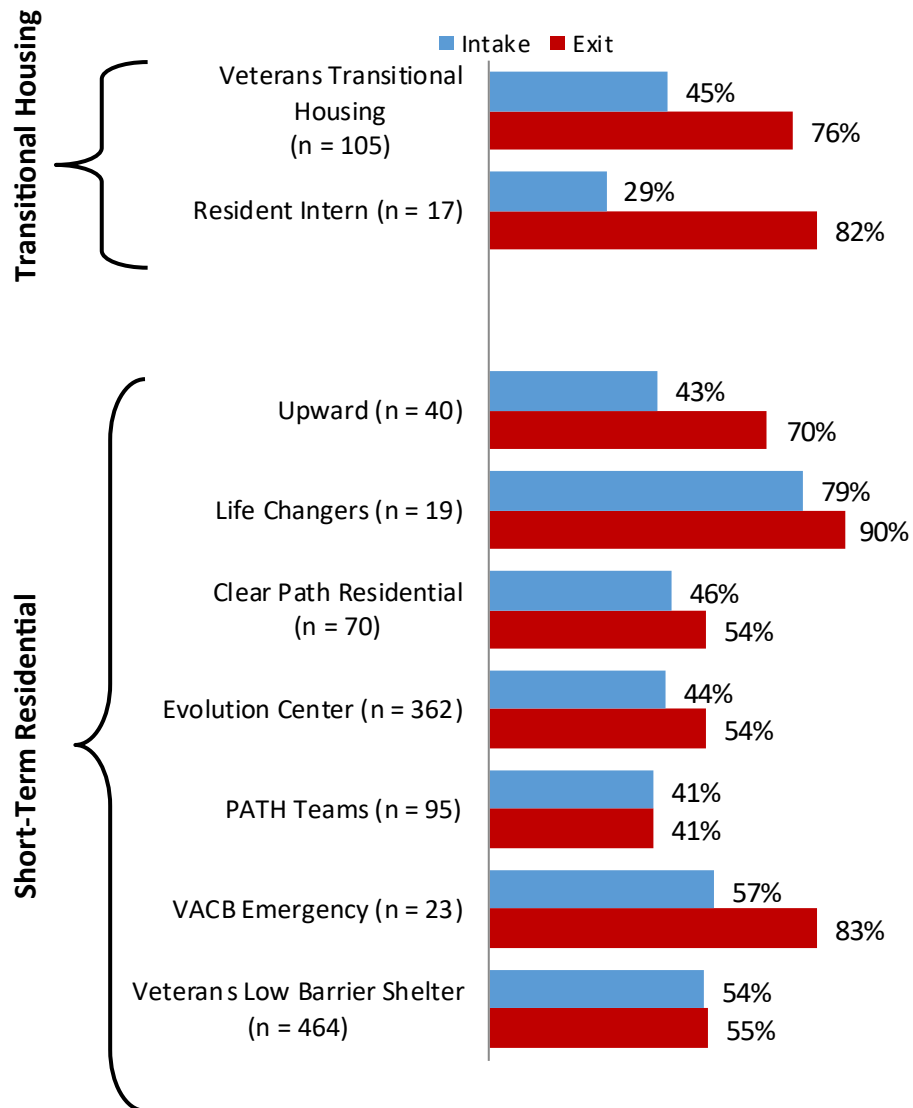


* Indicates a statistically significant change at $p < .05$.

¹ Only guests with data at entry and exit are included. For guests with more than one enrollment record, only data from the most recent enrollment is included.

Changes in Cash Income

Percent of Guests With Cash Income at Intake and Exit by Program¹



¹ Only guests with data at entry and exit are included. For guests with more than one enrollment record, only data from one enrollment in each program is included.

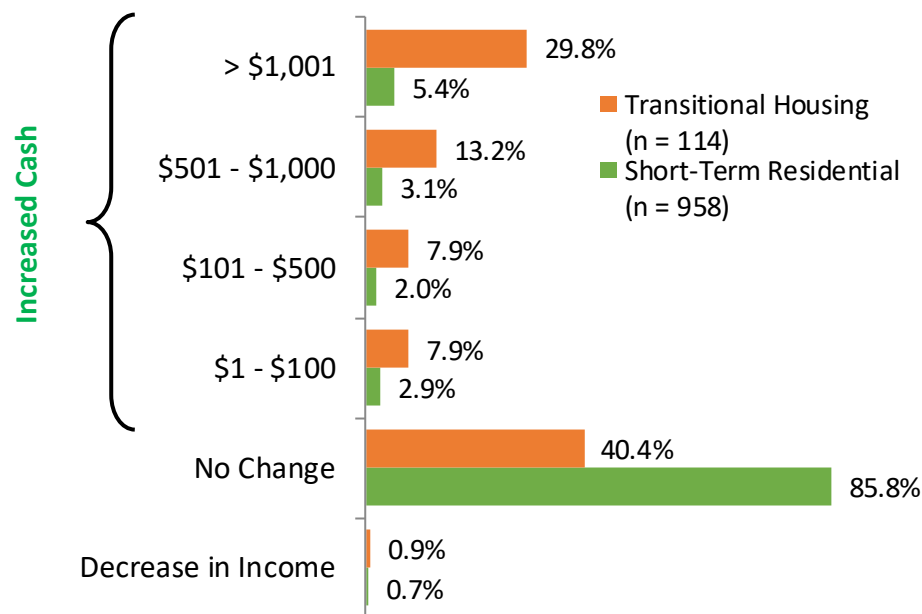
Changes in Cash Income

Change in Dollar Amount of Cash. There was an increase* in guest amount of monthly cash income from entry to exit for both short-term residential and transitional housing programs.¹

Monthly Income	Mean Income at Entry	Mean Income Exit	Amount Increase
All Residential Guests (n = 1,072)	\$438.84	\$614.94	↑ \$176.10
Transitional Housing (n = 114)	\$365.30	\$1,058.03	↑ \$692.73
Short-Term Residential (n = 958)	\$447.49	\$562.21	↑ \$114.72

29.8% of those in a Transitional Housing program increased their monthly cash income from intake to exit by more than a thousand dollars.

Change in Monthly Income From Intake to Exit



* Indicates a statistically significant change at $p < .05$.

¹ Only guests with data at entry and exit are included. For guests with more than one enrollment record, only data from the most recent enrollment is included.

Changes in Cash Income

The table below describes income sources at intake and exit among residential guests. The percent of guests with earned income increased by **8.3%** from intake to exit.

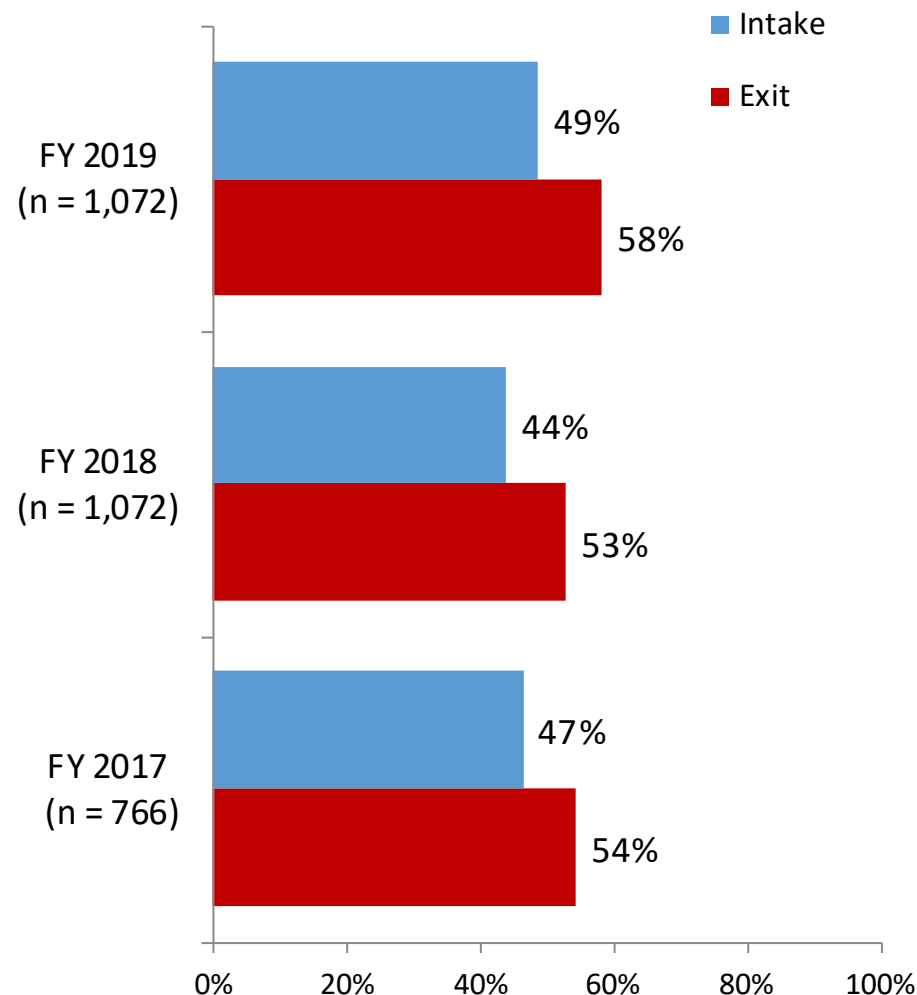
Cash Income Sources ¹	Residential (n = 1,072)		
	Intake	Exit	% Change
Earned Income	11.2%	19.5%	8.3%
Supplemental Security Income (SSI)	11.3%	15.0%	3.7%
Veterans Disability Payment	14.0%	14.3%	0.3%
Social Security Disability Insurance (SSDI)	13.0%	12.2%	-0.8%
Veteran's Pension	2.1%	3.1%	1.0%
Retirement from Social Security	2.5%	2.5%	No change
Job Pension	0.2%	0.5%	0.3%
Private Disability Insurance	0.1%	0.2%	0.1%
General Assistance	0.0%	0.0%	No change
Workers Comp	0.0%	0.0%	No change
Unemployment Insurance	0.1%	0.1%	No change
Child Support	0.0%	0.1%	0.1%
Alimony	0.0%	0.0%	No change
Other	0.5%	0.7%	0.2%

¹ Only guests with data at entry and exit are included. For guests with more than one enrollment record, only data from the most recent enrollment is included. Individuals may have more than one income source at intake; therefore percentages may add to more than 100%.

Changes in Cash Income (FY17, 18, 19)

58% of residential guests had cash income at exit in FY 2019, **53%** in FY 2018, and **54%** in FY 2017.

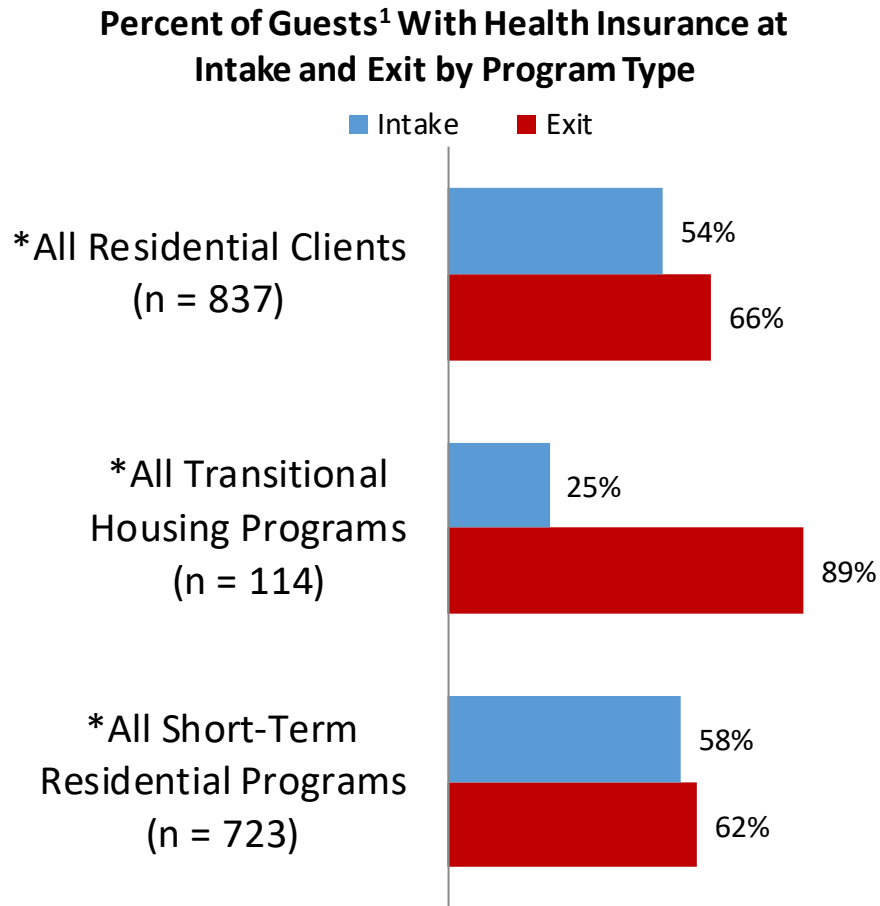
Percent of Guests With Cash Income at Intake and Exit in FY17, FY18, and FY19¹



¹ Only guests with data at entry and exit are included. For guests with more than one enrollment record, only data from the most recent enrollment is included.

Changes in Health Insurance

54% of residential guests at intake and **66%** at exit had health insurance. There was an increase* in the number of guests with health insurance from entry to exit for all residential guests.



* Indicates a statistically significant change at $p < .05$.

¹ Only guests with data at entry and exit are included. For guests with more than one enrollment record, only data from the most recent enrollment is included.

Changes in Health Insurance

Among those with health insurance, most had military health insurance.

Health Insurance ¹ of Residential Guests (n = 837)	Intake	Exit
No Health Insurance	46.5%	36.0%
Military Insurance	38.7%	49.1%
Medicaid	9.9%	10.5%
Medicare	7.3%	8.0%
Private—Self Pay	0.6%	1.0%
Private—Employer Provided	0.4%	1.6%
State Funded Insurance (HIP or HIP 2.0)	0.0%	0.6%
Other Insurance	0.6%	0.2%

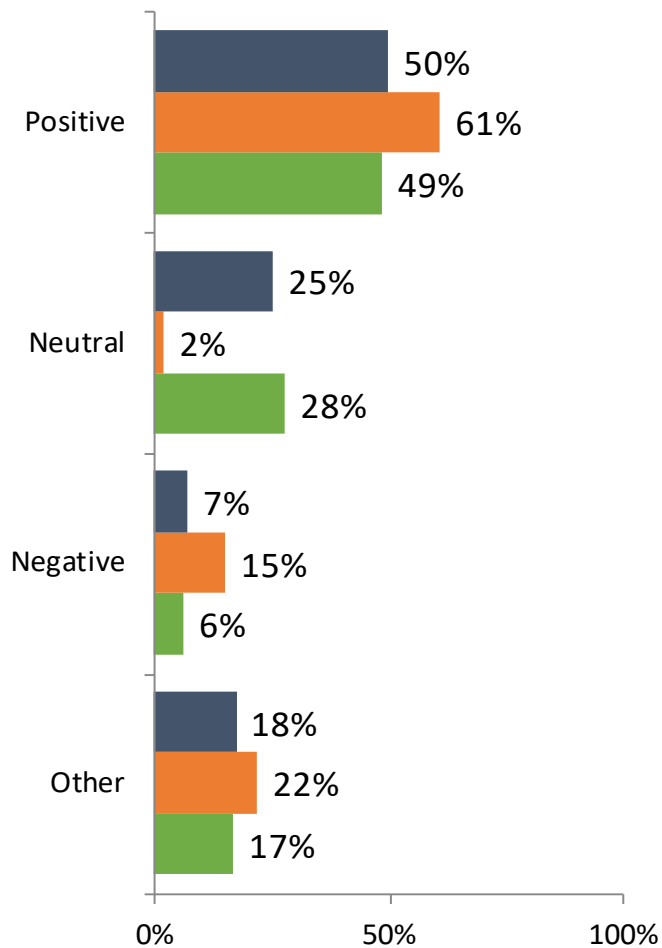
¹ Only guests with data at entry and exit are included. For guests with more than one enrollment record, only data from the most recent enrollment is included. Guests may have had more than one insurance type; therefore the total may add to more than 100%.

Discharge Reasons

Overall, **50%** of discharges were for a positive reason.

Discharge Reasons By Program Type¹

- All Residential Guests (n = 1,354)
- Transitional Housing (n = 146)
- Short-Term Residential (n = 1,208)

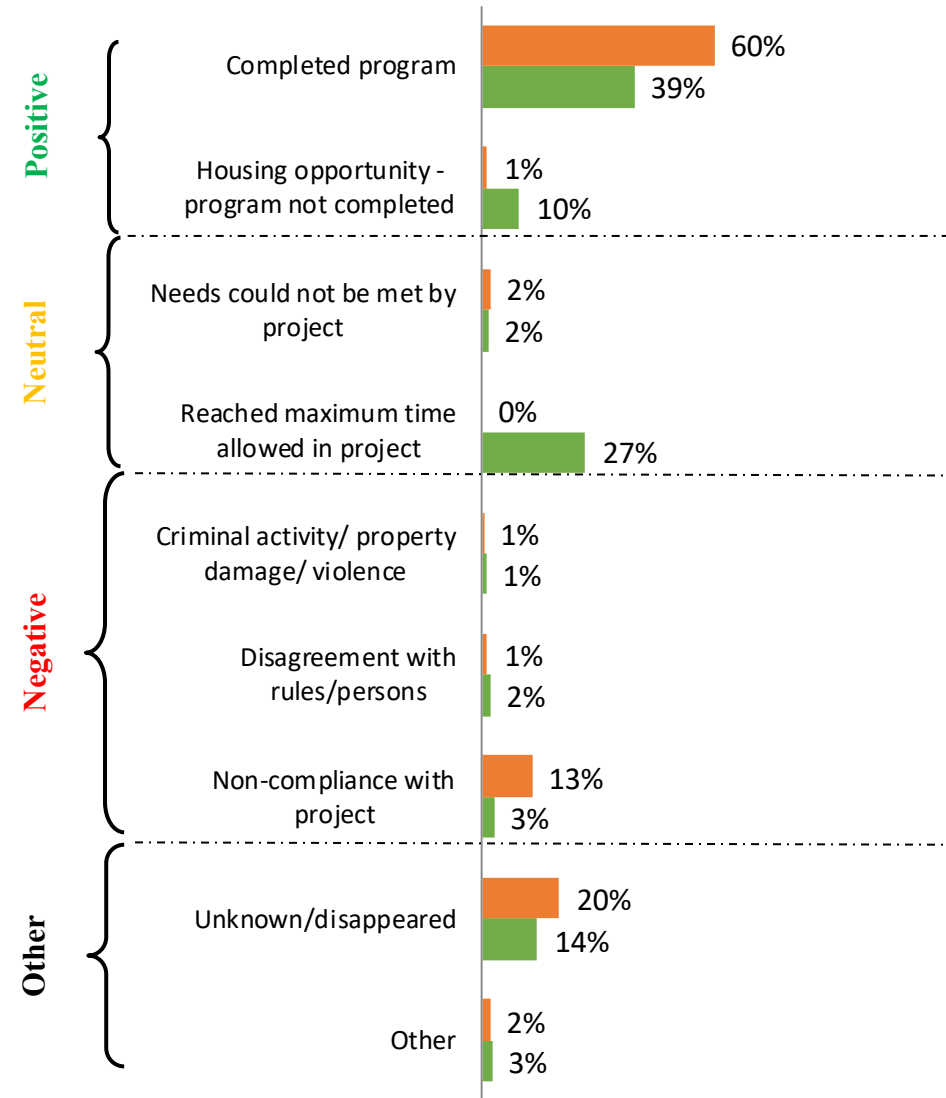


¹Guests with multiple enrollments during the report period are included in the above analyses more than once.

Discharge Reasons

Discharge Reasons¹

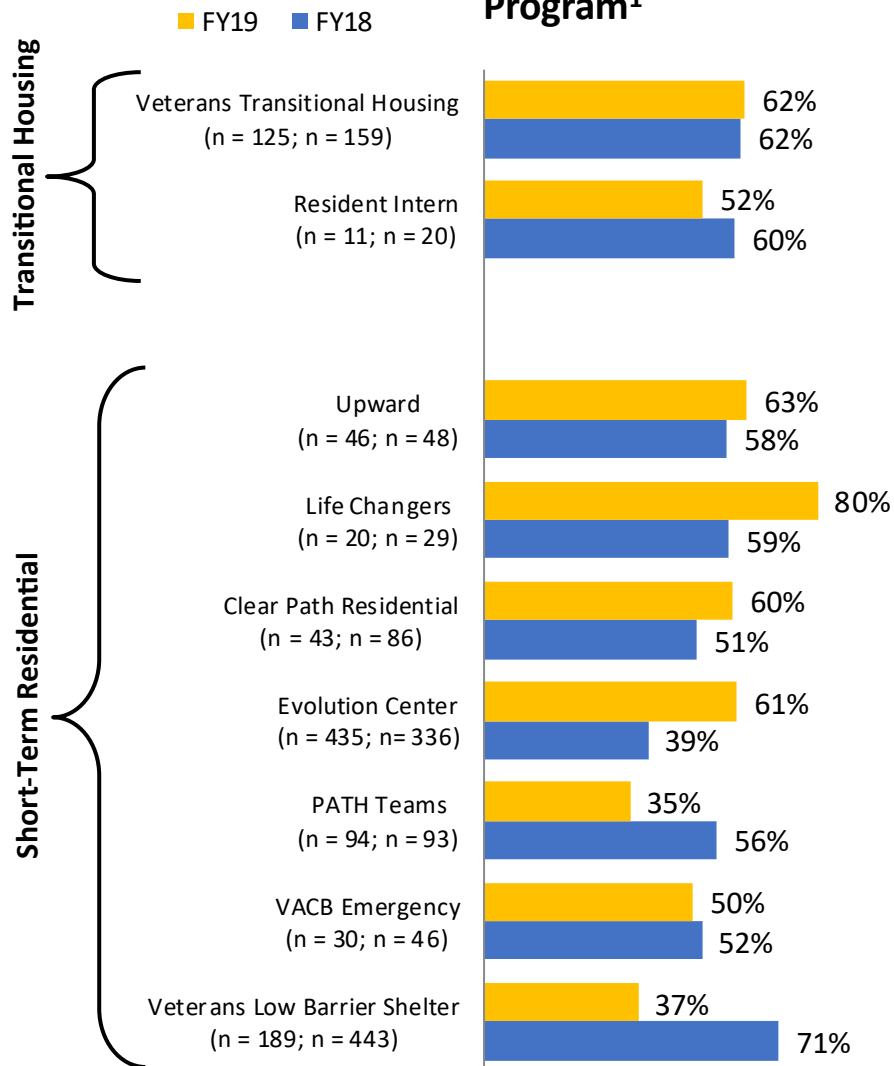
- Transitional Housing (n = 146)
- Short-Term Residential (n = 1,209)



¹Guests with multiple enrollments during the report period are included in the above analyses more than once.

Discharge Reasons

Positive Discharge Destination By Program¹

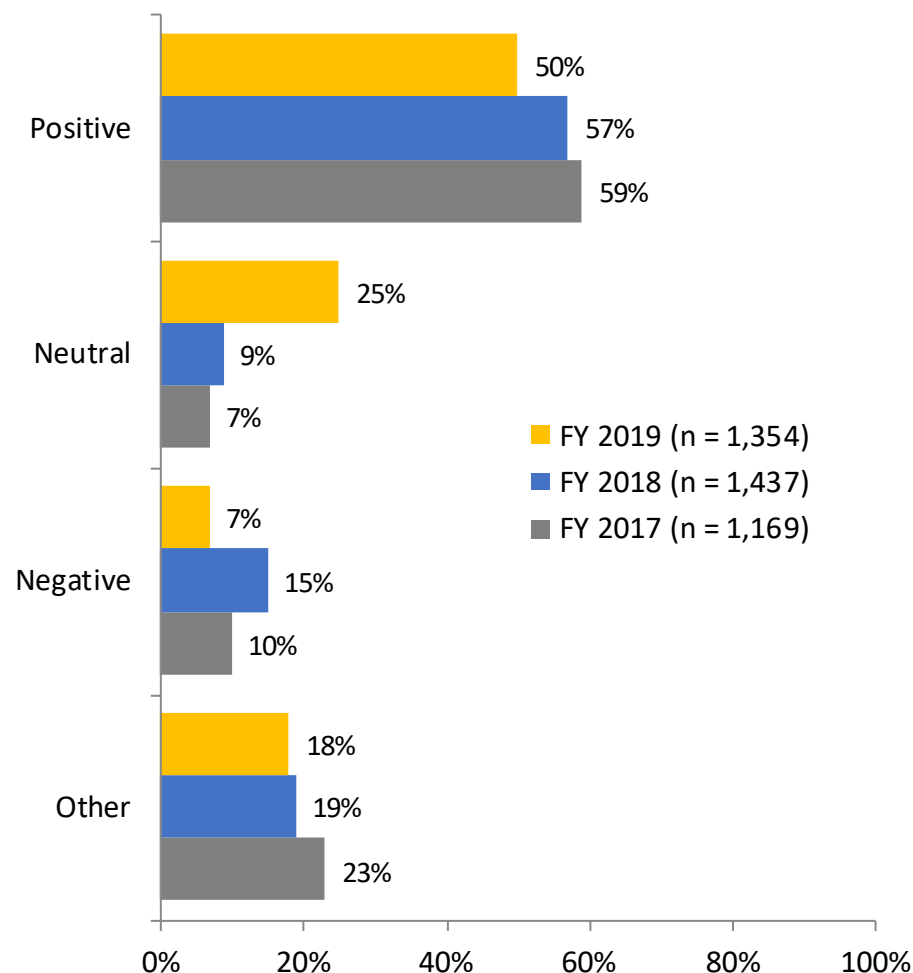


¹Guests with multiple enrollments in the report period may be included in the analyses more than once. The first sample size provided is for FY19. The second sample size provided is for FY18.

Discharge Reasons (FY17, 18, 19)

50% of discharges were positive in FY 2019, 57% in FY 2018 and 59% in FY 2017.

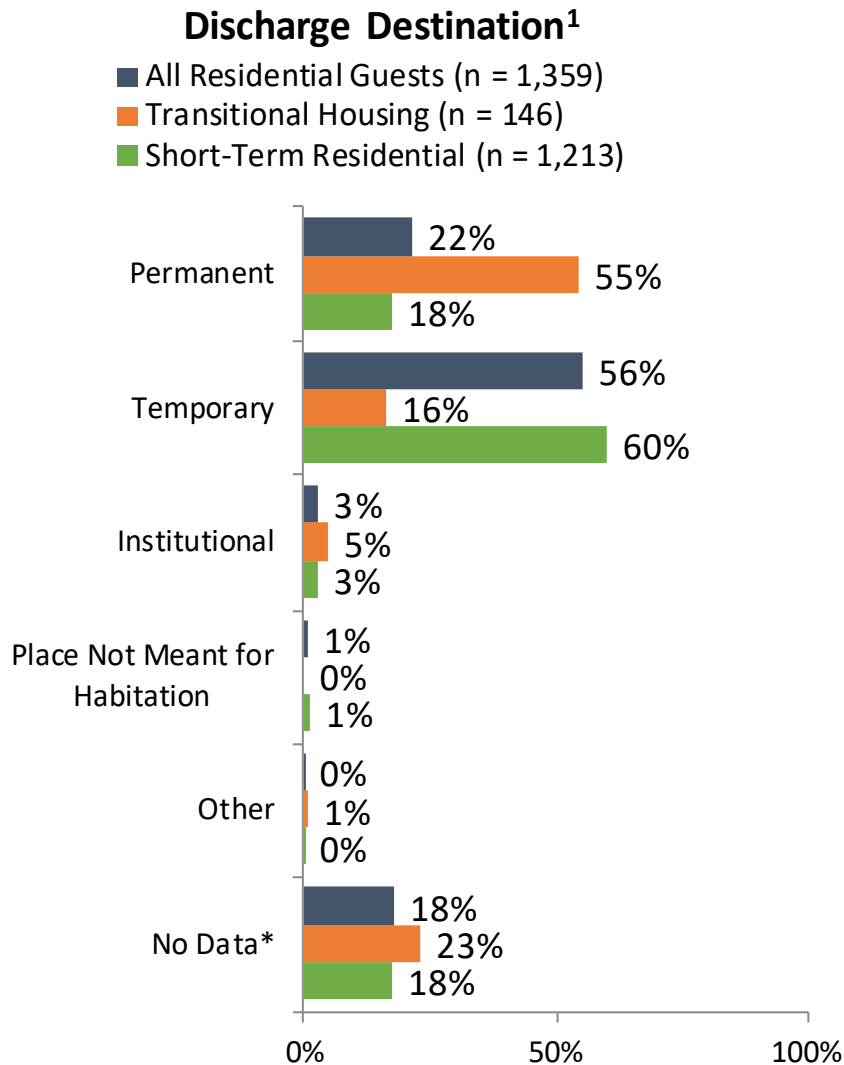
Discharge Reasons in FY17, FY18, and FY19¹



¹Guests with multiple enrollments during the report period may be included in the above analyses more than once.

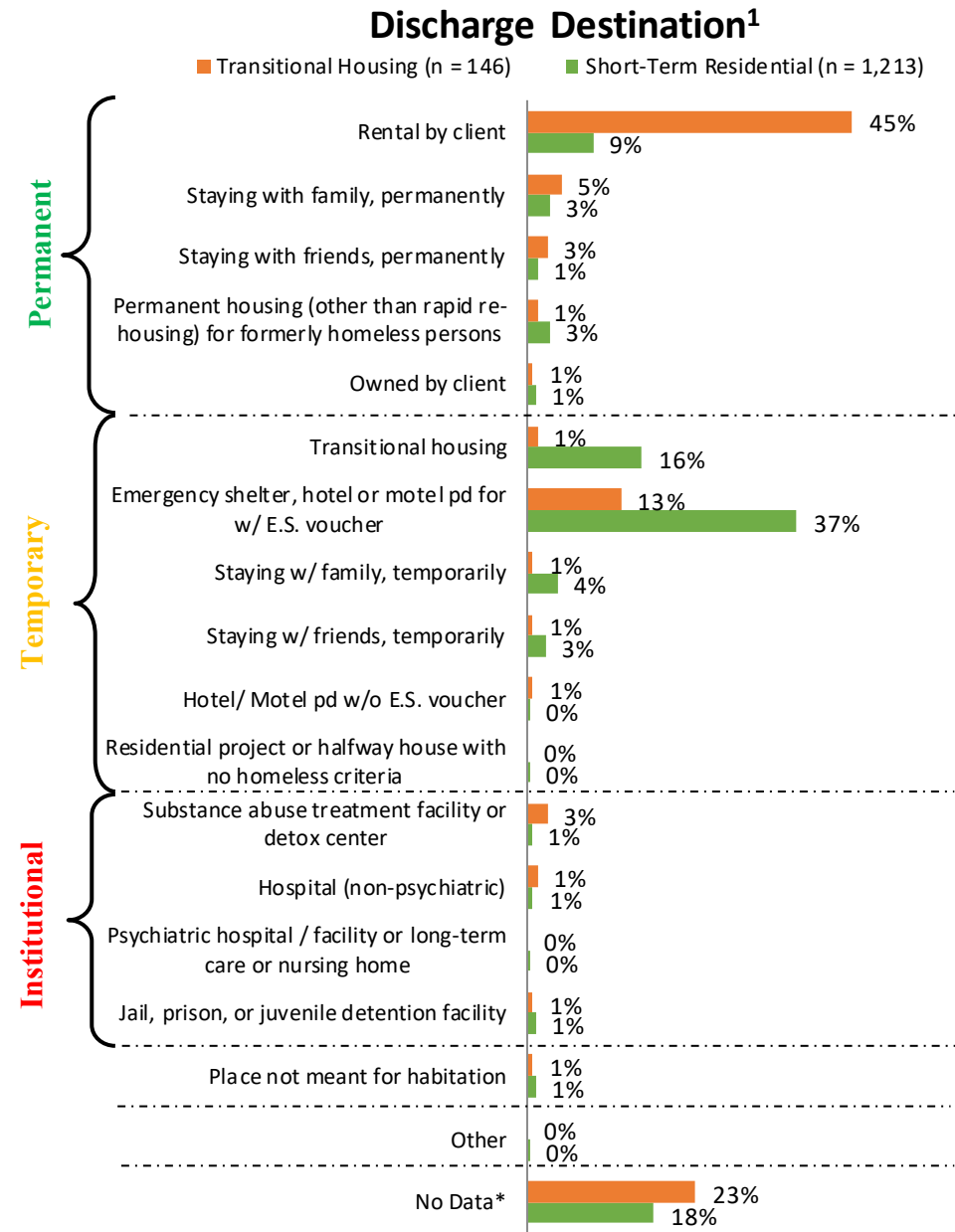
Discharge Destination

Overall, **22%** of discharges were to a permanent destination. **55%** of Transitional Housing discharges and **18%** of Short-Term Residential Housing discharges were to a permanent destination.



¹Guests with multiple enrollments in the report period are included in the analyses more than once.
 * No Data includes responses in which no exit interview was conducted, the guest doesn't know, or the guest refused to answer.

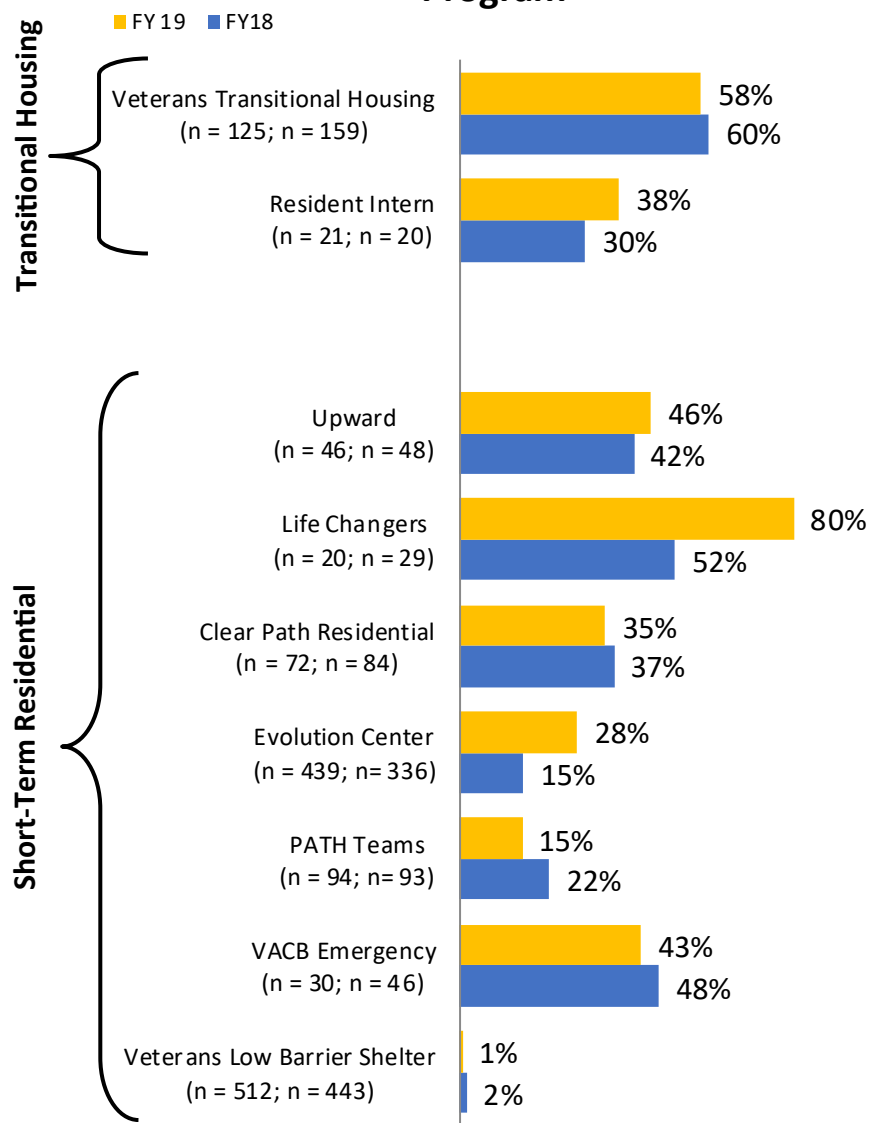
Discharge Destination



¹Guests with multiple enrollments in the report period are included in the analyses more than once.
 * No Data includes responses in which no exit interview was conducted, the guest doesn't know, or the guest refused to answer.

Discharge Destination

Permanent Discharge Destination By Program¹

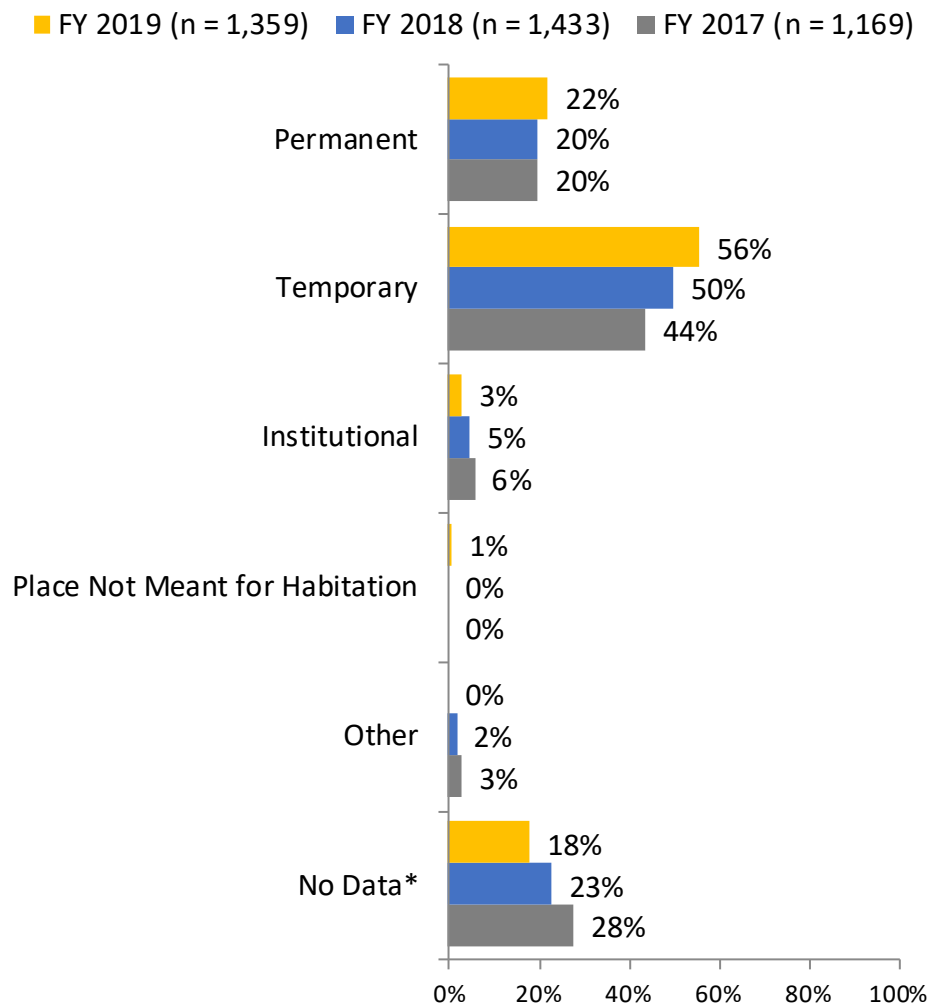


¹Guests with multiple enrollments are included in the analyses more than once. The first sample size is for FY19. The second is for FY18.

Discharge Destination (FY17, 18, 19)

22% of discharges were to a permanent housing destination in FY 2019, **20%** in FY 2018, and **20%** in FY 2017.

Discharge Destination in FY17, FY18, and FY19¹



¹Guests with multiple enrollments are included in the analyses more than once.

* No Data includes responses in which no exit interview was conducted, the guest doesn't know, or the guest refused to answer.

Guest Engagement

In FY19 there were 798 residential program discharges.¹ Cases with a permanent discharge (as compared to all other discharge types) and cases with a goal completed had:

- more* case notes;
- more* time spent with a Gateway Center case manager; and
- longer* lengths of stay.

This evidence suggests that guests who have more engagement with a case manager have more success in permanently discharging and in achieving their goals.

	Average # of Case Notes	Average # of Minutes Recorded in Case Notes	Average Length of Stay
Discharge Type¹ (n = 798)			
Permanent Discharge (n = 255)	10	267	4.9 months
Temporary Discharge (n = 121)	7	186	2.5 months
Institutional Discharge (n = 45)	8	182	3.0 months
Other Discharge (n = 12)	3	85	3.2 months
No Data Discharge (n = 365)	5	97	1.7 months
Goal Status¹ (n = 798)			
Goal Completed (n = 191)	12.6	332	3.9 months
No Goals Completed (n = 607)	5.0	118	2.6 months
All Guests¹ (n = 798)	6.8	170	2.9 months

¹Guests with multiple enrollments are included in the analyses more than once. PATH programs and Veteran Low Barrier Shelter not included in these analyses.

* Indicates a statistically significant change at $p < .05$.

Classes

163 guests participated in one of the below Gateway Center classes.

	# of guests enrolled ¹	Average # of Classes Attended	Range of Classes Attended
Alcohol and Drug Education	58	32.6	1-120
Behavioral Health Group	53	1.9	1-7
Spirituality	46	7.4	1-27
12 Step Education	28	3.5	1-7
GED	36	10.0	1-30
Life Skills	23	7.0	1-16
Security Officer Job Readiness Job Training	22	5.1	1-12
Employment 101	4	2.3	1-6
Caroline's Kitchen Culinary Arts Job Readiness Training	4	20.8	12-24

¹ Individuals may have been enrolled in more than one class..

Changes in Savings

43% of residential program guests had savings at exit. Guests with a permanent discharge (as compared to all other discharge types) were more* likely to have savings at exit.

Among those with savings at exit, the average amount of savings was **\$1,927** (Range \$50—\$18,000).

Discharge Type ¹	Has Savings at Exit	Has No Savings at Exit
Permanent Discharge (n = 190)	62.6%	37.4%
Not Permanent Discharge (n = 186)	22.6%	77.4%
All Discharges (n = 376)	42.8%	57.2%

Changes in Mental Health

191 residential guests were asked at exit if their mental health had changed. **54%** of guests said that their mental health was much improved or somewhat improved, **35%** said it was about the same, and **11%** said that it was somewhat worse or much worse.

* Indicates a statistically significant change at $p < .05$.

¹ Only guests with data at entry and exit are included. For guests with more than one enrollment record, only data from the most recent enrollment is included.

Changes in Identification

On average, residential guests had **1** of the below 4 types of identification at intake and **3** types by exit. The percent of guests with each type of identification increased* from intake to exit.

Identification Types ¹ Residential Guests	Intake	Exit
Birth Certificate (n = 283)	63.3%	73.1%
State ID Card (n = 294)	83.3%	89.8%
Social Security Card (n = 291)	77.3%	84.2%
Driver's License (n = 265)	46.4%	48.7%

Changes in Employment

More* guests had a job at exit (**40%**) than at intake (**23%**). **14%** of guests who had a job at exit reported getting a promotion at their job while enrolled at Gateway Center (total sample n = 211). The average hourly rate of a guest's employment that began while at Gateway Center was **\$10.96** (Range \$8.00—\$16.25; n = 25).

31% of guests who were not employed at exit were looking for work; **79%** were not looking for work at exit (total sample n = 226).

Residential Guests Employed ¹ (total sample n = 344)	
Intake	Exit
22.8%	39.8%

* Indicates a statistically significant change at $p < .05$.

¹ Only guests with data at entry and exit are included. For guests with more than one enrollment record, only data from the most recent enrollment is included.

Feedback

The following sections explore:

- *Volunteer Feedback*
- *Guest Feedback*
- *Community Engagements*

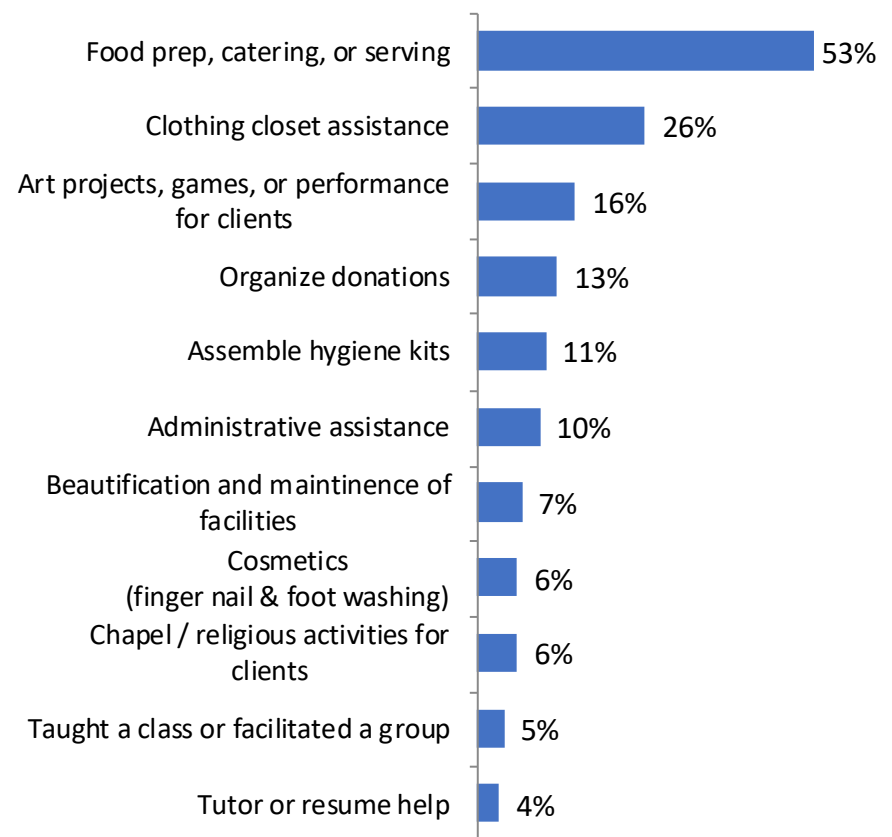


Volunteer Feedback

Volunteers are a valuable asset to Gateway Center. Approximately **5,450** volunteers served from July 1, 2018 to June 30, 2019¹ for an estimated **16,351** hours of service.

116 volunteers provided feedback about their experience.² Their responses are below and on the following pages.

What Activities Did You Perform While Volunteering at Gateway Center? ³ (n = 110)



¹The numbers are an approximation using volunteer sign-in sheets as well as volunteer appointments with groups that volunteer with Gateway Center on an ongoing basis. Therefore, these numbers may have duplicates (e.g., a person may have volunteered more than once) and are likely to be an underestimation of the total number of volunteers.

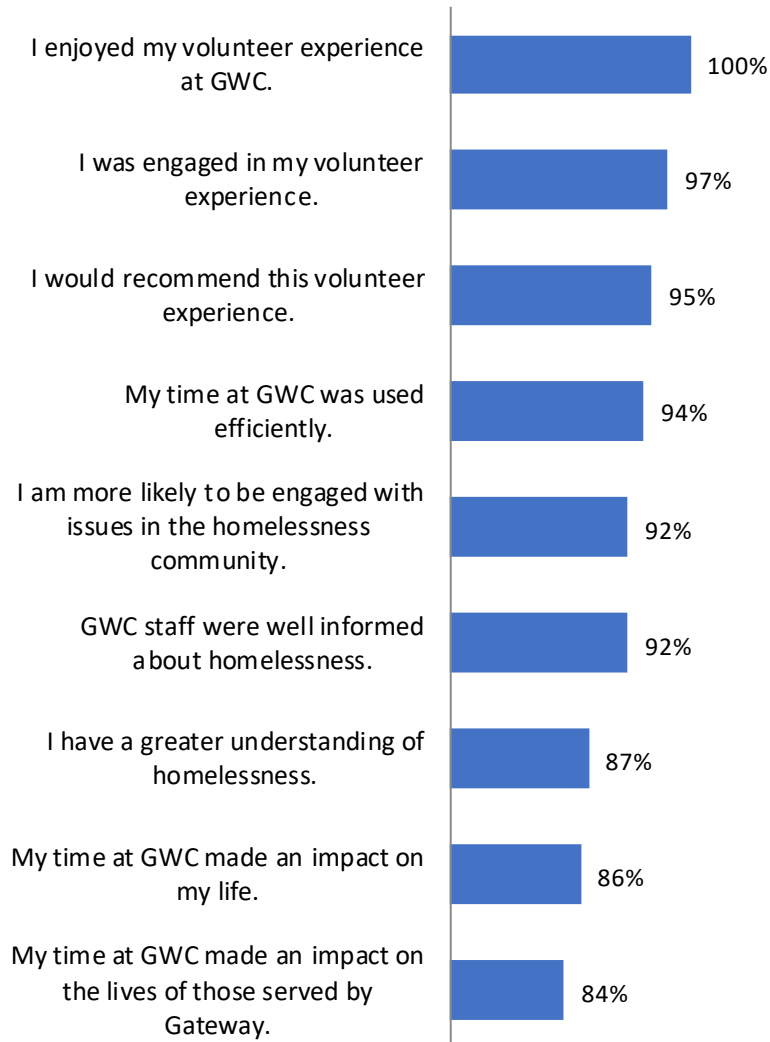
²The survey was emailed to 542 volunteers. Response rate 21.4%

³Volunteers may have been involved in more than one activity.

Volunteer Feedback

100% of volunteers strongly agreed or agreed that they enjoyed their volunteer experience.

% Agreeing or Strongly Agreeing ($n \sim 101$)



Volunteer Feedback

98% of volunteers rated their overall volunteer experience as excellent or good.

What was the highlight of your volunteer experience?

Serving and Interacting with Guests

- *"I really enjoyed the conversations I had with them and getting to know the people."*
- *"Speaking with those who were staying at Gateway helped me to understand the position they were in. The advice they gave to us students was incredibly enlightening."*
- *"Learning all the wisdom the guys had to offer."*

Interacting with and Learning from Staff

- Volunteers described the staff as *caring, helpful, friendly, informative and patient, respectful, and friendly.*

Reactions from Guests

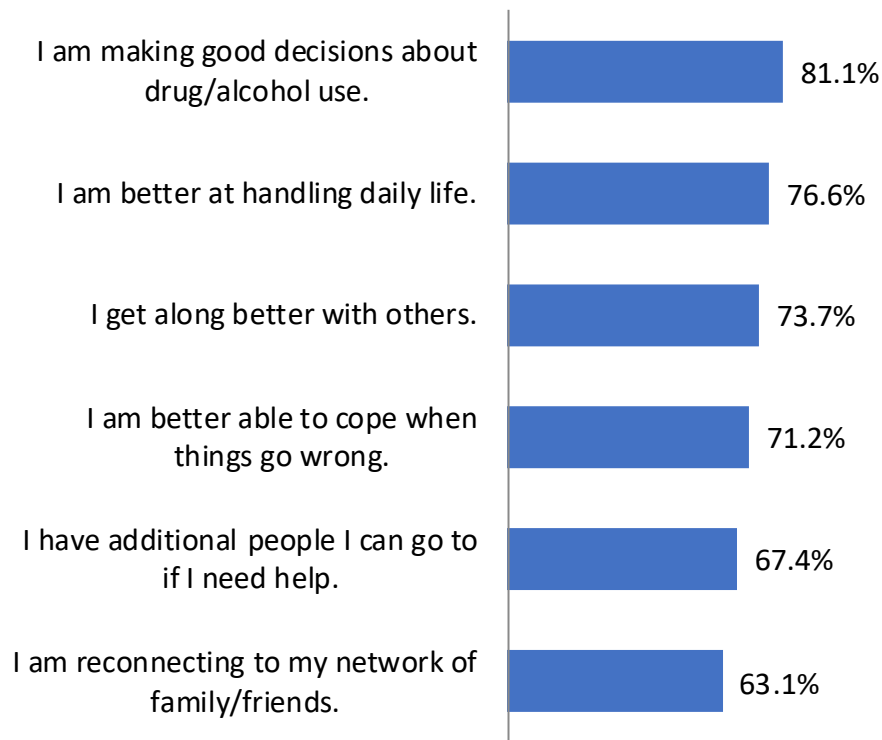
- *"The way the residents lit up as we engaged with one another was a beautiful thing to witness."*

Opportunities to Give Back

- *"The entire experience had a profound effect on my son and me."*

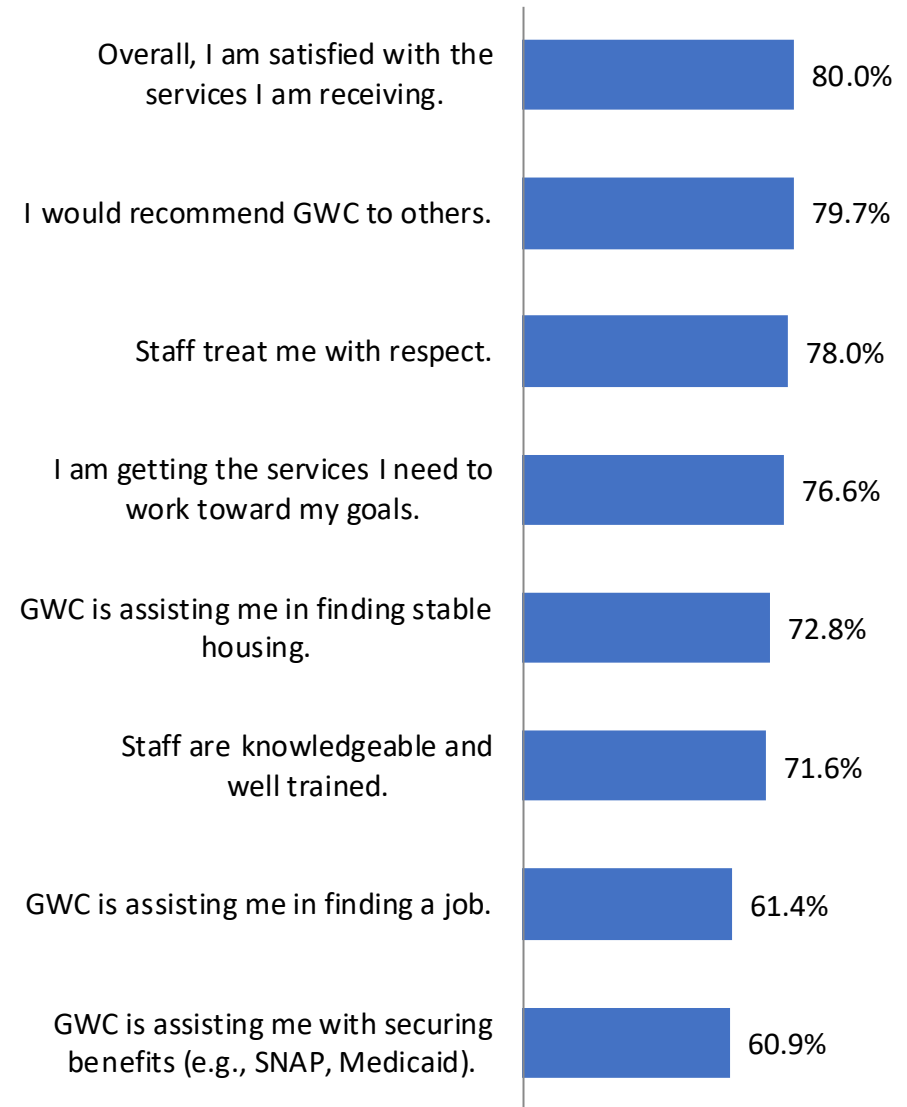
Residential guests provided feedback about Gateway Center via a 14 question survey. Each question is on a scale from 1 = 'Strongly Disagree' to 5 = 'Strongly Agree'. 145 surveys¹ were collected in FY19. The average of all survey items was **4.0**, indicating, on average, agreement with most questions.

As a Result of the Services I am Receiving at GWC... % Agreeing or Strongly Agreeing (n ~ 136)¹



¹Guests completed this survey anonymously. It is possible that the same guest answered the survey more than once. All surveys are included in the above results.

% Agreeing or Strongly Agreeing (n ~ 138)¹



¹Guests completed this survey anonymously. It is possible that the same guest answered the survey more than once. All surveys are included in the above results.

Guest Feedback

Guests were asked to provide feedback about what was **most helpful** about the services provided at Gateway. A summary of their feedback is provided below.

Support from Counselors, Case Workers, & Staff (25%)

- “The staff is willing to help with resources.”
- “I like having someone on my side to talk to.”
- “My caseworker helped me through a devastating time.”

A Place to Stay and Provide Stability (21%)

- “Help with housing, shelter, and good nutrition.”

Ability to Improve Personal Circumstances (20%)

- “I have the opportunity to change my way of life.”
- “I have time to improve my mental health.”

Ability to Cope with Addiction/Recovery from Drugs (10%)

- “Staying sober helps me to focus on improving my life.”

Assistance Finding Housing (12%)

- “Assistance with finding stable housing.”

Employment Assistance and Job Training (8%)

- “Finding employment to get by life back on track.”
- “It is helping me with my drug problem.”

Other (6%)

- Meetings
- Transportation resources (e.g., MARTA passes)
- Networking

Guest Feedback

Guests were asked to provide feedback about what would **improve services** at Gateway. A summary of their feedback is provided below.

Better Interactions with Staff (29%)

- “Staff with bad attitudes hurt guests emotionally.”
- “Some staff need sensitivity training.”

Improvement in Quality and Portion of Meals (29%)

- “Need versatility in food and snacks.”
- “Healthy food options.”

Nothing Needs Improvement (17%)

- “Everything is great. Services have been very helpful.”
- “Nothing to improve.”

Facility improvements (8%)

- “More outlets to charge stuff.”
- “We need fans because it’s hot.”
- “Comfortable chairs.”
- “We need cameras in the building to cut down on stealing.”

More Assistance with Job Placement (8%)

- “More help finding quality jobs.”
- “Transportation to get to our jobs.”

Other Concerns (8%)

- Daily computer lab access



Community Engagements

In FY19, Gateway Center staff led **43** community engagements and interacted with **2,485** individuals through those engagements. Engagements included:

- **10** job readiness workshops for **173** individuals at Atlanta Metro Reentry presented by the Gateway Center Career Resource Specialist.
- **20** community presentations for **1,659** individuals about homelessness to various audiences including: chaplains from Fulton county prisons, church congregations, Piedmont hospital staff, Grady hospital staff, middle school students, college students, and individuals at neighborhood meetings.
- **13** street outreach engagements reaching **653** individuals. During these engagements, people experiencing homelessness were provided information about Gateway Center's resources.



Analysis Notes

Homeless Management Information Systems

Gateway Center collects data via two electronic management information systems, Client Track by Eccovia Solutions and Apricot by Social Solutions. Guest demographic data are collected via interviews with guests and therefore are self-report.

Sample Sizes

Throughout the report, n denotes the sample size for the analysis for that section. Sample sizes vary due to missing data (e.g., guest does not provide the data).



Questions or Comments?

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