



# **12-Month Evaluation Report**

## **July 1, 2019 – June 30, 2020**

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## Table of Contents

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About Gateway Center .....	3-4
Program Descriptions.....	5-10
Logic Model.....	11-12
Executive Summary.....	13-14
Characteristics at Intake .....	15
Guests Served .....	16-18
Program Enrollment.....	19-20
Clear Path Services Only .....	21
Emergency Shelter & Outreach Team .....	22
Georgia Works! & Mercy Care Clinic .....	23
Prior Night's Stay.....	24
Last Permanent Zip Code .....	25-29
Discharge Zip Code.....	30
Vulnerability Index .....	31
Chronically Homeless.....	32
Adverse Childhood Experiences.....	33
Special Needs .....	34
Behavioral Health.....	35-36
Criminal Background & Child Support .....	37
Employment.....	38
Housing Barriers.....	39-41
Finances at Intake .....	42

## Table of Contents

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Outcomes.....	44
Changes in Cash Income .....	45-48
Changes in Health Insurance .....	49-50
Discharge Reasons .....	51-52
Discharge Destination.....	53-54
Discharge Reasons by Program .....	55
Discharge Destination by Program .....	56
Changes in Savings & Physical Health .....	57
Changes in Identification & Employment.....	58
Changes in Behavioral Health.....	59
Classes & Employment Readiness Internships.....	60
Feedback.....	61
Volunteer Feedback.....	62-64
Guest Feedback .....	65-68
Community Engagements .....	69
Analysis Notes.....	70

## About Gateway Center

Our successful track record is rooted in the unwavering commitment of Gateway Center's 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 the 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. As a result, the United Way Regional Commission on Homelessness oversaw the development of Gateway Center, which opened July 27, 2005, and is now a self-managed 501(c)(3) organization. It serves as the "gateway" to 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 variety of program. Programs are described below, and additional program specific details are provided on the following pages.

**Non-Residential Programs** — provides humanitarian, trust-building, and referral services.

**GWC Case Managed Residential Programs** — 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 into rapid re-housing or permanent supportive housing.

**GWC Emergency Shelter Programs** — provides Emergency Shelter for individuals through our Cold Weather shelter program on nights when the temperature drops below 40 degrees. In limited situations, Gateway Center provides emergency shelter for families with children as they await available placements in short-term residential programs offered by local shelter providers.

**Partner Case Managed Residential Programs** — Gateway Center collaborates with a wide range of social service agencies to provide wraparound services promoting positive outcomes, and our collaborative efforts make homelessness rare and brief for those served in our programs. Guests in these programs reside at Gateway Center but are case managed by a partnering program. A full list of our partnerships can be viewed at: [www.gatewayctr.org/programs-and-services/](http://www.gatewayctr.org/programs-and-services/)

## Program Descriptions

### Non-Residential Programs

**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 individuals experiencing homelessness, basic human services are critical in building relationships while meeting immediate needs. 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 Services Only** — provides a coordinated access point to 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 provides people experiencing homelessness in the City of Atlanta with housing assessments, emergency shelter placements, 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.

**Mercy Care Clinic @ Gateway Center** — uses 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)** — provides guests 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 at Gateway Center to help maintain nutrition assistance while eligible.

## Program Descriptions

### GWC Case Managed Residential Programs

**Clear Path @ Gateway Center Residential Program** — assists men who are experiencing chronic homelessness for up to 90 days. 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 resources assisting with substance abuse, mental health, and physical health needs.

**The Evolution Center** — provides emotional and physical support for men experiencing homelessness. 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 men who need a low barrier shelter option. The Evolution Center is designed to provide rapid access to safe shelter 24 hours per day, 7 days per week. The goal is to provide shelter beds to individuals who need it most, prioritizing those who are most acute and have the highest needs.

**New Beginnings** — provides beds for up to 90 days for men needing housing and employment case management as they re-enter the workplace. This program addresses systematic factors that may have contributed to guests experiencing homelessness, including educational, legal, and critical life needs.

**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 are connected to employment resources and stable housing. Through intensive case management and the utilization of a pre-treatment curriculum, guests remain clean and sober.

## Program Descriptions

### GWC Case Managed Residential Programs

**Veterans Contract Beds (VACB) Emergency** — provides short-term beds for up to 60 days to veterans referred to Gateway Center by the Veterans Affairs Office located at Fort McPherson. Veterans are provided case management and connected to available services, including medical, mental health, substance abuse support, income benefits, employment opportunities, and housing assistance.

**Veterans Transitional Housing** — provides beds for transitional housing (TH) with a maximum of 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 provided case management and connected to available services, including medical, mental health, substance abuse support, income benefits, employment opportunities, and housing assistance.

## Program Descriptions

### Partner Case Managed Residential Programs

**Georgia Works!** — provides guests with transitional housing for up to 1 year, paid transitional work, case management services, and life skills and workforce training. Georgia Works! guides guests toward independence; upon graduation, each man has addressed the underlying issues that led him to experience homelessness, obtained permanent housing, and 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, can function independently, but have no home for required recuperation. This program is intended to serve Grady, Saint Joseph's, and Piedmont hospitals. By preventing unnecessary extended hospital stays, healthcare expenses that often burden communities are minimized.

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

**Hospital 2 Home** — provides temporary housing to men experiencing homelessness who frequently visit the emergency room and have presented in emergency rooms at Emory, Piedmont, Northside, or Grady Memorial Hospital. These guests are provided case management and are assessed to determine service needs.

## Program Descriptions

### Partner Case Managed Residential Programs

**Gateway Center has three PATH programs.**

**PATH: Projects for Assistance in Transition from Homelessness**

**HOPE Atlanta PATH** — assists men experiencing homelessness by engaging them where they are located and providing access to treatments addressing mental health, physical health, and/or substance abuse issues. When guests are engaged by the outreach team, they are 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.

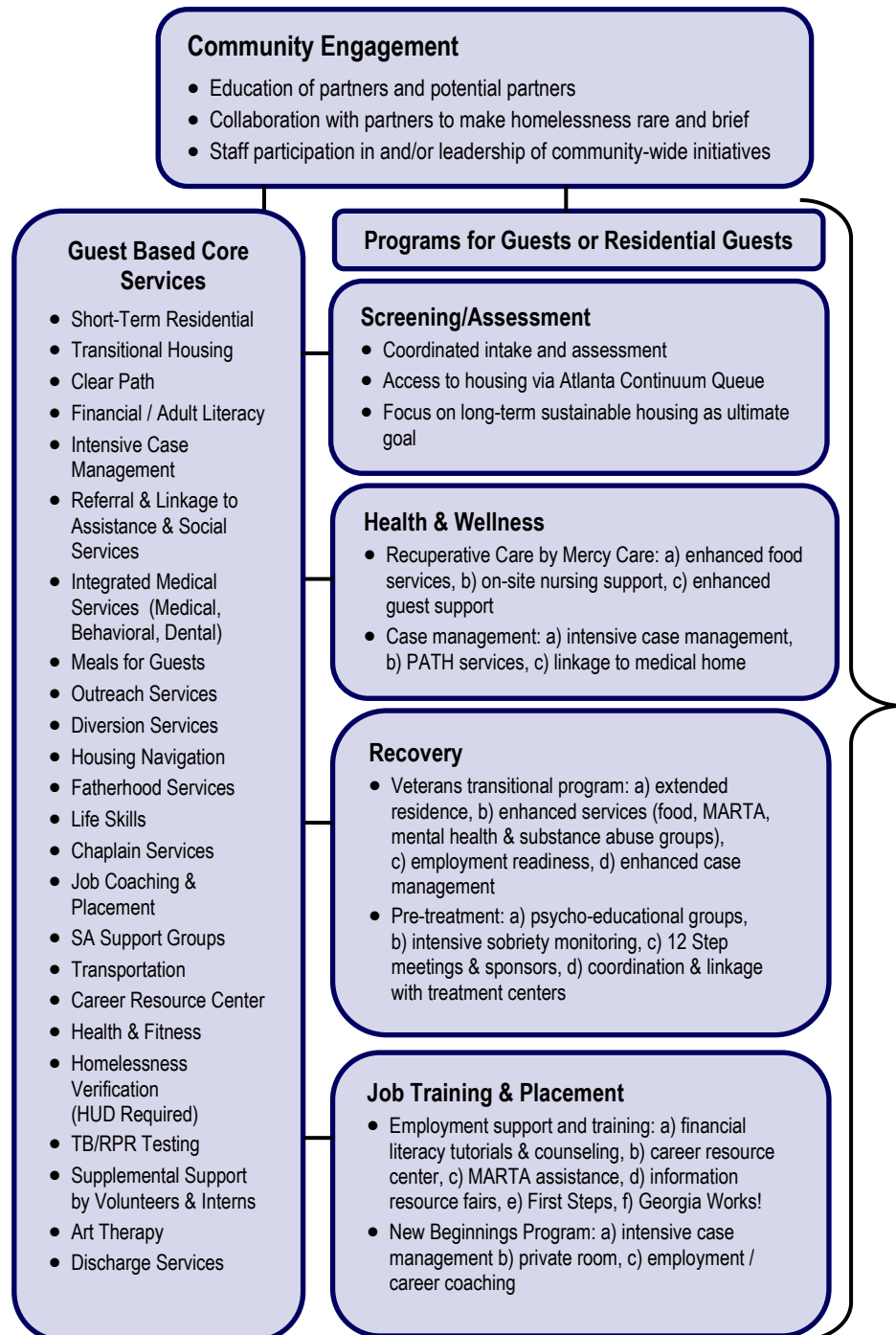
**Mercy Care PATH** — serves men experiencing homelessness who have severe and persistent mental illnesses. Short-term beds for up to 60 days are made available to Mercy Care PATH team guests while ensuring individuals are connected to mental health services and resources. Guests and case managers work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

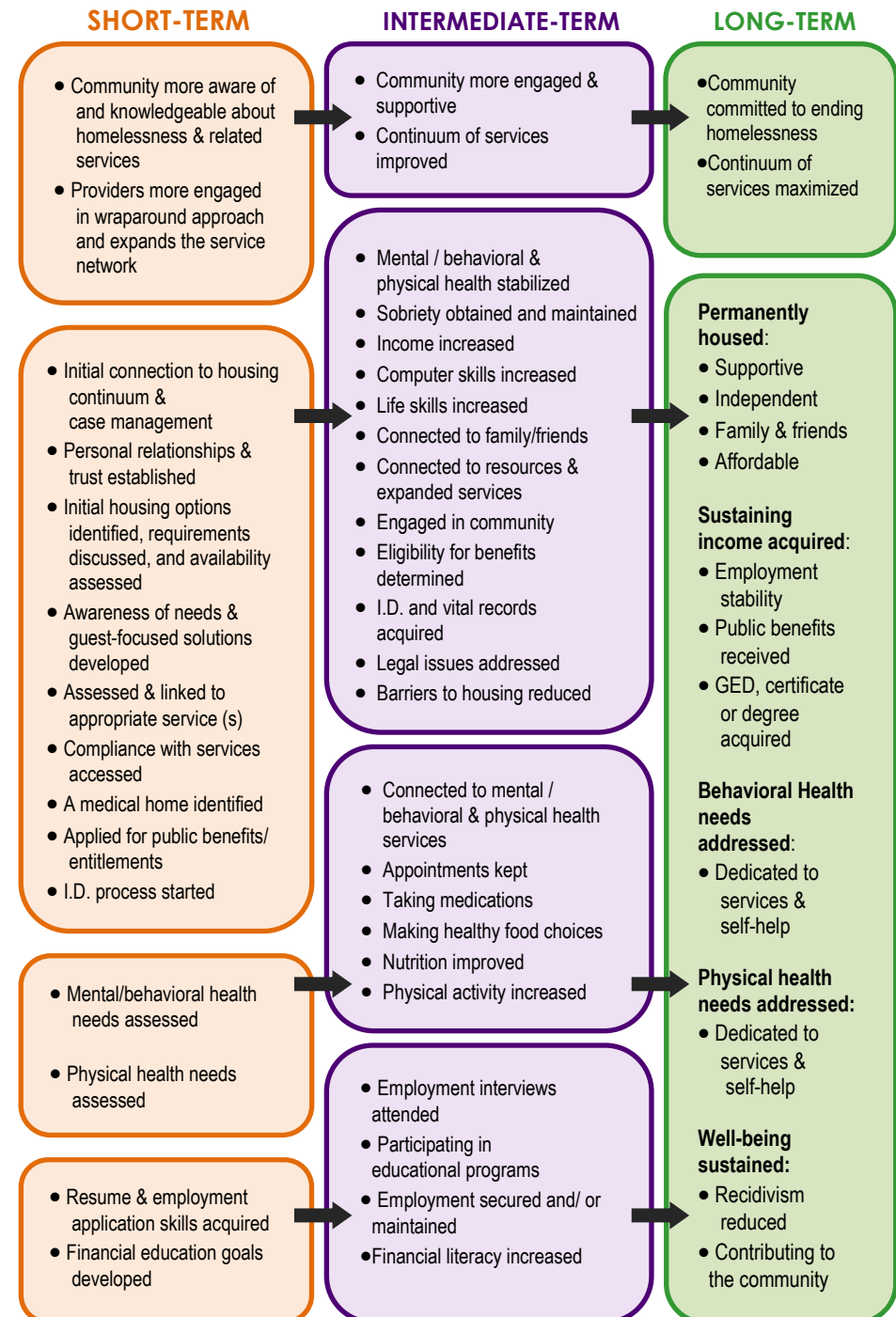
*Note: throughout this report, these three PATH programs are combined and labeled "PATH Teams."*



## WHAT WE DO...



## SO THESE OUTCOMES OCCUR:



## Characteristics at Intake

### Demographics

From July 1, 2019 through June 30, 2020, Gateway Center served 7,656 guests.

- 83% 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.

*1,087 individuals were served in a case managed residential program. Among residential guests:*

- 89% were African American.
- 38% were between the ages of 51 - 60 years.
- 60% had a high school diploma, GED or less as their highest level of education completed.
- 38% were veterans.
- 80% stayed at an emergency shelter or place not meant for habitation the night before arriving at Gateway Center.
- 29% were chronically homeless.
- 62% had a criminal background.
- 61% were unemployed at intake.
- 56% did not have any cash income at intake.

### Program Enrollment

- On average, guests stayed at Gateway Center for 2.6 months.
- On average, Gateway Center operated at 90% of our maximum residential capacity.

### Special Needs

- 70% had a disabling condition (a special need that is indefinite and impairing). 60% had more than one special need.

## Behavioral Health

- 25% of residential guests had moderate to severe depression.
- 29% of residential guests had moderate to severe anxiety.
- 30% of residential guests had PTSD symptoms.

## Housing Barriers

- 73% of guests reported needing temporary assistance to obtain or maintain housing. 68% reported needing permanent assistance.

## Outcomes for Residential Programs

- Statistically significant increases from intake to exit include:
  - Cash income (45% to 62%)
  - Health insurance (49% to 55%)
  - Employment (24% to 56%)
- Discharge reasons for residential guests were positive (51%), neutral (5%), negative (13%), or other/unknown (31%).
- 34% of discharge destinations for guests were permanent placements and 10% were temporary placements.
- 144 guests participated in a Gateway Center class.
- 68 guests participated in employment readiness internships.
- 49% of guests had savings at exit.
- 52% of guests' mental health was "much" or "somewhat" improved at exit.

## Feedback

- Approximately 3,852 volunteers served at Gateway Center in FY20.
- 96% of *volunteers* rated their experience as excellent or good.
- 82% of *guests* reported being satisfied with the services received.

## Community Engagement

- Gateway Center staff led 51 community engagements and interacted with 4,383 individuals through those engagements.



## Characteristics at Intake

*The following sections explore characteristics at intake, including:*

- Guests Served
- Program Enrollment
- Clear Path Services Only
- Emergency Shelter & Outreach Team
- Georgia Works! & Mercy Care Clinic
- Prior Night's Stay
- Last Permanent Zip Code
- Discharge Zip Code
- Vulnerability Index
- Chronically Homeless
- Adverse Childhood Experiences
- Special Needs
- Behavioral Health
- Criminal Background & Child Support
- Employment
- Housing Barriers
- Finances at Intake

## Guests Served

### Gateway Center Served:

Guests Served	FY18 <sup>1</sup>	FY19	FY20
Case Managed Residential Guests	1,241	1,412	1,087
Non-Residential or Emergency Shelter Guests <sup>2</sup>	9,357	8,204	6,569
<b>Total Guests</b>	<b>10,598</b>	<b>9,616</b>	<b>7,656</b>

### COVID-19's Impact on Gateway Center

Dignity, humanity, and safety have been our guiding principles for both our guests and staff during this pandemic. Due to COVID-19, beginning in March 2020 many of our guests remained in our programs for longer periods, which reduced our bed availability. In order to create space for social distancing during this critical time, Gateway Center reduced our overall program bed count by approximately 75 beds . These factors, coupled with placing eligible guests in the "Non-Congregate" hotel established in collaboration with Partners for Home in April 2020, decreased our program utilization during the last 4 months of the 2020 fiscal year.

<sup>1</sup> Fiscal Year (FY) is from July 1st through June 30th (i.e., FY20 is from 7/1/19 to 6/30/20)

<sup>2</sup>Non-Residential or Emergency Shelter guests are guests who never enrolled in a case managed residential program.

## Guests Served

In FY20, the average age was **51** years for residential guests and **35** years for non-residential guests. Among non-residential guests, **47%** were adult males, **31%** were adult females, and **22%** were children.

FY 2020	Case Managed Residential Guests n = 1,087	Non-Residential or ES Guests <sup>1</sup> n = 6,569	All Guests n = 7,656
<b>Gender</b>	n = 1,087	n = 6,566	n = 7,653
Male	99.8%	57.7%	63.6%
Female	0.0%	42.1%	36.2%
Gender Non-Conforming	0.2%	0.2%	0.2%
<b>Race</b>	n = 1,085	n = 6,303	n = 7,388
Black or African-American	88.5%	91.9%	91.4%
White or Caucasian	10.1%	6.0%	6.6%
Multi-racial	0.4%	0.7%	0.7%
American Indian / Alaska Native	0.4%	0.6%	0.5%
Asian	0.3%	0.4%	0.4%
Native Hawaiian / Other Pacific Islander	0.3%	0.4%	0.4%
<b>Ethnicity</b>	n = 1,087	n = 6,272	n = 7,359
Hispanic/ Latino	1.8%	2.9%	2.7%
<b>Veteran Status (among those over 18)</b>	n = 1,085	n = 4,066	n = 5,151
Yes	38.4%	6.6%	13.3%
<b>Age</b>	n = 1,087	n = 6,567	n = 7,654
0-17	0.0%	22.0%	18.9%
18-30	7.2%	16.9%	15.5%
31-50	32.0%	35.1%	34.6%
51-60	37.7%	18.4%	21.2%
61 or older	23.1%	7.6%	9.8%

<sup>1</sup> Non-residential or ES (Emergency Shelter) guests are guests who never enrolled in a residential program.

## Guests Served

**59.8%** of residential guests had a high school diploma, GED or less as their highest level of education completed.

FY 2020	Case Managed Residential Guests
<b>Highest Level of Education Completed</b>	n = 616
Less than 8th grade	1.1%
8th - 12th grade (no diploma)	19.6%
High School Diploma / GED	39.1%
Some College	22.1%
Technical or Vocational Certificate	5.7%
Associates Degree	5.2%
Bachelor's Degree	5.7%
Master's or Higher Degree	1.5%
<b>Marital Status</b>	n = 644
Single	74.5%
Divorced	12.9%
Separated	5.9%
Widowed	3.9%
Married	2.6%
Common Law / Domestic Partner	0.2%
<b>Are you currently enrolled in school?</b>	n = 871
Yes	0.7%
<b>Do you have a primary care physician?</b>	n = 261
Yes	40.2%
<b>Physical Health Status</b>	n = 237
Excellent, Very Good, or Good	55.3%
<b>Dental Health Status</b>	n = 237
Excellent, Very Good, or Good	35.9%
<b>Do you have a picture ID?</b>	n = 874
No	15.8%

## Program Enrollment

Provided below are the total numbers served by each program. On average, guests stayed at Gateway Center for **2.6 months**. **135** guests were enrolled in more than one Gateway Center residential program.

Number Served and Mean Length of Stay (LOS) Per Program <sup>1</sup>		
	# Total Served	Mean LOS
<b>GWC Case Managed Residential Programs</b>	<b>676</b>	<b>4.1 months</b>
Clear Path Residential	82	3.3 months
Evolution Center	354	3.5 months
New Beginnings	62	5.7 months
Upward	54	6.1 months
Veterans Contract Beds (VACB)	24	3.2 months
Veterans Transitional Housing	131	5.0 months
<b>Partner Case Managed Residential Programs</b>	<b>529</b>	<b>27 days</b>
Hospital 2 Home	55	32 days
PATH Teams	80	69 days
Recuperative Care by Mercy Care	124	45 days
Veterans Low Barrier Shelter	281	9 days
<b>GWC Emergency Shelter Programs</b>	<b>611</b>	<b>NA</b>
Cold Weather Shelter	517	NA
Family Shelter	109	NA
<b>Non-Residential Programs</b>	<b>6,976</b>	<b>NA</b>
Clear Path Services Only <sup>2</sup>	3,577	NA
Engagement Center	3,786	NA
Career Resource Center	404	NA

<sup>1</sup> Individuals may be enrolled in more than one program.

<sup>2</sup> All individuals served—including children, spouses, and other family members.

## Program Enrollment

On average, Gateway Center residential programs operated at **90%** of our maximum residential capacity (serving an average of 257 guests per day, divided by an average of 286 available beds<sup>1</sup>).

Mean Nightly Occupancy and Capacity			
	Mean Nightly Occupancy	Capacity (average # of available beds)	% Occupancy / Capacity
<b>GWC Case Managed Residential</b>			
Clear Path Residential <sup>2</sup>	22.0	26	87.5%
Evolution Center <sup>3</sup>	94.7	95.6	99.0%
New Beginnings <sup>4</sup>	24.4	28.5	85.6%
Upward <sup>5</sup>	18.0	21.4	84.0%
Veterans Contract Beds (VACB) <sup>6</sup>	6.3	10	66.0%
Veterans Transitional Housing	41.4	46	90.0%
<b>Partner Case Managed Residential</b>			
Hospital 2 Home <sup>7</sup>	6.7	11	86.5%
PATH Teams	14.4	25	57.6%
Recuperative Care by Mercy Care	14.6	19	76.8%
Veterans Low Barrier Shelter	6.6	10	66.0%

<sup>1</sup> Due to COVID-19, the number of available beds was reduced in several programs as described below. In addition, one program began during the year and one ended. Average number of available beds is calculated based on the percentage of the year the beds were available.

<sup>2</sup> Clear Path Residential began with 26 beds and was reduced to 23.

<sup>3</sup> Evolution Center began with 100 beds and was reduced to 85.

<sup>4</sup> New Beginnings began with 32 beds and was reduced to 20.

<sup>5</sup> Upward began with 22 beds and was reduced to 20.

<sup>6</sup> VACB ended 5/6/2020. Occupancy rate calculated from 7/1/19 to 4/6/20.

<sup>7</sup> Hospital to Home program began 10/18/2019. Occupancy rate calculated from 10/18/19 to 6/30/20.

## ↑ Clear Path Services Only

Gateway Center served **3,577** guests through the Clear Path Services Only program, including children and other family members. On average, guests waited 2 hours and 10 minutes to be seen and assessments took 47 minutes to complete. During the last fiscal year, assessments occurred on 242 days and on average 8 guests were seen per day (range 1—15 guests). Guest demographics are as follows:

<b>FY 2020 All Clear Path Services Only Guests</b>	<b>Adult Males n = 979</b>	<b>Adult Females n = 1,146</b>	<b>Adult Gender Non-Conforming n = 8</b>	<b>Children n = 1,444</b>
<b>Race</b>	n = 979	n = 1,146	n = 8	n = 1,440
Black or African-American	90.4%	93.5%	100.0%	95.2%
White or Caucasian	8.2%	5.5%	0.0%	2.4%
Multi-racial	0.8%	0.3%	0.0%	1.9%
American Indian / Alaska Native	0.2%	0.1%	0.0%	0.1%
Asian	0.3%	0.3%	0.0%	0.2%
Native Hawaiian / Other Pacific Islander	0.1%	0.3%	0.0%	0.1%
<b>Ethnicity</b>	n = 975	n = 1,144	n = 8	n = 1,441
Hispanic/ Latino	3.0%	2.6%	0.0%	2.5%
<b>Age</b>	n = 979	n = 1,146	n = 8	n = 1,443
Average Age	46 years	38 years	34 years	7 years

## ↑ Emergency Shelter

Gateway Center served **854** individuals on nights when the temperature dropped below 40 degrees by providing shelter or transportation to shelter at a partnering agency. **71%** of guests were male, **28%** were female and **1%** were gender non-conforming. The average age was **46** years old.

<b>Guests Served</b>	<b># guests</b>	<b># of cold weather nights</b>
Cold Weather Shelter	517	44 nights
Cold Weather Transported	467	34 nights
<b>Cold Weather Total (Shelter or Transported)</b>	<b>854</b>	<b>44 nights</b>

In limited situations, Gateway Center provided emergency shelter for **49** families with **60** children (**109** guests total) as they awaited placement in a short-term residential program offered by local family shelter providers.

## ↑ Outreach Team

Gateway Center's Outreach Program works to build trusting relationships by meeting individuals where they are typically sleeping in unsheltered areas of Atlanta: Olympic Park, Edgewood Park, MARTA stations, under the I-20 bridge, etc. The goal of Gateway Center's Outreach Team is to transition individuals they encounter to short-term housing (shelter) or permanent housing options. The Outreach Team had 769 engagements between March and June:

- 164 healthcare referrals.
- 211 hygiene items provided.
- 30 State Identification and/or Birth Certificates applications completed.
- 13 emergency shelter housing placements.
- 6 guests referred to permanent housing.
- 2 guests reunified with family.

## Georgia Works!

Georgia Works! served 473 guests in FY20. On average, guests stayed for 88 days. Georgia Works! operated at **65%** of their maximum residential capacity (serving an average of 115 guests per day, divided by an average of 174 available beds).

	FY18	FY19	FY20
Georgia Works!	684	624	473

### Mean Length of Stay (LOS), Nightly Occupancy, and Capacity

	Mean LOS	Mean Nightly Occupancy	Capacity <sup>1</sup> (average # of available beds)	% Occupancy / Capacity
Georgia Works!	88 days	115	175	65%

## Mercy Care Clinic

In FY2020, Mercy Care Clinic provided **6,321** encounters:

- **2,968** medical encounters
- **2,512** behavioral health encounters
- **841** dental encounters

## Prior Night's Stay

**80.4%** of all residential guests were at an Emergency Shelter or place not meant for habitation the night before arriving at Gateway Center.

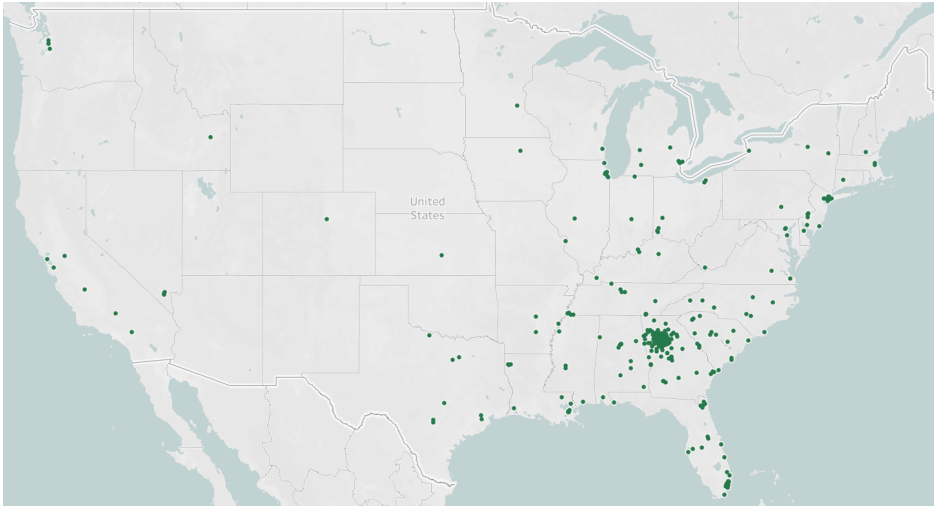
### Location of Residence the Night Before Arriving at Gateway Center<sup>1</sup>

		Residential Guests (n = 917)
<b>Temporary 88.2%</b>	Place not meant for habitation	50.2%
	Emergency shelter, including hotel or motel paid for with ES voucher	30.2%
	Transitional housing for homeless persons	3.4%
	Staying with family	1.5%
	Staying with a friend	1.5%
	Hotel or motel paid for w/o E.S. voucher	1.4%
<b>Institutional 10.9%</b>	Hospital or other residential non-psychiatric medical facility	6.0%
	Jail, prison, or juvenile detention facility	2.4%
	Substance abuse treatment facility or detox center	1.7%
	Psychiatric hospital or other psychiatric facility	0.7%
	Residential project or halfway house with no homeless criteria	0.1%
<b>Permanent 0.9%</b>	Rental by guest	0.4%
	Owned by guest	0.2%
	Permanent Housing (other than RRH) for formerly homeless persons	0.2%

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

## 🏠 Last Permanent Zip Code

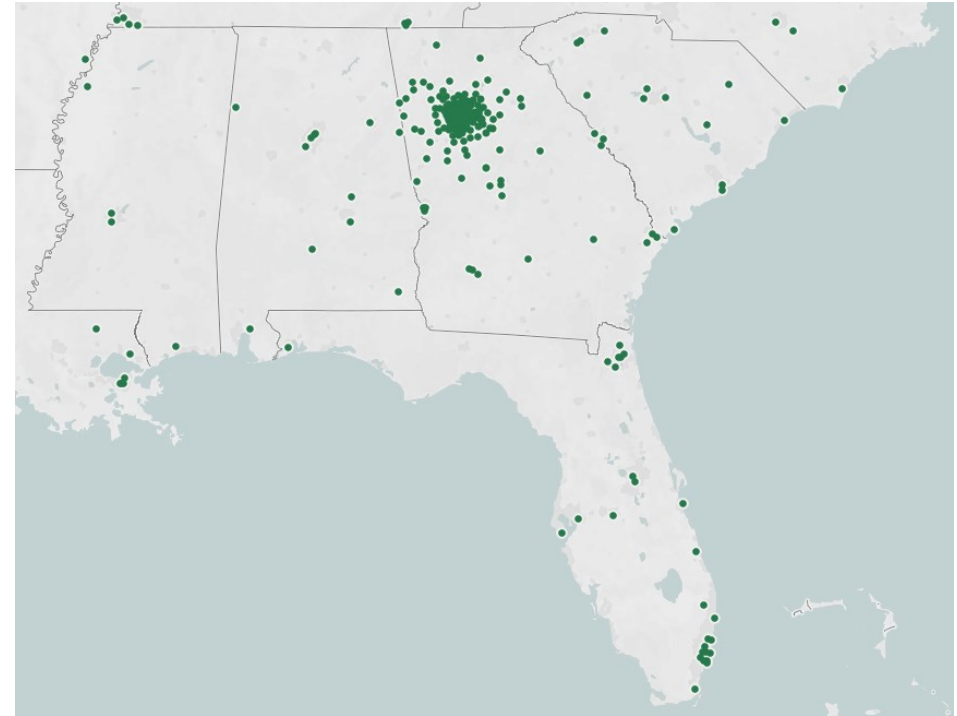
Gateway Center guests come from various locations. This map illustrates guests' last permanent zip codes before arriving at Gateway Center.<sup>1</sup>



<sup>1</sup>For guests with more than one enrollment record, only data from the most recent enrollment date is included.  $n = 4,918$  guests.

## 🏠 Last Permanent Zip Code

**98%** of all Gateway Center guests were previously residing in the **southeastern region of the United States.**<sup>1</sup>

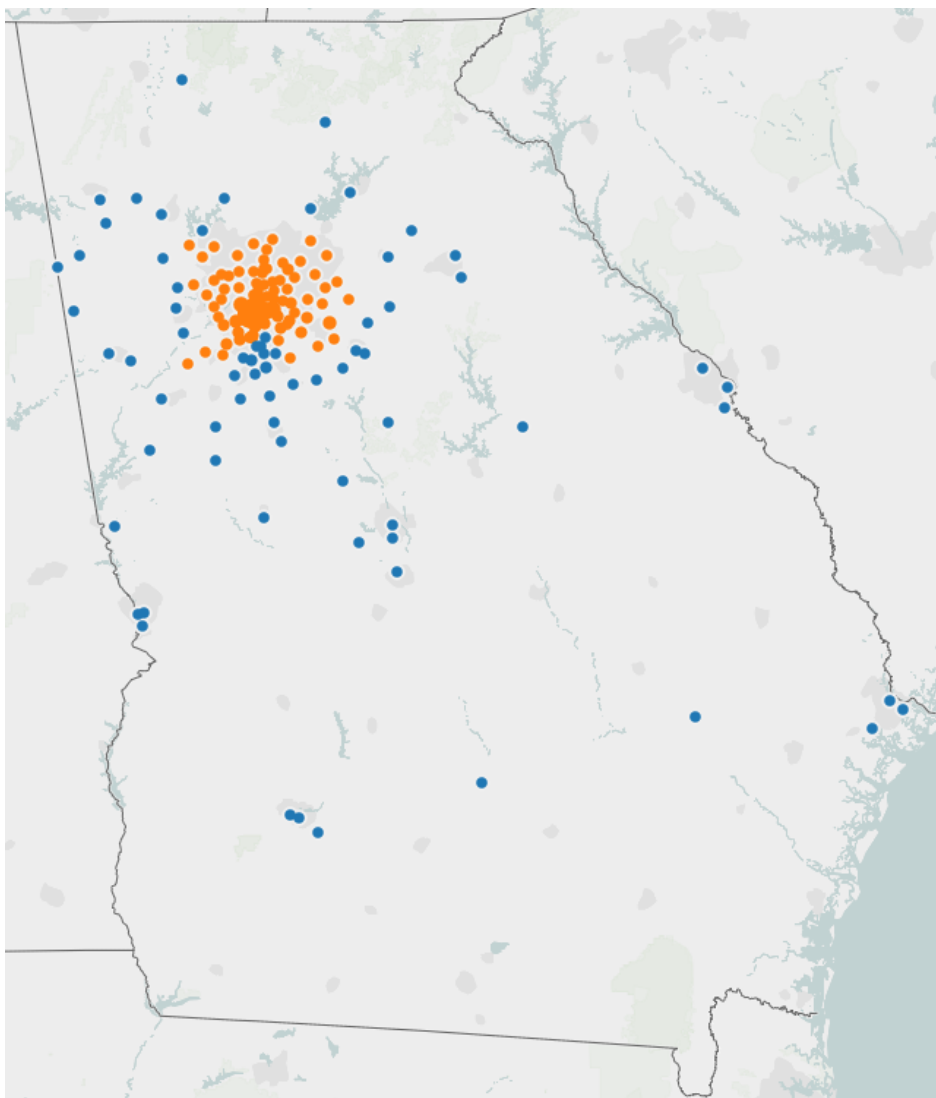


<sup>1</sup> $n = 4,807$  guests in the southeast.



## 🏠 Last Permanent Zip Code

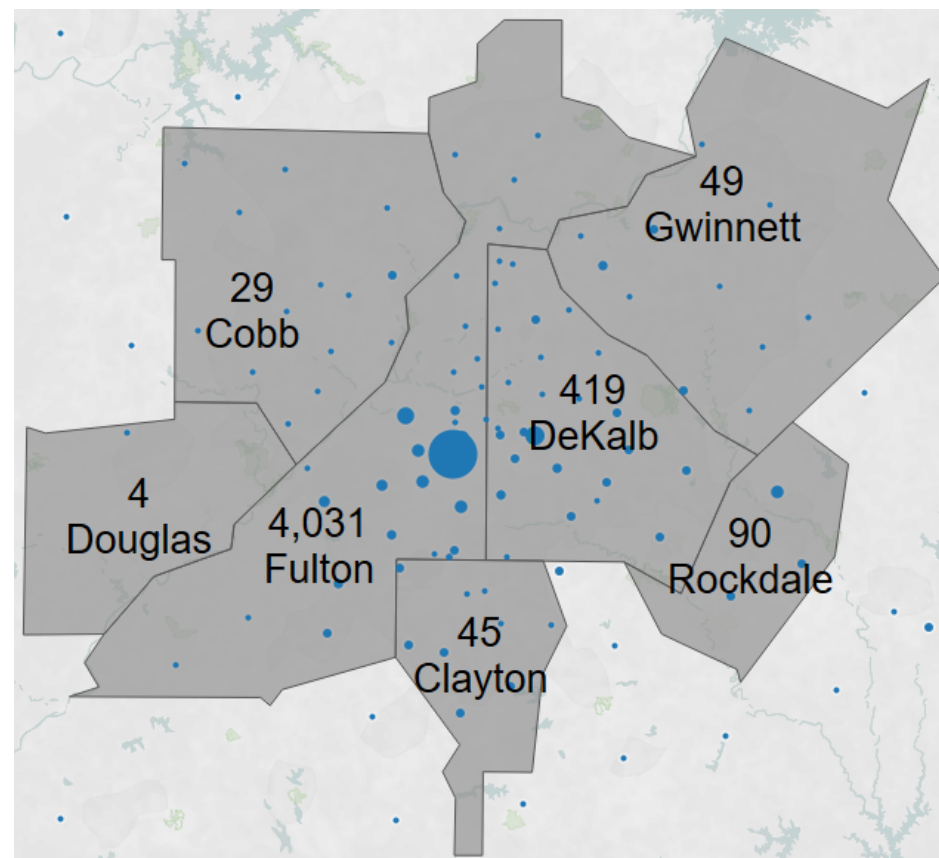
**97%** of all Gateway Center guests were previously living in Georgia. The orange dots represent individuals from one of the 7 counties served by United Way's Regional Commission on Homelessness.<sup>1</sup>



<sup>1</sup>n = 4,753 guests in GA.

## 🏠 Last Permanent Zip Code

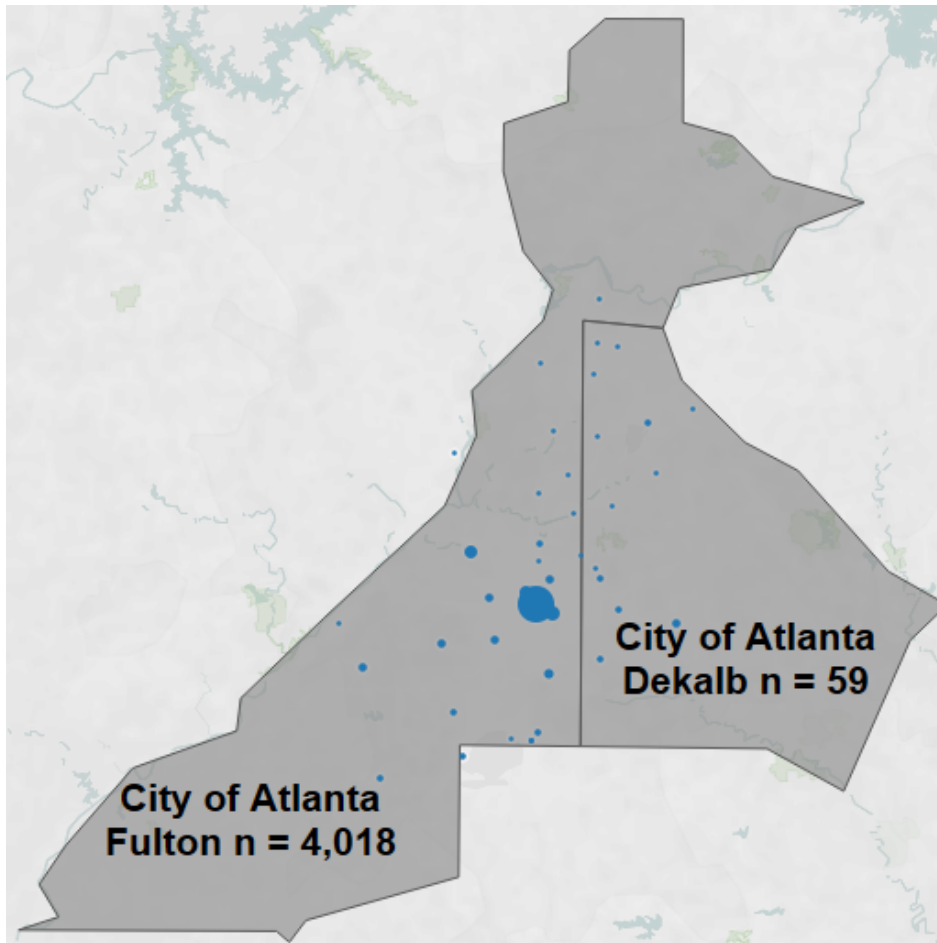
**95%** of all Gateway Center guests were previously living in one of the **7 counties served by United Way's Regional Commission on Homelessness.**<sup>1</sup>



<sup>1</sup>n = 4,667 guests served in one of the 7 counties.

## 🏠 Last Permanent Zip Code

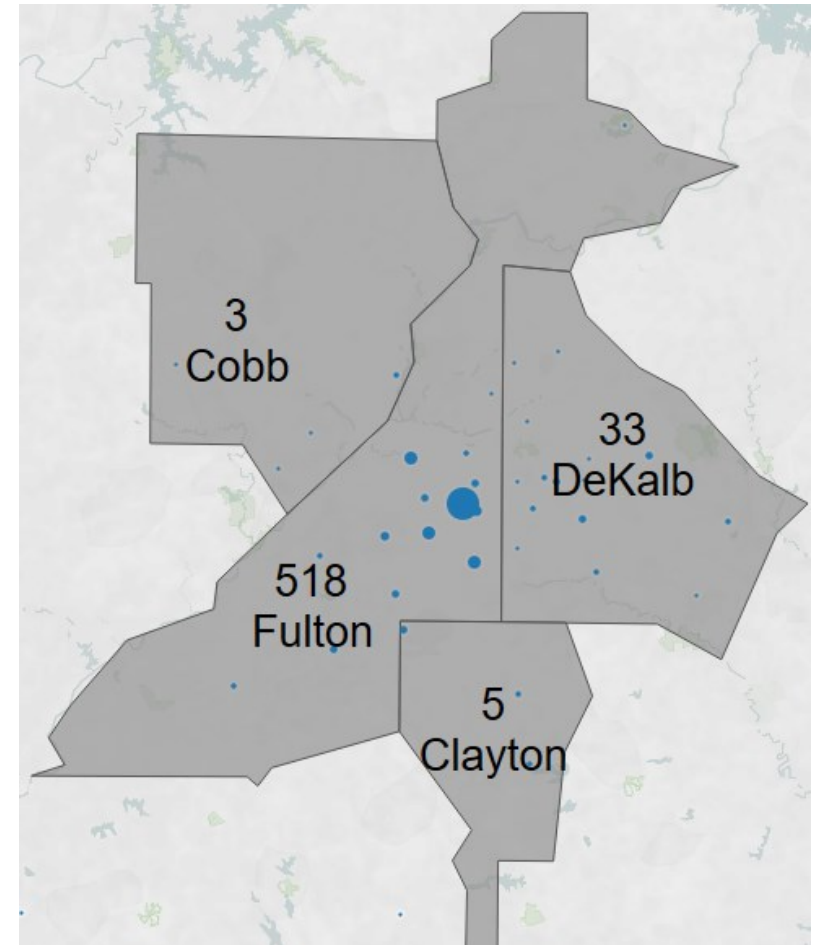
**83%** of all Gateway Center guests were previously living in the city of Atlanta.<sup>1</sup>



<sup>1</sup>n = 4,077 guests in the city of Atlanta.

## 🏠 Discharge Zip Code

The zip code a guest **discharged** to was collected from 578 residential guests. **97%** of guests discharged to one of the **7 counties served by United Way's Regional Commission on Homelessness**.<sup>1</sup>



<sup>1</sup>For guests with more than one discharge during the report window, only data from the most recent discharge is included.

## Vulnerability Index

In FY20, **2,025** VI-SPDATs were completed at Gateway Center.<sup>1</sup> Based on their VI-SPDAT score, the recommended housing solution for **56.4%** of all guests was Permanent Supportive Housing (PSH) or Housing First. **14.9%** 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 3 categories below, which determines placement on the city housing queue—with the most vulnerable receiving priority placement.

Recommended Housing Solution Based on VI-SPDAT Score	Individual VI-SPDATs (n = 1,260)	Family VI-SPDATs (n = 730)	Youth VI-SPDATs (n = 35)	All VI-SPDATs <sup>1</sup> (n = 2,025)
No Housing Intervention	4.9%	0.5%	5.7%	3.4%
Rapid Re-housing	43.1%	35.5%	34.3%	40.2%
Permanent Supportive Housing (PSH) / Housing First	52.0%	64.0%	60.0%	56.4%

<sup>1</sup> 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.

## Chronically Homeless

### 28.6% of residential guests were chronically homeless.<sup>1</sup>

The U.S. Department of Housing and Urban Development (HUD) defines a chronically homelessness individual as someone who (1) has a disabling condition, (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.<sup>2</sup>

Residential Guests <sup>1</sup>	
<b>Chronically Homeless</b>	<b>n = 929</b>
Yes	28.6%
<b>Number of <u>times</u> homeless in last three years</b>	<b>n = 914</b>
One Time	39.7%
Two Times	18.7%
Three Times	12.3%
Four or More Times	29.3%
<b>Total number of <u>months</u> homeless in the last three years</b>	<b>n = 916</b>
One Month (this time is the first month)	25.0%
Two Months	10.4%
Three Months	7.8%
Four to Seven Months	15.4%
Eight to Eleven Months	4.8%
A year or more	36.7%

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

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

## Adverse Childhood Experiences

278 residential guests completed the Adverse Childhood Experiences<sup>1</sup> form, which assesses exposure to traumatic events as a child. On average, guests experienced **3** of these traumatic events as a child. **75%** of guests experienced at least one of these traumatic events. **55%** of guests grew up with separated or divorced parents. **42%** of guests lived with someone who was a problem drinker or used street drugs.

Residential Guests	
When growing up, during your first 18 years of life did you experience:	Percent Indicating Yes (n ~ 278)
Parents Separated or Divorced	55.4%
Household Member w/ Substance Abuse	41.7%
Emotional Abuse	36.7%
Emotional Neglect	33.3%
Physical Abuse	32.4%
Household Member Imprisoned	25.9%
Domestic Violence	24.8%
Household Member w/ Mental Illness	24.2%
Physical Neglect	22.4%
Sexual Abuse	17.3%

<sup>1</sup> <https://www.cdc.gov/violenceprevention/acestudy/index.html>

## Special Needs

**70.1%** of residential guests had a disabling condition (at least one special need that is expected to be of long-continued and indefinite duration, and substantially impairing one's ability to live independently, i.e., is indefinite and impairing). **41.4%** of guests had a substance abuse special need (drug or alcohol abuse). **25.7%** experienced a co-occurring mental health and substance abuse special need.

Special Needs At Any Point While Enrolled	Residential Guests (n ~ 907)
Mental Health	51.2%
Chronic Health Condition	38.5%
Physical Disability	34.4%
Drug Abuse	30.7%
Alcohol Abuse	29.0%
Developmental Disability	15.7%
HIV / AIDS	4.1%

**80.4%** of residential guests had at least one special need.

**59.6%** of residential guests had more than one special need.

# of Special Needs Per Guest	Residential Guests (n = 909)
0 Special Needs	19.6%
1 Special Need	20.8%
2 Special Needs	22.9%
3 Special Needs	19.0%
4 Special Needs	10.7%
5 or more Special Needs	7.0%

Among guests with a mental health need, for **86.3%** reported this need is indefinite and impairing.

Among guests with Each Special Need, the Percentage That Are Indefinite and Impairing	Residential Guests
Mental Health (n = 445)	86.3%
Chronic Health Condition (n = 279)	83.8%
Physical Disability (n = 297)	81.5%
Drug Abuse (n = 273)	79.1%
Alcohol Abuse (n = 257)	73.2%
Developmental Disability (n = 72)	93.1%
HIV / AIDS (n = 13)	100.0%

Among Gateway Center case managed residential guests:

- **25.4%** had moderate to severe depression.
- **28.8%** had moderate to severe anxiety.
- **29.7%** had PTSD symptoms.

Residential Guests <sup>1</sup>	
<b>Depression (PHQ-9)</b>	<b>n = 562</b>
No or minimal depression	44.8%
Mild depression	29.7%
Moderate depression	11.2%
Moderately severe depression	11.0%
Severe depression	3.2%
<b>Anxiety (GAD-7)</b>	<b>n = 562</b>
No anxiety	43.8%
Mild anxiety	27.4%
Moderate anxiety	18.1%
Severe anxiety	10.7%
<b>PTSD (PC-PTSD Screen)</b>	<b>n = 562</b>
PTSD symptoms	29.7%

<sup>1</sup> Behavioral Health Assessments are conducted at intake, during enrollment, and at exit. The earliest assessment during a FY20 enrollment is included. Only 1 assessment per guest is included.

Gateway Center case managed residential guests were asked 6 questions about their perceptions of their wellness.

Response options ranged from:

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

The average guest score on all items was **2.7**, indicating on average guests feel unsatisfied or neutral.

Residential Guests <sup>1</sup>	
How satisfied are you with...	Percent Indicating Unsatisfied or Extremely Unsatisfied (n ~ 546)
Your life as a whole	44.7%
Your interpersonal relationships	35.3%
Your standards of living	61.8%
How safe you feel	26.2%
What you are currently achieving in life	40.9%
Your financial security (peace of mind about having enough money to cover your expenses)	68.9%

<sup>1</sup> Behavioral Health Assessments are conducted at intake, during enrollment, and at exit. The earliest assessment during a FY20 enrollment is included. Only 1 assessment per guest is included.

## Criminal Background

**62.2%** of Gateway Center case managed residential guests have a criminal background. Among those with a criminal background, on average guests had **two** of the below six criminal background indicators.

	Residential Guests
<b>Has a Criminal Background</b>	n = 596
Yes	62.2%
<b>Criminal Background Information (among those indicating they have a criminal background)</b>	n ~ 381
Has been convicted of a misdemeanor	83.0%
Has been convicted of a felony	70.9%
Is currently on probation	22.0%
Is currently on parole	2.6%
Is required to complete court ordered community service	4.5%
Has an active warrant	1.3%

## Child Support

Among those residential guests who were required to pay child support, the average amount was **\$333 per month** (n = 53).

	Residential Guests
<b>Required to Pay Child Support</b>	n = 652
Yes	8.7%
<b>In Good Standing with Paying Child Support (among those required to pay)</b>	n = 55
Yes	56.4%

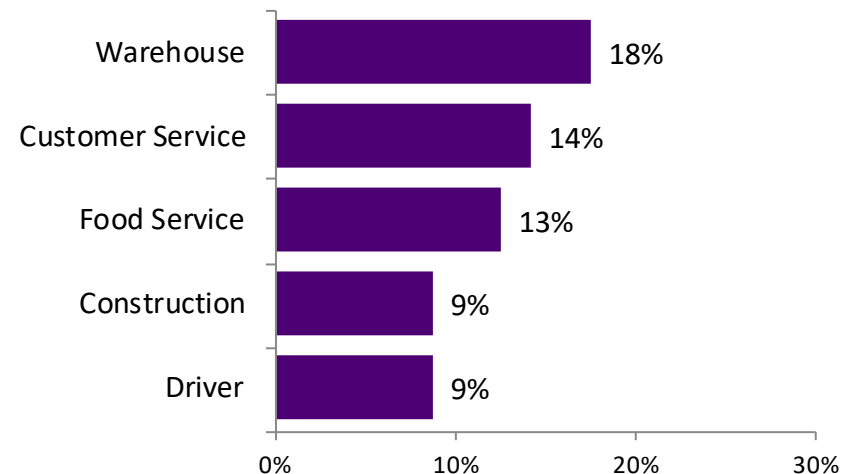
## Employment

**20.5%** of Gateway Center case managed residential guests were employed at intake. Unemployed guests had been unemployed for an average of 2 years and 5 months before enrolling at Gateway Center (Range: 1 day - 32 years; n = 178).

	Residential Guests
<b>Employed at Intake</b>	n = 571
Yes	20.5%
No	60.8%
Unable to work	18.7%
<b>Looking for Work at Intake (among those who are unemployed and able to work)</b>	n = 326
Yes	62.6%
No	37.4%
<b>Type of Job at Last Employment Among Unemployed Guests (top 3)</b>	n = 201
Food Service	17.4%
Warehouse	11.9%
Driver	10.9%

**182** guests reported career fields that interested them. The most frequently reported career fields are displayed below.

### What Career Fields Are You Interested In? (n = 182)





## Housing Barriers

**774** residential guests completed the Barriers to Housing form.<sup>1</sup> On average, guests had **4.28** barriers to housing out of the total 22 listed below (Range: 0 - 14).

- **73.3%** reported needing temporary assistance to obtain or maintain housing.
- **68.2%** reported needing permanent assistance to obtain or maintain housing.

### Rental History

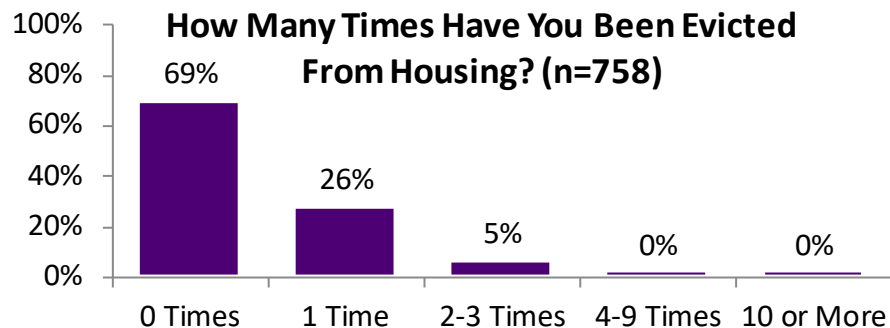
- **41.4%** never had a lease for an apartment/ home in their name.
- **38.4%** never had utilities in their name.
- **12.2%** would receive a bad reference from a prior landlord.

### Credit History

- **24.7%** had unpaid rent or utility bills in their name.
- **52.2%** had no credit history.
- **49.2%** had poor credit.

### Criminal History

- **44.4%** had been convicted of one or more misdemeanors.
- **33.7%** had been convicted of a felony. Of those felony convictions, **39.3%** involved drugs, weapons, or a sex crime.
- **8.7%** were on probation at intake.



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

## Housing Barriers

### Family Composition

- **1.2%** had more than four individuals in their household.
- **0.7%** had a male between 12 and 18 years of age in their household.

### Physical Health

- **8.2%** lost housing because of their physical abilities or physical health.
- **6.8%** had physical health challenges that currently impact their ability to obtain housing.

### Mental Health

- **11.4%** lost housing because of their mental health issues.
- **8.9%** had mental health challenges that currently impact their ability to obtain housing.

### Substance Use

- **12.4%** lost housing because of their substance use.
- **8.9%** had substance use problems that currently impact their ability to obtain housing.

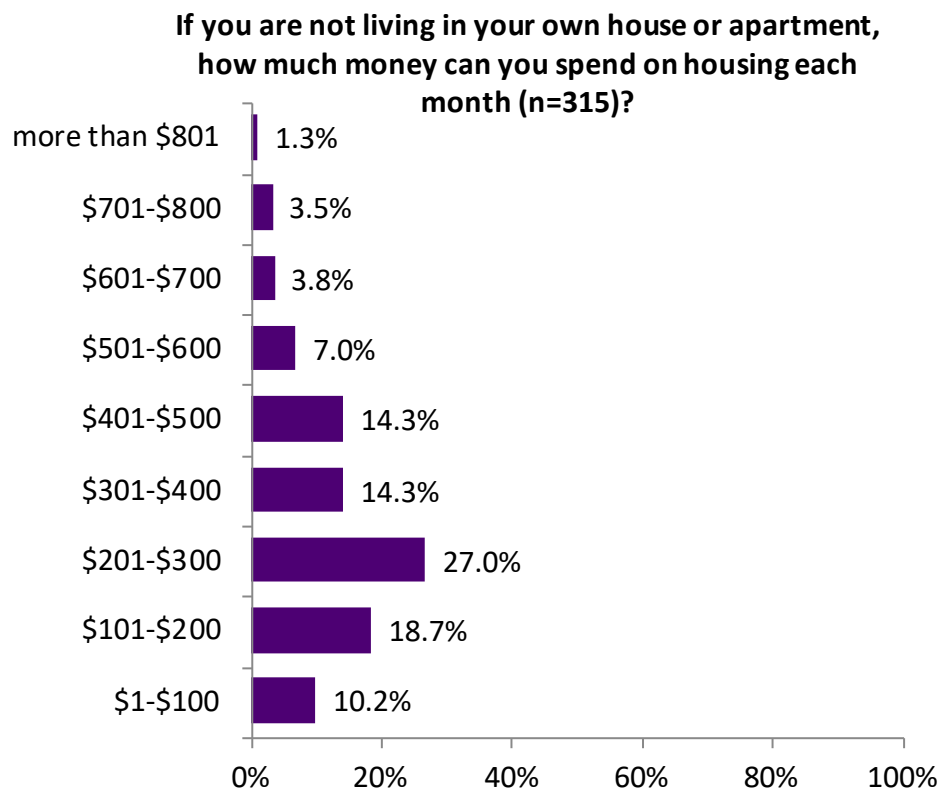
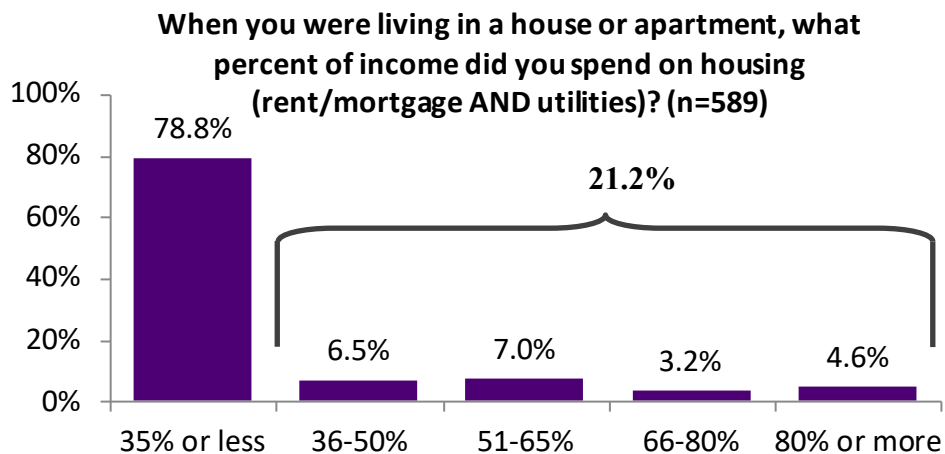
### Domestic Violence

- **2.9%** lost housing because of domestic violence or abuse.
- **0.9%** had domestic violence or abuse challenges that currently impact their ability to obtain housing.

### Employment Barriers

- **88.5%** did not have a working car or other reliable transportation to get to work.
- **3.0%** reported English is a second language.

## Housing Barriers

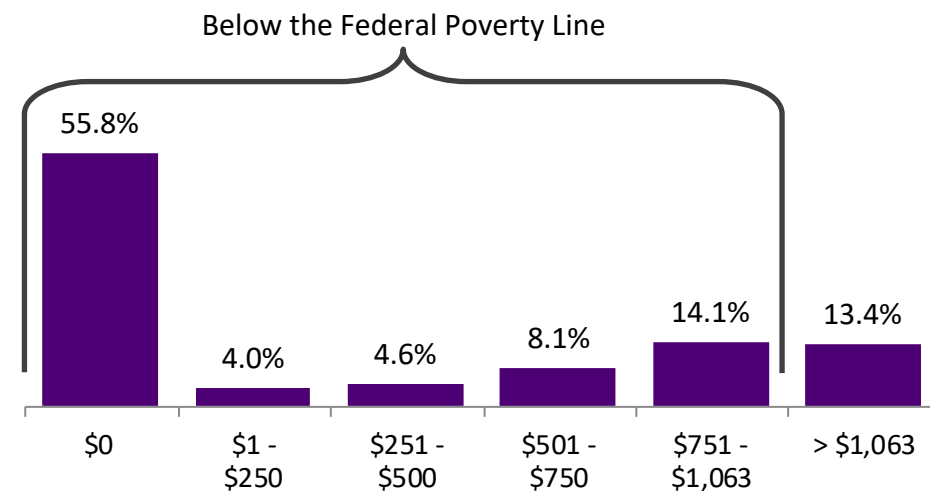


## Finances at Intake

**55.8%** 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 **\$902 /month**<sup>1</sup> (Range: **\$88 - \$4,650**). **86.7%** of residential guests were **below** the federal poverty line at intake.

The 2020 federal poverty line<sup>2</sup> for an individual is **\$12,760** annually or **\$1,063** monthly. The median household income in Atlanta, GA is **\$55,279** or **\$4,607** monthly.<sup>3</sup> In FY20, the average rent for a one bedroom apartment was **\$1,427** per month<sup>4</sup>. Monthly entitlement benefits for someone with SSI in 2020 is **\$783** (about half the cost of an average one-bedroom rental).

### Monthly Income: Residential Guests (n = 889)



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

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

<sup>3</sup> <https://www.census.gov/quickfacts/fact/table/atlantacitygeorgia,US/INC110215#viewtop>. Estimate is from 2018.

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

## Outcomes For GWC Case Managed Guests

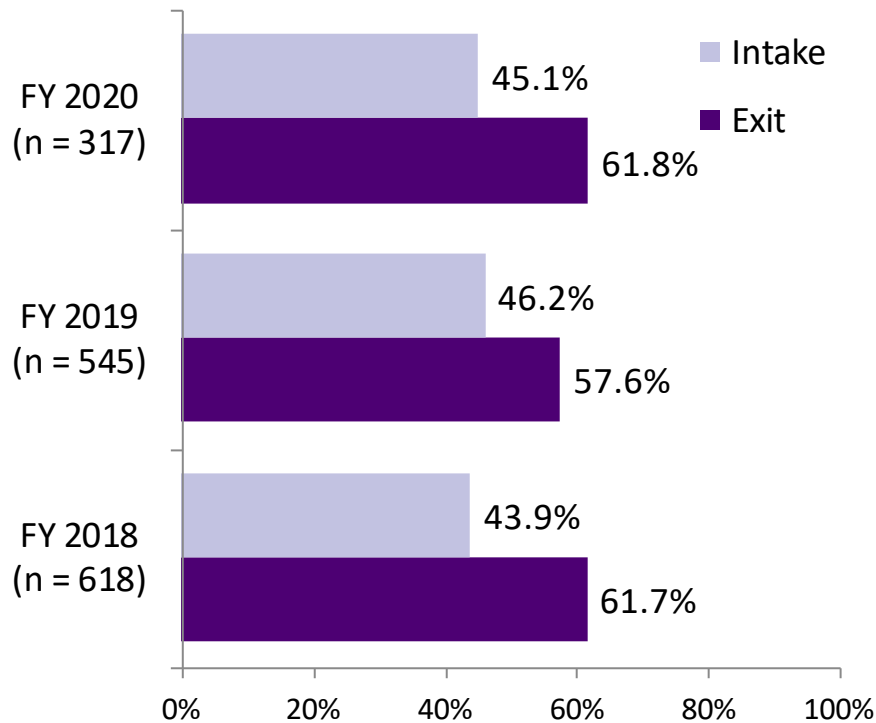
*The following sections explore the outcomes of Gateway Center including:*

- Changes in Cash Income
- Changes in Health Insurance
- Discharge Reasons
- Discharge Destination
- Changes in Savings & Physical Health
- Changes in Identification & Employment
- Classes
- Changes in Behavioral Health
- Employment Readiness Internships

## Changes in Cash Income (FY18, 19, 20)

**Change in Having Cash Income (Yes/No).** From entry to exit, there was an increase\* in the number of GWC case managed guests having cash income. **62%** of residential guests had cash income at exit in FY20, **58%** in FY19, and **62%** in FY18.

**Percent of GWC Case Managed Guests With Cash Income at Intake and Exit in FY18, FY19, and FY20<sup>1</sup>**

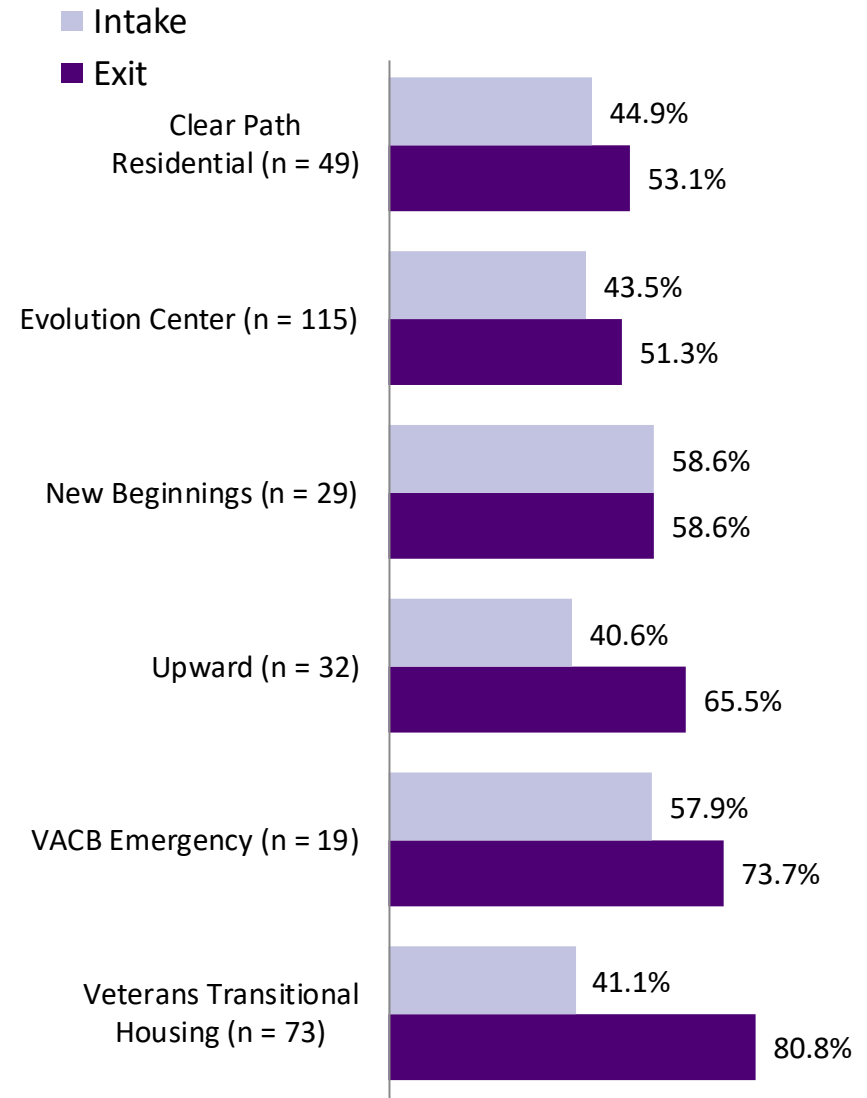


\* Indicates a statistically significant change at  $p < .05$ .

<sup>1</sup> 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 Program<sup>1</sup>**



<sup>1</sup> 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

The table below describes income sources at intake and exit among residential guests. 13.6% of guests had income at intake and 30.9% had income at exit (a 127.9% percent increase from intake to exit).

GWC Case Managed Residential Guests (n = 317)			
Cash Income Sources <sup>1</sup>	Intake	Exit	% Change
Earned Income	13.6%	30.9%	127.9%
Supplemental Security Income (SSI)	13.9%	17.0%	22.7%
Social Security Disability Insurance (SSDI)	12.0%	12.0%	0.0%
Veterans Disability Payment	5.9%	8.8%	47.4%
Retirement from Social Security	1.9%	2.5%	33.3%
Job Pension	0.9%	0.9%	0.0%
Private Disability Insurance	0.3%	0.3%	0.0%
General Assistance	0.3%	0.3%	0.0%
Workers Comp	0.0%	0.0%	0.0%
Unemployment Insurance	0.0%	0.0%	0.0%
Child Support	0.0%	0.0%	0.0%
Alimony	0.0%	0.0%	0.0%
Other	0.3%	0.9%	200.0%

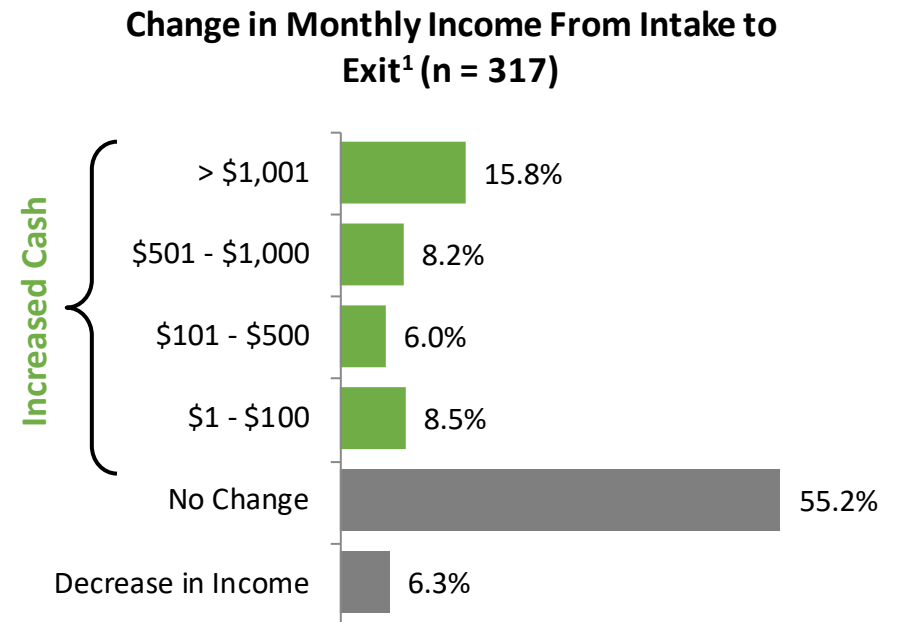
<sup>1</sup> Only guests with data at entry and exit are included. For guests with more than one enrollment record, only data from the most recent enrollment is included. Individuals may have more than one income source at intake; therefore percentages may add to more than 100%.

## Changes in Cash Income

**Change in Dollar Amount of Cash.** From entry to exit, there was an increase\* in the amount of monthly cash income for GWC case managed guests.<sup>1</sup>

Monthly Income	Mean Income at Entry	Mean Income Exit	Amount Increase
GWC Case Managed Residential	\$387.91	\$730.47	↑ \$342.56

**38.5%** of guests increased their monthly cash income from intake to exit. **15.8%** of guests increased their monthly cash income by more than a thousand dollars from intake to exit.



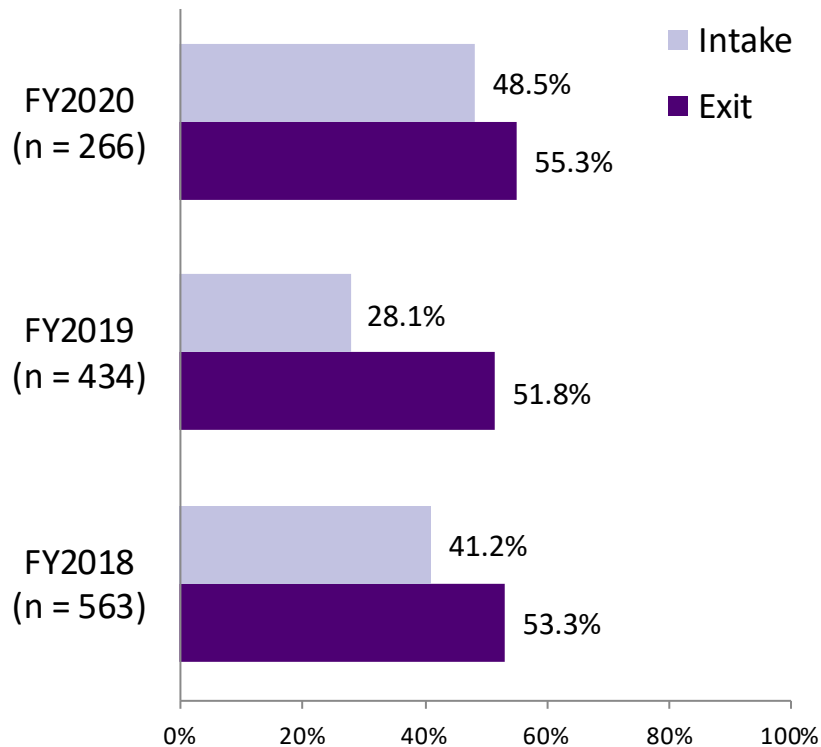
\* Indicates a statistically significant change at  $p < .05$ .

<sup>1</sup> 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 (FY20,19,18)

There was an increase\* in the number of GWC case managed residential guests with health insurance from entry to exit. **55%** of guests had health insurance at exit in FY20, **52%** in FY19, and **53%** in FY18.

**Percent of Case Managed Residential Guests<sup>1</sup> With Health Insurance at Intake and Exit in FY18, FY19, and FY20<sup>1</sup>**



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

<sup>1</sup> 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 guests with health insurance, most had military health insurance.

Health Insurance <sup>1</sup> of GWC Case Managed Residential Guests (n = 266)	Intake	Exit
No Health Insurance	51.5%	44.7%
Military Insurance	28.6%	36.1%
Medicaid	12.4%	9.4%
Medicare	12.0%	11.3%
Private—Self Pay	0.4%	1.9%
Private—Employer Provided	0.8%	1.5%
State Funded Insurance (HIP or HIP 2.0)	0.8%	1.5%
Other Insurance	0.4%	0.8%

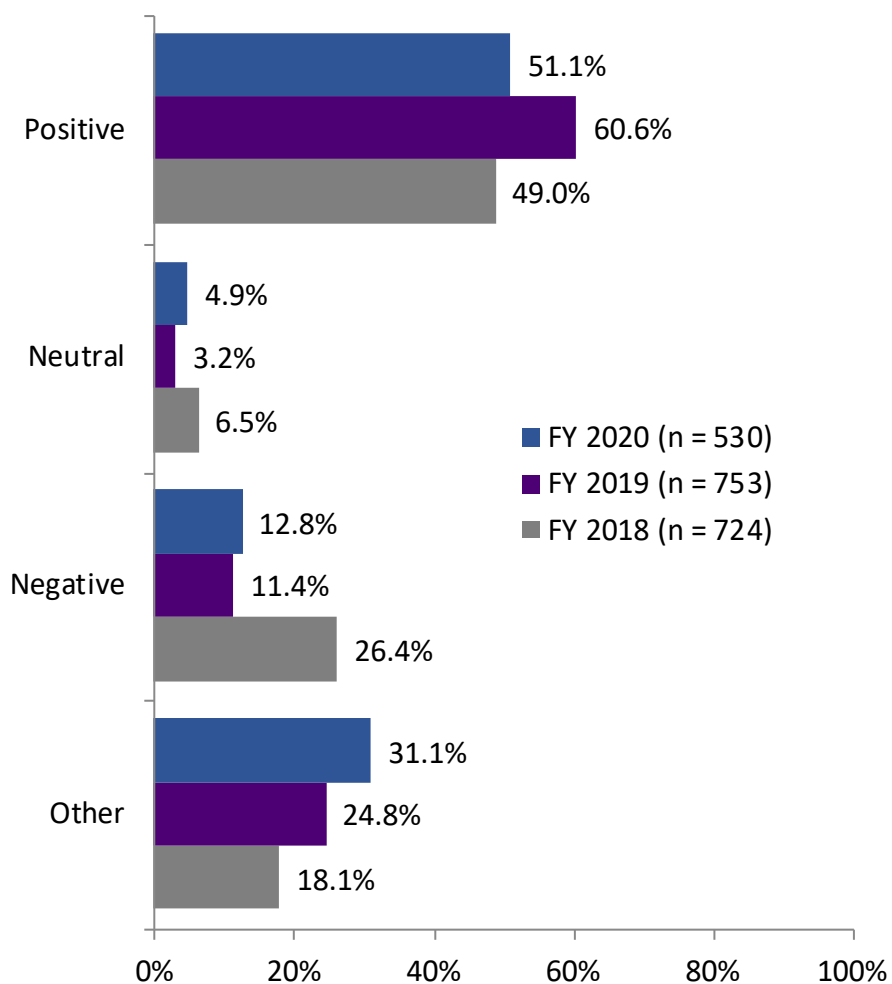
<sup>1</sup> Only guests with data at entry and exit are included. For guests with more than one enrollment record, only data from the most recent enrollment is included. Guests may have had more than one insurance type; therefore the total may add to more than 100%.



## Discharge Reasons (FY18, 19, 20)

**57%** of discharges among GWC case managed guests were positive in FY 2020, **61%** in FY 2019, and **49%** in FY 2018.

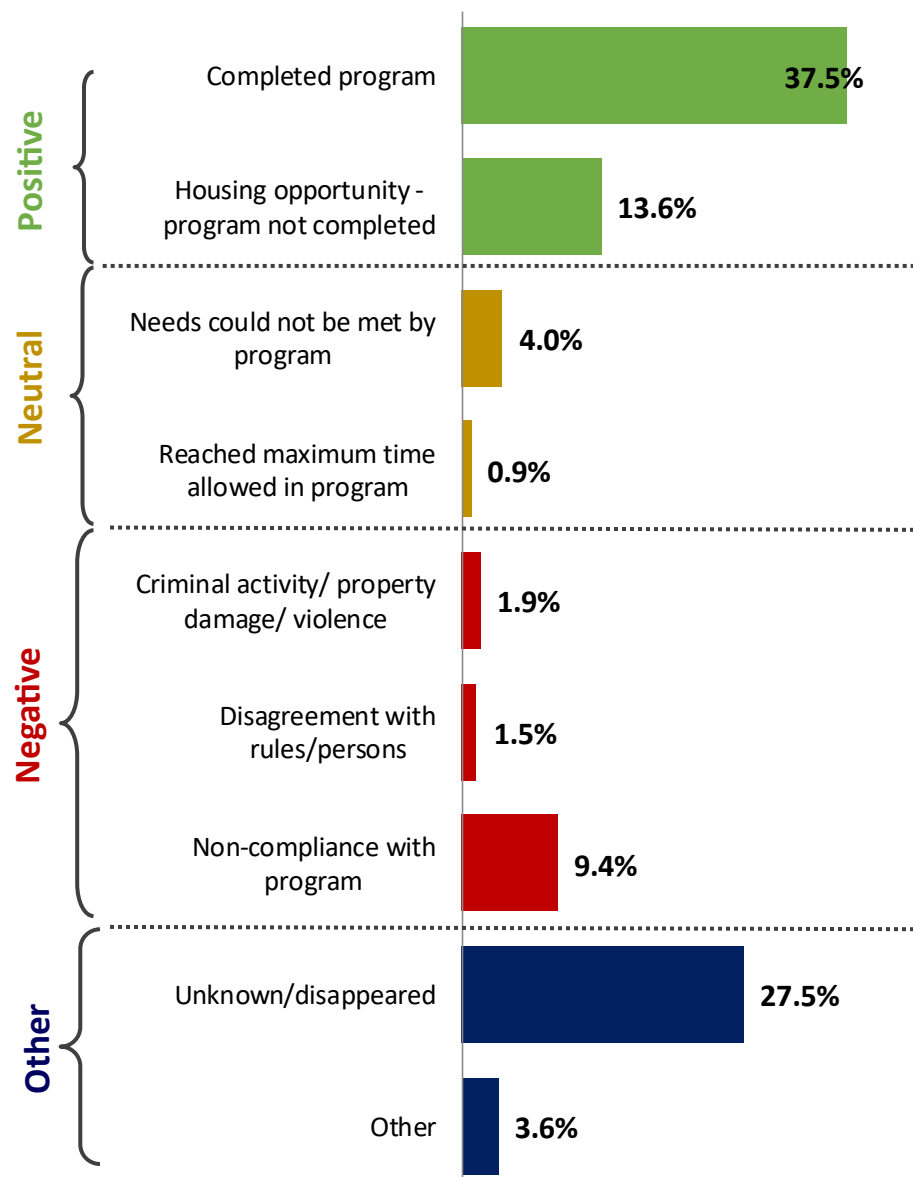
**Discharge Reasons in FY18, FY19, and FY20<sup>1</sup>**



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

## Discharge Reasons

**Discharge Reasons (n = 530)**

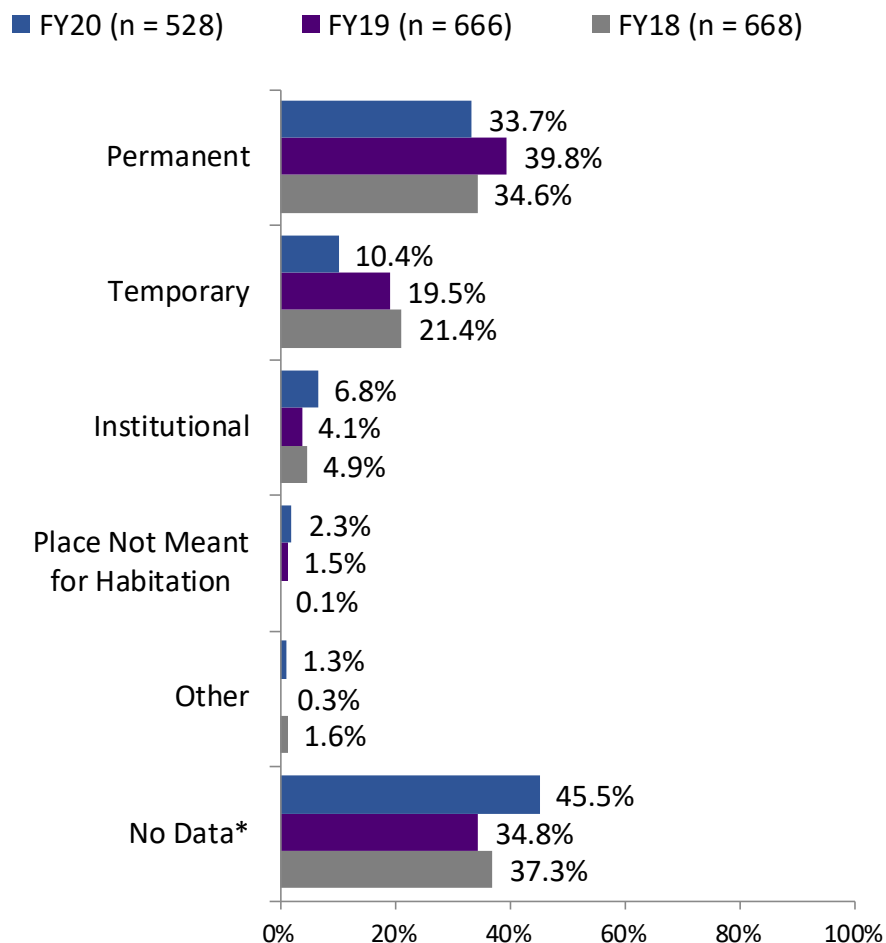


<sup>1</sup>Guests with multiple enrollments during the report period are included in the above analyses more than once.

## Discharge Destination (FY18, 19, 20)

**34%** of discharges among case managed residential guests were to a permanent housing destination in FY20, **40%** in FY19, & **35%** in FY18.

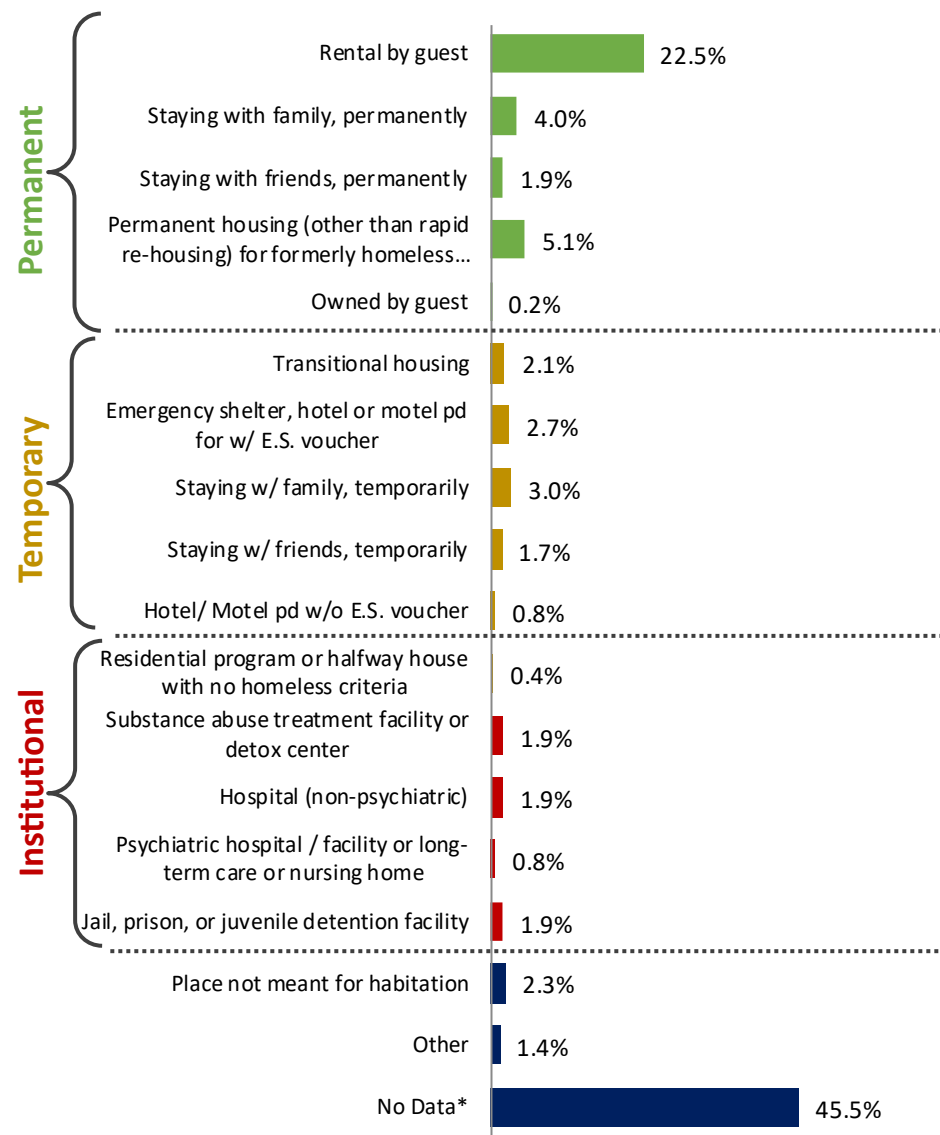
### Discharge Destination in FY18, FY19, and FY20<sup>1</sup>



<sup>1</sup>For guests with multiple enrollments,, only data from the most recent enrollment is included.  
 \* No Data includes responses in which no exit interview was conducted, the guest doesn't know, or the guest refused to answer.

## Discharge Destination

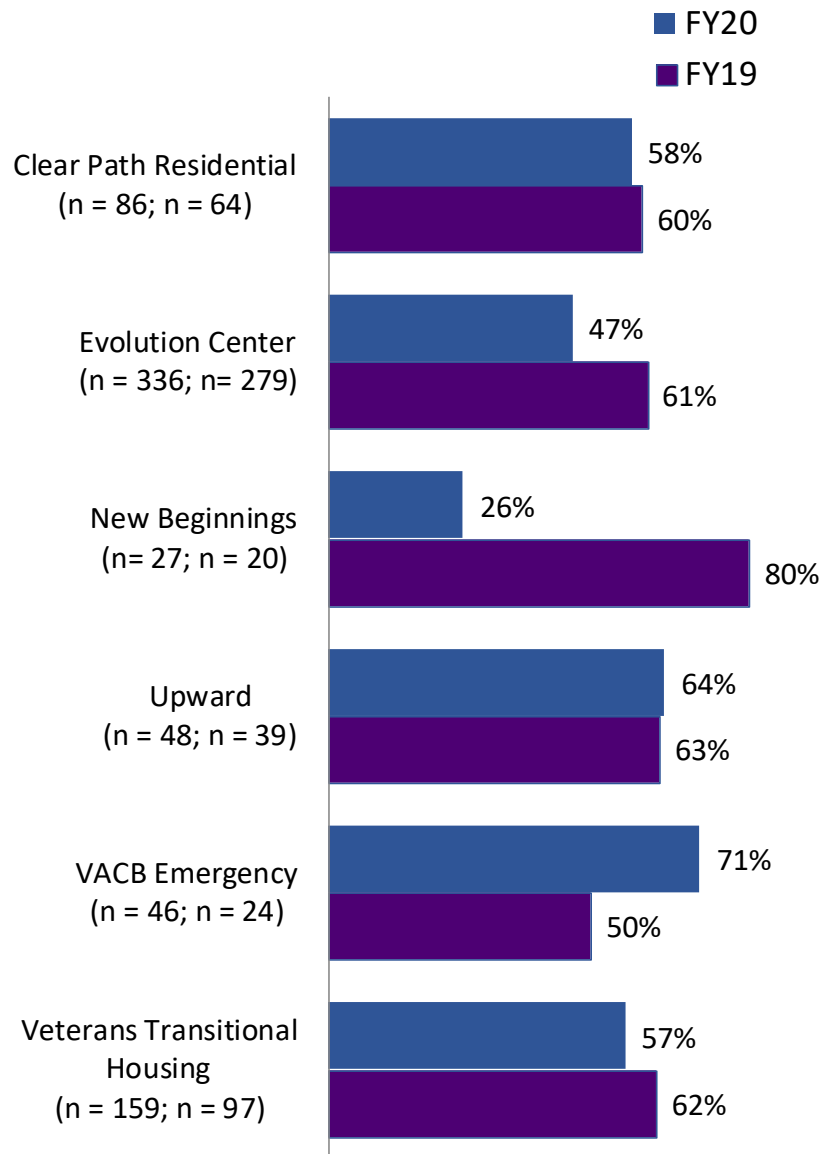
### Discharge Destination<sup>1</sup> (n = 543)



<sup>1</sup>For guests with multiple enrollments,, only data from the most recent enrollment is included.  
 \* No Data includes responses in which no exit interview was conducted, the guest doesn't know, or the guest refused to answer.

## Discharge Reasons by Program

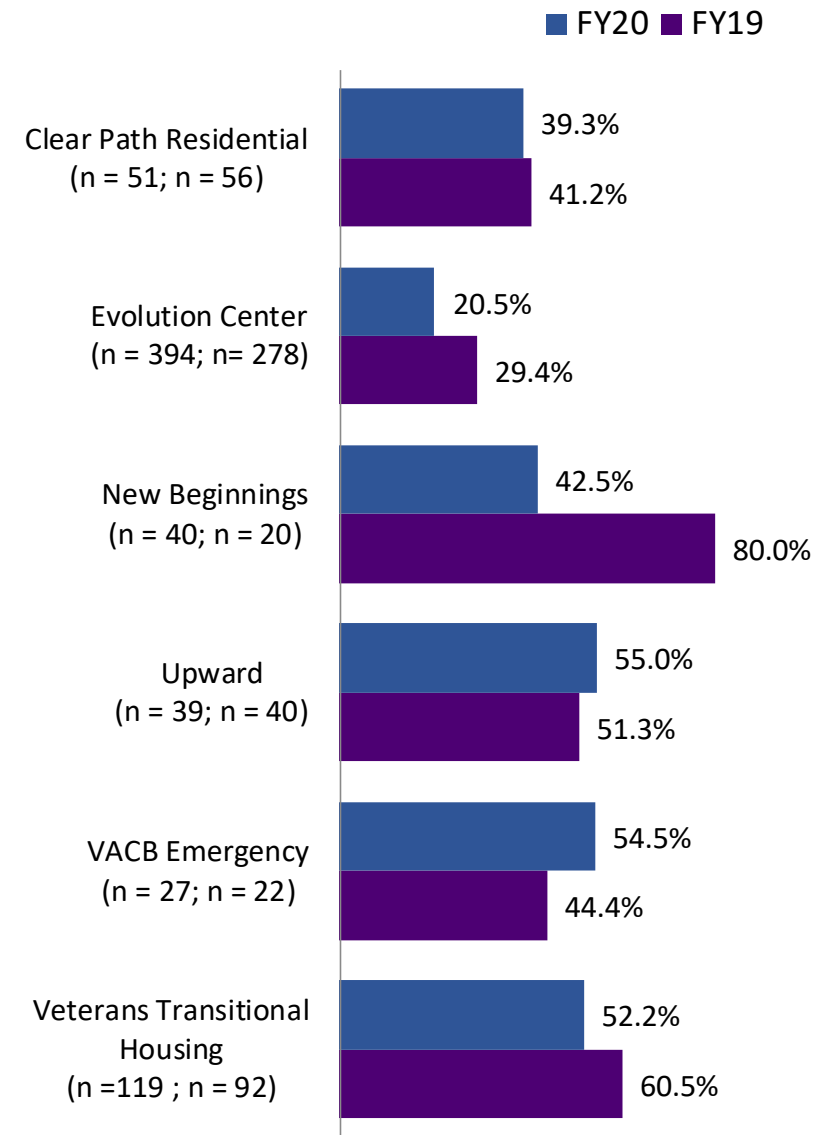
Positive Discharge Reason By Program<sup>1</sup>



<sup>1</sup>Guests 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 FY20.

## Discharge Destination by Program

Permanent Discharge Destination By Program<sup>1</sup>



<sup>1</sup>For guests with multiple enrollments,, only data from the most recent enrollment is included.  
 \* No Data includes responses in which no exit interview was conducted, the guest doesn't know, or the guest refused to answer.

## Changes in Savings

**48.8%** of GWC case managed residential 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 **\$1,786** (Range **\$90—\$13,000** ).

Discharge Type <sup>1</sup>	Has Savings at Exit	Has No Savings at Exit
Permanent Discharge (n = 168)	67.9%	32.1%
Not Permanent Discharge (n = 135)	25.2%	74.8%
All Discharges (n = 303)	48.8%	51.2%

## Changes in Physical Health

**2,716** GWC case managed residential guests were asked at exit if their physical health had changed. **44.0%** of guests reported their physical health was much improved or somewhat improved, **50.0%** reported it was about the same, and **6.0%** reported it was somewhat worse or much worse.

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

<sup>1</sup> 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, GWC case managed 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 <sup>1</sup> GWC Case Managed Residential Guests	Intake	Exit
Birth Certificate (n = 289)	61.2%	82.4%
State ID Card (n = 290)	83.1%	93.4%
Social Security Card (n = 290)	78.3%	90.7%
Driver's License (n = 280)	42.1%	45.0%

## Changes in Employment

**More\*** guests had a job at exit (**56%**) than at intake (**24%**). **14.2%** of guests who had a job at exit reported obtaining a promotion at their job while enrolled at Gateway Center (total sample n = **127**). The average hourly rate of a guest's employment while at Gateway Center was **\$12** (Range **\$8.00 — \$29**; n = **41**).

Among guests who were not employed at exit, **24.7%** were looking for work; **75.3%** were not looking for work (total sample n = 146).

Residential Guests Employed <sup>1</sup> (total sample n = 200)	
Intake	Exit
23.5%	56.0%

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

<sup>1</sup> 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 Behavioral Health

GWC case managed residential guest complete a behavioral health assessment at intake, exit, and during program enrollment as needed. 132 guests completed a pre-test and a post-test behavioral health assessment. Guest behavioral health improved\* over time - improved wellness scores and reduced scores for depression, anxiety, and PTSD.

Assessment <sup>1</sup> (n = 132)	Average Pre-Test Score	Average Post-Test Score	% Showing Improvement or Score Remained at 0
Depression (PHQ-9)	7.8	4.5	70.5%
Anxiety (GAD-7)	7.3	4.8	67.4%
PTSD (PC-PTSD Screen)	1.4	1.1	73.5%
Wellness	15.5	20.8	77.3%

**277** GWC case managed residential guests were asked at exit if their mental health had changed. **52.3%** of guests reported their mental health was much improved or somewhat improved, **37.9%** reported it was about the same, and **9.7%** reported it was somewhat worse or much worse.

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

<sup>1</sup> Only guests with a pre-test and post-test are included

## Classes

**144** guests participated in one of the below Gateway Center classes.

Note: Due to COVID-19, classes ended 3/3/2020.

	# enrolled <sup>1</sup>	Average # of Classes Attended	Range of Classes Attended
Alcohol and Drug Education	55	33	1-131
Life Skills	36	10.1	1-27
12 Step Education	34	6.6	1-21
Behavioral Health Wholistic Wellness	29	10.8	1-21
Clear Path Group	28	2.6	1-6
Behavioral Health Group	24	2.3	1-6
Spirituality	24	4.6	1-9

**36** additional classes were also offered by Gateway Center volunteers including art, resume clinics, and interview preparation classes.

## Employment Readiness Internships

**68** guests<sup>1</sup> participated in one of Gateway Center's employment readiness internships.

	# enrolled <sup>1</sup>	# graduated	# graduated & employed
Culinary Arts	15	7	1
Maintenance Technician	7	4	2
Security Officer	22	16	3
Floor Technician	6	3	2
Custodial Services	6	3	0
Customer Service	16	9	4
<b>TOTAL<sup>2</sup></b>	<b>72</b>	<b>42</b>	<b>12</b>

<sup>1</sup> Individuals may have been enrolled in more than one class / internship.

<sup>2</sup> All enrollments are included, which is why # of enrollments is > # of guests.

# Feedback

*The following sections explore:*

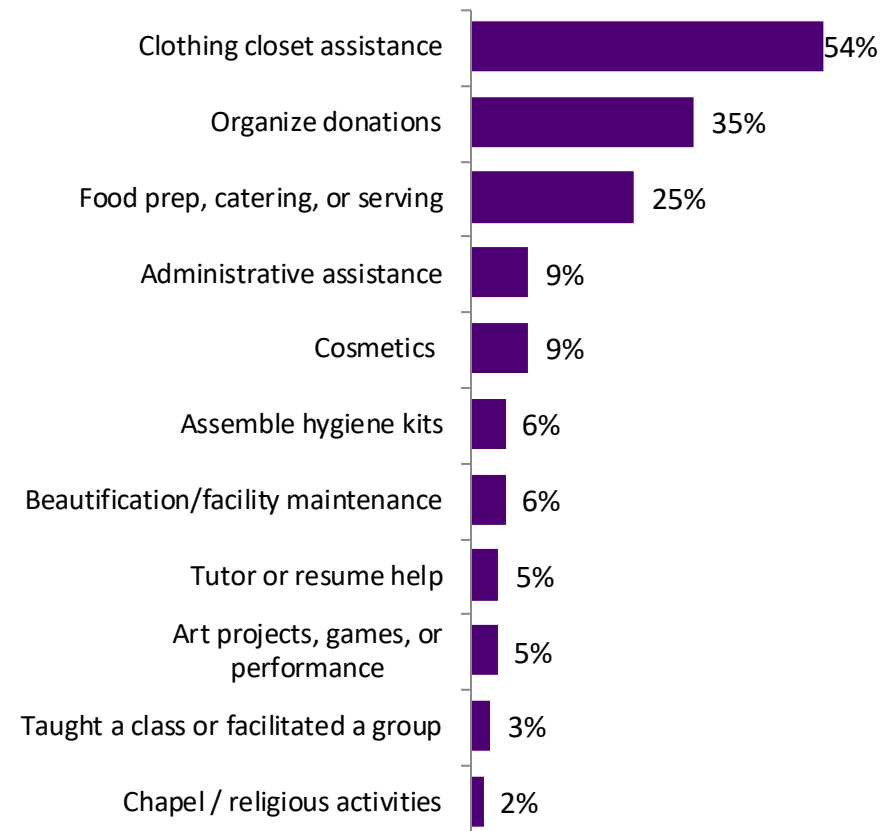
- Volunteer Feedback
- Guest Feedback
- Community Engagements

## Volunteer Feedback

Volunteers are a valuable asset to Gateway Center. Approximately **3,852** volunteers served from July 1, 2019 to June 30, 2020<sup>1</sup> for an estimated **9,640** hours of service. Please note, all volunteer activities were suspended from March 15<sup>th</sup> to June 15<sup>th</sup> due to COVID-19.

**87** volunteers provided feedback about their experience. A summary of their responses is provided below.

### What Activities Did You Perform While Volunteering at Gateway Center? <sup>2</sup> (n = 87)



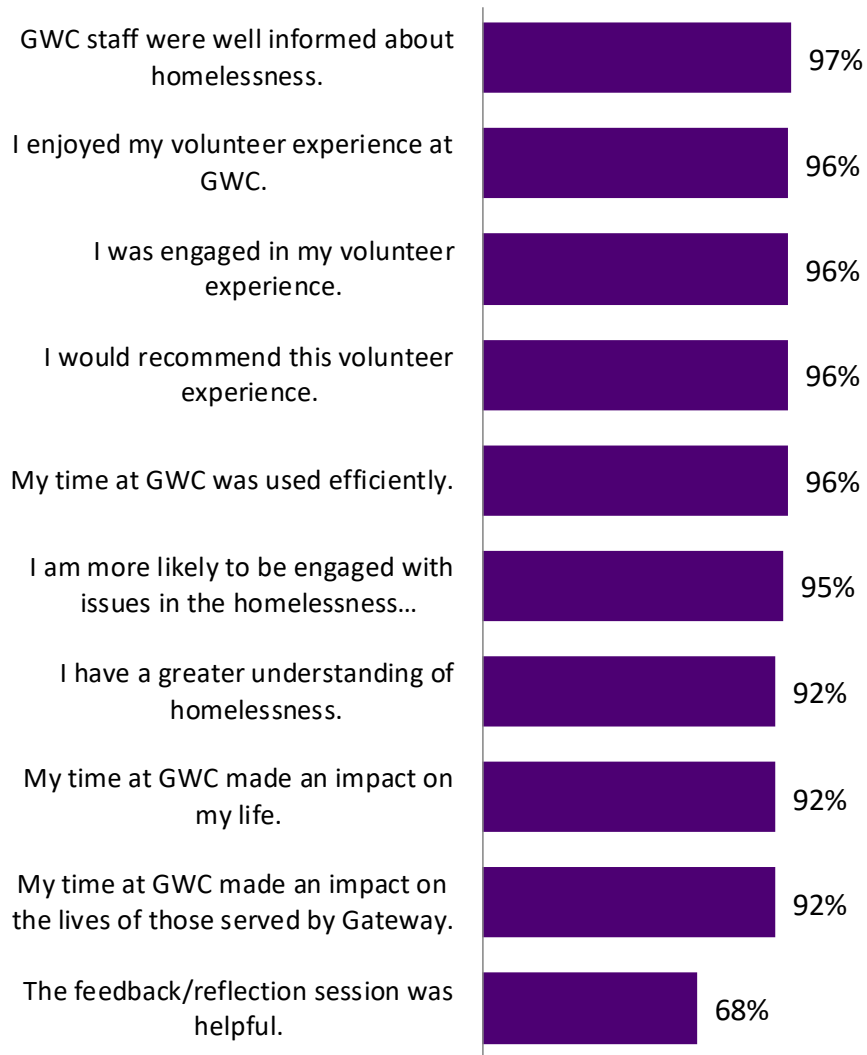
<sup>1</sup>The numbers are an approximation using volunteer sign-in sheets as well as volunteer appointments with groups that volunteer with Gateway Center on an ongoing basis. Therefore, these numbers may have duplicates (i.e., a person may have volunteered more than once) and are likely to be an underestimation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

<sup>2</sup>Volunteers may have been involved in more than one activity.



**96%** of volunteers strongly agreed or agreed that they enjoyed their volunteer experience.

### % Agreeing or Strongly Agreeing (n = 78 )



**96%** of volunteers rated their overall volunteer experience as excellent or good.

### What was the highlight of your volunteer experience?

#### Being Able to Serve Guests

- *"I really enjoyed the conversations I had with them and getting to know the people."*
- *"Being able to give people a warm meal and a smile during their time of hardship."*
- *"The highlight was working with the guests, helping them pick out clothes."*

#### Learning About Homelessness

- *"Greater insight into those experiencing homelessness."*
- *"The volunteer orientation. Bec is a phenomenal person to introduce you to Gateway and to homelessness. She is thoughtful, informed, candid, and enthusiastic."*

#### Impact and Reactions from Guests

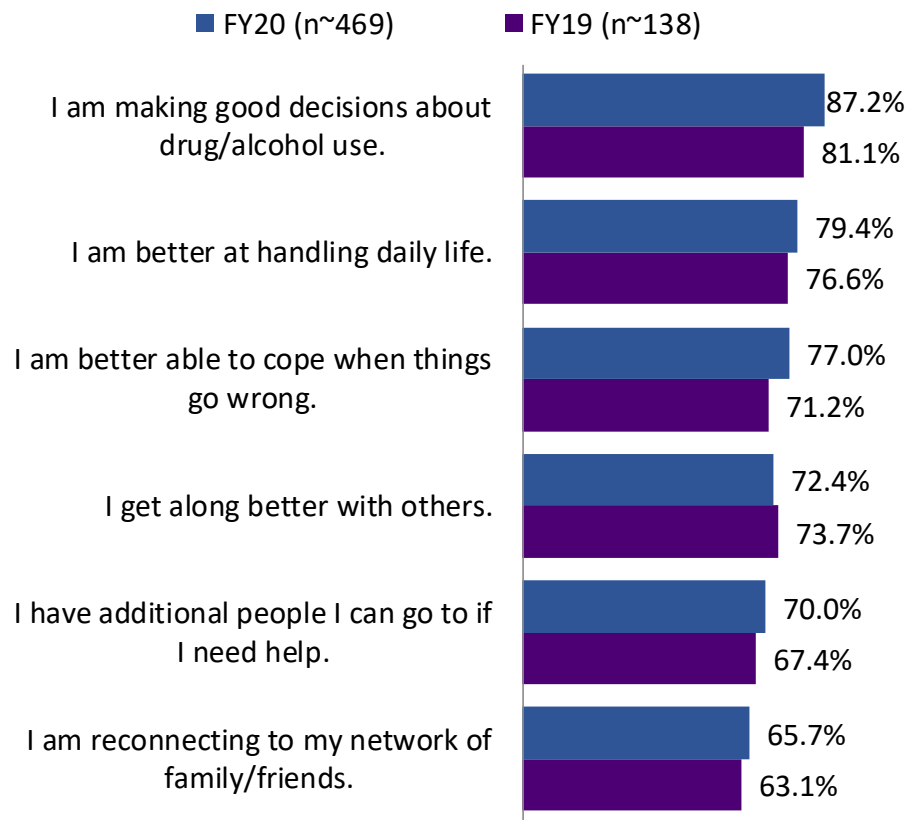
- *"Seeing the impact we made on the men we served during biblical studies."*
- *"Watching the faces of the residents light up and hearing them say 'thank you'."*

#### Interacting with Guests

- *"Having the chance to interact with and hear stories from the people we were working with."*

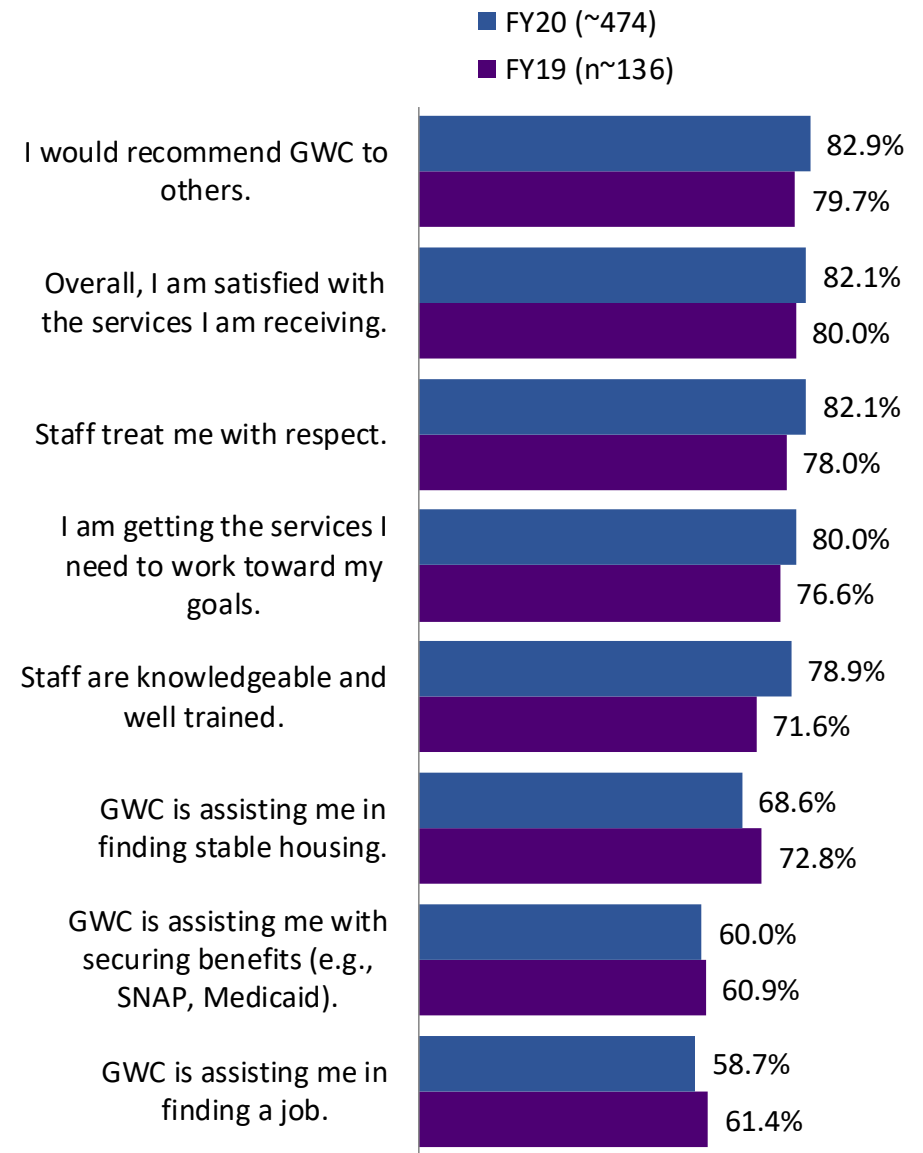
Residential guests provided feedback about Gateway Center via a 14 question survey. Each question is on a scale from 1 = 'Strongly Disagree' to 5 = 'Strongly Agree'. **517** surveys<sup>1</sup> were collected in FY20. The average of all survey items was **4.0**, which on average indicated agreement with most statements.

### As a Result of the Services I am Receiving at GWC... % Agreeing or Strongly Agreeing<sup>1</sup>



<sup>1</sup>Guests 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<sup>1</sup>



<sup>1</sup>Guests 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 Center. A summary of their feedback is provided below.

### ***A Place to Stay and Provide Stability (31%)***

- “A safe place to be for starting my foundation for life.”

### ***Case Managers, Counseling, and Support (21%)***

- “I always receive guidance on ways to improve my life.”
- “My caseworker truly cares about helping me.”
- “My case manager is understanding and compassionate.”

### ***Access to Various Helpful Resources (14%)***

- “The transportation, medical resources, computers, getting my birth certificate and ID helps me get back on my feet.”

### ***Helpful Staff and Customer Service (12%)***

- “The staff are very concerned, respectful, and helpful.”

### ***Assistance Finding Housing and Employment (12%)***

- “They are working with me on my housing goals.”
- “I’m getting help with job training and finding a job.”

### ***Recovery from Addiction and Substance Abuse (6%)***

- “I’m better equipped to deal with drug addiction.”
- “I am in a safe environment where I can focus on recovery.”

### ***Other (4%)***

- Feels like a family
- Support for veterans
- “Everything is helpful.”

## Guest Feedback

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

### ***Nothing Needs Improvement (31%)***

- “Everything is great.”
- “No suggestions. Just continue helping more people.”

### ***Improvement in Quality and Portion of Meals (18%)***

- “Food could be better. Men need to eat.”

### ***Interactions Between Residents and Staff (17%)***

- “Everything is great. Services have been very helpful.”
- “Better communication and more respect from staff.”

### ***Facility improvements (10%)***

- “Maintain a cleaner environment”
- “Routine check up and maintenance on the elevators.”

### ***More Assistance with Housing and Employment (9%)***

- “I think it would be helpful if we had a quick reference guide to the most important resources that are available to us for housing, employment, education, etc.”
- “More job training, and Marta cards to go find work.”

### ***More Time with Case Managers (8%)***

- “I need more time and counseling with my case manager.”

### ***Other Suggested Improvements (7%)***

- Include a guest or former guest on the Board of Directors
- Manage guest behavior; provide drug screenings for residents

In FY20, Gateway Center staff led **51** community engagements and interacted with **4,383** individuals through those engagements. Engagements included:

- **38** community presentations for **3,091** individuals about homelessness and social justice to various audiences including church congregations, young adults, and students.
- **4** housing or street outreach engagements reaching **820** individuals. During these engagements, people experiencing homelessness were provided information about resources from partners and Gateway Center.
- **3** job readiness workshops for **53** individuals at Atlanta Metro Reentry presented by the Gateway Center's Career Resource Specialist.
- A radio interview with the Good Works Show of Goodwill of North Georgia, a TV interview with the CW69 Atlanta, and a TV interview with United Way of Greater Atlanta for National Philanthropy Day.

### 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-reported.

### Sample Sizes

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



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