



# Gateway Center

## ANNUAL REPORT 2019-2020

More Than a Shelter for Over 15 Years





## MESSAGE FROM THE CHIEF EXECUTIVE OFFICER



Gateway Center is an amazing organization that has continued to serve Atlanta's most vulnerable citizens, by **creating solutions to mitigate homelessness**, for 15 years. Our 2019-2020 year provided another opportunity for our team to innovate, collaborate, and serve as a beacon of hope for those without shelter during the COVID-19 pandemic and in the fight for social justice. Within this Annual Report we will share our journey, illustrate our community partnerships, describe our impact, and provide heartwarming success stories.

Despite the challenges we encountered, our team, partners and funders have shown an increased level of resourcefulness, resilience, and compassion. Gateway Center not only continued as one of the primary providers of homeless services, but we also partnered with others as we altered our delivery model to ensure the safety of our guests and staff. This resulted in strengthened partnerships with the City of Atlanta Mayor's office, United Way of Greater Atlanta, Community Foundation of Greater Atlanta, Atlanta's corporate and philanthropic community, local businesses, special interest groups, and many more.

The last several months have demonstrated the Atlanta community truly is extraordinary. However, we must continue to demonstrate the resiliency and strength of an engaged and mobilized community. We aspire to truly become a beloved community that is filled with love, justice, compassion, and **solutions** for all. Thank you Atlanta - for your time, commitment, dedication, and support of our efforts to engage and uplift our neighbors who are experiencing homelessness. I am excited about our partnership and what we will continue to accomplish TOGETHER!

Solutions Focused,

Raphael Holloway, Chief Executive Officer



# MESSAGE FROM THE BOARD OF DIRECTORS, CHAIRMAN



Dear Friends,

Gateway Center has always prided ourselves on agility and adaptability. From the beginning, we pivoted our plans to become a part of the solution in meeting the needs of the community. By delaying our opening, we served as the first stop for hundreds of individuals arriving from New Orleans in the wake of Hurricane Katrina. Gateway Center opened our doors and floors to families displaced by a shelter closure, which had created a surge in family homelessness. In partnership with Mercy Care, we opened the first recuperative care beds in the community providing respite for men experiencing homelessness who were ready for discharge from the hospital but had no place to finish their recovery. Gateway Center partnered with Georgia Works! to house and support the launch of an innovative and successful program to restore self-sufficiency to men with high barriers including criminal records and substance abuse histories.

In 2020, Atlanta and Gateway Center were presented a new challenge...the COVID-19 pandemic. From partnering with Mercy Care and Centers for Disease Control and Prevention to serve as the hub for an ambitious and successful project to test the entire sheltered (and most of the unsheltered) homeless population; to assuming the key role of hiring, training and supervising the operating staff for the isolation hotel for infected individuals and the non-congregate hotel for the unsheltered who tested negative; Gateway Center has been an active part of the solutions in addressing the COVID-19 pandemic and its impact on individuals experiencing homelessness. We partnered with community outreach teams and established our own in order to serve the escalating unsheltered population as other shelters closed their doors. Our team accomplished all of this while providing our staple services of coordinated intake and assessment, residential programs, recuperative care, and serving as the community's front door to the continuum of care. Gateway Center found ways to protect our heroic staff who encountered multiple challenges and risked their collective health to serve those in need.

I could not be more proud of this marvelous team, and I'm thankful for your support that made all of these solutions possible. We pray that 2021 brings brighter days and fewer challenges.

Thank you, one and all, for journeying with us as we celebrate 15 years of crystalizing solutions for homelessness.

In the Spirit of Service,

Edward J. (Jack) Hardin, Board Chairman

## OUR VISION

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

## OUR MISSION

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

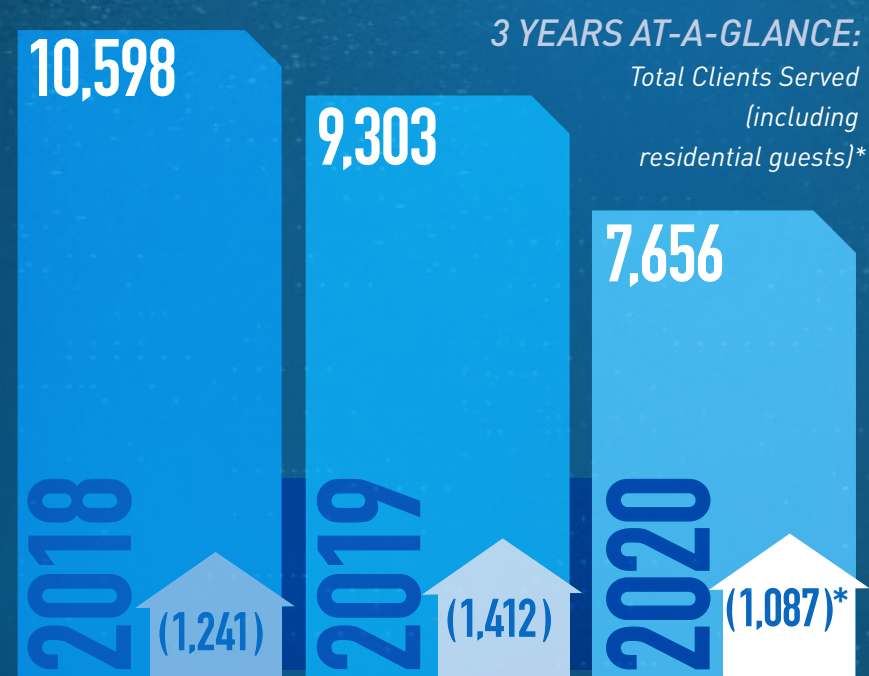
## OUR BIG GOAL

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

## GATEWAY CENTER'S KEYS TO SUCCESS

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

## 7,656 INDIVIDUALS RECEIVED SERVICES FROM GATEWAY CENTER THIS YEAR



\*Due to COVID-19, Gateway Center was forced to reduce the number of general walk-in services and the number of beds in our residential programs to ensure social distancing.



HOUSING  
PLACEMENT  
& STABILITY



HEALTH &  
WELLNESS



JOB SKILLS  
TRAINING &  
PLACEMENT



FAMILY &  
COMMUNITY  
ENGAGEMENT



ADULT &  
FINANCIAL  
LITERACY



# WE REMEMBER



# SUCCESS STORIES



## REPRESENTATIVE JOHN LEWIS AND REV. C.T. VIVIAN WERE PILLARS OF OUR COMMUNITY

In 2020, our community mourned the loss of two men whose lives embodied what it meant to crystallize solutions for long-term, effective change.

Representative John Lewis and Rev. C.T. Vivian were pillars who fought for the rights of the lost, the last, and the least. Their lives shined a bright light in places of injustice that were often overlooked and even covert. Our work would not be possible without their courage to challenge and advocate for change.



## PARTNERING FOR CHANGE!

As our nation entered the global COVID-19 pandemic and we were faced with the harsh realities of racial and social injustices, Gateway Center recognized our critical role in serving our community. Gateway Center was founded in the spirit of partnership and collective impact. In choosing to continue to serve in a time of crisis, when the needs of our community were extensive, our team of essential workers made the necessary pivots to continue to assist our guests while becoming advocates for change. Gateway Center is thankful for our partners and neighbors within our community who did not turn away when faced with adversity. Thank you for leaning in and choosing to be innovative and courageous in creating solutions for our city's most vulnerable citizens who are experiencing homelessness.



### SHANTEL'S STORY

Before coming to Gateway Center, Shantel felt trapped in a domestic violence relationship. She knew her only choice to ensure the safety of her family required her to leave her home. Shantel shared, "I just decided to grab the kids; I left my home, my dog, and even my job without notice. I got in my car and I just drove. Gateway Center provided me with the tools to understand that being homeless is just your current situation. My kids speak about the experience frequently; they don't have any bad memories from this experience because it was brief ... almost overnight, Gateway Center helped us. They really accepted me and my family."

Shantel is now stably housed with her children and in a healthy thriving relationship. Gateway Center is more than a shelter for those we serve. We are creating solutions collaboratively with our partner agencies to ensure everyone can find their path home.



### HENRY'S STORY

Henry became a resident of Gateway Center in 2018 and transitioned to the supportive housing community at O'Hern House in 2019.

Henry encountered many barriers while working towards his goal of housing. Thankfully, he was able to connect with the medical team at Mercy Care to receive assistance and guidance to address his medical and mental health symptoms.

He worked very hard to build trusting relationships with our staff and to create a network of support.

Being surrounded by supportive staff and his fellow peers granted Henry the opportunity to embrace life with a new optimistic attitude. He made significant changes in his life and established a network of support to help maintain his housing and assist with his medical needs.

Now, Henry has a place to call home.



# IMPACT AT A GLANCE



# GATEWAY CENTER EVENT



## GWC FY20 RESULTS

**51%** of residential guests served had a **positive discharge destination**

**49%** of residential guests exited the program **with an income**

**90%** **program occupancy rate** maintained

**82%** of residential guests agreed or strongly agreed to **"overall I am satisfied with the services I am receiving"**

**83%** of residential guests agreed or strongly agreed to **"I would recommend GWC to others"**

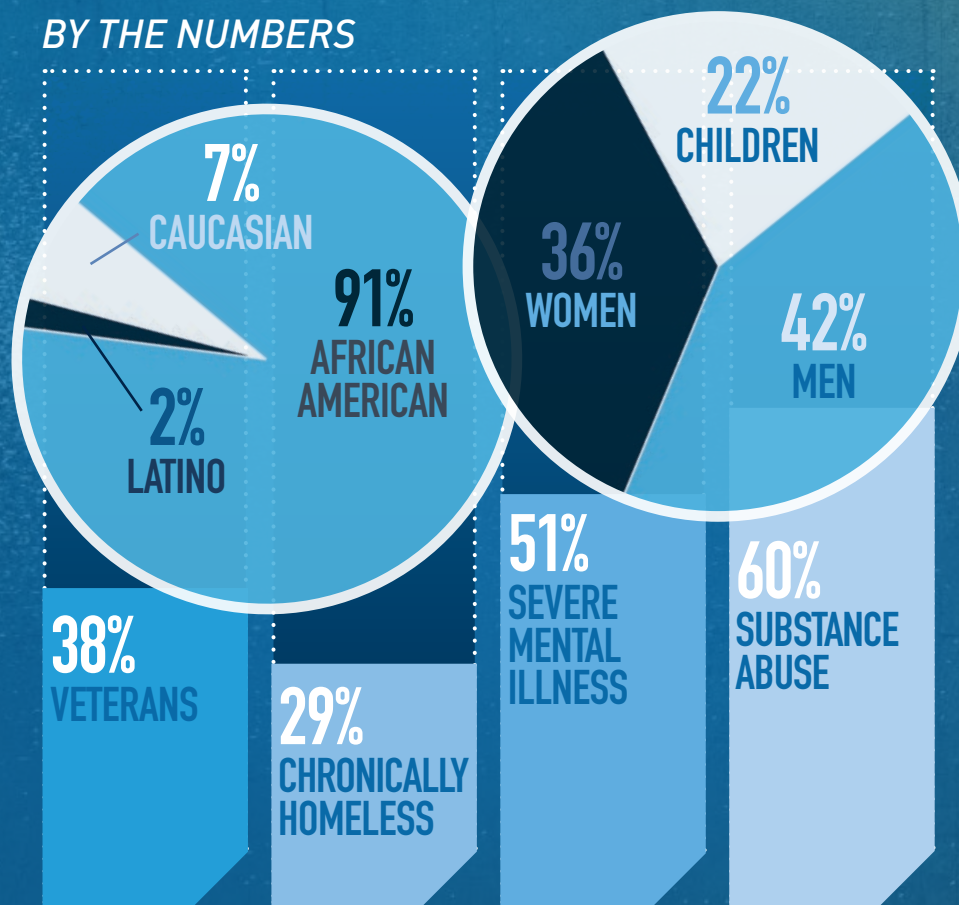
**3,577** guests served in our **Coordinated Entry Program**

**29%** of residential guests were **chronically homeless** at entry

**854** individuals received services on nights when temperature dropped **below 40 degrees**

**1,087** Total Residential Clients Served

## BY THE NUMBERS



## HUMAN CLAY IS GATEWAY CENTER'S SIGNATURE ANNUAL FUNDRAISING EVENT

Funds raised directly support programming, including intensive case management, job readiness training, food services, and other vital supports. The FY20 event was hosted at White Oak Kitchen and Cocktails. Gateway Center was honored to have Rev. Raphael Warnock as our keynote speaker.





# OVERVIEW OF PROGRAMS

GATEWAY CENTER  
OFFERS BOTH  
NON-RESIDENTIAL  
AND RESIDENTIAL  
PROGRAMS

Gateway Center is not a shelter; we are a homeless service center. We meet our guests where they are and join them on their individual journey toward self-sufficiency. We have 482 beds between our two locations, offer 9 residential programs, and collaborate with 12 on-site partners who share our vision for Atlanta.

## RESIDENTIAL PROGRAMS

**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.

**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)

**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.

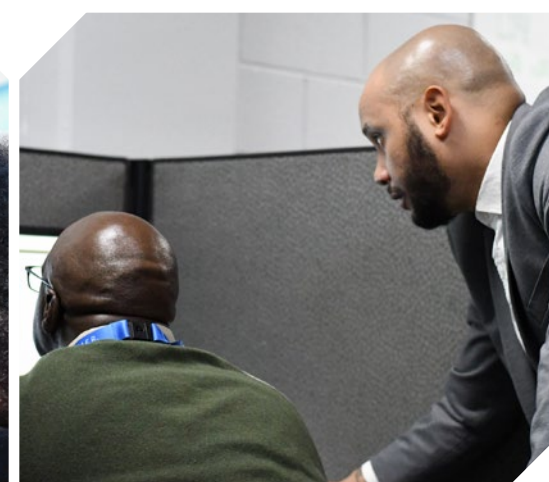
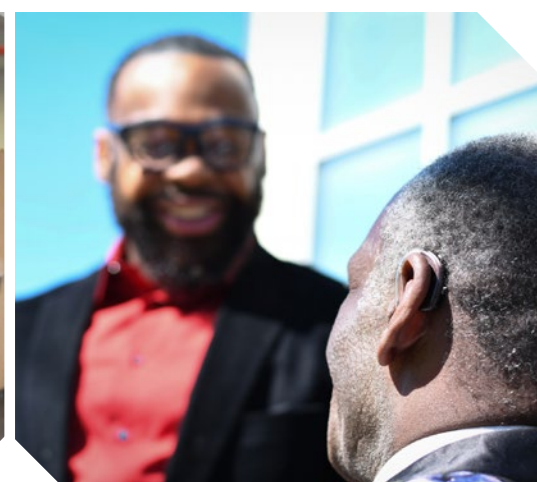
## NON-RESIDENTIAL PROGRAMS

**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).

**Outreach** — Street outreach involves moving outside the walls of our organization to engage with individuals experiencing homelessness who may be disconnected and alienated from mainstream services and supports. This incredibly important work is designed to help establish supportive relationships, provide guidance and support on available services and enrollment, and increases the possibility that the unsheltered community will access necessary services and supports from Gateway Center and/or other providers who will help them transition to shelter.

**Coordinated Entry** — Provides coordinated entry services and serves as an access point to the Atlanta and Fulton County Continuums of Care, which connects men, women, and families experiencing homelessness 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 and provides onsite medical services (physical health, behavioral health, and dental) to those experiencing homelessness.





# VOLUNTEERS



**3,852**  
VOLUNTEERS

.....

**96% RATED**  
THEIR VOLUNTEER  
EXPERIENCE GOOD  
TO EXCELLENT

.....

**9,640 HOURS**  
PROVIDED IN FY20  
x THE FEDERALLY  
ESTIMATED NATIONAL  
VALUE OF EACH  
VOLUNTEER HOUR:  
**\$27.20**

**= THE TOTAL  
VALUE OF VOLUNTEER  
TIME DONATED TO  
GATEWAY CENTER:  
\$262,208\***

\*All volunteer services were suspended March 15-June 15, 2020 due to COVID-19.

Individual, group, and corporate volunteers are key to Gateway Center’s success and our ability to effectively serve Atlanta’s homeless community. Through their time and service, volunteers provide our guests with dignity and compassion while supporting and encouraging those experiencing homelessness in becoming stably housed and thriving in the community. If you’re looking for individual, group, or corporate volunteer opportunities, desire to make a difference, and wish to have an immediate impact, volunteering at Gateway Center is the place for you!

Gateway Center’s corporate volunteer groups have included, but are not limited to, AT&T, Bank of America, Caterpillar, Cushman & Wakefield, Georgia Power, Fox Bros, Jim N’ Nicks, Sage, Integra Construction, Piedmont Hospital, and Athena Health.

Individual and group volunteer opportunities include, but are not limited to:

- CLOTHING CLOSET ASSISTANTS
- CAREER RESOURCE CENTER ASSISTANTS
- HYGIENE KIT ASSEMBLY
- INTERVIEW AND JOB TRAINING
- GED TUTORING
- DATA ENTRY
- KITCHEN PREP/SERVING MEALS

Connect with us online at [www.gatewayctr.org/volunteer](http://www.gatewayctr.org/volunteer) or email [volunteer@gatewayctr.org](mailto:volunteer@gatewayctr.org).

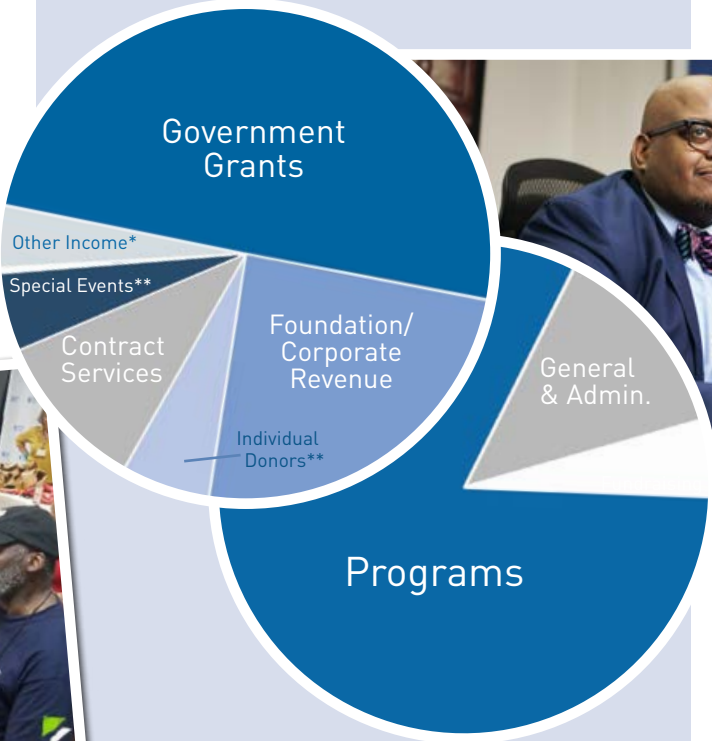


# FINANCIALS



## REVENUE BY SOURCE

Government Grants	<b>\$3,141,007</b>	49.82%
Foundation/Corp. Revenue (including UW)	<b>\$1,538,468</b>	24.40%
Individual Donors**	<b>366,212</b>	5.81%
Contract Services	<b>656,427</b>	10.41%
Special Events**	<b>322,796</b>	5.12%
Investment Income	<b>21,944</b>	0.35%
Other Income*	<b>258,322</b>	4.10%
<b>TOTAL</b>	<b>\$6,305,176*</b>	



## EXPENSES

Programs	<b>\$5,244,728</b>	81.79%
General & Admin.	<b>\$851,587</b>	13.28%
Fundraising	<b>316,143</b>	4.93%
<b>TOTAL</b>	<b>\$6,412,458</b>	

Through the generous support of the United Way—Regional Commission on Homelessness, federal, county and city government, philanthropic foundations, and individual donors, we successfully **raised \$6.3 million in funds to support our mission and services in FY20.**



\*Other Income includes a PPE loan. The numbers presented in this report are from Gateway Center’s audited financials excluding in-kind. In FY20 Gateway Center had \$413,468 in depreciation expense. This depreciation expense is primarily from assets that were acquired and paid for in previous years through capital campaign efforts. Excluding the depreciation expense, Gateway Center had an Operating Surplus of \$306,186. The Operating Surplus included \$253,481 of recognized income from a PPE loan.

\*\*GWC experienced 100% board giving in FY20. Board Giving totaled \$190,968.04 and is accounted for in the total Individual Giving and Special Events categories listed in this report.



# FUNDERS AND PARTNERS

We are grateful to the following individuals, foundations, corporations, and agencies for their generous financial contributions to Gateway Center between July 1, 2019 and June 30, 2020. Their support makes our critical work possible.

**The Jack Hardin Circle of Giving (Est. 2019):** A special giving society in honor of Gateway Centers Co-founder and Board Chairman, Mr. Edward "Jack Hardin" whose leadership, commitment and passion for those experiencing homelessness in our community has mobilized and inspired others. Gateway Center is forever grateful for his unwavering support of our mission.

## DONORS & FUNDERS

ACAPX  
Acara Solutions  
AEC Trust  
Aerotropolis Atlanta  
Community Improvement  
District  
A Friend of Gateway  
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American Family Insurance  
Foundation  
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Ameris/Fidelity Bank  
Aprio Foundation  
Arthur Blank Foundation  
Atlanta Foundation  
Atlantic Capital Bank  
B & W Mechanical  
Betty & Davis Fitzgerald  
Foundation  
Central Atlanta Progress/  
Atlanta Downtown  
Improvement District  
Church's Chicken  
CINTAS  
City of Atlanta Emergency  
Services Grant  
Community Foundation  
of Greater Atlanta  
Conrad N. Hilton Foundation  
Discovering Opportunities  
for Outreach (DOOR)  
Emerson Unitarian  
Universalist Congregation  
Emory University  
Fathom (FKA EXOPSOL)  
First Fidelity Financial  
Group  
General Motors Foundation  
Georgia Pacific Foundation  
Georgia Power Foundation  
Grady Health Foundation  
Greenlight Financial  
Technology  
GreyStone Power  
Foundation  
Jesse Parker Williams  
Foundation

John H. & Wilhelmina  
D. Harland Charitable  
Foundation  
Lockton Cares  
Mail Chimp  
Mary Allen Lindsey Branan  
Foundation  
Mayberry Electric  
Members Insurance  
Advisors  
Meredith—CBS 46  
Weather Promotion  
Milner  
Mitchell Dental Clinic  
Network for Good  
Foundation  
Norfolk Southern  
Foundation  
Northside Hospital  
Northview Church of Christ  
OTHRSource  
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Peak Racing Team  
Piedmont Healthcare  
Foundation  
PNC Bank  
Pricewaterhouse Coopers  
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Charities  
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Foundation  
RCG Properties  
Region's Bank  
Richard Bowers & Company  
Schneider National  
Foundation, Inc.  
Smith & Howard, P.C.  
Southeastern Security  
Professionals  
Supply Source  
Sysco  
The Coca-Cola Foundation  
The Emmons Fund  
The Fulton DeKalb  
Hospital Authority  
The Glancy Foundation

The Glickenhau Foundation  
The Good Coin Foundation  
(Target Circle)  
The Hamilton Family Fund  
The Home Depot Foundation  
The Imlay Foundation  
The John & Polly Sparks  
Foundation  
The John & Rosemary  
Brown Family Foundation  
The KeirseStanhope Fund  
The Thalia & Michael C.  
Carlos Foundation  
Trinity Health (Mercy Care)  
U.S. Department of  
Veterans Affairs  
United Technology Group  
United Way—  
Child Well-Being  
United Way— Emergency  
Food & Shelter Program  
United Way—  
Regional Commission  
on Homelessness  
UPS Foundation  
Wells Fargo Foundation  
White Oak Kitchen  
& Cocktails  
World Claim

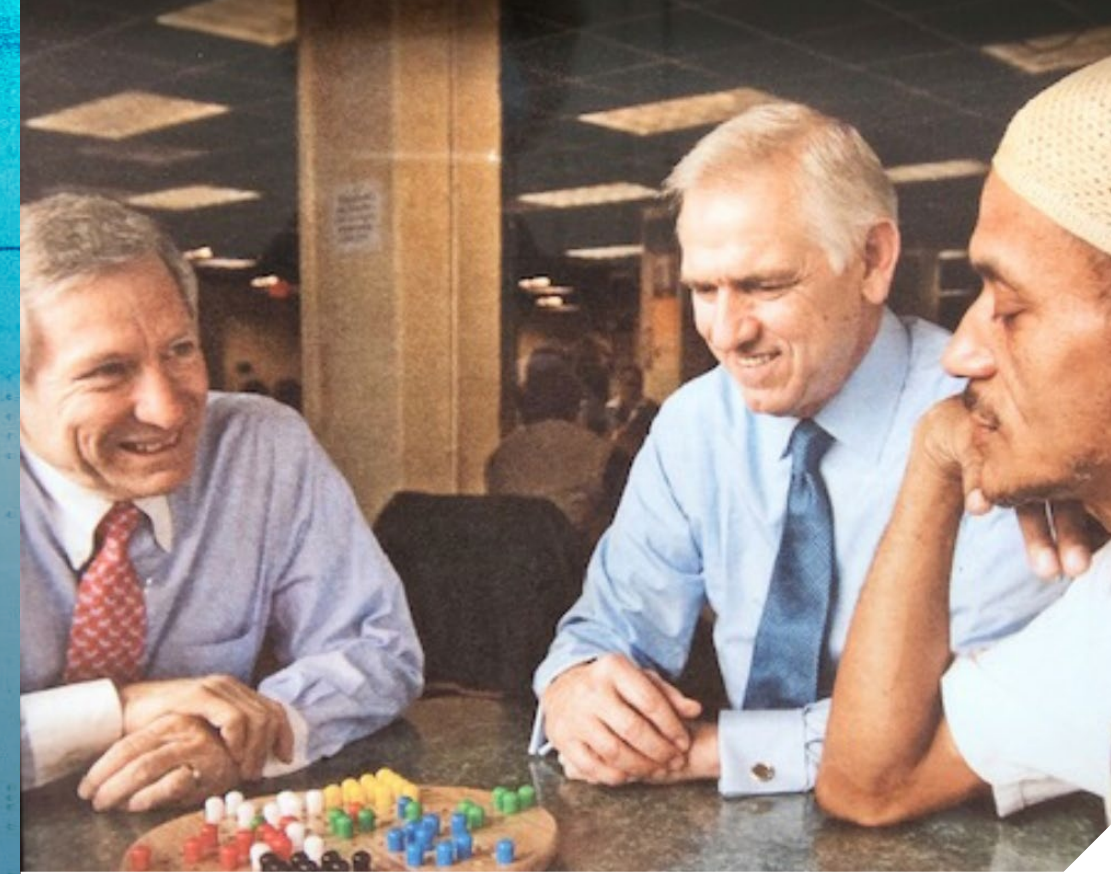
## THE JACK HARDIN CIRCLE OF GIVING

Stacey Abrams  
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Robert Arogeti  
John & Beverly Baker  
Sherron Berg  
Robert Bobst  
Greg & Sandra Bohlken  
Richard Bowers  
Rita Breen  
Chez Browne  
Elizabeth & John Russell  
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Kemaly Jacques  
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Danielle Kennedy  
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William Leap  
Cindy & Alan LeBlanc  
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John Miksich  
Yolanda Montgomery  
Robert Morse  
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Marc Pollack  
Rachna Relwani  
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Doug & Robyn Ross  
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To become a volunteer

[www.gatewayctr.org/volunteer](http://www.gatewayctr.org/volunteer)

