



12-MONTH EVALUATION REPORT

JULY 1, 2020 – JUNE 30, 2021

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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 and Fulton Continuum of Care for individuals experiencing 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 2022, 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 a variety of programs, which are described below. Additional program specific details are provided on the following pages.

GWC 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 entry 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 on Gateway Center's website.

GWC Emergency Shelter Program — 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.

GWC Rental Assistance Programs — provided assistance with rent, utilities, mortgage, and security deposits.

Program Descriptions

Non-Residential Programs

Coordinated Entry — provides a coordinated access point to the City of Atlanta and Fulton County's Continuum of Care, which connects men, women, and families with the most appropriate housing resources to assist them in ending their homelessness. Coordinated entry provides individuals experiencing homelessness with housing assessments (VI-SPDAT), emergency shelter placements, housing navigation services, and linkage to long-term housing placement options available through the Housing Queue.

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, healthcare (physical and behavioral) services, and referral services (i.e., diversion, ID / Birth Certificate assistance, and employment resources).



Program Descriptions

GWC Case Managed Residential Programs

ADID—Project ASSIST — provides case management to 20 men referred from ADID’s (Atlanta Downtown Improvement District) outreach team. Because most men enter the program with no identification, Case Managers work closely with guests to obtain identification and complete disability paperwork. Guests are connected to resources assisting with substance abuse, mental health, and physical health needs.

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

Rapid Rehousing (RRH) SURGE Project — in December 2020, Gateway Center initiated our Rapid Re-Housing outreach and case management program. Case Managers assist guests in finding and maintaining housing for up to 24 months. Project Community Connections Inc. provides the rental subsidy during this time period.

Stabilization — 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 complete disability paperwork. Guests are connected to resources assisting with substance abuse, mental health, and physical health needs.

Program Descriptions

GWC Case Managed Residential Programs

The Evolution Center (TEC) — is a low barrier shelter that provides emotional and physical support for men experiencing homelessness. With funding provided by Partners for Home, TEC addresses the needs of Atlanta’s chronically homeless men who need a low barrier shelter option. TEC is designed to provide rapid access to safe shelter 24 hours per day, 7 days per week. Shelter beds are provided to individuals who need it most, prioritizing those who have the highest needs.

Upward — provides beds for up to 90 days and is a residential addiction recovery program designed to support men in ending their addiction. Guests develop a plan for implementing and sustaining substance abuse recovery 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.

Veterans Contract Beds (VACB) — 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 Low Barrier Shelter — provides short-term beds for veterans who are assessed for services through Fort McPherson. Eligible veterans are transitioned to longer-term residential programs, rapid re-housing, or permanent supportive housing based on needs.

Veterans Transitional Housing — provides beds for 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 be enrolled in 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

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.

Recuperative Care by Mercy Care — provides short-term housing for up to 30 days to men 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 Memorial, Saint Joseph's, and Piedmont Hospitals. By preventing unnecessary extended hospital stays, healthcare expenses that often burden communities are minimized.

Outreach / PATH Teams

The two programs below are combined throughout the report.

HOPE Atlanta Outreach — assists men experiencing homelessness by engaging them where they are (e.g. the Atlanta Airport or MARTA train stations) 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.

Mercy Care PATH — serves men experiencing homelessness who have severe and persistent mental illnesses. Short-term beds for guests are made available for up to 60 days by Mercy Care PATH (Projects for Assistance in Transition from Homelessness) team. Case Managers ensure 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.

Program Descriptions

Emergency Shelter Programs

Cold Weather Shelter — provides shelter to individuals on nights when the temperature drops below 40 degrees.

Family Shelter — provides emergency shelter for families in limited situations as they await placement in a short-term residential program offered by local family shelter.

Hotel - Emergency Shelter Lodging — provides hotel stays to individuals and families experiencing homelessness in Fulton County. This program began in April 2021.

Hotel - Isolation / Quarantine — provides temporary shelter at a hotel for individuals experiencing homelessness who have tested positive for COVID-19 or have been exposed to someone who has COVID-19. Length of stay at the hotel follows CDC guidelines for quarantine, lasting no more than 20 days. This program began in April 2020.

Hotel - Non-Congregate — provided temporary hotel housing to individuals experiencing homelessness who have increased risk for developing adverse reactions to COVID-19, including but not limited to individuals with chronic health conditions and/or the elderly. This program began in April 2020.

Rental Assistance Programs

UWGA & City of Atlanta Emergency Rental Assistance — from 9/1/2020 to 3/31/2021 Gateway Center, in partnership with United Way and the City of Atlanta, provided assistance with rent, utilities, mortgages, and security deposits to households within the City of Atlanta who experienced a financial hardship due to the COVID-19 pandemic.

Rapid Re-Housing (RRH) — in December 2020, Gateway Center initiated our Rapid Re-Housing outreach and case management program. RRH provides rental assistance for individuals and families who are experiencing homelessness in the City of Atlanta and in Fulton County. Guests may receive on-going case management.

Other Partner 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.

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



Characteristics at Intake

Demographics

From July 1, 2020 through June 30, 2021, Gateway Center served 7,426 guests.

- 89% of guests were previously living in the City of Atlanta.
- Based on their VI-SPDAT score, the recommended housing solution for 54% of guests was Permanent Supportive Housing or Housing First.

901 individuals were served in a case managed residential program. Among residential guests:

- 88% were African American.
- 37% were between the ages of 51 - 60 years.
- 64% had a high school diploma, GED or less as their highest level of education completed.
- 25% were veterans.
- 81% stayed at an emergency shelter or place not meant for habitation the night before arriving at Gateway Center.
- 34% were chronically homeless.
- 64% had a criminal background.
- 80% were unemployed at intake.
- 57% did not have any cash income at intake.

Program Enrollment

- On average, guests stayed at Gateway Center for 3.4 months.
- On average, Gateway Center operated at 85% of our maximum residential capacity.

Special Needs

- 71% had a disabling condition (a special need that is indefinite and impairing).
- 55% had more than one special need.
- 38.5% of guests had a substance abuse special need (drug or alcohol abuse).

Behavioral Health

- 30% of residential guests had moderate to severe depression.
- 30% of residential guests had moderate to severe anxiety.
- 33% of residential guests had PTSD symptoms.

Housing Barriers

- 83% of guests reported needing temporary assistance to obtain or maintain housing.
- 79% reported needing permanent assistance.

Outcomes for Residential Programs

- Statistically significant increases from intake to exit include:
 - Cash income (47% to 60%)
 - Health insurance (52% to 53%)
 - Employment (31% to 51%)
 - Wellness (74% showing improvement)
- Discharge reasons for residential guests were positive (50%), neutral (5%), negative (16%), or other/unknown (29%).
- 28% of discharge destinations for guests were permanent placements and 28% were temporary placements.
- 51% of guests had savings at exit; guests with a permanent discharge destination were more likely to have savings at exit.
- 53% of guests reported improved mental health at exit and 54% reported improved coping skills.

Feedback

- Approximately 818 volunteers served at Gateway Center in FY21.
- 93% of *volunteers* rated their experience as excellent or good.
- 81% of *guests* reported being satisfied with the services received.

Community Engagement

- Gateway Center staff led 52 community engagements and interacted with 4,317 individuals through those engagements.

Characteristics at Intake

The following sections explore characteristics at intake, including:

- Guests Served
- Program Enrollment
- Emergency Shelter – Hotels
- Cold Weather Shelter, Family Shelter, Engagement Center
- Coordinated Entry
- Rapid Re-Housing, Emergency Rental Assistance
- Outreach Team, Career Resource Center
- 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
- Finances at Intake
- Employment
- Housing Barriers
- Criminal Background, Child Support
- Services, Goals

Guests Served

Gateway Center Served:

Guests Served	FY19 ¹	FY20	FY21
Case Managed Residential Guests	1,412	1,087	901
Non-Residential or Emergency Shelter Guests ²	8,204	6,569	6,525
Total Guests	9,616	7,656	7,426

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 as well. These factors, coupled with placing 633 eligible guests in the Non-Congregate Hotel and 481 in the Isolation/ Quarantine Hotel in FY2021, decreased our program utilization. 275 people were vaccinated during a vaccination event at Gateway Center in April 2021. Over 2,000 COVID-19 tests have been administered at Gateway Center and less than 3% have been positive.

¹ Fiscal Year (FY) is from July 1st through June 30th (i.e., FY21 is from 7/1/20 to 6/30/21).

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

Guests Served

In FY21, the average age was **51** years for residential guests and **35** years for non-residential guests. Among non-residential guests, 45.9% were adult males, 32.2% were adult females, and **21.5%** were children.

FY 2021	Case Managed Residential Guests n = 901	Non-Residential or ES Guests¹ n = 6,525	All Guests n = 7,426
Gender	n = 901	n = 6,487	n = 7,388
Male	99.3%	56.4%	61.7%
Female	0.5%	43.3%	38.0%
Gender Non-Conforming	0.2%	0.3%	0.3%
Race	n = 900	n = 5,996	n = 6,896
Black or African-American	87.9%	91.0%	90.6%
White or Caucasian	9.9%	6.5%	6.9%
Multi-racial	1.0%	1.5%	1.5%
American Indian / Alaska Native	0.7%	0.4%	0.5%
Asian	0.2%	0.3%	0.3%
Native Hawaiian / Other Pacific Islander	0.3%	0.3%	0.3%
Ethnicity	n = 901	n = 6,187	n = 7,088
Hispanic/ Latino	1.8%	2.6%	2.5%
Veteran Status (among those over 18)	n = 896	n = 4,083	n = 4,979
Yes	24.6%	6.1%	9.4%
Age	n = 901	n = 6,518	n = 7,419
0-17	0.0%	21.5%	18.9%
18-30	8.9%	18.9%	17.7%
31-50	31.2%	31.7%	31.6%
51-60	36.6%	18.9%	21.1%
61 or older	23.3%	9.0%	10.7%

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

Guests Served

64.2% of residential guests had a high school diploma, GED or less as their highest level of education completed.

FY 2021	Case Managed Residential Guests
Highest Level of Education Completed	n = 550
No High School Diploma	22.9%
High School Diploma / GED	41.3%
Some College	19.3%
Technical or Vocational Certificate	6.2%
Associate's Degree	3.8%
Bachelor's Degree	5.5%
Master's or Higher Degree	1.1%
Marital Status	n = 529
Single	76.4%
Divorced	13.4%
Separated	5.5%
Widowed	2.8%
Married	1.9%
Are you currently enrolled in school?	n = 729
Yes	0.3%
Do you have a primary care physician?	n = 767
Yes	42.5%
Physical Health Status	n = 765
Excellent, Very Good, or Good	52.0%
Dental Health Status	n = 763
Excellent, Very Good, or Good	42.6%
Do you have a picture ID?	n = 752
No	29.4
Do you have an emergency contact?	n = 827
No	69.0%

Program Enrollment

Provided below are the total numbers served by each program. On average, residential guests stayed at Gateway Center for **3.4 months**. **99** guests were enrolled in more than one residential program.

Number Served and Mean Length of Stay (LOS) Per Program ¹			
	FY2021 Mean LOS	FY2021 # Served	FY2020 # Served
GWC Case Managed Residential Programs	4.1 mths	697	
ADID—Project ASSIST	3.0 mths	62	
New Beginnings	15.0 mths	32	62
Rapid Rehousing (RRH) SURGE Project	NA	34	
Stabilization	5.6 mths	70	82
The Evolution Center	3.9 mths	322	354
Upward	5.5 mths	51	54
Veterans Contract Beds (VACB)	33.5 days	6	24
Veterans Low Barrier Shelter	26.8 days	96	281
Veterans Transitional Housing	6.3 mths	68	131
Partner Case Managed Residential Programs	1.8 mths	241	
Hospital to Home	38.1 days	80	55
Outreach / PATH Teams	2.6 mths	76	80
Recuperative Care by Mercy Care	1.6 mths	90	124
GWC Emergency Shelter Programs			
Cold Weather Shelter	NA	461	517
Family Shelter	NA	16	109
Hotel—Emergency Shelter Lodging	56.5 days	46	
Hotel—Isolation / Quarantine	10.3 days	481	
Hotel—Non-Congregate	3.6 mths	633	
GWC Non-Residential Programs			
Coordinated Entry ³	NA	3,150	3,577
Engagement Center	NA	2,423	3,786
GWC Rental Assistance Programs			
Rapid Rehousing (RRH)	NA	180	
UWGA & City of Atlanta Emergency Rental Assistance	NA	700	

¹ Individuals may be enrolled in more than one program.

Program Enrollment

On average, Gateway Center residential programs operated at **85.4%** of our maximum residential capacity (serving an average of 216 residential guests per day, divided by an average of 253 available beds¹).

Mean Nightly Occupancy and Capacity FY 2021			
	Mean Nightly Occupancy	Capacity (average # of available beds)	% Occupancy / Capacity
GWC Case Managed Residential	185.2	198.5	93.3
ADID—Project ASSIST ²	17.9	20	89.4%
New Beginnings	16.1	20	80.4%
Rapid Rehousing (RRH) SURGE Project ³	NA	NA	NA
Stabilization	17.8	23	77.5%
The Evolution Center	76.8	85	90.3%
Upward	17.8	20	89.1%
Veterans Contract Beds (VACB) ⁴	3.4	5	67.9%
Veterans Low Barrier Shelter	6.6	10	65.8%
Veterans Transitional Housing ⁵	21.0	23	91.3%
Partner Case Managed Residential	31.3	55	56.9%
Hospital to Home	7.7	11	69.8%
Outreach / PATH Teams	13.4	25	53.7%
Recuperative Care by Mercy Care	10.2	19	53.6%

¹ Due to COVID-19, the number of available beds was reduced in several programs. In addition, two programs began during the year. Average number of available beds is calculated based on the percentage of the year the beds were available.

² ADID began 9/1/2020. Occupancy rate calculated from 9/1/20 to 6/30/21.

³ Guests are housed in apartments not at Gateway Center.

⁴ VACB began 4/23/2021. Occupancy rate calculated from 4/23/21 to 6/30/21.

⁵ VTH decreased their bed occupancy from 46 to 15 beginning 10/1/21.

Emergency Shelter—Hotels

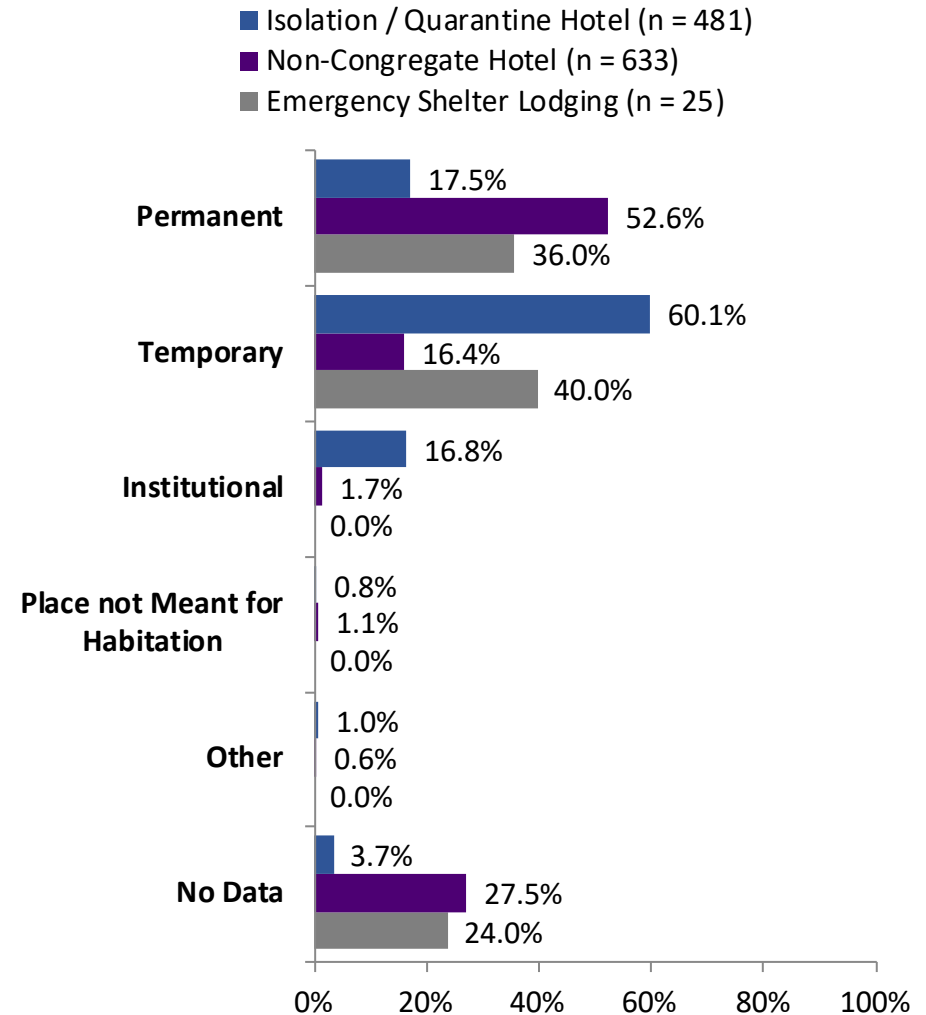
In FY21, a total of **1,139** guests were served in one of the below three hotel based programs.

Demographic Information	Isolation / Quarantine Hotel	Non-Congregate Hotel	Emergency Shelter Lodging
Total Served	481	633	46
Average Length of Stay	10.3 days	3.6 months	56.5 days
Average Age	48.7 years	52.1 years	23.6 years
Black or African-American	77.7%	89.7%	95.7%
White or Caucasian	18.1	8.4%	4.3%
Veteran	14.9%	5.6%	0.0%
Adult Female	22.9%	21.3%	32.6%
Adult Male	77.1%	77.6%	17.4%
Adult Transgender	0.0%	1.1%	0.0%
Children	0.0%	0.0%	50.0%
Disabling Condition	23.8%	56.1%	6.7%
Chronically Homeless	7.4%	37.9%	0.0%

Emergency Shelter—Hotels

17.5% of guests in the Isolation / Quarantine Hotel, **52.6%** in the Non-Congregate Hotel, and **36.0%** in the Emergency Shelter Lodging discharged to a permanent location.

Discharge Destination¹



¹For 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.

Cold Weather Shelter

Gateway Center served **537** individuals on nights when the temperature dropped below 40 degrees by providing shelter or transportation to shelter at a partnering agency. **77.6%** of guests were male and **22.4%** were female. The average age was **45.9** years old.

Guests Served	# guests ¹	# of cold weather nights
Cold Weather Shelter	461	43 nights
Cold Weather Transported	372	27 nights
Cold Weather Total (Shelter or Transported)	537	43 nights

Family Shelter

In limited situations, Gateway Center provided emergency shelter for **8** families with **8** children (**16** guests total) as they awaited placement in a residential program offered by local family shelter providers.

Engagement Center

The Engagement Center served **2,423** guests and provided **5,728** services on **256** days during FY 2021. On average, guests received **2** services from the Engagement Center (range 1-60 services). The most frequent services provided were:

- Shower / Bathing Facilities (n = 3,160)
- Homeless Verification Letter (n = 604)
- Clothing Closet (n = 345)
- Hygiene Kit (n = 154)
- Referral to Hope Atlanta / Traveler's Aid (n = 67)
- Laundry (n = 61)

¹ Guests may have been both transported some nights and sheltered at GWC on other nights.

Coordinated Entry

Gateway Center served **3,150** guests in FY 2021 through the Coordinated Entry (CE) program, including children and other family members. In FY 2020 **3,577** guests were served through CE. Guest demographics are as follows:

FY 2021 All Coordinated Entry Guests	Adult Males n = 1,039	Adult Females n = 951	Adult Gender Non-Conforming n = 8	Children n = 1,152
Race	n = 1,033	n = 941	n = 8	n = 1,142
Black or African-American	88.7%	91.7%	100.0%	95.4%
White or Caucasian	8.4%	5.7%	0.0%	1.6%
Multi-racial	1.7%	2.3%	0.0%	2.7%
American Indian / Alaska Native	0.6%	0.1%	0.0%	0.2%
Asian	0.3%	0.1%	0.0%	0.1%
Native Hawaiian / Other Pacific Islander	0.3%	0.0%	0.0%	0.0%
Ethnicity	n = 1,035	n = 947	n = 8	n = 1,150
Hispanic/ Latino	2.9%	2.5%	12.5%	3.4%
Age	n = 1,039	n = 951	n = 8	n = 1,151
Average Age	46 years	38 years	41 years	7 years

During FY21, assessments occurred on **248 days** and on average 7 guests were assessed per day (range: 1 - 25 guests). **522** guests completed the assessment over the phone. On average, guests waited 2 hours and 3 minutes to be seen and assessments for eligible guests took **69** minutes to complete. **129** guests who presented for an assessment were ineligible:

- **77** were ineligible due to not being homeless.
- **52** were ineligible due to not experiencing homelessness in the City of Atlanta.

Rapid Re-Housing

Rapid Re-Housing (RRH) - in December 2020, Gateway Center initiated our Rapid Re-Housing (RRH) outreach and case management program. RRH provides rent subsidy for individuals and families who are experiencing homelessness in the City of Atlanta. To date, GWC has served **176 guests** (96 households). Of those, **34 guests** (33 households) have been successfully placed in permanent housing and are currently receiving on-going case management (these guests are enrolled in the RRH SURGE project). An additional **16 guests** received case management but have not yet been housed. Housing placements for all remaining guests are pending the availability of units.

Emergency Rental Assistance

UWGA & City of Atlanta Emergency Rental Assistance — from September 1, 2020 to March 31, 2021 Gateway Center, in partnership with United Way, provided assistance with rent, utilities, mortgages, and security deposits to households who experienced a financial hardship due to the COVID-19 pandemic. Gateway Center served **404** households (**700** individuals) and provided an average of **\$2,412.54** per household.

Assistance Type	Amount
Rent	\$865,908.96
Utilities	\$58,497.60
Mortgage	\$30,180.98
Security Deposit	\$20,081.00
TOTAL	\$974,668.54

Outreach Team

Gateway Center's Outreach Team — works to build trusting relationships by meeting individuals where they are typically sleeping in unsheltered areas throughout 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 798 engagements during FY21 including:

- 172 healthcare referrals
- 339 hygiene items provided
- 77 State Identification and/or Birth Certificates applications completed
- 79 emergency shelter housing placements
- 14 guests referred to permanent housing
- 27 guests reunified with family

Career Resource Center

Career Resource Center (CRC)— assists guests with obtaining economic stability through job training and placement and bridges the digital divide by providing computer skills education. In FY21, the CRC served **265** guests. Beginning in May 2021, the CRC began developing Individual Employment Plans (IEP), which includes goal setting, with CRC guests. **76** IEPs were created in FY21. **1,117** CRC services were recorded in FY21. The most frequent CRC services were:

- Computer Use—650 services provided
- Job Search Assistance—116 services provided
- Computer Education— 100 services provided
- Fax, Print, Copy, Phone, Scan—43 services provided
- Employment Interview Referral—32 services provided
- Career Coaching—29 services provided
- Resume Writing—29 services provided

Georgia Works!

Georgia Works! served 399 guests in FY21. On average, guests stayed for 6.7 months. Georgia Works! operated at **45%** of their maximum residential capacity (serving an average of 38 guests per day, divided by an average of 85 available beds).

	FY19	FY20	FY21
Georgia Works!	624	473	399

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

	Mean LOS	Mean Nightly Occupancy	Capacity ¹ (average # of available beds)	% Occupancy / Capacity
Georgia Works!	6.7 months	38	85	45%

Mercy Care Clinic

In FY 2021, Mercy Care Clinic provided **6,824** encounters:

- **3,092** medical encounters
- **2,850** behavioral health encounters
- **699** dental encounters
- **183** dermatology encounters

Prior Night's Stay

81.0% of all residential guests were at an Emergency Shelter or place not meant for habitation the night before arriving at Gateway Center.

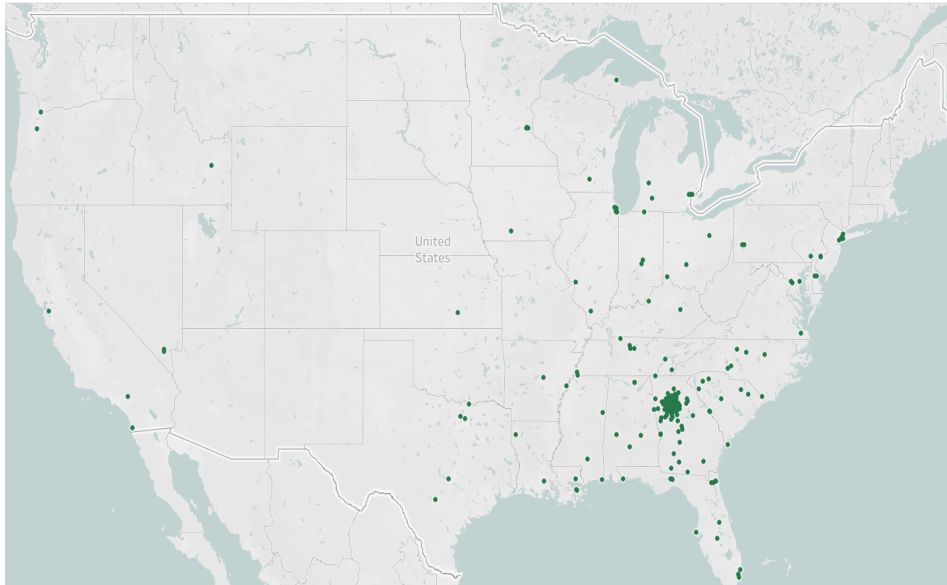
Location of Residence the Night Before Arriving at Gateway Center¹

		Residential Guests (n = 756)
Temporary 83.5%	Place not meant for habitation	53.3%
	Emergency shelter, including hotel or motel paid for with ES voucher	29.1%
	Transitional housing for homeless persons	2.8%
	Staying with family	0.9%
	Staying with a friend	0.7%
	Hotel or motel paid for w/o E.S. voucher	0.9%
Institutional 11.6%	Hospital or other residential non-psychiatric medical facility	8.5%
	Jail, prison, or juvenile detention facility	1.1%
	Substance abuse treatment facility or detox center	2.1%
	Psychiatric hospital or other psychiatric	0.5%
	Residential project or halfway house with no homeless criteria	0.0%
Permanent 0.1%	Rental by guest	0.1%
	Owned by guest	0.0%
	Permanent Housing (other than RRH) for formerly homeless persons	0.0%

¹ 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

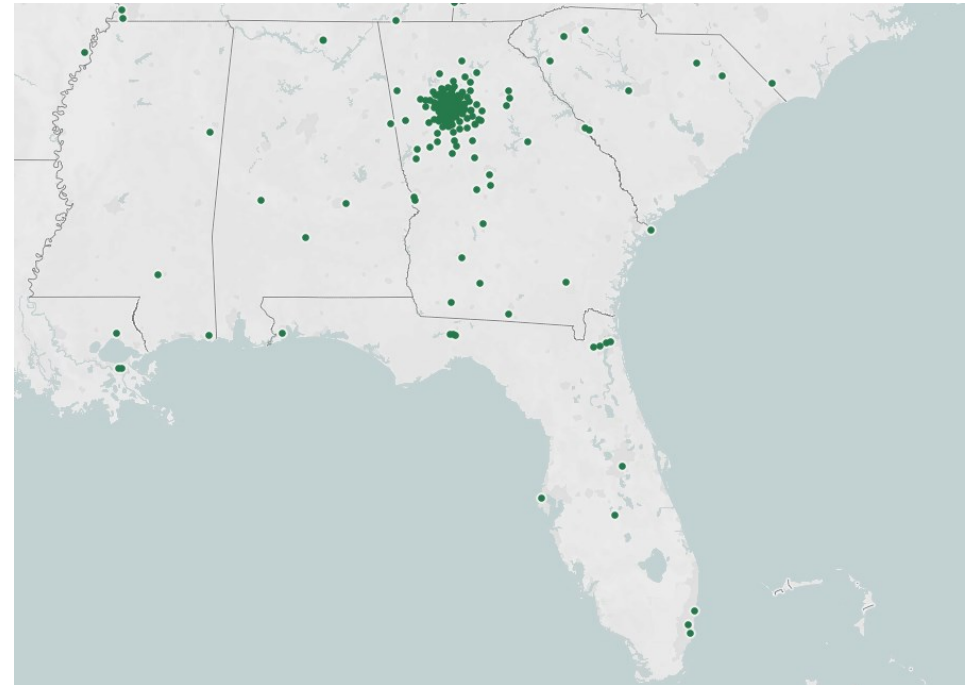
Gateway Center guests come from various locations. This map illustrates guests' last permanent zip codes before arriving at Gateway Center.¹



¹For guests with more than one enrollment record, only data from the most recent enrollment date is included. $n = 3,980$ guests.

🏠 Last Permanent Zip Code

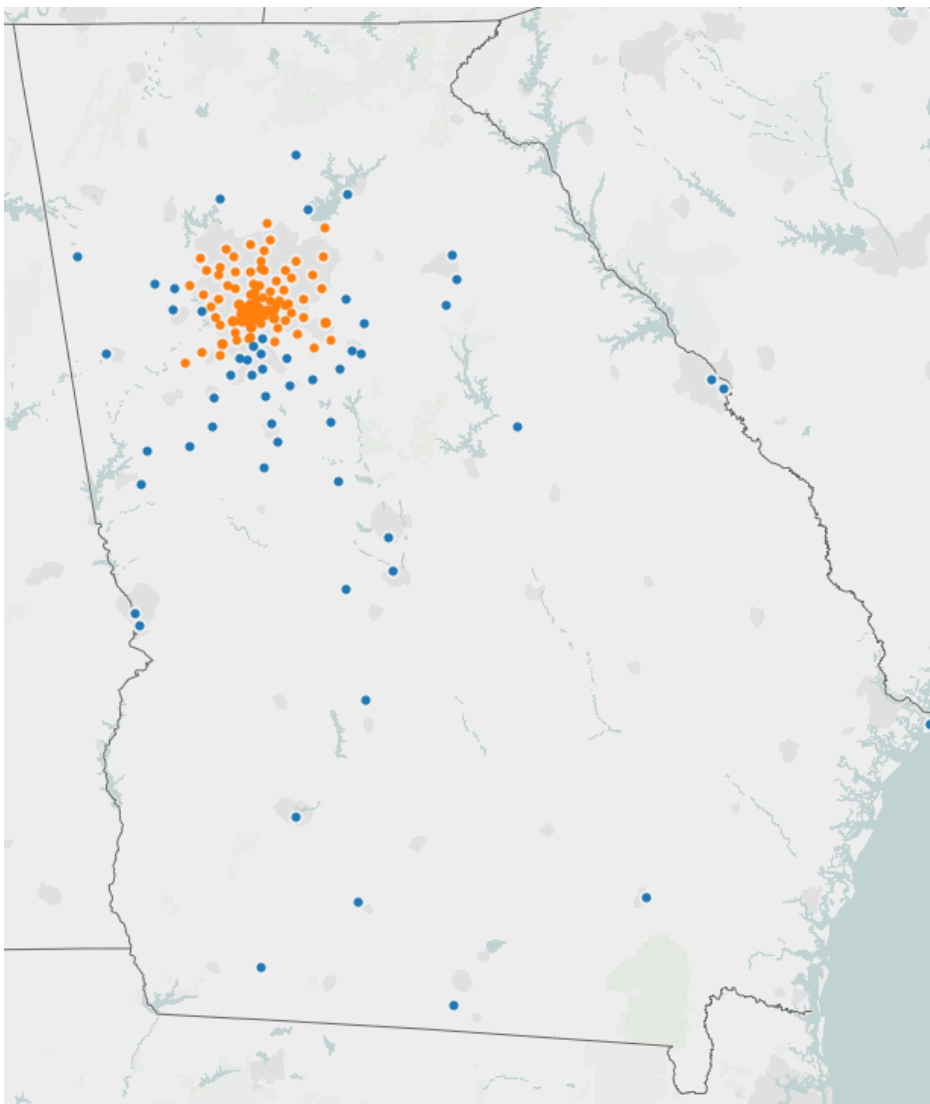
- **97.2%** of all Gateway Center guests were previously residing in the **southeastern region of the United States**.¹



¹ $n = 3,867$ guests in the southeast.

🏠 Last Permanent Zip Code

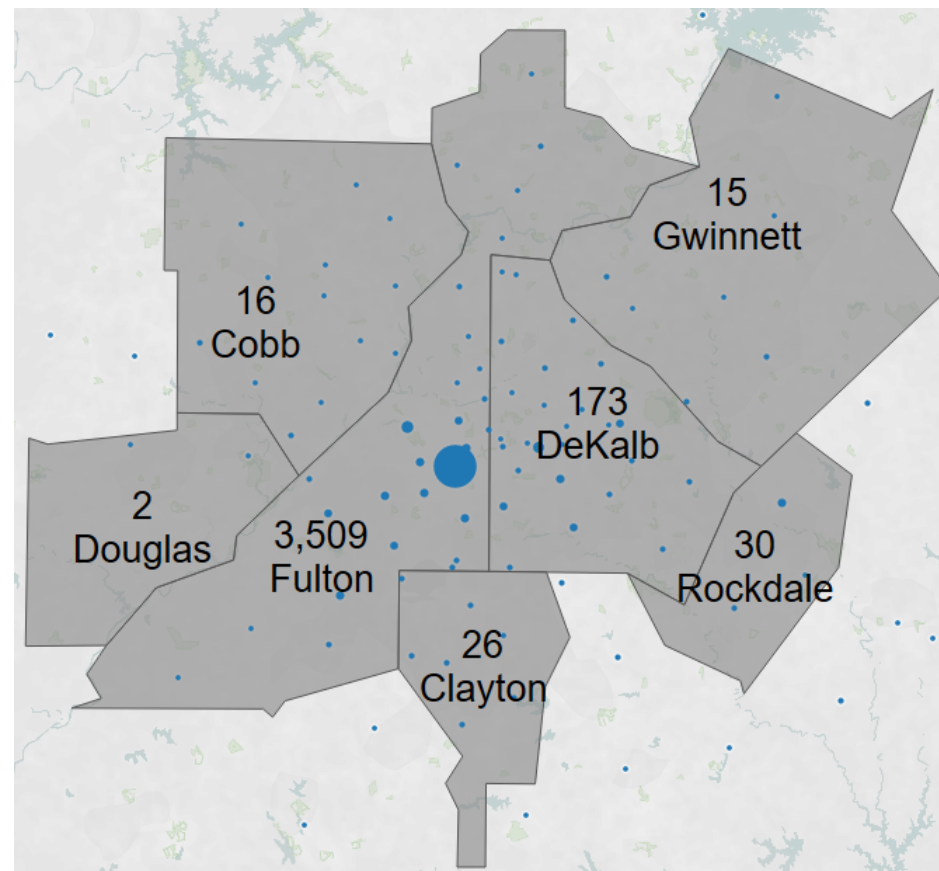
- **96.3%** of all Gateway Center guests were previously living in Georgia.
- The orange dots represent individuals from one of the 7 counties served by United Way's Regional Commission on Homelessness.¹



¹n = 3,832 guests in GA.

🏠 Last Permanent Zip Code

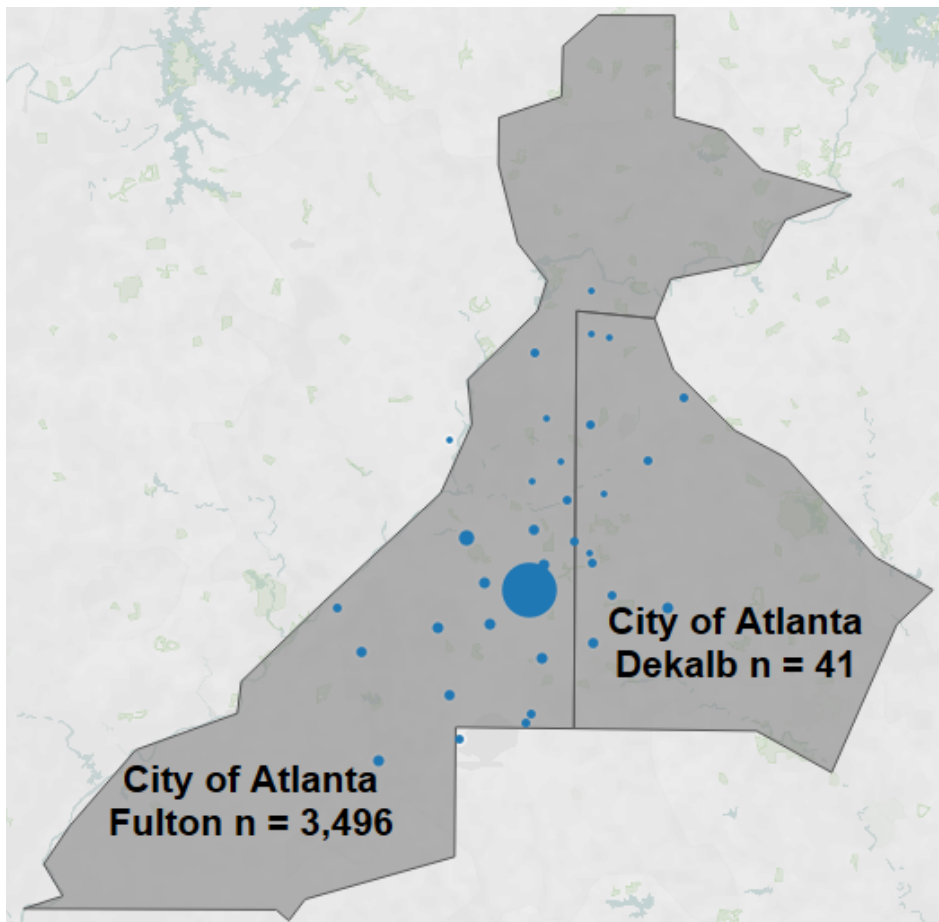
- **94.7%** of all Gateway Center guests were previously living in one of the **7 counties served by United Way's Regional Commission on Homelessness**.¹



¹n = 3,771 guests served in one of the 7 counties.

Last Permanent Zip Code

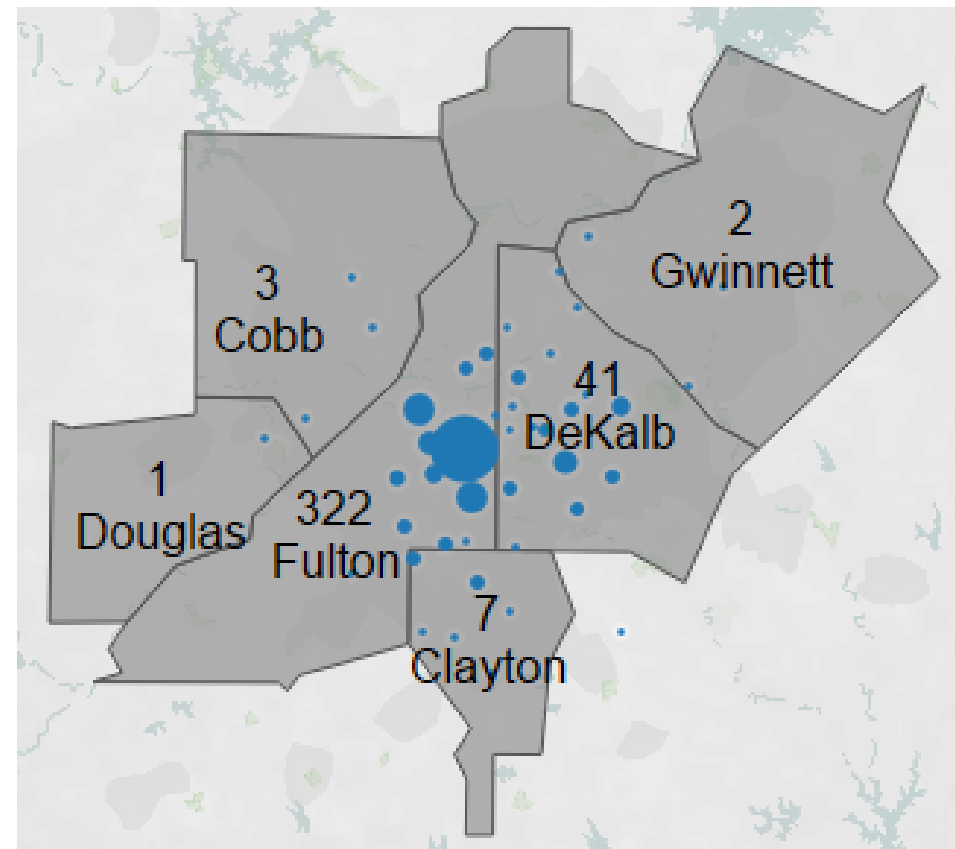
- **88.9%** of all Gateway Center guests were previously living in the city of Atlanta.¹



¹n = 3,537 guests in the city of Atlanta.

Discharge Zip Code

- The zip code a guest **discharged** to was collected from 395 residential guests.
- **95.2%** of guests discharged to one of the **7 counties served by United Way's Regional Commission on Homelessness**.¹



¹ No guests discharged to Rockdale County. For guests with more than one discharge during the report window, only data from the most recent discharge is included.

Vulnerability Index

In FY21, **1,980** VI-SPDATs were completed at Gateway Center.¹ Based on their VI-SPDAT score, the recommended housing solution for **54.2%** of all guests was Permanent Supportive Housing (PSH) or Housing First. **20.3%** 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 and families experiencing homelessness. It is rooted in leading medical research that determines the chronicity and medical vulnerability of 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 Coordinated Entry 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 = 1,338)	Family VI-SPDATs (n = 569)	Youth VI-SPDATs (n = 72)	All VI-SPDATs ¹ (n = 1,980)
No Housing Intervention	3.6%	0.9%	12.3%	3.1%
Rapid Re-housing	43.9%	38.8%	49.3%	42.7%
Permanent Supportive Housing (PSH) / Housing First	52.5%	60.3%	38.4%	54.2%

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.

Chronically Homeless

33.8% 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, (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 = 764
Yes	33.8%
Number of <u>times</u> homeless in last three years	n = 752
One Time	33.2%
Two Times	15.3%
Three Times	11.2%
Four or More Times	40.3%
Total number of <u>months</u> homeless in the last three years	n = 753
One Month (this time is the first month)	18.5%
Two Months	8.6%
Three Months	6.2%
Four to Seven Months	13.9%
Eight to Eleven Months	6.2%
A year or more	46.5%

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>

Adverse Childhood Experiences

178 residential guests completed the Adverse Childhood Experiences¹ form, which assesses exposure to traumatic events as a child. On average, guests experienced **3** of these traumatic events as a child. **75.8%** of guests experienced at least one of these traumatic events. **54.5%** of guests grew up with separated or divorced parents. **41.6%** 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 ~ 178)
Parents Separated or Divorced	54.5%
Household Member w/ Substance Abuse	41.6%
Emotional Abuse	36.0%
Emotional Neglect	35.6%
Physical Abuse	29.2%
Household Member Imprisoned	27.5%
Household Member w/ Mental Illness	25.3%
Domestic Violence	21.3%
Physical Neglect	19.7%
Sexual Abuse	14.0%

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

Special Needs

70.9% 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). **38.5%** of guests had a substance abuse special need (drug or alcohol abuse). **23.7%** experienced a co-occurring mental health and substance abuse special need.

Special Needs At Any Point While Enrolled	Residential Guests (n ~ 710)
Mental Health	49.2%
Chronic Health Condition	39.5%
Physical Disability	30.9%
Drug Abuse	28.9%
Alcohol Abuse	26.3%
Developmental Disability	13.0%
HIV / AIDS	5.6%

81.5% of residential guests had at least one special need.

54.9% of residential guests had more than one special need.

# of Special Needs Per Guest	Residential Guests (n = 713)
0 Special Needs	18.5%
1 Special Need	26.6%
2 Special Needs	21.3%
3 Special Needs	17.4%
4 Special Needs	10.7%
5 or more Special Needs	5.5%

Among guests with a mental health need, **85.5%** 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 = 332)	85.5%
Chronic Health Condition (n = 266)	83.1%
Physical Disability (n = 203)	77.3%
Drug Abuse (n = 198)	78.8%
Alcohol Abuse (n = 175)	80.0%

Gateway Center case managed residential guests complete a battery of behavioral health assessments as described below.

	Residential Guests ¹
Depression (PHQ-9)	n = 479
No or minimal depression	42.2%
Mild depression	28.4%
Moderate depression	17.1%
Moderately severe depression	8.4%
Severe depression	4.0%
Anxiety (GAD-7)	n = 479
No anxiety	41.5%
Mild anxiety	28.6%
Moderate anxiety	18.0%
Severe anxiety	11.9%
Post Traumatic Stress Disorder (PC-PTSD Screen)	n = 479
PTSD symptoms	32.8%
Coping Skills (BRCS)	n = 266
Low resilient copers	45.1%
Medium resilient copers	21.1%
High Resilient copers	33.8%
Resilience (BRS)	n = 266
Low resilience	24.8%
Normal resilience	65.0%
High resilience	10.2%

¹ Behavioral Health Assessments are conducted at intake, during enrollment, and at exit. The earliest assessment during a FY21 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 from the Personal Wellness Index¹. 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 ²
How satisfied are you with...	Percent Indicating Unsatisfied or Extremely Unsatisfied (n = 479)
Your life as a whole	42.2%
Your interpersonal relationships	35.7%
Your standards of living	63.9%
How safe you feel	71.4%
What you are currently achieving in life	45.1%
Your financial security (peace of mind about having enough \$)	64.1%

In FY21, **141** guests met with a Behavioral Health Specialist (BHS) at Gateway Center either via a group or individual session.

94 guests had a one-on-one individual session with a BHS. There were a total of **183** individual sessions. On average, guests met with a BHS **twice** (range 1-14 times) for **33 minutes** each time.

88 guests attended a group behavioral health session. were a total of **52** group sessions. On average, guests attended **9** group sessions (range 1-39 sessions).

¹ <http://www.acqol.com.au/uploads/pwi-a/pwi-a-english.pdf>

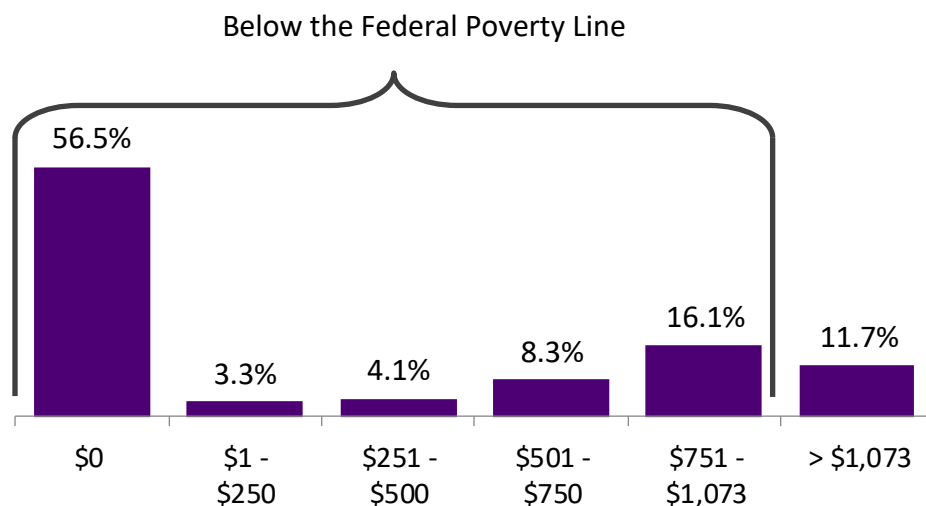
² Behavioral Health Assessments are conducted at intake, during enrollment, and at exit. The earliest assessment during a FY21 enrollment is included. Only 1 assessment per guest is included.

Finances at Intake

56.5% 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 **\$923 /month**¹ (Range: \$71 - \$3,467). **88.3%** of residential guests were **below** the federal poverty line at intake.

The 2021 federal poverty line² for an individual is **\$12,880** annually or **\$1,073** monthly. The median household income in Atlanta, GA is **\$59,948** or **\$4,996** monthly.³ In May 2021, the average rent for a one bedroom apartment in Atlanta was **\$1,651** per month⁴. Monthly entitlement benefits for someone with SSI in 2021 is **\$794** (about half the cost of an average one-bedroom rental).

Monthly Income: Residential Guests (n = 676)



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 2019.

⁴ <https://www.apartmentguide.com/blog/apartment-guide-annual-rent-report/>

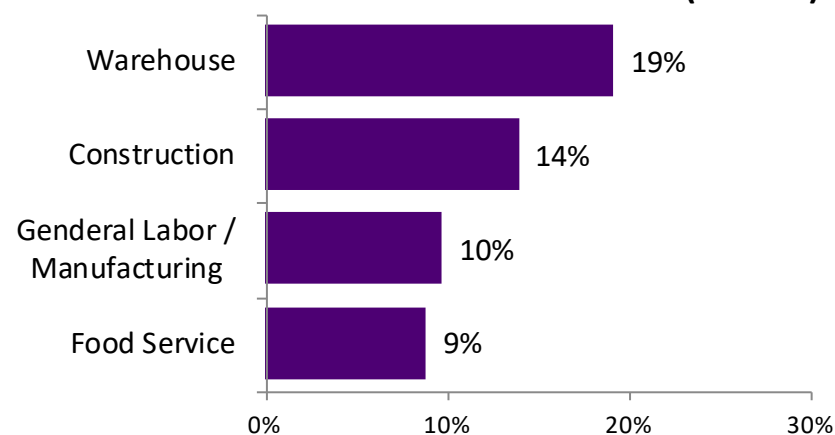
Employment

19.9% of Gateway Center case managed residential guests were employed at intake. Unemployed guests had been unemployed for an average of **2 years and 10 months** before enrolling at Gateway Center (Range: 15 days - 41 years; n = 108).

Residential Guests	
Employed at Intake	n = 453
Yes	19.9%
No	55.8%
Unable to work	24.3%
Looking for Work at Intake (among those who are unemployed and able to work)	n = 261
Yes	48.3%
No	51.7%
Type of Job at Last Employment Among Unemployed Guests (top 3)	n = 144
General Labor / Manufacturing	13.9%
Food Service	13.2%
Construction	9.7%
Warehouse	9.7%

120 unemployed guests reported career fields that interested them. The most frequently reported career fields are displayed below.

What Career Fields Are You Interested In? (n = 120)



Housing Barriers

766 residential guests completed the Barriers to Housing Stability Assessment.¹ On average, guests had **5** barriers to housing out of the total 22 listed below (Range: 0 - 16).

- **82.9%** reported needing temporary assistance to obtain or maintain housing.
- **78.5%** reported needing permanent assistance to obtain or maintain housing.

Credit History: (82.4% had one of these 3 barriers)

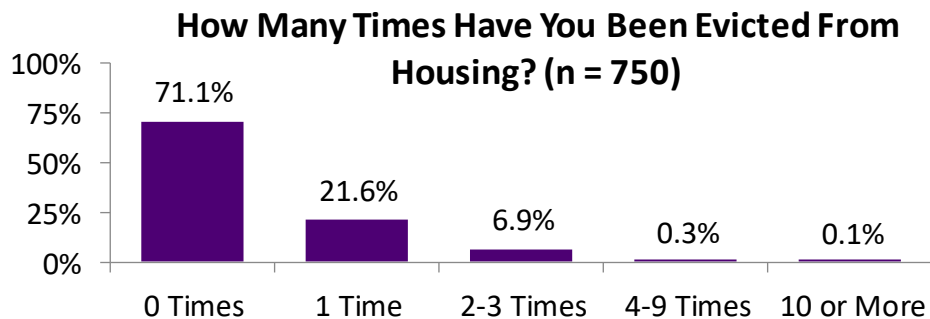
- **21.9%** had unpaid rent or utility bills in their name.
- **54.3%** had no credit history.
- **48.7%** had poor credit.

Criminal History: (54.5% had one of these 3 barriers)

- **48.1%** had been convicted of one or more misdemeanors.
- **39.9%** had been convicted of a felony. Of those felony convictions, **43.9%** involved drugs, weapons, or a sex crime.
- **8.3%** were on probation at intake.

Rental History: (74.1% had 1 of these 4 barriers)

- **45.1%** never had a lease for an apartment/ home in their name.
- **38.9%** never had utilities in their name.
- **11.0%** would receive a bad reference from a prior landlord.



¹ <http://www.ndo.org/Downloads/HPRP/Forms/pdf/Barriers%20to%20Housing%20Stability.pdf>
Only the most recent Barriers to Housing Stability forms per guest completed during the report window are included.

Housing Barriers

Family Composition: (1.7% had one of these 2 barriers)

- **1.1%** had more than four individuals in their household.
- **0.8%** had a male between 12 and 18 years of age in their household.

Physical Health: (10.8% had one of these 2 barriers)

- **7.7%** lost housing because of their physical abilities or physical health.
- **8.0%** had physical health challenges that currently impact their ability to obtain housing.

Mental Health: (11.1% had one of these 2 barriers)

- **9.5%** lost housing because of their mental health issues.
- **5.9%** had mental health challenges that currently impact their ability to obtain housing.

Substance Use: (13.7% had one of these 2 barriers)

- **12.2%** lost housing because of their substance use.
- **8.0%** had substance use problems that currently impact their ability to obtain housing.

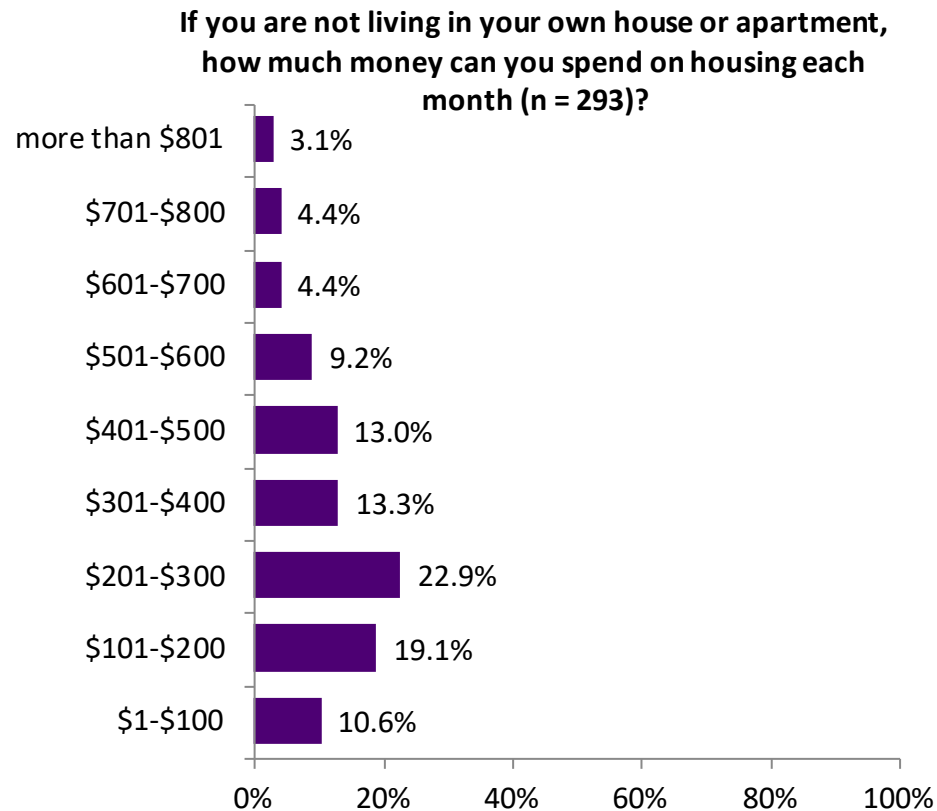
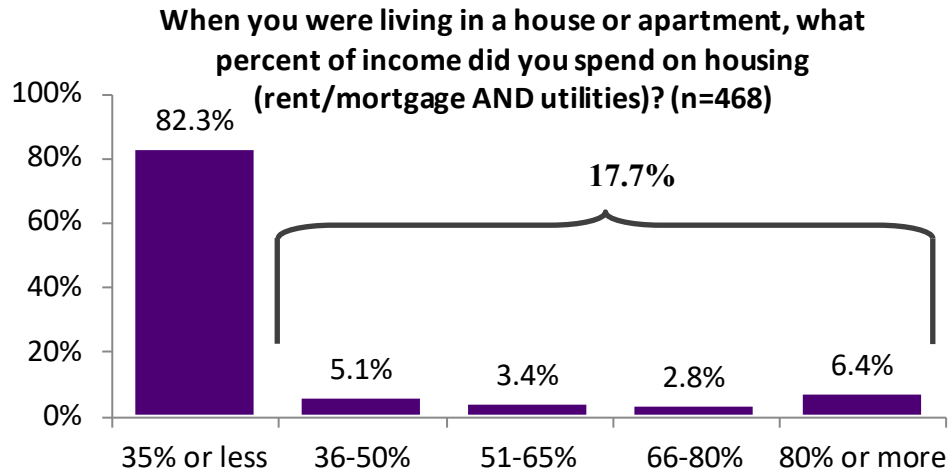
Domestic Violence: (3.2% had one of these 2 barriers)

- **3.0%** lost housing because of domestic violence or abuse.
- **0.5%** had domestic violence or abuse challenges that currently impact their ability to obtain housing.

Employment Barriers: (91.8% had one of these 2 barriers)

- **91.5%** did not have a working car or other reliable transportation to get to work.
- **4.7%** reported English is a second language.

Housing Barriers



Criminal Background

64% 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
Has a Criminal Background	n = 461
Yes	64.4%
Criminal Background Information (among those indicating they have a criminal background)	n ~ 318
Has been convicted of a misdemeanor	88.1%
Has been convicted of a felony	73.9%
Is currently on probation	20.1%
Is currently on parole	4.1%
Is required to complete court ordered community service	2.2%
Has an active warrant	3.4%

Child Support

Among those residential guests who were required to pay child support, the average amount was **\$333 per month** (n = 29).

	Residential Guests
Required to Pay Child Support	n = 530
Yes	5.5%
In Good Standing with Paying Child Support (among those required to pay)	n = 31
Yes	58.1%

Services

In FY 2021:

- **3,773** guests have a service recorded.
- **16,551** services were recorded.
- On average, guests received **4** services (range: 1-92 services).
- On average, residential guests received **12** services and non-residential guests received **3** services.

Goals

Gateway Center case managed residential guests complete an Individual Service Plan (ISP) and set goals. **452** case managed residential guests have a case management ISP and **1,911** goals were created. On average, guests had **4** goals. A total of **705** goals were achieved.

Outcomes For GWC Case Managed Guests

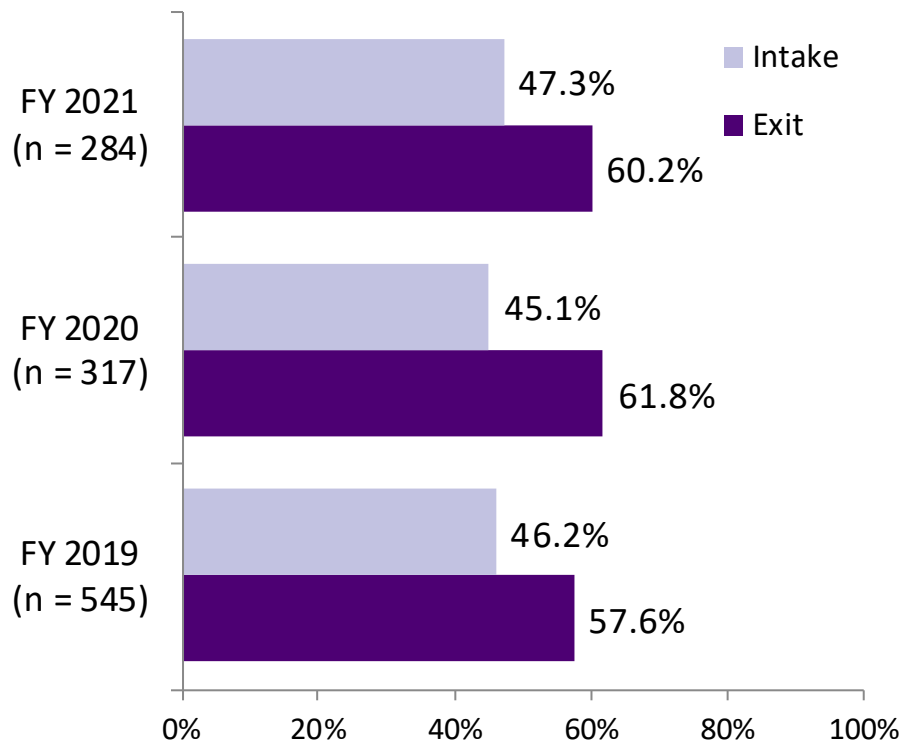
The following sections explore the outcomes of Gateway Center including:

- Changes in Cash Income
- Changes in Health Insurance
- Discharge Reasons
- Discharge Destination
- Savings at Exit, Changes in Physical Health
- Changes in Identification, Changes in Employment
- Changes in Behavioral Health
- Employment Readiness Internships

Changes in Cash Income (FY19, 20, 21)

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. **60%** of residential guests had cash income at exit in FY21, **62%** in FY20, and **58%** in FY19.

Percent of GWC Case Managed Guests With Cash Income at Intake and Exit in FY19, FY20, and FY21¹

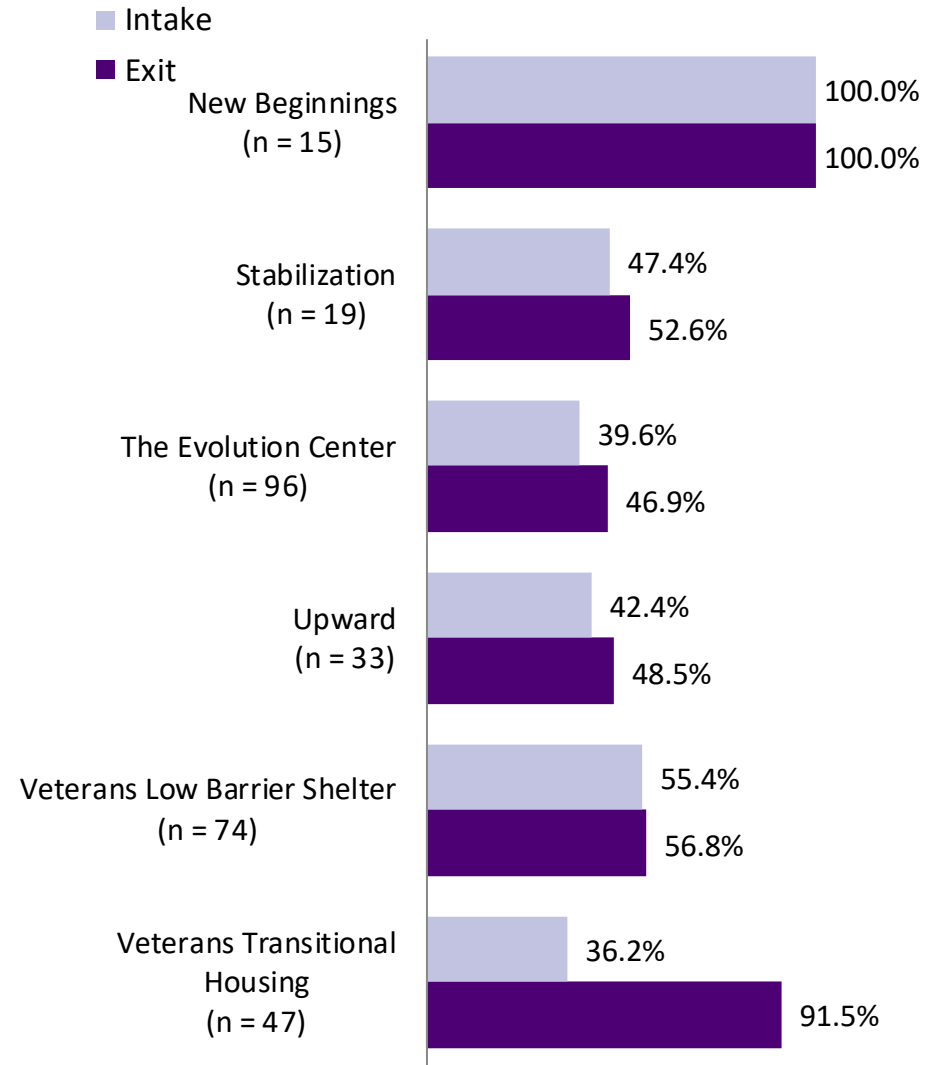


* Indicates a statistically significant change at $p < .05$.

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

The table below describes income sources at intake and exit among residential guests. **11.3%** of guests had earned income at intake and **19.4%** had earned income at exit (a **71.7%** percent increase from intake to exit).

GWC Case Managed Residential Guests (n = 284)

Cash Income Sources ¹	Intake	Exit
Earned Income	11.3%	19.4%
Supplemental Security Income (SSI)	13.7%	17.3%
Social Security Disability Insurance (SSDI)	9.5%	12.0%
Veterans Disability Payment	12.3%	13.1%
Retirement from Social Security	2.8%	1.8%
Job Pension	0.0%	0.4%
Private Disability Insurance	0.7%	0.4%
General Assistance	0.4%	0.0%
Workers Comp	0.0%	0.0%
Unemployment Insurance	0.0%	2.8%
Child Support	0.4%	0.7%
Alimony	0.0%	0.0%
Other	0.7%	0.7%

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%.

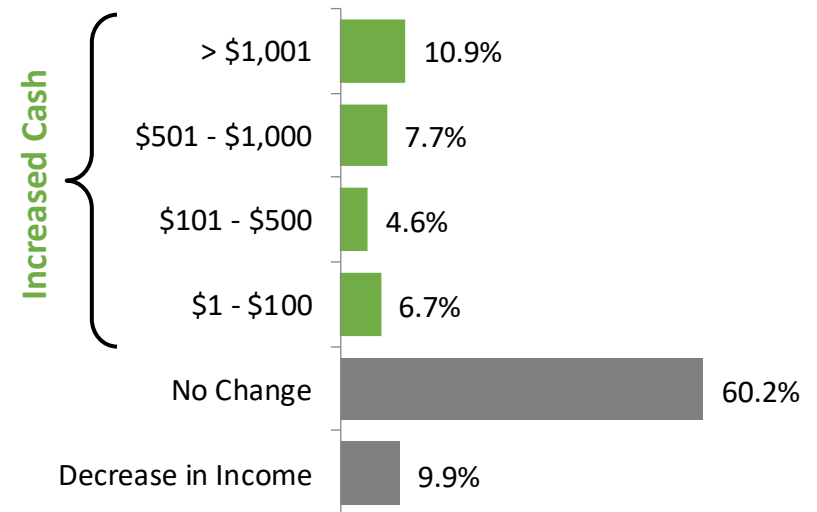
Changes in Cash Income

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.¹

Monthly Income	Mean Income at Entry	Mean Income Exit	Amount Increase
GWC Case Managed Residential Guests (n = 284)	\$453	\$676	↑ \$223

29.9% of guests increased their monthly cash income from intake to exit. **10.9%** of guests increased their monthly cash income by more than a thousand dollars from intake to exit.

Change in Monthly Income From Intake to Exit¹ (n = 284)



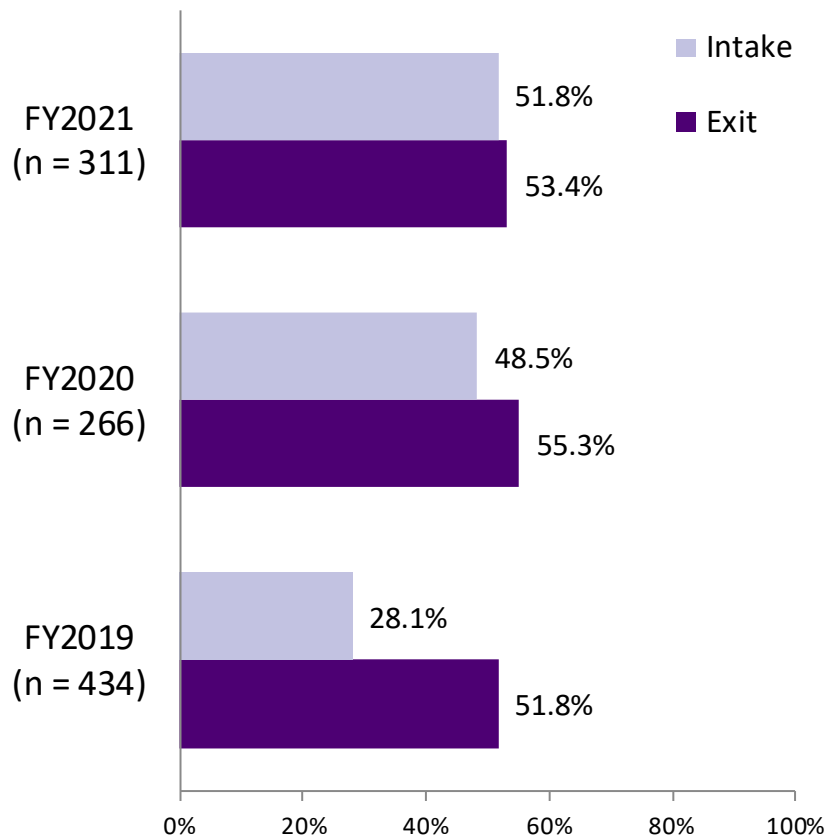
* Indicates a statistically significant change at $p < .05$.

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 (FY19, 20, 21)

There was an increase* in the number of GWC case managed residential guests with health insurance from entry to exit. **53%** of guests had health insurance at exit in FY21, **55%** in FY20, and **52%** in FY19.

Percent of Case Managed Residential Guests¹ With Health Insurance at Intake and Exit in FY19, FY20, and FY21¹



* 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 guests with health insurance, most had military health insurance.

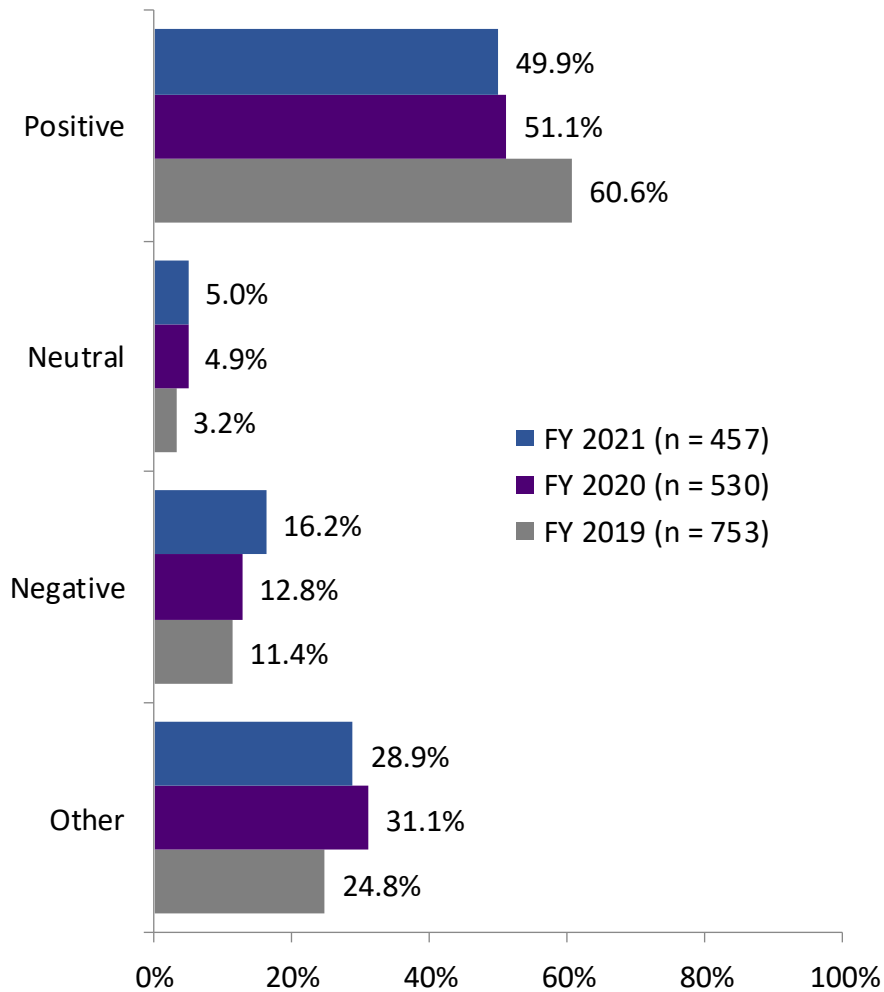
Health Insurance ¹ of GWC Case Managed Residential Guests (n = 311)	Intake	Exit
No Health Insurance	48.2%	46.6%
Military Insurance	31.5%	33.1%
Medicaid	14.0%	12.5%
Medicare	10.3%	11.6%
Private—Self Pay	1.9%	1.6%
Private—Employer Provided	0.0%	0.3%
State Funded Insurance (HIP or HIP 2.0)	0.0%	0.6%
Other Insurance	0.6%	1.3%

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 (FY19, 20, 21)

50% of discharges among GWC case managed guests were positive in FY 2021, 51% in FY 2020, and 61% in FY 2019.

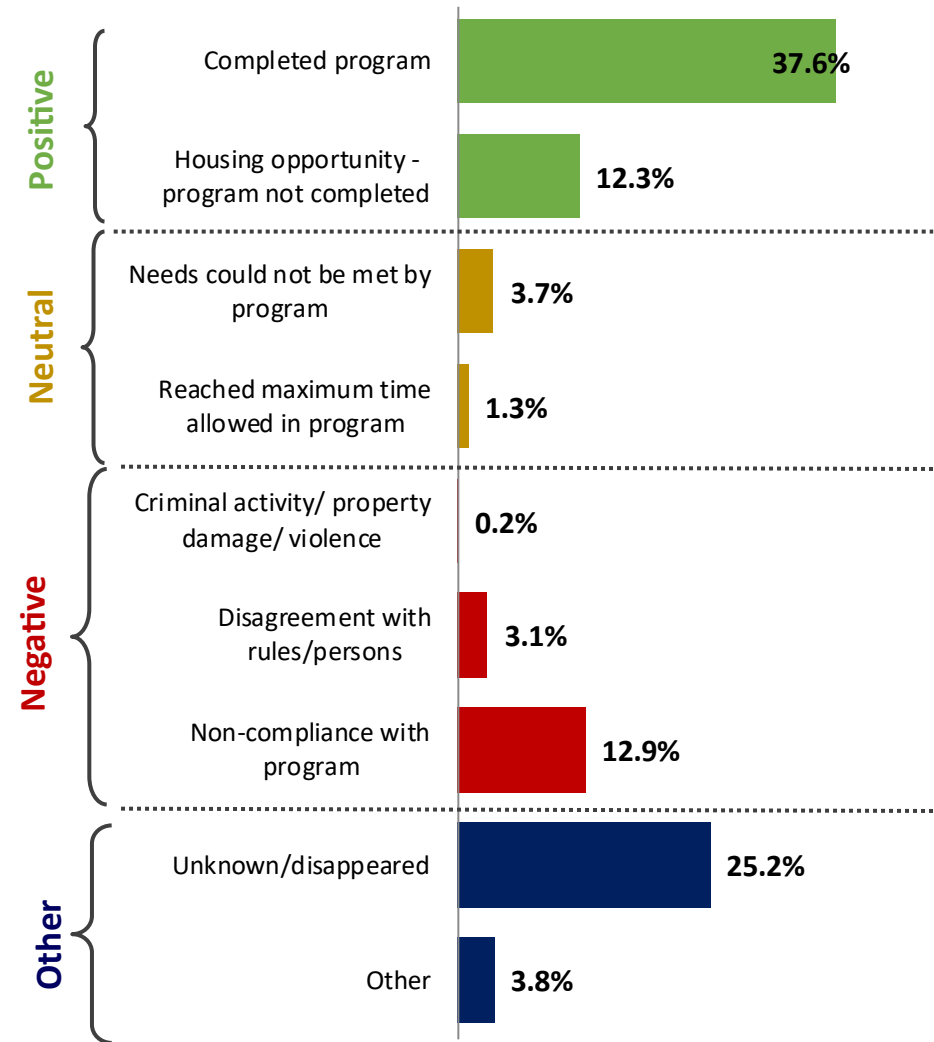
Discharge Reasons in FY19, FY20, and FY21¹



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

Discharge Reasons

Discharge Reasons (n = 457)

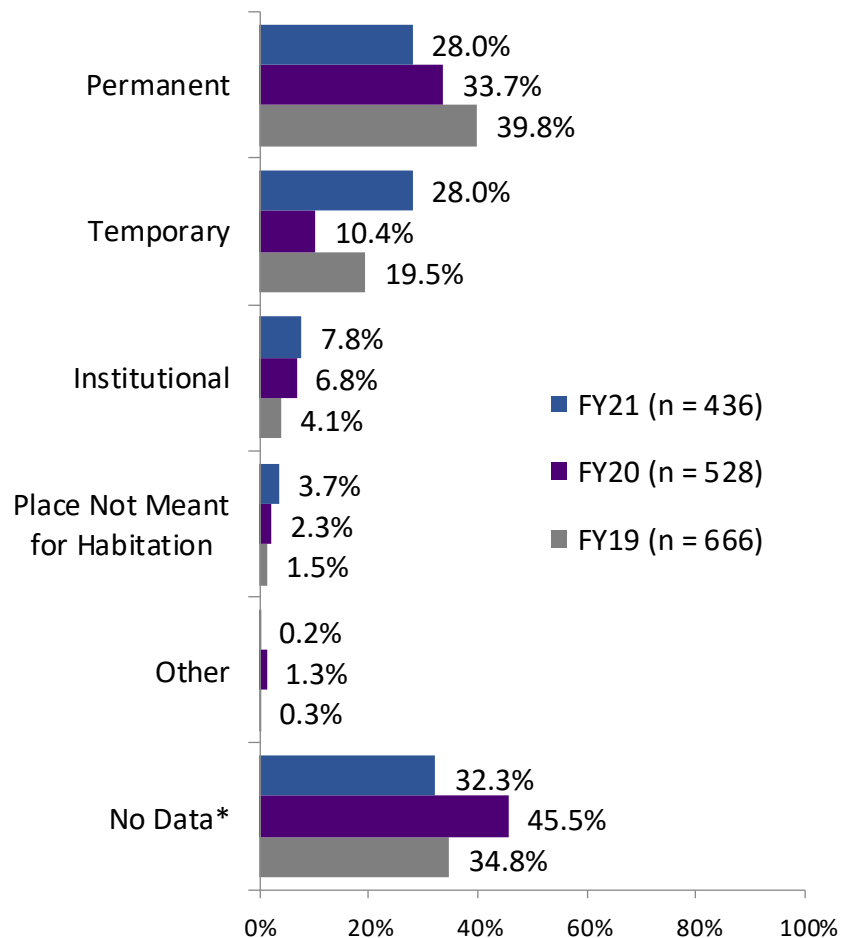


¹Guests with multiple enrollments during the report period are included in the above analyses more than once.

Discharge Destination (FY19, 20, 21)

28% of discharges among case managed residential guests were to a permanent housing destination in FY21, **34%** in FY20, & **40%** in FY19.

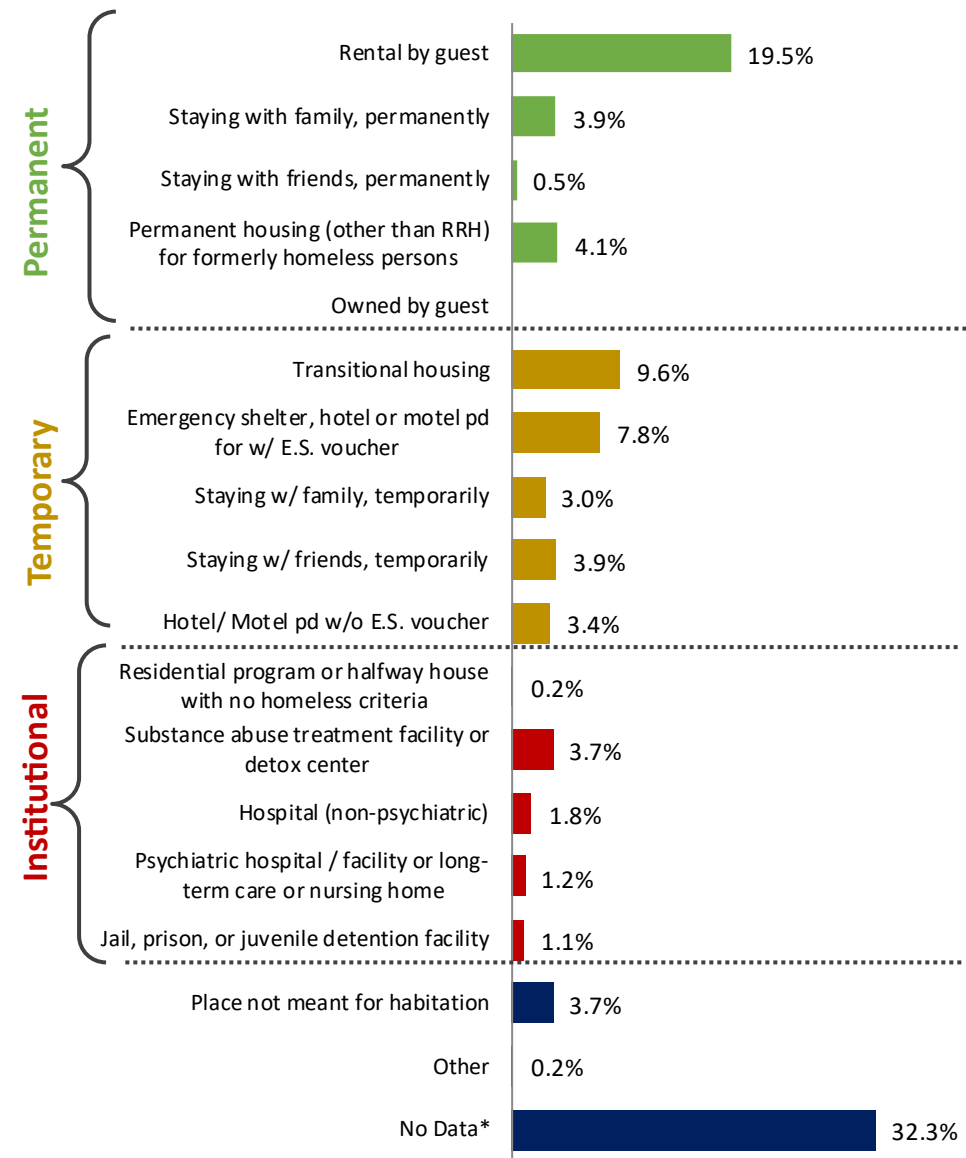
Discharge Destination in FY19, FY20, and FY21¹



¹For 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

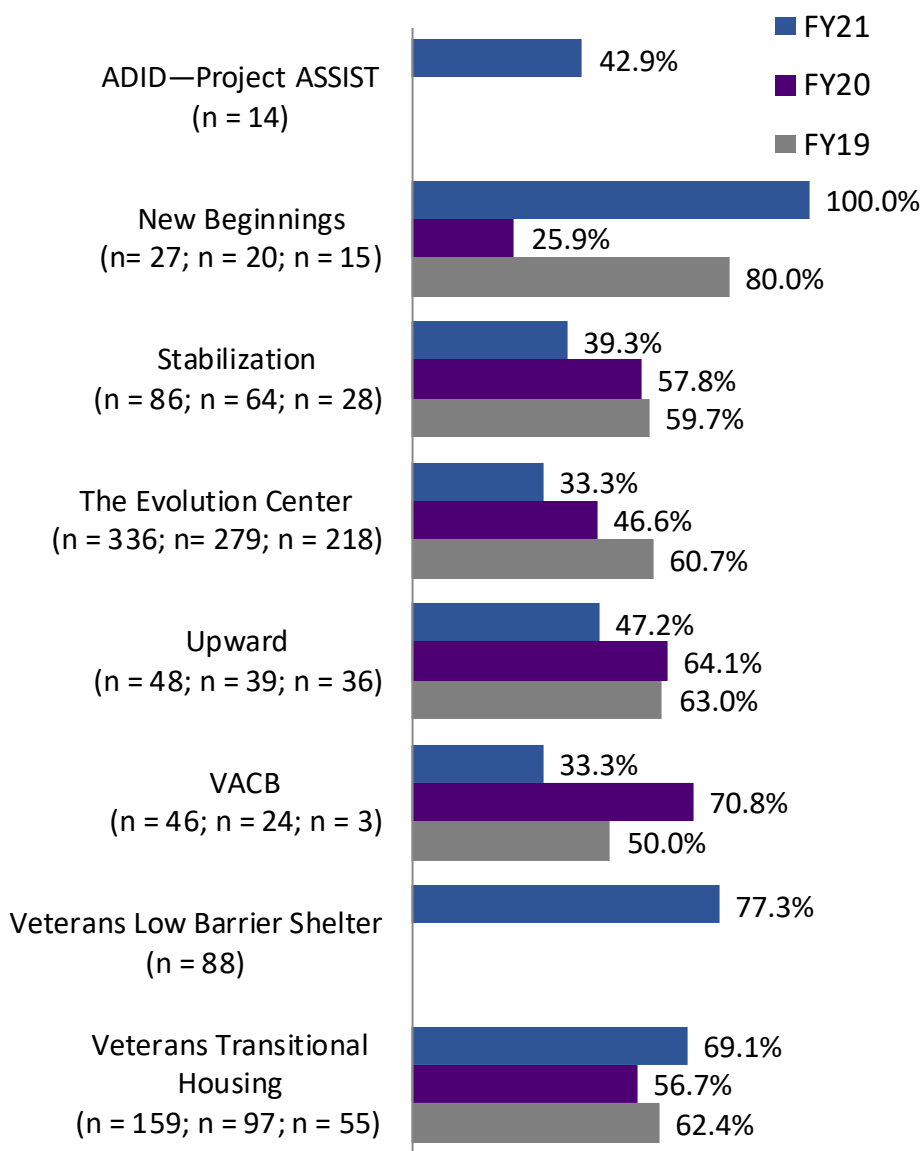
Discharge Destination¹ (n = 436)



¹For 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

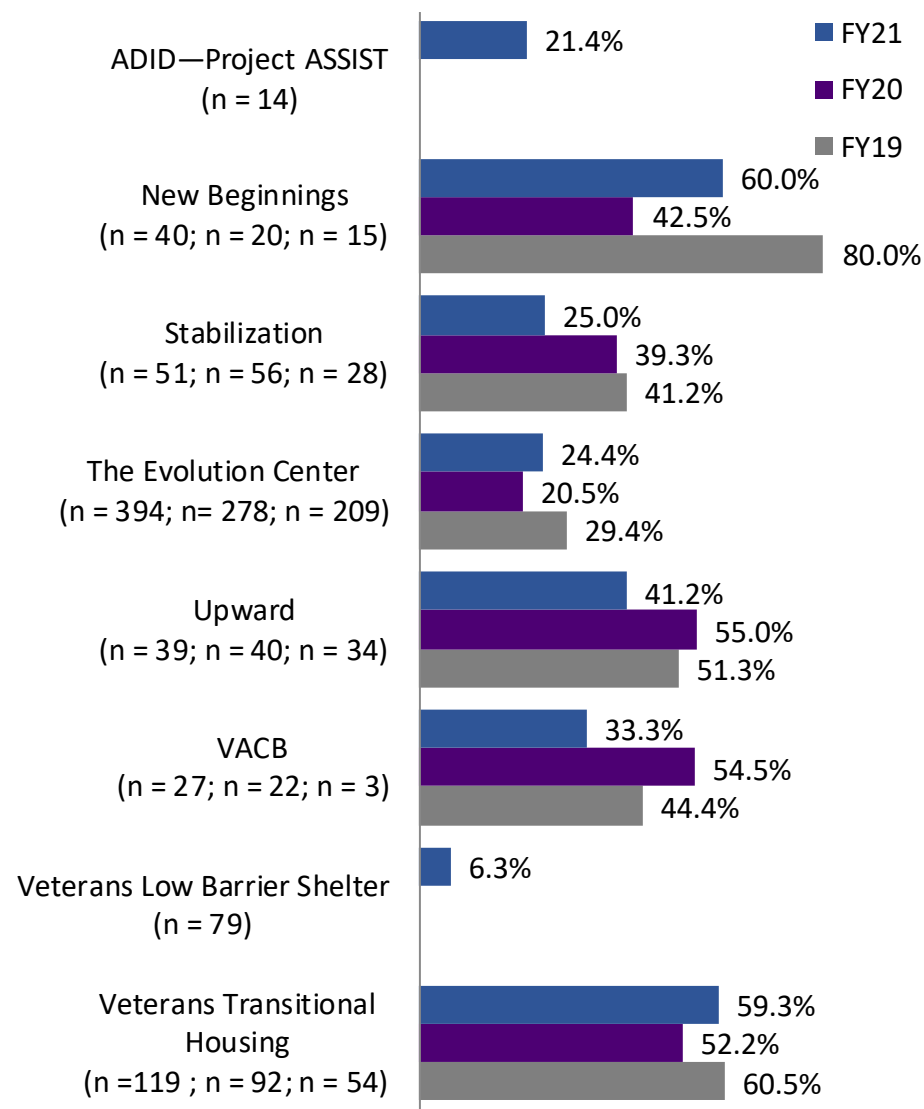
Positive Discharge Reason By Program¹



¹ 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. The third is for FY21

Discharge Destination by Program

Permanent Discharge Destination By Program¹



¹ For guests with multiple enrollments, only data from the most recent enrollment is included. The first sample size provided is for FY19. The second sample size provided is for FY20. The third is for FY21

↑ Savings at Exit

50.9% of GWC case managed residential guests had savings at exit¹. 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 **\$2,562** (Range **\$100—\$19,000**).

Discharge Type ¹	Has Savings at Exit	Has No Savings at Exit
Permanent Discharge (n = 123)	67.5%	32.5%
Not Permanent Discharge (n = 105)	31.4%	68.6%
All Discharges (n = 228)	50.9%	49.1%

↑ Changes in Physical Health

194 GWC case managed residential guests were asked at exit if their physical health had changed.

- **53.1%** of guests reported their physical health was much improved or somewhat improved.
- **41.2%** reported it was about the same.
- **5.7%** reported it was somewhat worse or much worse.

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

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

↑ Changes in Identification

On average, GWC case managed residential guests had **2** 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 GWC Case Managed Residential Guests	Intake	Exit
Birth Certificate (n = 174)	51.1%	85.1%
State ID Card (n = 185)	75.7%	94.1%
Social Security Card (n = 183)	70.5%	91.8%
Driver's License (n = 154)	27.9%	45.5%

↑ Changes in Employment

More* guests had a job at exit (**51.1%**) than at intake (**30.5%**). **20.7%** of guests who had a job at exit reported obtaining a promotion at their job while enrolled at Gateway Center (n = 17 / 82). The average hourly rate of a guest's employment while at Gateway Center was **\$11.78** (Range \$ 6 - \$21; n = 123).

Among guests who were not employed at exit, **27.8%** were looking for work; **72.2%** were not looking for work (total sample n = 108).

Residential Guests Employed ¹ (n = 131)	
Intake	Exit
30.5%	51.1%

* 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 Behavioral Health

GWC case managed residential guests complete a behavioral health assessment at intake, exit, and during program enrollment as needed. 72 guests completed a pre-test and a post-test behavioral health assessment. Guest wellness scores statistically significantly improved* over time.

Assessment ¹ (n = 72)	Average Pre-Test Score	Average Post-Test Score	% Showing Improvement or Score Remained at 0
Depression (PHQ-9)	7.5	6.5	58.3%
Anxiety (GAD-7)	6.9	5.8	52.8%
PTSD (PC-PTSD Screen)	1.7	1.6	61.1%
Wellness (PWI)	16.4	20.5	73.6%

196 GWC case managed residential guests enrolled for at least 14 days were asked at exit if their mental health had changed.

- **52.6%** of guests reported their mental health was much improved or somewhat improved.
- **39.8%** reported it was about the same.
- **7.6%** reported it was somewhat worse or much worse.

186 GWC case managed residential guests enrolled for at least 14 days were asked at exit if their coping skills had changed.

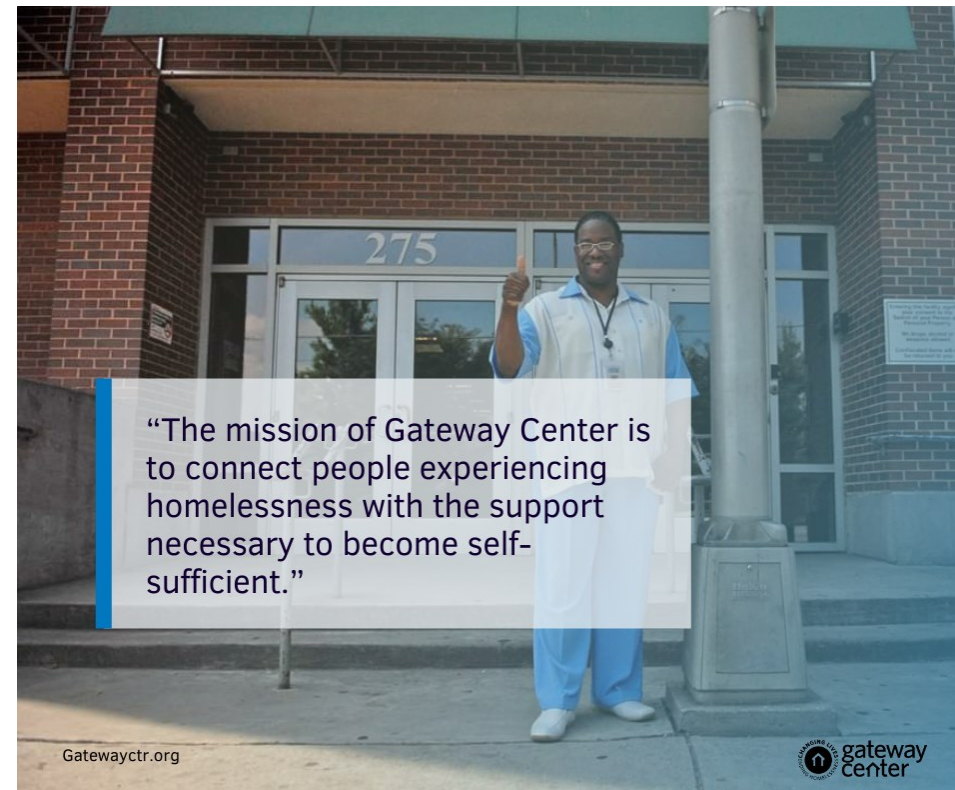
- **53.8%** of guests reported their coping skills were much improved or somewhat improved.
- **39.2%** reported it was about the same.
- **7.0%** reported it was somewhat worse or much worse.

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

¹ Only guests with a pre-test and post-test are included.

Employment Readiness Internships

11 guests enrolled in the security officer employment readiness internship. On average guests attended **7.6 classes** (Range 3-9 classes) and were in class for **17.5 hours**. **9** guests graduated the internship and **5** of those left Gateway Center with a security officer job.



Feedback

The following sections explore:

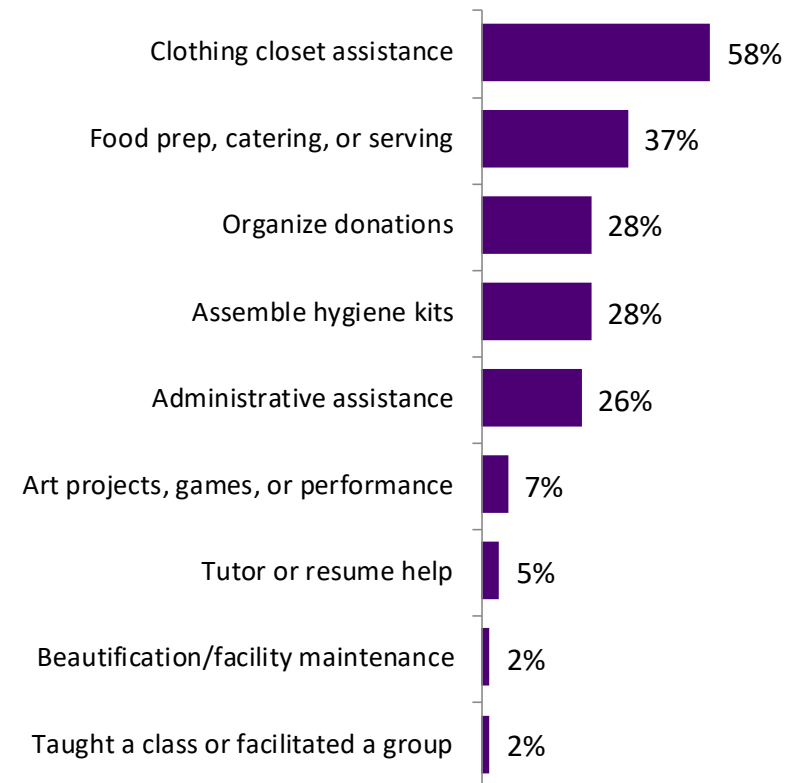
- Volunteer Feedback
- Guest Feedback
- Community Engagements

Volunteer Feedback

Volunteers are a valuable asset to Gateway Center. Approximately **818** volunteers served from July 1, 2020 to June 30, 2021¹ for an estimated **3,448** hours of service.

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

What Activities Did You Perform While Volunteering at Gateway Center? ² (n = 43)

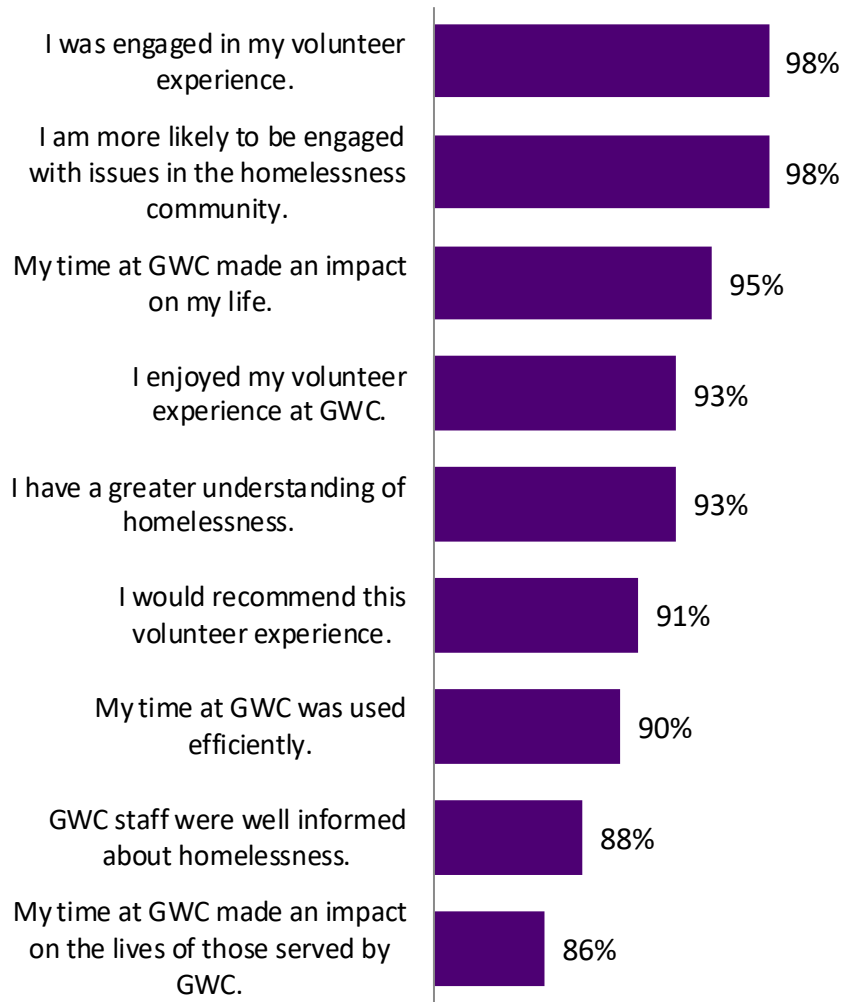


¹The numbers are an approximation using volunteer sign-in sheets as well as volunteer appointments with groups that volunteer with Gateway Center on an ongoing basis. Therefore, these numbers may have duplicates (i.e., a person may have volunteered more than once) and are likely to be an underestimation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

²Volunteers may have been involved in more than one activity.

93% of volunteers strongly agreed or agreed that they enjoyed their volunteer experience.

% Agreeing or Strongly Agreeing (n = 42)



93% of volunteers rated their overall volunteer experience as excellent or good.

What was the highlight of your volunteer experience?

Being Able to Serve Clients

- *"There are so many positive experiences when I serve at Gateway. Helping to find clothing and hygiene kits for those experiencing homelessness."*
- *"I enjoyed helping guests with their resumes and job applications."*

Making a Difference

- *"Every 'thank you' and smiling face I see makes all the work that I do absolutely worth it. Being able to make a positive, significant, and direct impact in the lives of others is truly a wonderful feeling."*
- *"The opportunity to give back, exchange conversations, and see smiles are the highlight of my volunteer experience."*

Learning about Homelessness

- *"The beginning orientations with Bec was very helpful in understanding homelessness in the Atlanta community."*
- *"Being able to engage with the residents and fix the preconceived notions that I had about homelessness".*

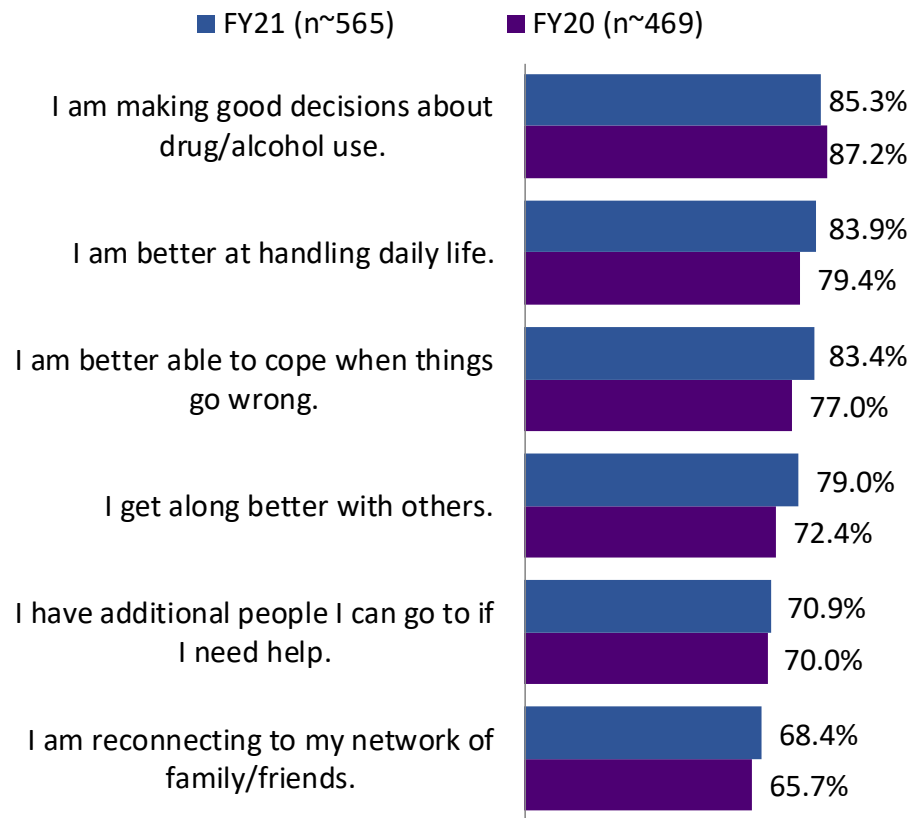
Interacting with Staff

- *"Bec Cranford is awesome, passionate, and knowledgeable."*
- *"I really enjoyed getting to know the staff. They have been so welcoming!"*

Guest Feedback

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'. **609** surveys¹ were collected in FY21. The average of all survey items was **4.0**, which on average indicated agreement with most statements.

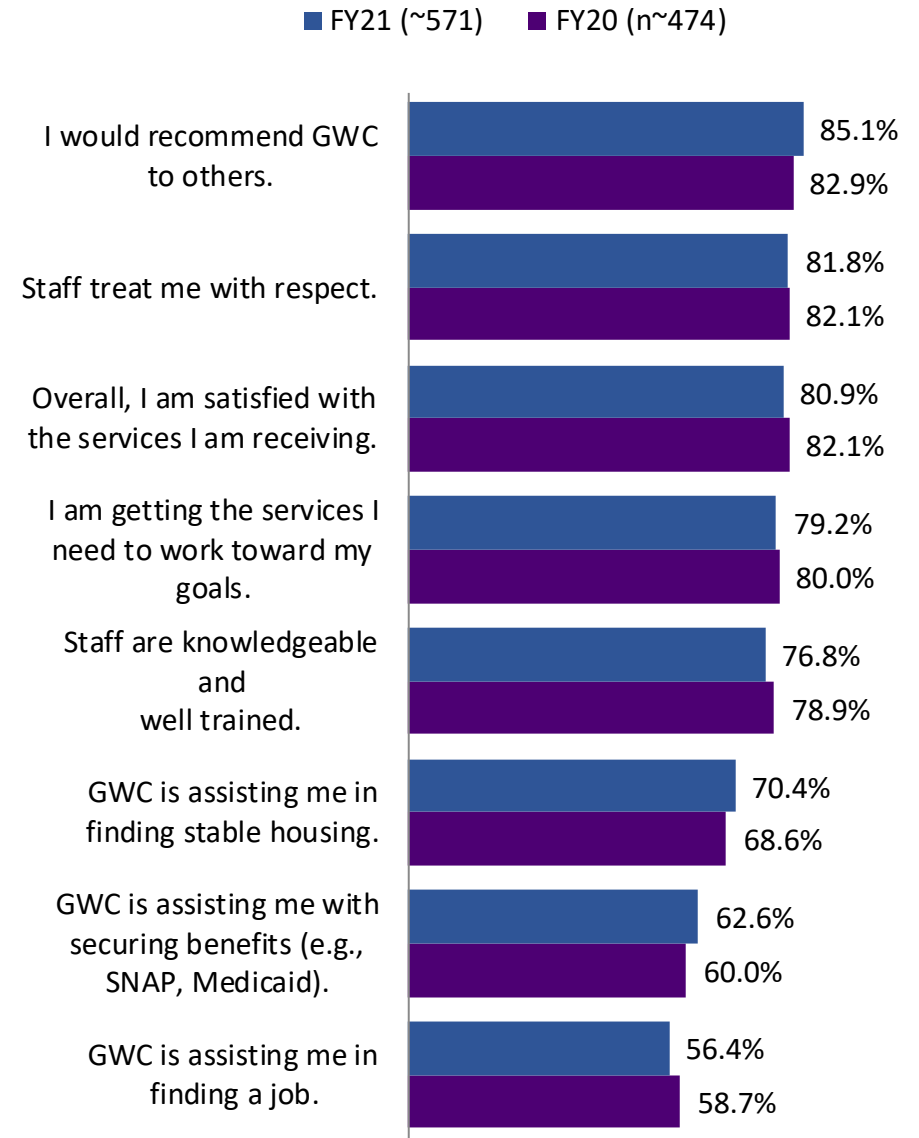
As a Result of the Services I am Receiving at GWC... % Agreeing or Strongly Agreeing¹



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

% Agreeing or Strongly Agreeing¹



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 Center. A summary of their feedback is provided below (n = 526 comments).

Helpful and Respectful Staff (29%)

- “The staff have been very helpful to me with all my needs.”
- “The staff are all professional and positive.”

A Safe Place for Shelter and Stability (28%)

- “The roof over my head and coping with everyday life.”
- “I feel safe and I’ve been able to regain my dignity.”

Case Managers, Counseling, and Support (16%)

- “My case manager has gone the extra mile to help me reach my goals. I see clearly now.”

Assistance Finding Housing and Employment (11%)

- “Working with my counselor to find housing.”
- “I’m getting help with finding a job.”

Access to Various Helpful Resources (10%)

- “Getting vital records and information to move forward.”
- “Medication and referral services.”

Recovery from Addiction and Substance Abuse (6%)

- “The leadership and guidance related to recovery.”
- “They helped me understand my addiction.”

Guest Feedback

Guests were asked to provide feedback about what would **improve services** at Gateway Center. A summary of their feedback is provided below (n = 458 comments).

Nothing Needs Improvement (32%)

- “Keep up the good work. I’m getting the help I need.”

Interactions Between Residents and Staff (17%)

- “We need more compassion and respect from staff.”

Improvement in Quality and Quantity of Meals (14%)

- “Better food options, especially for special dietary needs.”

Facility improvements (10%)

- “Professional cleaning in rooms and bathrooms.”
- “Better WIFI.”

More Assistance with Housing and Employment (9%)

- “Faster help finding stable housing.”
- “Help with finding a job to get me back on my feet.”

Communication about Resources and Services (5%)

- “A roadmap of services. I still don’t know all that’s available.”

Veteran Services (4%)

- “We need exclusive veteran services and more people that understand what it means to be a Veteran.”

Other Suggested Improvements

- Laundry
- Later curfew
- More activities and programs for residents

Community Engagements

In FY21, Gateway Center staff led 52 community engagements and interacted with **4,317** individuals through those engagements. Engagements included:

- **45** presentations and/or Gateway Center tours for 940 individuals about homelessness and social justice to various audiences including church congregations, young adults, and students.
- Other community engagements included:
 - a radio interview with the Good Works Show of Goodwill of North Georgia and the Mary Gill Show
 - a TV interview with WSB-TV Atlanta
 - a Faith in Public Panel virtual workshop / community meeting
 - a Home Depot online campaign
 - a Coffee Connections podcast
 - news articles with Atlanta Magazine and Saporta Report.

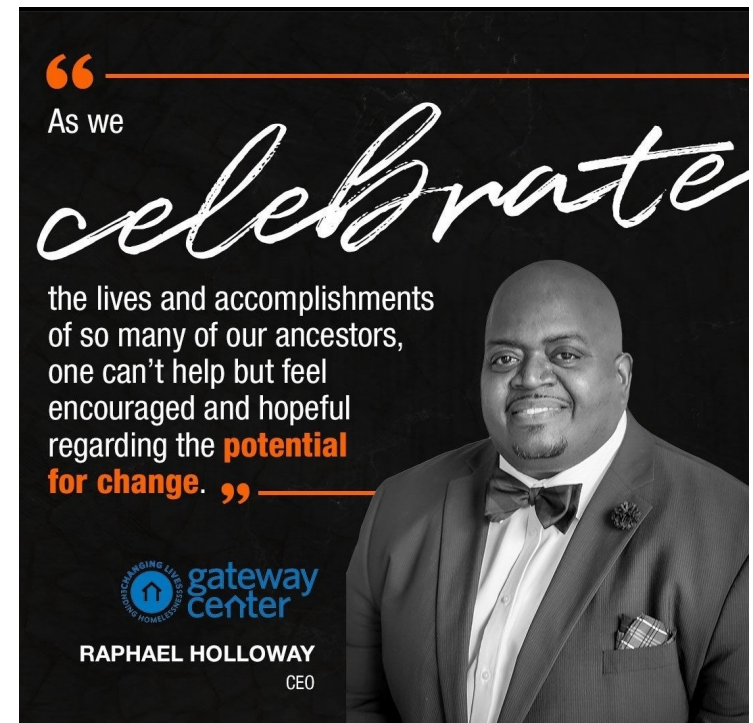
Analysis Notes

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-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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