



# gateway center

*Years of Courage*  
ANNUAL REPORT  
2021-2022



WE BELIEVE  
HOUSING  
IS A RIGHT  
AND NOT  
A PRIVILEGE.



## Message from the CEO & Chairman

### **Gratitude amidst courage is the best way we can describe the past year.**

Thanks to our wonderful donors, supporters, and community partners, Gateway Center exceeded our Big Goal established in 2019, which was to support 1,000 individuals with finding permanent housing by 2022. Our team assisted 1,221 guests in finding stability through housing. The achievement of this goal reflects our mantra Everybody Vs. Homelessness and demonstrates our effectiveness when we show up collectively as a community, with courage, to address homelessness in our city.

Although housing stability is a commendable achievement, Gateway Center's holistic supportive services provide our guests with the support they need to tap into the empowerment that already exists within themselves...we simply help them identify and amplify it.

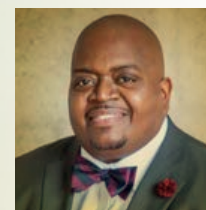
Since opening our doors in 2005, Gateway Center has continued to develop strategic private-public partnerships that have allowed us to thrive and carry out our mission of connecting people experiencing homelessness with the support necessary to become self-sufficient and find a permanent home.

Despite existing racial and social inequalities that often lead to homelessness, together, with courage, we will make homelessness rare, brief, and non-recurring in our city. Our dedicated and passionate team served nearly 7,100 guests last fiscal year. Without the partnerships and support of local businesses, the philanthropic community, city, county, and state offices, and individual contributions from compassionate and generous individuals in Metro Atlanta, none of this would have been possible.

We know housing is a Right and Not A Privilege. Our team will continue working in step with community partners to create additional opportunities for individuals and families experiencing homelessness, and we will advocate to protect the homes of those currently housed.

We look forward to continuing to combat homelessness courageously with each of you!

In the Spirit of Courage,



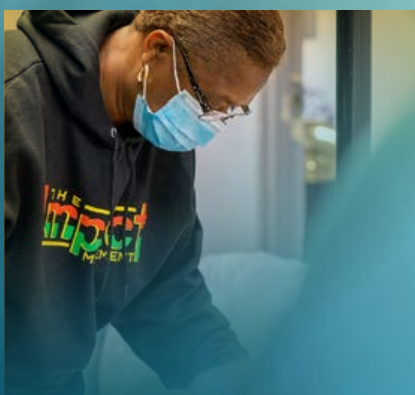
*Raphael Holloway*  
Raphael Holloway  
Chief Executive Officer



*Edward J. (Jack) Hardin*  
Edward J. (Jack) Hardin  
Board of Directors, Chairman



# Courage in Action at 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 permanent housing.

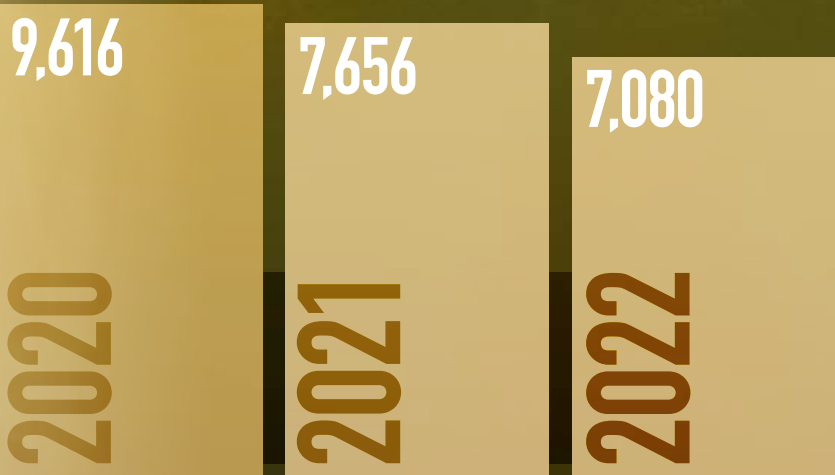
1,221 ACHIEVED BY JUNE 30, 2022

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.

## KEYS TO SUCCESS:

7,080 INDIVIDUALS RECEIVED SERVICES FROM GATEWAY CENTER THIS YEAR

3 years at-a-glance:  
Total Guests Served (including residential guests)\*



HOUSING PLACEMENT & STABILITY



HEALTH & WELLNESS



JOB SKILLS TRAINING & PLACEMENT



FAMILY & COMMUNITY ENGAGEMENT



ADULT & FINANCIAL LITERACY



GWC FY22 RESULTS

62% of residential guests served had a **positive discharge destination**

61% of residential guests exited the program **with an income**

89% **program occupancy rate** maintained

81% of residential guests agreed or strongly agreed to **“overall I am satisfied with the services I am receiving”**

82% of residential guests agreed or strongly agreed to **“I would recommend GWC to others”**

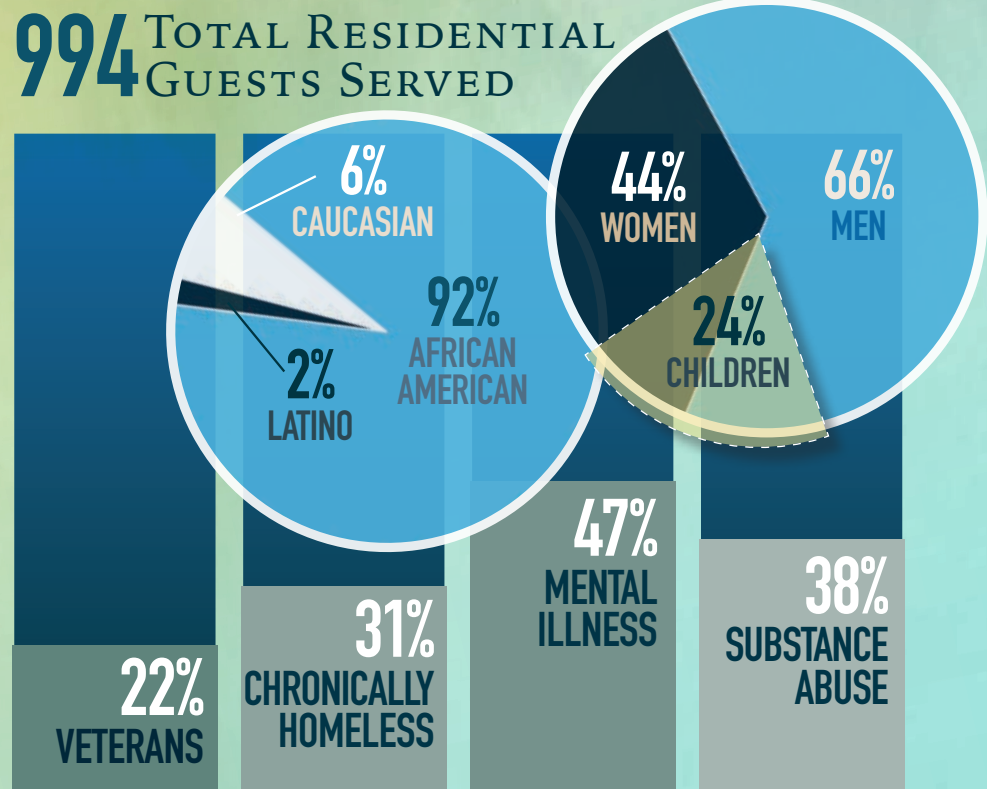
3,968 guests served in our **Coordinated Entry Program**

31% of residential guests were **chronically homeless** at entry

1,222 individuals received services on nights when temperature dropped **below 40 degrees**



By the Numbers  
Impact at a Glance



Success Stories

MR. WILLIS' STORY

For five years, three months, and 10 days, if you passed by a wooded area near MLK Blvd., you would have seen Mr. Willis as he called that location home. After he was assaulted, he was transported to Grady Hospital with temporary brain damage and the loss of his left eye. Once Mr. Willis healed, he chose to enroll in Upward, Gateway Center’s substance abuse recovery program. In Upward, he had the opportunity to address the role his untreated mental health had on contributing to his addiction. Mr. Willis received additional behavioral health support, which helped him obtain and maintain his sobriety. Not only is he committed to his own recovery, but Mr. Willis continues to offer support and encouragement to his peers enrolled in the Upward program.



Mr. Willis has gained the coping skills necessary to manage his mental health, maintain his sobriety, and he moved into his own apartment! He attributes his success to the extensive support and encouragement he received while enrolled in the Upward program. He is excited about the opportunity to become actively engaged in his new community while maintaining many of the connections he has made while at Gateway Center. When asked about his future, Mr. Willis said, “I plan to face it one day at a time while welcoming opportunities to help others.”

MR. DEGUIDO'S STORY

When the pandemic swept through the globe, Mr. Deguido couldn’t escape catching COVID-19, and he ended up in a coma for months. After he was discharged, Mr. Deguido realized he had lost his home while he was in the hospital.



Shortly after, Mr. Deguido arrived at Gateway Center’s Evolution Center program, a low barrier program for men experiencing homelessness. Despite the barriers he faced, Mr. Deguido fought through adversity, addressed his health, and obtained his birth certificate, social security card, and ID. He also received his pension from the New York School System. Mr. Deguido didn’t stop there. He completed our financial Literacy Program, saved money, and now has his own place to call home.

“Keep moving forward. Success is learning how to take hits, get back up and move forward,” said Mr. Deguido.



# 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 500 beds between our 3 locations, offer 10 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. Individuals and families experiencing homelessness 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 to permanent 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, dermatology, and dental) for those experiencing homelessness.





1,187  
Volunteers

100%  
of volunteers agreed that  
they **felt engaged by their  
volunteer experience.**

3,461  
Hours provided in FY22  
**X**  
**\$29.95**  
**=**  
The total value of  
volunteer time  
donated to Gateway:  
**\$103,656.95**



## Gateway Center's Volunteer Services

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, Acuity Brands, Amazon, Apple, Atlanta Hawks, Atlanta York Rite, PHA, Bolst, Caterpillar, City Takers, Coca-Cola Company, Dick's Sporting Goods, Equifax, Fox Bros., Georgia United Credit Union, The Home Depot, Hope Thru Soap, State Farm, Jim N Nicks BBQ, M25 Missions, Project U First, and Target.

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

- **Clothing Closet Assistants**
- **Career Resource Center Assistants**
- **Hygiene Kit Assembly**
- **Interview and Job Training Assistants**
- **GED Tutoring**
- **Data Entry Assistants**
- **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).



## Gateway Center's Events

Funds raised directly support programming, including case management, care coordination, career readiness training, behavioral health services, and other vital supports. In FY22, we honored former Atlanta Mayor, Ambassador Andrew Young. The event was hosted by Georgia Pacific and the presenting sponsor was White Oak Kitchen & Cocktails. Our theme was Courage to Be the Change.



Gateway Center's Annual Volunteer Appreciation Event Drink Beer Do Good™, hosted by Bold Monk Brewing Co., honored Kashi Sehgal as the Outstanding Individual Volunteer of the Year and Iron Claim as the Outstanding Corporate Volunteer of the Year. Our 2nd Annual Everybody Vs. Homelessness 5K Walk/Run was held as part of this event at the amazing Westside Park.





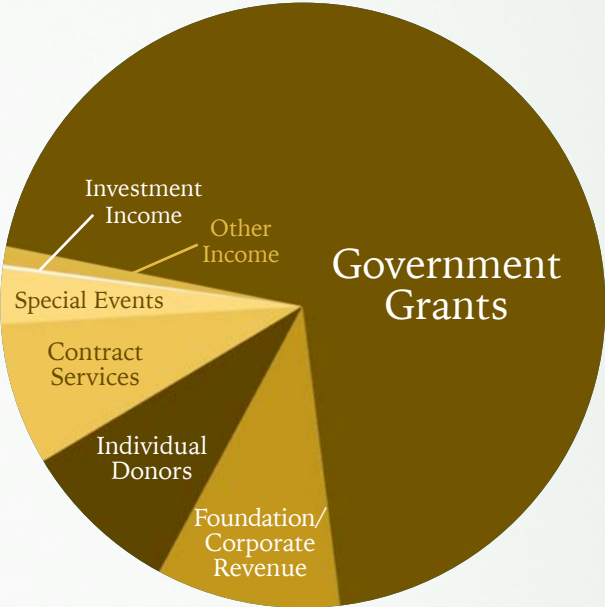
Fiscal Year 2021  
Financials

RAISED \$8.8 MILLION IN FUNDS TO SUPPORT  
OUR MISSION AND SERVICES IN FY22.

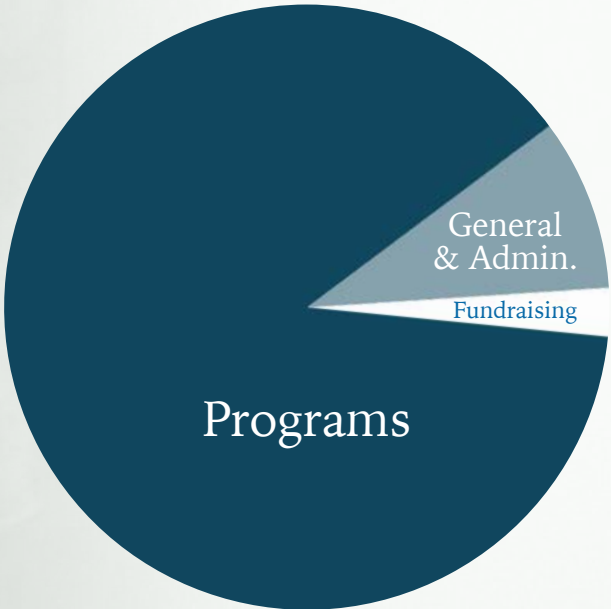
REVENUE BY SOURCE

Government Grants	\$6,145,019	69.81%
Foundation/Corp. Revenue (including UW)	\$1,069,075	13.03%
Individual Donors**	\$575,729	7.02%
Contract Services	\$670,910	8.18%
Special Events**	\$228,946	2.79%
Investment Income	\$(22,242)	-0.27%
Other Income*	\$13,098	0.16%

TOTAL \$8,202,342



\*GWC experienced 100% Board Giving in FY22. Board giving is accounted for in the total of Individual Giving and Special Events categories listed in this report.



EXPENSES

Programs	6,565,537	85.13%
General & Admin.	944,153	12.24%
Fundraising	202,967	2.63%

TOTAL \$7,712,657

The numbers presented in this report are from Gateway Center’s audited financials, excluding in-kind. In FY22, Gateway Center had \$403,442 in depreciation expenses. The depreciation expenses are primarily from assets that were acquired and paid for in previous years through capital campaign efforts. Individual Donors includes Board and Advisory Council donations, as well as Board contributions/donations to Special Events. Special Events excludes Board contributions/donations, which are included in Individual Donors.

Funders & Partners

We are grateful to the following individuals, foundations, corporations, and agencies for their generous financial contributions to Gateway Center between July 1, 2021 and June 30, 2022. Their support makes our critical work possible.

ACAPX	Emory Hospital at Midtown	Mary Allen Lindsey Branan Foundation	The Hamilton Family Fund
Acuity Brands	Fox Theatre	Mayberry Electric	The Home Depot
AEC Trust	Frances Hollis Brain Foundation	McKinsey	The Home Depot Foundation
A Friend of Gateway Center	Fulton County ARPA Grant	Members Insurance Advisors	The John & Polly Sparks Foundation
Alston & Bird	Fulton County Community Services Program Grant	Microsoft	The Kiersey Stanhope Fund
American Family Insurance Foundation	Fulton County Coordinated Entry Grant	Milner	The Sara Giles Moore Foundation
Amerigroup Foundation	Fulton County ESG	Morris, Manning, & Martin	The Thalia & Michael C. Carlos Foundation
AMN Healthcare	Genuine Parts Company	Must Ministries	The Warrior Alliance
Ancore Foundation Inc	Georgia Department of Public Health	Network for Good	Thomas H Pitts Trust
Anthem Foundation	Georgia Pacific	NorthMarq	Trinity Health (Mercy Care)
Apple	Georgia Power Club of Hearts	Northside Hospital	Ubique
Aprio Foundation	Georgia Power Foundation	Oxford Industries	U.S. Department of Veterans Affairs
Ascend Medical	Georgia United Credit Union Charitable Foundation	Partners for Home	United Way - Child Well-Being
Atlanta BTS Army	Good Shepherd	PNC Bank	United Way Emergency Food & Shelter Program
Atlanta Consistory No 24 A	Grady Health Foundation	Pricewaterhouse Coopers Foundation	United Way of Greater Atlanta
Atlanta Downtown Improvement District	GreyStone Power Foundation	Primerica Foundation	United Way of Metro Atlanta
Atlanta Foundation	Hanock Askew & Co	Publix Super Market Charities	United Way Regional Commission on Homelessness
B&W Mechanical	Hansford Law Firm	RCG Properties	Varian Medical Systems
Bank of America	Henry & Elaine Kaufman Foundation	Region’s Bank	Watkins, Lourie, Roll, & Chance
Banyan Street Advisors	Humana	Robert Half Corporation	Weinstein Supporting Foundation
Betty & Davis Fitzgerald Foundation	Iron Claim	Smith+Howard, P.C.	Wells Fargo Foundation
Bloomberg Philanthropies	Jesse Parker Williams Foundation	Southface Energy (GoodUse)	White Oak Kitchen & Cocktails
Bold Monk Brewing Company	Kasier & East Bay Community Foundation	SouthState Bank	Whole Foods Market Community Giving Program
Buckhead Rotary Foundation	MailChimp	Supply Source	
Church’s Chicken	Marsh & McLennan	The Arnold Foundation	
City of Atlanta CDBG	Martin Foundation	The Coca-Cola Foundation	
City of Atlanta ESG		The Glancy Foundation	
Colonial Pipeline		The Glickenhau Foundation	
Connolly Family Foundation		The Goddard School	
Conrad N. Hilton Foundation		The Good Coin Foundation (Target Circle)	
Douglassville First United Methodist			

**The Jack Hardin Circle of Giving (Est. 2019):** A special giving society in honor of Gateway Center’s Co-founder and Board Chairman, 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.

Aaron & Angel Goldman	Henry Schwob	Monique Williams
Abe & Linda Schear	Howard Palefsky	Mr. & Mrs. Kappel
Adam & Beth Leaderman	Ibrez Bandukwala	Nathaniel Hansford
Alan & Cathy Gottlieb	Jack & Lynne Halpern	Neil Ashe
Alan Levow	Jack Almond	Pam Driesell & Joe Loveland
Alex Feldman	Jack & Caroline Hardin	PJ Bain
Alex Gross	James Dykhouse	Rachna Relwani
Ameeta Kalokhe	Jason Nettles	Ralph Jenkins
Andrew & Karen Ghertner	Jay Waite	Rayford Davis
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Atticus & Alison LeBlanc	Jennifer Brooks	Richard Shirk
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Barry Teague	Jim Borders	Robert Arogeti
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Calvin & Louisa Ward	John & Susan Hamilton	Ron & Lisa Brill
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Charles Goetz	John Satelmeyer	Salvador & MaryAnn Arias
Charles (Pete) McTier	John Wieland	Sandy Jun
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Collin Dubick	Katherine Scott	Shiel & Margo Edlin
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Greg & Sandra Bohlken	Matthew & Natalie Bernstein	Yolanda Montgomery
Greg & Tricia Callihan	Melvin Moore	
Greg & Mary Grace Heston	Mike Plant	

*Individual Donors*

Adam Rosenfelt	David Alan Braver	Jeffrey Winland	Michael Rich
Adrienne Kelly	David Aukamp	Jessica Leigh Callahan	Michele Fischbach
Alan & Kim Dobrin & Normand-Feinberg	David Irby	Jodi & Ross Mansbach	Mike Campbell
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	Jeffrey Frysh	Michael Hobbs	William & Alexandra Allen





## 2021-2022

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Director of Community Engagement

Tonya Boosé Director of Residential Services

Greg Callihan Director of Facilities

Tricia Callihan  
Director of Resource Development

Will Caraway Director of Residential Services

Amanda Van Dalen  
Director of Coordinated  
Entry & CQI

Monique Williams  
Chief Financial Officer

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Keith Evans

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Robert Glustrom

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**gateway  
center**

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To become a volunteer

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

