

THE ROAD TO



YEARS | gateway center



Message from The Chairman

Dear Gateway Center Community,

Milestones like 20 years do not happen by chance. They are the result of hard work, persistence, and most importantly, **a collective commitment to change**. Since its founding, Gateway Center has stood as a pillar of hope for individuals and families in Metro Atlanta, providing not just shelter, but the tools and support necessary to rebuild lives.

As we mark two decades of service, I find myself reflecting on what truly makes this organization extraordinary: **its people**. The dedicated staff who show up each day with passion and purpose, the volunteers who extend kindness and encouragement, the donors and partners who invest in solutions—all of you are the reason Gateway Center has been able to transform thousands of lives.

While we have seen great progress, **homelessness remains one of the most pressing challenges of our time**. The root causes—economic instability, mental health struggles, lack of affordable housing—require comprehensive, sustainable solutions. That is why our Big Goal remains critical: ensuring that **65% of our guests transition into permanent housing by 2025**.

We are not there yet, but we are making strides. Our model of partnership-driven impact has allowed us to expand services, improve outcomes, and remain at the forefront of homeless services in Atlanta. And we do not do this alone—**we do this with you**.

The Road to 20 is not just about looking back; it is about looking ahead to what is possible. It is about doubling down on our commitment to innovation, advocacy, and collaboration. It is about ensuring that **“Everybody Vs. Homelessness”** is not just a slogan—it is a movement that drives real, measurable change.

Thank you for standing with us. Your support is not just appreciated—it is essential. Together, we will continue to **open doors, restore dignity, and create lasting opportunities for those who need it most**.

With appreciation,



Keith Evans
Chairman of the Board

Message from The CEO

Dear Friends, Supporters, and Partners,

Twenty years. Two decades of unwavering commitment, perseverance, and transformation. As we celebrate this milestone at Gateway Center, I am both honored and humbled by the journey that has brought us here. **The Road to 20 is paved with resilience, hope, and the collective will to create lasting change.**

Since our founding, we have been dedicated to **ensuring homelessness is rare, brief, and non-recurring**. But homelessness is not a singular challenge—it is intertwined with mental health, systemic inequities, and economic barriers that cannot be solved by one entity alone. That is why Gateway Center is more than a service provider; we are a **connector, a convener, and an advocate for lasting solutions**.

This past year, **52% of our guests transitioned into stable housing**, a number that represents real lives changed. Yet, we are pushing forward to reach our **Big Goal: ensuring 65% of our guests secure permanent housing by 2025**. This is not just a statistic—it is a testament to the strength of our partnerships, the dedication of our team, and the generosity of those who believe in our mission.

As we continue this work, we know that **Everybody Vs. Homelessness** is more than a tagline—it is a philosophy that demands action. It means recognizing that housing is a fundamental human right, that no one should have to choose between rent and food, and that mental health and stability are deeply connected. It means understanding that when we lift people up, we build a stronger community for all.

The past twenty years have been a powerful chapter in our story, but the work is far from finished. With your continued partnership, we will press forward—innovating, expanding, and breaking down barriers until **every person has a place to call home**.

Thank you for being a part of this journey. Here's to the next chapter.

With deep gratitude,



Raphael Holloway
Chief Executive Officer

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 2025, Gateway Center will achieve an annual average of 65% of guests transitioning to a positive housing placement upon discharge.

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:

9,171 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 FY24 RESULTS

55% of residential guests served had a **positive discharge destination**

42% of residential guests exited the program **employed**

58% of case managed residential guests **discharged to housing**

4,605 medical service encounters

6,151 guests served in our **Coordinated Entry Program**

1,079 guests **diverted from homelessness**

27% of residential guests were **chronically homeless** at entry

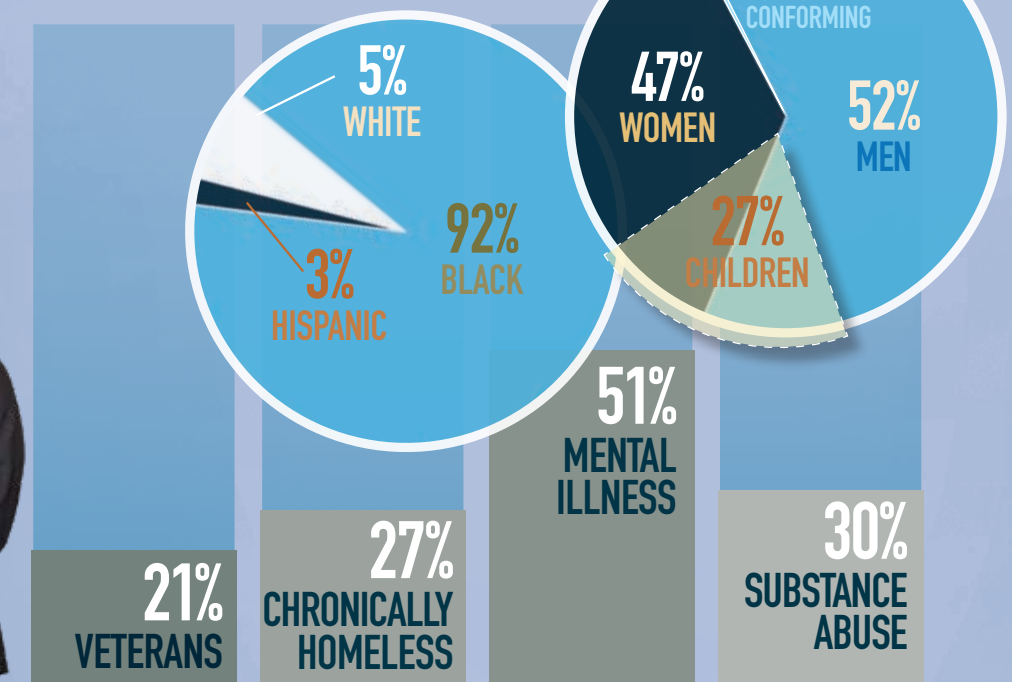
2,261 individuals received services on nights when temperature dropped **below 40 degrees**



By the Numbers Impact at a Glance



983 TOTAL RESIDENTIAL GUESTS SERVED*



Two Decades of Impact The Road to 20



A Legacy of Innovation, Impact, & Inclusion

Since its founding on July 27, 2005, Gateway Center (GWC) has been a beacon of hope for Metro Atlanta's homeless community. What began as a vision by Atlanta Mayor Shirley Franklin, Jack Hardin, and Horace Sibley has evolved into a leading force in the fight against homelessness, providing thousands with the resources, support, and dignity they deserve.

Over the past two decades, Gateway Center has worked tirelessly to make homelessness rare, brief, and non-recurring through innovative programs, strong community partnerships, and evidence-based solutions.

20 Years of Transformative Impact

Total Individuals Served:

49,607

Total Residential
Guests Served:

19,185

Successful Housing
Transitions:

65.2%

of guests transitioned
to stable housing

Behavioral
Health Support:

over 1,300

counseling
sessions
provided

Employment
& Self-Sufficiency:

9,645

career resource
services
provided

Coordinated Entry
Assessments:

over 18,000

assessments to con-
nect individuals with
long-term housing

Medical &
Wellness Care:

47,136

medical encounters
through Mercy
Care Clinic

From emergency shelters to long-term housing solutions, employment assistance to behavioral health support, Gateway Center continues to innovate and expand its reach to meet the needs of Atlanta's most vulnerable populations.

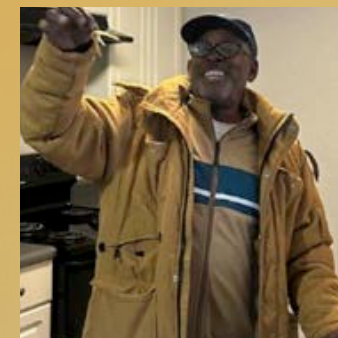
A Look Ahead: Building for the Future

As we celebrate 20 years, Gateway Center remains committed to its mission, pioneering new strategies to combat homelessness and advocating for inclusive solutions that empower individuals and families.

Together, with partners, donors, and the community, we are paving the way toward a future where every individual has a safe place to call home.



Success Stories



MR. ADAMS'S STORY

Mr. Adams faced immense challenges over the last two years, including homelessness due

to his struggles with addiction and mental health. As a veteran, he had experienced the heartbreaking loss of his entire family and the painful decision to discharge himself from the military. But through his dedication and resilience, Mr. Adams made remarkable strides in overcoming these obstacles. With the support of our Behavioral Health Specialist and the General Mental Health services offered through the VA, Mr. Adams began his journey toward healing. He also took proactive steps by enrolling in the Substance Abuse Treatment Program (SATP) and attending Gateway Center's AA/NA meetings, determined to address his substance use.

After successfully completing the SATP program, Mr. Adams has continued to make positive changes in his life. He has kept himself engaged by contributing to the building through daily volunteer work, showing his commitment to both his recovery and his community. He worked closely with his care coordinator to ensure he was fully prepared for his next step—moving into his new apartment that offers him the security and independence he deserves. Mr. Adams' journey is a testament to his strength, determination, and the power of accessing available support and resources. Today, he is a shining example of recovery, resilience, and the positive outcomes that can result from a dedicated effort to overcome life's toughest challenges.



MR. BOYD'S STORY

Mr. Boyd's journey from homelessness to stability is a powerful

testament to resilience, hope, and the life-changing impact of supportive services. For years, Mr. Boyd lived in the shadows of the city, fighting for survival on the streets. The Dungeon Encampment, where he found shelter, was a bleak and desperate place, known for its dangerous environment. Yet, despite these seemingly insurmountable challenges, he did not lose hope.

Things began to change for Mr. Boyd when he enrolled at The Bridge Response Shelter, a facility dedicated to providing temporary housing and support to individuals experiencing homelessness. This program offered more than just a roof over his head. He now had access to a range of essential services that would assist him in obtaining a home of his own.

Mr. Boyd's journey wasn't easy, and it didn't happen overnight, but with the support of Gateway Center's Outreach Team and his own perseverance, he was able to move into a place he could call his own. For the first time in years, Mr. Boyd has a stable home, a roof over his head, and a foundation from which he plans to rebuild his life.

Overview of Programs

Gateway Center Offers Both Residential and Non-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 two locations, offer 10 residential programs, and with 10 on-site partners who share our vision for an Atlanta where homelessness is rare, brief, and non-recurring.

RESIDENTIAL PROGRAMS

GWC 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 entry assessment, comprehensive case management services, and linkages to resources and community partners to stabilize their condition in order to successfully transition to permanent housing.

Evolution Center — Provides low barrier short-term residential housing (shelter) for men experiencing homelessness. The Evolution Center addresses the needs of Atlanta's chronically homeless men who need a low barrier shelter option. The Evolution Center is designed to provide rapid access to safe shelter 24 hours per day, 7 days per week. Shelter beds are provided to individuals who need it most, prioritizing those who have the highest needs.

www.gatewayctr.org/evolution-center

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



Partner Agency 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

NON-RESIDENTIAL PROGRAMS

Engagement Center — Serves as a resource center during the day and an emergency response center when necessary. While permanent housing is the end-goal, basic human services are critical in building relationships while meeting immediate needs. Services include access to restrooms, showers, telephones, phone charging stations, clothing, laundry, hygiene supplies, health services, and referral services.

Outreach — Street outreach involves engaging with the unsheltered community who are often disconnected and alienated from mainstream services/support. Outreach is designed to establish trusting relationships, increasing the possibility that the unsheltered community will access supportive services from GWC and/or other providers to assist them in becoming stably housed.

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 individuals experiencing homelessness.



7,704
Volunteers

98%
of volunteers reported that
serving at GWC helped them
have a **greater understanding**
of homelessness.

100%
of volunteers rated
their experience as
'Excellent' or 'Good'



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, talents, and service, volunteers provide our guests with dignity and compassion while supporting and encouraging them on their journey towards stably stable housing 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
or email volunteer@gatewayctr.org.



Gateway Center's Events

Thanks to Mr. Egbert Perry for chairing our Annual Human Clay Fundraiser. This year we honored Partners for Home with our Franklin-Hardin Award. In addition, our special honoree was Mr. Jack Hardin for all of his committed years of service to Gateway Center and the city of Atlanta champion solutions for the unhoused community.



Our 3rd Annual Everybody Vs. Homelessness 5K Walk/Run was held at the amazing Westside Park. Runners and walkers joined together for a fundraising opportunity that provided visual proof that it truly is Everybody Vs. Homelessness.

Gateway Center's Annual Volunteer Appreciation Event

This year's Drink Beer Do Good™ Volunteer Appreciation Event, hosted by Bold Monk Brewery, honored Darvin Neal as our Outstanding Individual Volunteer of the Year and Bolst Real Estate as our Outstanding Corporate Volunteer of the Year.



**DRINK BEER
DO GOOD™**



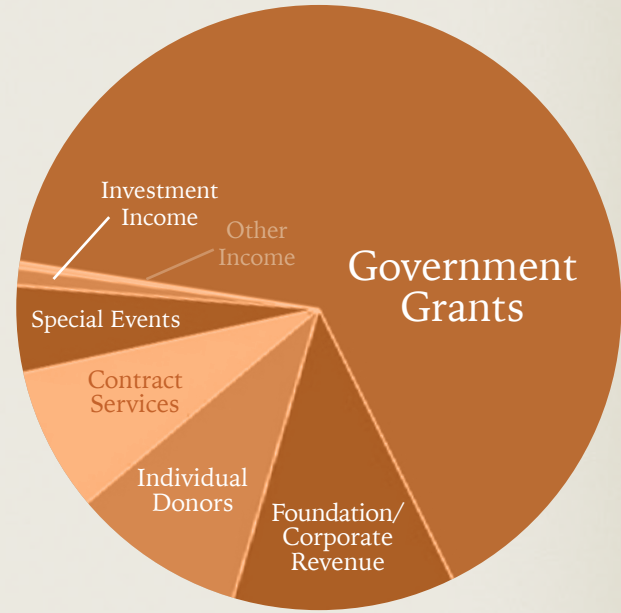
Fiscal Year 2024
Financials

RAISED \$9.5 MILLION IN FUNDS TO SUPPORT
OUR MISSION AND SERVICES IN FY24.

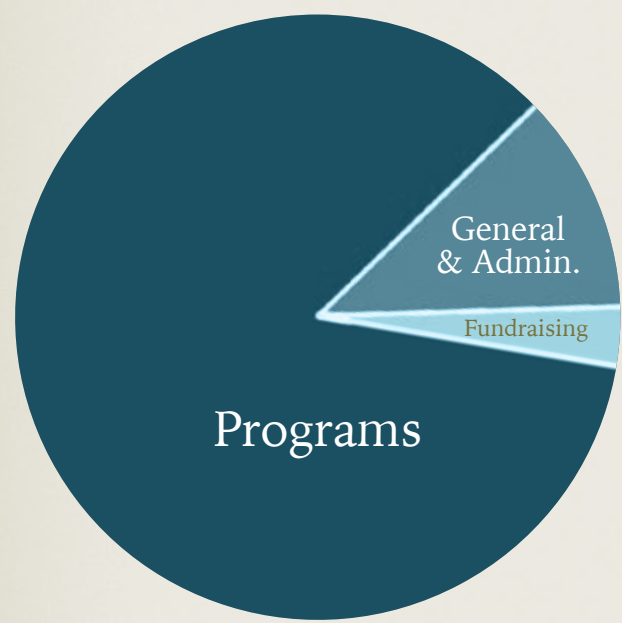
REVENUE BY SOURCE

Government Grants	\$5,420,609	65.19%
Foundation/Corp. Revenue (including UW)	\$989,786	11.90%
Individual Donors**	\$775,376	9.33%
Contract Services	\$639,054	7.69%
Special Events**	\$384,288	4.62%
Investment Income	\$77,138	0.93%
Other Income*	\$28,568	0.34%

TOTAL \$8,314,819



*GWC experienced 100% Board Giving in FY24. Board giving is accounted for in the total of Individual Giving and Special Events categories listed in this report.



EXPENSES

Programs	8,200,892	85.06%
General & Admin.	1,156,035	11.99%
Fundraising	284,080	2.95%

TOTAL \$9,641,007
DEFICIT (\$1,326,188)

The numbers presented in this report are from Gateway Center’s unaudited financials, excluding in-kind. In FY24 Gateway Center had \$412,169 in depreciation expenses, which are primarily from assets acquired and paid for in previous years through capital campaign efforts. In FY24, Gateway Center operated two programs at a loss to meet the high demand of its community presenting in need of critical services; prioritizing our mission. To address the deficit, Gateway Center utilized cash reserves in FY24. Going forward, GWC has made the difficult and conscious decision to reduce and eliminate programs in FY25 that operated at a loss in FY24, focusing on minimizing the organization’s potential for an operating deficit moving forward.

Funders & Partners

We are grateful to the following individuals, foundations, corporations, and agencies for their generous financial contributions to Gateway Center between July 1, 2023 – June 30, 2024.. Their support makes our critical work possible.

- ACAPX
A Friend of Gateway Center
Accenture
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Atlanta Foundation
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City of Atlanta ESG-CV
COBANK, ACB
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Cooper Carry Charitable Foundation
Cummins
David, Helen, & Marian Woodward Fund
Department of Community Affairs
Elevance Foundation
Emory Healthcare
Frances Hollis Foundation
Fulton County Community Services Program Grant
Fulton County Coordinated Entry Grant
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Georgia Banking Company
Georgia Department of Public Health
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Progress Software Corporation
Publix Super Markets Charities
QuikTrip
RCG Properties
Real Floors
Regions Bank
Rotary Club of Alpharetta
Smith + Howard
- Smith, Gambrell, & Russell
Southface Energy (GoodUse)
South State Bank
Southeastern Security Professionals
Southern Poverty Law Center
Supply Source
Synovus
The Corporation for Supportive Housing
The Glancy Foundation
The Goddard Foundation
The Goddard School
The Hamilton Family Fund
The Home Depot Foundation
The John & Polly Sparks Foundation
The Kiersey Stanhope Fund
The Lund Family Fund
The Sara Giles Moore Foundation
The Thalia & Michael C. Carlos Foundation
The Union Home Foundation
Thomas H Pitts Trust
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Trinity Health (Mercy Care)
Troutman Pepper
U.S. Department of Veterans Affairs
United Way - Child Well-Being
United Way Emergency Food & Shelter Program
United Way of Greater Atlanta
United Way of Metro Atlanta
United Way Regional Commission on Homelessness
UPS
Varian Medical Systems
Vision Street Ministries
VMWare Foundation
Wells Fargo Foundation
White Oak Kitchen & Cocktails

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.



A Friend of Gateway Center	Ed Dobbs	Keith & Emilie Evans	Richard Shirk
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2023-2024

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Director of Residential
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Greg Callihan
Director of Facilities

Tricia Callihan
Director of Resource
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Will Caraway
Director of Residential
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