

EVERYBODY VS HOMELESSNESS™

ANNUAL REPORT 2024-2025

MESSAGE FROM THE CHAIRMAN & CEO

Dear Friends and Partners,

At Gateway Center, we believe homelessness is not inevitable; it's solvable. But solving it requires all of us. That's why our 2024-2025 theme, *Everybody Vs. Homelessness™*, is more than a rallying cry...it's a reflection of how transformation occurs when everyone stands together.

Because of your support, thousands of our neighbors in Atlanta are not facing that reality alone. Every night, thousands of our neighbors in Atlanta lack a safe place to sleep. In the past year alone, Gateway Center served 4,336 guests; 84% were previously living in the City of Atlanta. Nearly all, 98%, were Georgia residents—a reminder that homelessness affects people from our own communities, families, and neighborhoods.

Through partnership and perseverance, we've restored hope and stability:

- **898 individuals** participated in case-managed residential programs.
- Our residential programs operated at **91% of capacity**, with an average stay of six months, enough time to rebuild stability and self-sufficiency.
- **46% of Coordinated Entry guests** were assessed as needing Permanent Supportive Housing or Housing First interventions.
- Guests showed measurable gains in key areas from intake to exit:
 - Cash income: **increased from 45% to 57%.**
 - Health insurance coverage: **increased from 42% to 49%.**
 - Employment: **increased from 19% to 37%.**

These numbers reflect more than outcomes, they represent lives rebuilt, families restored, and hope renewed. **They are possible because of you.**

They remind us that Gateway Center's programs are not just about shelter, but about transformation, from crisis to stability, and from isolation to community.

Yet, even as we celebrate this progress, we recognize that our work is far from complete. Many people still struggle to find affordable housing, reliable employment, and access to healthcare. The challenge of homelessness in Atlanta demands not just the effort of one organization, but the unity of everybody.

We are grateful for you: the corporate partners who invest in workforce pipelines and housing access; the philanthropic partners who are committed to long-term investments; and the community members who volunteer, advocate, and spread awareness. **We could not achieve this work without you.** When everybody gets involved, the fight becomes winnable.

As you read this report, we invite you to see yourself as part of the solution because the opposite of everybody is nobody. When nobody acts, lives remain in crisis. But when everybody steps forward, change becomes inevitable. Together, we can make homelessness rare, brief, and non-recurring in our city.

With Gratitude and Resolve,



KEITH EVANS
Chairman of the Board



RAPHAEL HOLLOWAY
Chief Executive Officer

OUR BIG MISSION GOAL

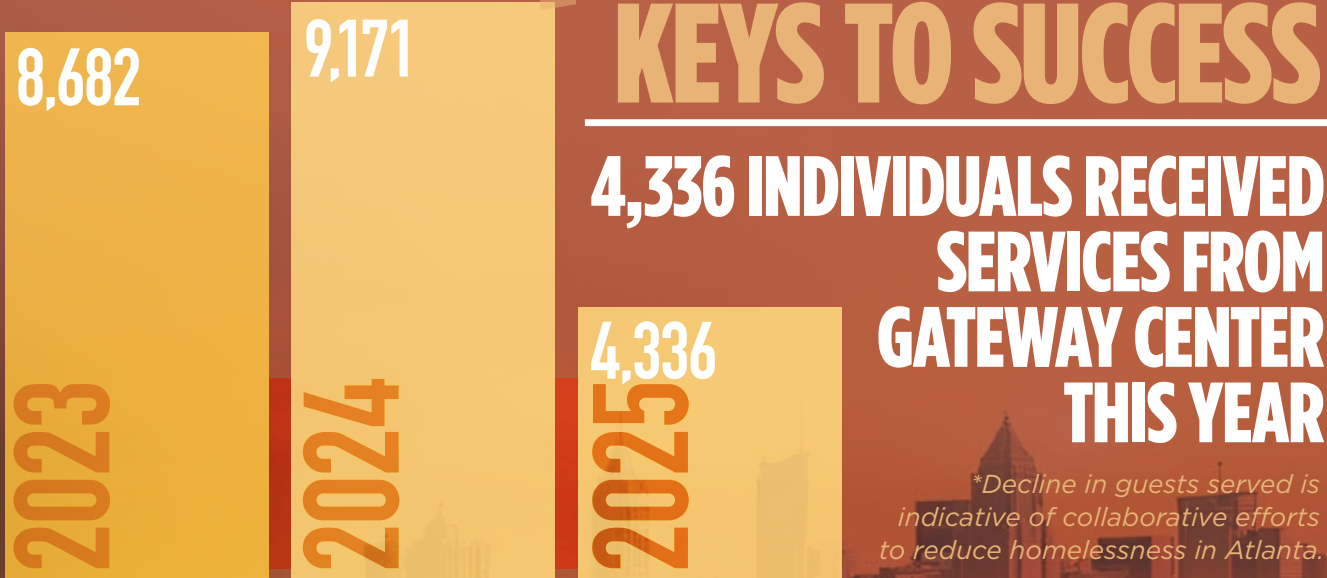
To connect people experiencing homelessness with the support necessary to become self-sufficient and find a permanent home.



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

OUR 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.



HOUSING PLACEMENT & STABILITY



HEALTH & WELLNESS



JOB SKILLS TRAINING & PLACEMENT



FAMILY & COMMUNITY ENGAGEMENT



ADULT & FINANCIAL LITERACY



IMPACT AT A GLANCE 2025

84% of guests were previously living in the City of Atlanta.

89% of guests were from Fulton County; 4% were from DeKalb County.

46% of Coordinated Entry guests had a permanent housing solution.

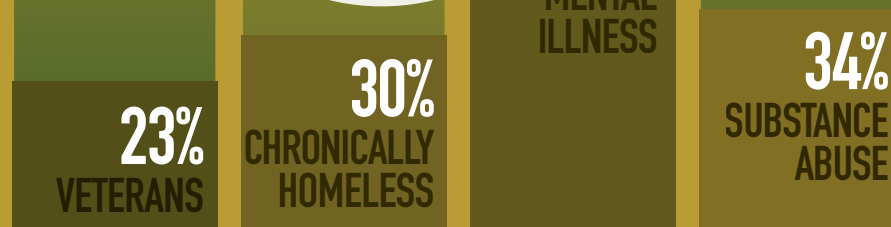
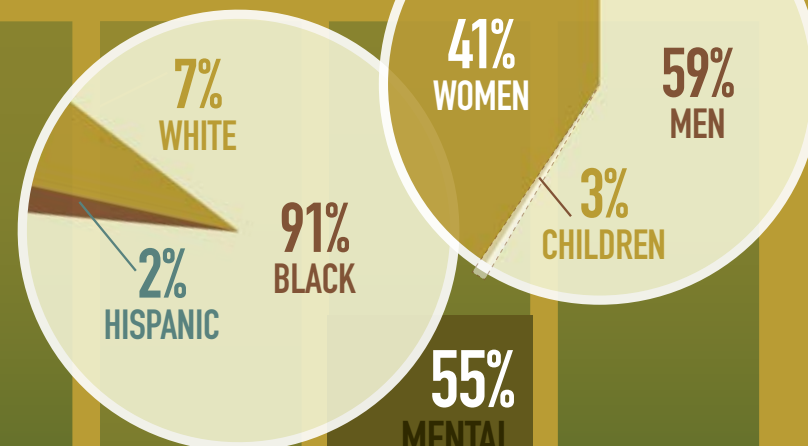
898 individuals were served in a case-managed residential program.

91% average maximum residential capacity; guests stayed an average of 6 months.

82% of guests would recommend GWC to others.



898 Total Residential Guests Served



EVERYBODY VS HOMELESSNESS™ 20 YEARS OF SERVICE

For 20 years, Gateway Center has provided dignity, safety, and possibility for individuals experiencing homelessness in Atlanta. What began as a bold vision, to create a centralized, compassionate response to homelessness, has grown into a trusted community anchor serving thousands each year.

Through changing times, economic shifts, and unprecedented challenges, Gateway Center has remained steadfast in one belief: homelessness is not inevitable, and with the right support, it is solvable.

Since opening our doors in 2005, Gateway Center has served as the front door to hope for Atlanta's most vulnerable neighbors. Over the past two decades, we have welcomed tens of thousands of individuals seeking



shelter, stability, and a path forward—meeting people where they are and walking alongside them toward housing, health, and independence.

Our impact has always been rooted in partnership. By convening

nonprofit providers, public agencies, healthcare systems, and community leaders under one roof, Gateway Center helped redefine how Atlanta responds to homelessness—prioritizing coordination, efficiency, and dignity.

THROUGH THE YEARS: MILESTONES THAT MATTER

As we celebrate 20 years of service, we do so with gratitude—and with resolve. The work is not finished. Housing insecurity remains a pressing challenge, and Gateway Center is committed to continuing our role as a leader, convener, and catalyst for change.

The next chapter calls us to deepen our impact, strengthen our partnerships, and move closer to a future where everyone in Atlanta has a safe place to call home.

TOGETHER, WE ARE NOT JUST REFLECTING ON THE PAST—WE ARE LOOKING AHEAD AS A COMMUNITY.

2005

Gateway Center opens our doors, becoming Atlanta's first centralized intake and assessment hub for individuals and families experiencing homelessness.

2008

Gateway Center launched targeted shelter services for veterans, delivering comprehensive wraparound support in partnership with the U.S. Department of Veterans Affairs.

2017

Gateway Center expanded our services to meet the City of Atlanta's need for a low-barrier shelter and launched the Evolution Center.

2018

In response to the growing number of encampments across the City of Atlanta, Gateway Center launched its Outreach Program to proactively engage and support individuals experiencing unsheltered homelessness.

2020

In response to the growing need for financial assistance among households during the COVID-19 pandemic, Gateway Center launched Diversion Services to help prevent individuals and families from entering homelessness.

2025

Gateway Center proudly celebrated 20 years of dedicated service to the Atlanta community—two decades of advancing innovative, compassionate solutions to homelessness and helping thousands of individuals reclaim stability, dignity, and hope. In conjunction with this milestone, Gateway Center launched its podcast series, Finding Home: Conversations on Homelessness, creating a new platform to elevate voices, share lived experiences, and deepen community understanding of homelessness while highlighting pathways to sustainable housing and support.

JOSHUA'S STORY

For more than a year, Joshua faced the harsh realities of homelessness. For six months, Woodruff Park, near a bus stop and a bustling stretch of Peachtree Street, became his temporary home. Each day brought new challenges as he navigated life with a limp from hip surgery, no steady income, and no access to government assistance.

Yet even amid uncertainty, Joshua never lost hope. He held onto a quiet but powerful belief that his circumstances would change, that one day, he would have a place of his own, somewhere closer to the north side of the city, where stability and peace could finally take root. That belief became reality when Joshua received the keys to his own apartment. As he stepped inside his new home for the first time, he was overwhelmed with relief and gratitude. What once felt impossible was now tangible, a safe place to rest, heal, and begin again.



Reflecting on his journey, Joshua offers simple but profound advice to others still experiencing homelessness: "Never give up on yourself, and accept help when it's offered. Oh—and get in contact with Gateway Center."

Joshua's journey—from the streets of Woodruff Park to the comfort and dignity of home—stands as a powerful testament to resilience, faith, and the transformative power of support. His story reminds us that no matter how long or difficult the road may be, brighter days are always within reach.

JONTAVIOUS' STORY

Jontavious' journey from homelessness to stability is a powerful testament to his resilience and determination. He first connected with an outreach team on Pryor Street, where he was offered support and introduced to critical resources to help him begin rebuilding his life.

At Gateway Center, Jontavious found not only a safe place to stay, but also an opportunity to reimagine his future. He embraced that opportunity, securing employment at Benihana. The job provided renewed purpose and the chance to build valuable skills in the hospitality industry. His dedication and strong work ethic quickly earned recognition, boosting his confidence and supporting his path toward financial independence.

After months of perseverance, Jontavious reached a major milestone—moving into his own apartment. Today, he continues to thrive in his job while maintaining stable housing. Grateful for the support he received, he is now focused on building a brighter future, with aspirations to further his education and give back to the community that helped transform his life.



OVERVIEW & PROGRAMS

GATEWAY CENTER OFFERS BOTH RESIDENTIAL & 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 short-term residential beds, offer 10 residential programs, and have 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 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 wrap-around 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.

Diversion & Prevention - Diversion is a strategy that prevents homelessness by helping identify immediate alternate housing arrangements and providing linkages to services/financial assistance that assists with returning to permanent housing. Prevention provides tenant-landlord mediation, housing navigation, and financial assistance for utilities, deposits, and rent to assist individuals in maintaining their stable housing.



GATEWAY CENTER'S VOLUNTEER SERVICES

7,058
VOLUNTEER
ENCOUNTERS

95%
OF VOLUNTEERS
SAID THEIR TIME
AT GATEWAY LEFT
THEM WITH A BETTER
UNDERSTANDING OF
HOMELESSNESS.

100%
OF VOLUNTEERS RATED
THEIR EXPERIENCE AS
'EXCELLENT' OR 'GOOD'

Individual, group, and corporate volunteers are key to Gateway Center's success and our ability to effectively serve Atlanta's unsheltered community. Through their time, talents, and service, volunteers provide our guests with dignity and compassion while supporting and encouraging them on their journey towards 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 2819 Church, Bolst, Chase Bank, Church Beyond Walls, Cummins, Das BBQ, Dennis Law Firm, Drew Charter School, Feed Our Homesless Group, Kaiser, Laz Parking, Neighborly, The Sandwich Project, Project U First, and Salem Baptist Church.

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.

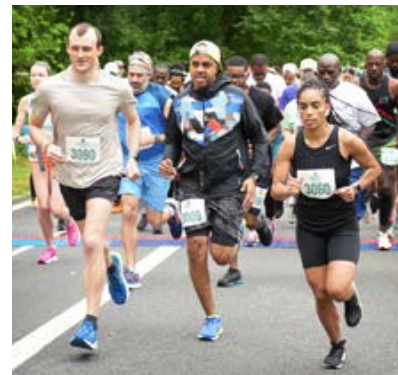


GATEWAY CENTER'S EVENTS



EVERYBODY VS. HOMELESSNESS™ 5K

Our 4th Annual Everybody Vs. Homelessness™ 5K Walk/ Run was held at Shirley Clarke Franklin Park. Runners and walkers joined together for a fundraising opportunity that provided visual proof that it truly is Everybody Vs. Homelessness™.

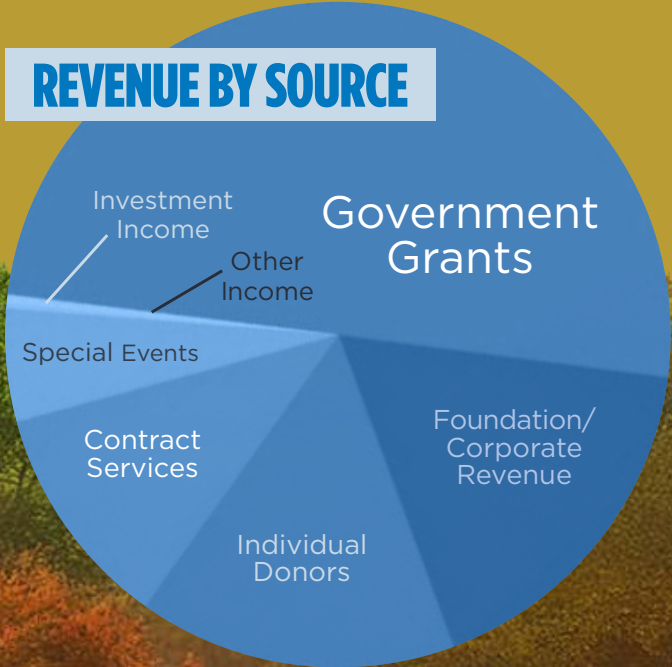


ANNUAL HUMAN CLAY FUNDRAISER

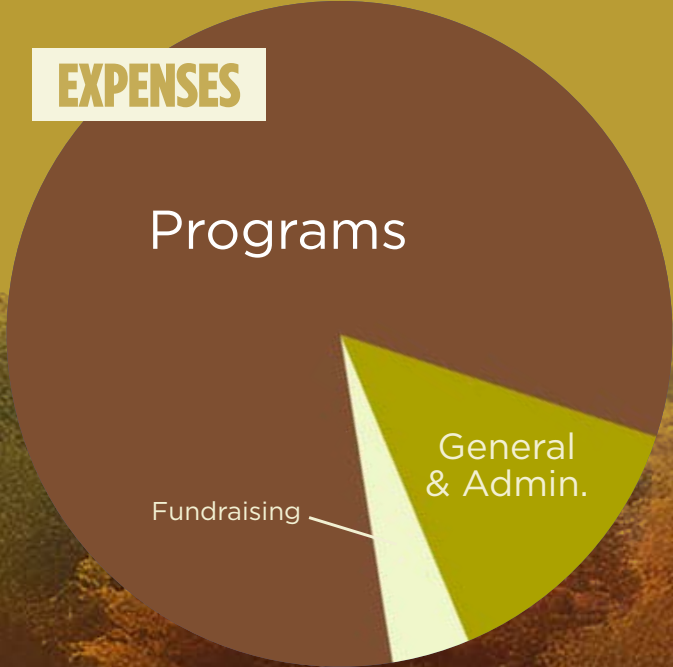
Gateway Center and our community supporters gathered at Westminster School's Barge Commons for our 12th Annual Human Clay event. We are deeply grateful to Aaron and Angel Goldman for serving as this year's Event Chairs and for their outstanding leadership. This year, we were proud to honor Robin and Marc Pollock with the Franklin-Hardin Award in recognition of their meaningful impact and commitment to our mission.



FISCAL YEAR 2025 FINANCIALS RAISED \$8.2 MILLION IN FUNDS TO SUPPORT OUR MISSION & SERVICES IN FY25



Government Grants	\$4,350,730	55%
Foundation/Corp. Revenue (including UW)	\$1,516,642	19%
Individual Donors*	\$584,961	7%
Contract Services	\$923,869	12%
Special Events*	\$478,257	6%
Investment Income	\$18,670	0.24%
Other Income	\$38,318	0.48%
TOTAL	\$7,911,447	



Programs	\$6,804,772	82.46%
General & Admin.	\$1,130,417	13.70%
Fundraising	\$317,206	3.84%
TOTAL	\$8,252,395	
DEFICIT	(\$340,948)	

*GWC experienced 100% Board Giving in FY25. Board giving is accounted for in the total of Individual Giving and Special Events categories listed in this report.

The figures in this report are based on Gateway Center’s audited financial statements, excluding in-kind. In FY25, Gateway Center recorded \$406,448 in depreciation expenses, which are included in the total expenses. The depreciation costs primarily relate to assets acquired and funded in prior years through capital campaign initiatives. The Individual Donors category includes contributions from Board and Advisory Council members, as well as Board donations to special events.

FUNDERS AND PARTNERS

Abraham J & Phyllis Katz Foundation
A Friend of Gateway Center
ACAPX
Alston & Bird
Amerigroup Foundation
APA Division 32 Society for Humanistic Psychology
Apple
Assurance America
Atlanta Downtown Improvement District
Atlanta Foundation
B & W Mechanical
Bank of America
Bold Monk Brewing
Bolst
CareSource
Castlegate Property Group
Cigna
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City of Atlanta ESG
Colonial Pipeline
Colony Square Property Management
Cooper Carry Charitable Foundation
Cousins Foundation
Covington GA Elks Lodge
Department of Community Affairs
Elevance Foundation
Emory Healthcare
Fulton County Community Services Program Grant
Fulton County Coordinated Entry Grant

Genuine Parts Company
Georgia Pacific/KOCH Foundation
Georgia Power
Georgia Power Club of Hearts
Georgia Power Foundation
Georgia State University
Good Shepherd
Grady Health Foundation
Greystone Power
Humana
Hyatt Regency Atlanta
Integral
Intuit
Iron Claim
Jack & Jill Of America GMAC
Jesse Parker Williams Foundation
John & Mary Franklin Foundation
John & Rosemary Brown Family Foundation
Kaiser
King & Spalding
Martin Foundation
Mary Allen Lindsey Branan Foundation
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Mayberry Electric
McKenny’s
McKinsey
Members Insurance Advisors
Metro Bottle
Microsoft
Milner
Morgan Stanley

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National Football League Alumni, Inc
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Partners for Home
Patterson Real Estate Advisory Group
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Publix Super Markets Charities
QuikTrip
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Richard Munroe Foundation
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Smith + Howard
Smith, Gambrell, & Russell
South State Bank
Southeastern Security Professionals
Southface Energy (GoodUse)
Strack, Inc
Straus Family Charitable Foundation Inc.
Supply Source
T Baldwin & Joyce M Martin Fund
Temple Sinai
Thalia & Michael C Carlos Foundation
The Glickenhau Foundation
The Goddard Foundation
The Goddard School

The Hamilton Family Fund
The Home Depot Foundation
The Imlay Foundation
The John & Polly Sparks Foundation
The Kiersey Stanhope Fund
The Lund Family Fund
The Sara Giles Moore Foundation
The Selig Foundation
The Stalemark Family Charitable Fund
The Thalia & Michael C. Carlos Foundation
The Union Home Foundation
Thomas H Pitts Trust
Thomas Warren Shulman Fund
Travelers Insurance
Trinity Health (Mercy Care)
Troutman Pepper
Truist
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
Zeller

THE JACK HARDIN CIRCLE

A Friend of Gateway Center
Aaron & Angel Goldman
Abe & Linda Schear
Adam & Beth Leaderman
Alan & Cathy Gottlieb
Alan & Cindy LeBlanc
Alan Vaughan
Alison Caughman
Allan Goldman
Ameeta Kalokhe
Andrew & Karen Ghertner
Antoinette Terry
Atticus & Alison LeBlanc
Bahman Irvani
Brandon Ashkouti
Brian Banner
Carlos del Rio &
Jeannette Guarner
Charles & Kelcie Lever
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Charles Goetz
Chip & Mary Benton
Chip Patterson
Chris & Beth Poholek
Clyde Mize Jr.
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David Allman
David Glustrom
David Schwartz
David Stockton
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Debbie Dyson
Debi Starnes
Donna Sammänder
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Doug Kuniansky
Drew Findling

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Elizabeth Benator
Elyse Benjamin
Etta Raye Hirsch
Eva Sohacki
Evan Glustrom
Fred & Marilyn Schwartz
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Greg Thurman
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Jay McGinnity
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Kashi Sehgal
Katherine Scott

Kathy Bozeman
Kathy Waller
Kay Rhetta Shirley
Keith & Emilie Evans
Kemaly Jacques
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Kimyatta McClary Holder
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Lane Olives
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& Caitlyn Fox
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Michael Hobbs, Sr.
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Miles Alexander
Monique Williams
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Norman Shirley
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Phillip Salvatore
Rachna Relwani
Randy Rinderknecht
Rayford Davis
Rebecca Taylor
Richard Shirk
Richard White
Rick & Dotti
Shepherd
Ricky Eichholz
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Glustrom
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Robert Kadoori
Robert LaChapelle
Robert Parker
Robert Putnam
Robert Sheft
Robert Zerden
Roberta Golden
Robin &
Vanessa Delmer
Ron & Lisa Brill
Russell Currey
Sarah Kirsch
Scott Holcomb
Scott Kenney
Scott Sickeler & Liz
Neiswander
Shani Franklin
Shiel & Margo Edlin
Shirley Franklin
Simon Bloom
Stanley Friedman
Stephen Leeds
Steve & Sherry Labovitz
Steven Nehmen
Stuart & Sheryl Meddin



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.

Suzanne Parker
Sylvia Gort
Tammra Credit
Tim & Lauren Schrager
Tony Cochran
Tracie Dent
Trish Campbell
Vaughan Lund
Virginia Michelich
Will & Allison Andrews
William Henry Stanhope &
Kristen Ann Keirse
William Leap
William Sullivan
Yolanda Montgomery

INDIVIDUAL DONORS

Friend of Gateway Center
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Adam & Beth Leaderman
Alan & Cathy Gottlieb
Alan & Cindy LeBlanc
Alan Vaughan
Alfred Dunlap
Alison Caughman
Allan Goldman
Ameeta Kalokhe
Amy Tozer
Andrew & Karen Ghertner
Andrew Peterson
Andy Trotter
Anthie Sutterfield
Antoinette Boyd
Antoinette Terry
Arthur Blakenship
Ashley Casaday
Atticus & Alison LeBlanc
Bahman Irvani
Bart Cohen
Ben Cahyono
Beth & Gavin Brown
Bhavini Solanki
Bill Brookshire
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Brian Banner
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Carlos del Rio &
Jeannette Guarner
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Ellen Arnovitz
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Eva Sohacki
Evan Glustrom
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Gerald Ashkouti
Gerard Gunthert
Gerry Benjamin
Greg & Tricia Callihan
Greg Bloom
Greg Thurman
Hank Evans
Heather Turton

Henry Schwob
Hilliard & John Hardman
Ibraz Bandukwala
Irwin Levy
Irwin Siegel
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Kali Franklin
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Lance Chernow
Lance Lourie
Lane Olives
Lara Hodgson
Larry & Laura Kelly
Larry Dorfman
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Richtarik
Matthew & Natalie
Bernstein
Matthew Beighley
Matthew Newcomb
& Caitlyn Fox
Melissa & Marc Karetsky

Melvin Moore
Meredith Walters
Michael & Denise Fusco
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Michael Hobbs, Jr.
Michael Hobbs, Sr.
Michael Lan
Michelle &
Jonathan Lerner
Michelle Miles
Mike Rich
Miles Alexander
Mitchel Guttenplan
Monique Williams
Najeah Okashah
Nathan Penner
Nathaniel Hansford
Nori Levine
Norman Shirley
Paul Fanella
Paul Meyer
Pete & Maureen Wagener
Phillip Salvatore
Rachna Relwani
Randy Rinderknecht
Raphael Holloway
Ray Kimsey
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Rebecca Taylor
Richard Shirk
Richard White
Rick & Dotti Shepherd
Ricky Eichholz
Robert & Pam Glustrom
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Robert Hirsch
Robert Kadoori
Robert LaChapelle
Robert Meyer
Robert Parker
Robert Putnam
Robert Sheft
Robert Zerden
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Roderick Teachey
Ron & Lisa Brill

Ron Segal
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Sam Schwartz
Sandi Buttram
Sandra & Clive Bank
Santoni Cooper
Sarah Kirsch
Scott Holcomb
Scott Kenney
Scott Sickeler &
Liz Neiswander
Shani Franklin
Shannon Sale
Shanthi Pierce
Sharon Gay
Sharon Guest
Sheryl & Stuart Meddin
Shiel & Margo Edlin
Shirley Franklin
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Stanley Friedman
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Tom Fellman
Tony Cochran
Tracie Dent
Trish Campbell
Vaughan Lund
Virginia Michelich
Wendy Baer
Will & Allison Andrews
William Henry Stanhope &
Kristen Ann Keirse
William Leap
William Sullivan
Yolanda Montgomery

2024-2025

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Drew Benton

Director of Community Engagement
& Volunteer Services

Tonya Boose

Director of Residential Services

Amanda Van Dalen

Director of Residential Services & CQI

Kim Zapata

Director of Residential
& Behavioral Health Services

Crystal Nivens

Director of Human Resources

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Facilities Director

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