



2019 REPORT CARD ON FAMILY HOMELESSNESS

Our mission is to provide stability and life-changing supportive services to children and families affected by homelessness. We act as the service access point in Dallas County for families with children experiencing or near homelessness.

In 2019, we fielded more than 4,600 calls through the Homeless Crisis Helpline or through walk-ins.

700

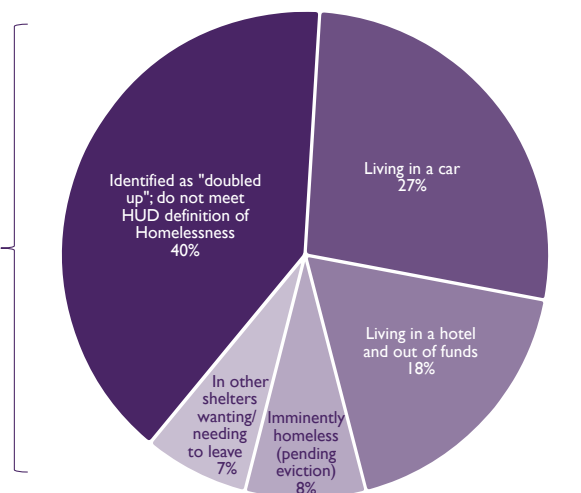
callers were helped immediately with referral to an appropriate resource.

3,400

families received a preliminary screening to determine the urgency of their needs and eligibility for services.

Not eligible for emergency shelter services or HUD housing targeting homeless; these families were given a resource packet and asked to call if their situation changed.

Pre-Screening Assessments -
To Determine Service Eligibility and Urgency of Service Need



These families became our primary focus and were prioritized according to urgency of need.

DATA DERIVED FROM THE HOMELESS CRISIS HELPLINE (1-888-411-6802) INTENDED FOR THOSE SEEKING EMERGENCY SHELTER:

- **1,600** families with children were determined to be literally or imminently homeless. This is an estimated **4,800** children.
- **1,100** families with children were determined to be "doubled up" with other family members but in no immediate need of leaving. This is an estimated **3,300** children.

WHAT IS FAMILY GATEWAY DOING?

- Playing a leadership role to answer Helpline calls, assess families for needs, and determine the appropriate intervention.
- Helping as many families as possible avoid an emergency shelter experience. This saves scarce shelter space for those who need it most.
 - **In 2019, 750 families were diverted from shelter.**
- Communicating daily with partner shelters to determine availability, triaging families into shelter or short-stay hotel rooms when all shelters are full.
- Taking families into our care that other shelters will not accept. (i.e. families with older male children, families who have lost birth certificates or IDs during evictions)
- Transforming our emergency shelter to be focused on housing and income strategies for adults and education stabilization for children.
- Supplementing the work of partner shelters that don't yet focus on housing.
- Building capacity to help more families move out of shelter and into housing with the appropriate wrap-around services.

Learn more at familygateway.org.