



*Empowering children & families
affected by homelessness*

2020 GIVING REPORT



MESSAGE FROM OUR LEADERSHIP

2020: what a year full of highs and lows we never could have predicted on January 1. While we were forced to navigate uncharted territory in more ways than one, we never closed our doors or stopped serving children and their families experiencing homelessness. In fact, our emergency shelter was the only one in Dallas accepting new families from March to mid-September, with the exception of domestic violence shelters.

At the onset of COVID-19 in early March, we quickly implemented best practices from the CDC and were on daily calls with partner agencies to plan and encourage one another. Since our work is essential, our direct services staff continued to come in daily despite fear and uncertainty surrounding the pandemic. Through it all, we were deeply inspired by our village and their continued support of our mission. This year would have been unbearable without them.

As you read through our 2020 Giving Report, you will learn more about the impact of COVID-19 on each of our services and see how we support families experiencing homelessness every step of the way.

This past year, we were also deeply saddened and angered by acts of brutality and systemic racism that continue to exist in our society. At Family Gateway, our work is inextricably linked to racial justice, as approximately 70% of the families we serve are African American. This is greatly disproportionate to the general population of African Americans in Dallas County (~22%).

We have heard countless stories from these families whose lives have been deeply affected by racism, violence, and lack of equity. Experiencing homelessness with children is already traumatic; that it so disproportionately affects African American families tells us that entire underlying systems for education, health, housing, and employment are terribly broken.

As an agency, we are invested in understanding and challenging these systems. In the upcoming year, our board and leadership will further examine the intersection of family homelessness with criminal justice, affordable housing, education, employment, healthcare, teen pregnancy, trauma, and how racial equity underpins so many drivers of homelessness.

No matter what the future holds, we will continue doing everything we can to provide safety and stability to families with children experiencing homelessness in Dallas. We will continue to be responsive to gaps we see in the system, to walk alongside our families, to advocate for them, and to help them find their way home.



Ellen Magnis
President & CEO



Alex NK Sharma
Chairman of the Board

EVERY STEP OF THE WAY

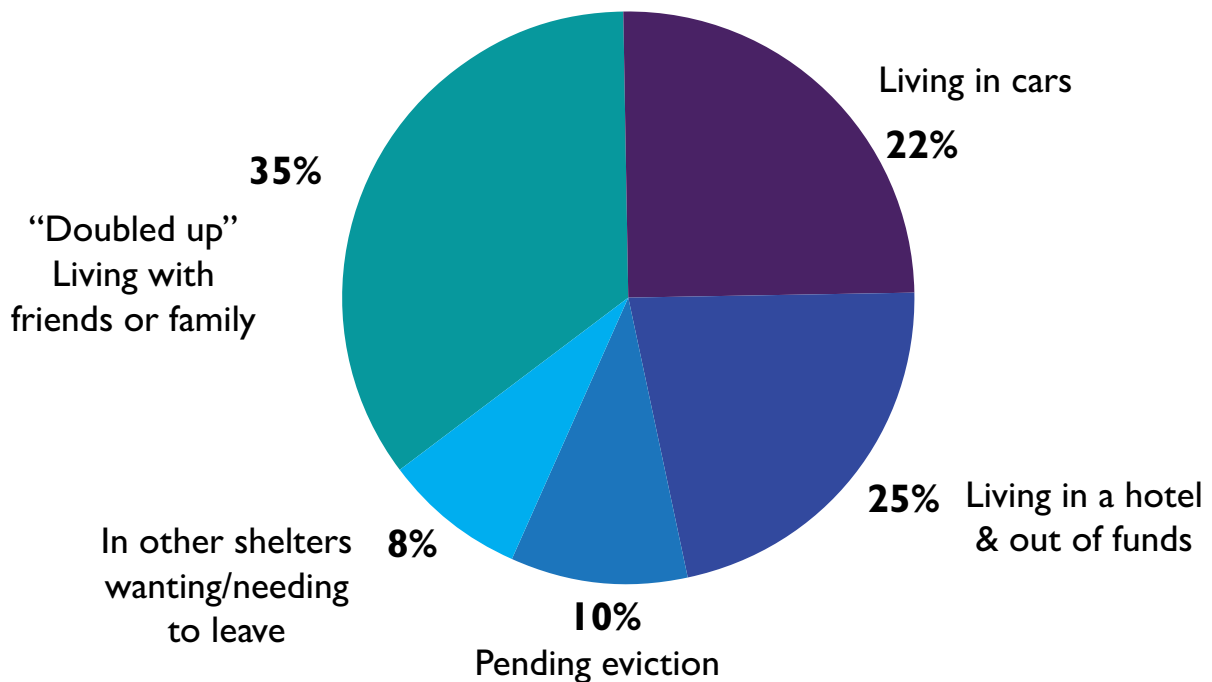
We provide support to children experiencing homelessness and their families every step of the way. As you read through the Giving Report, you will learn more about each of our services and the journey a family might take while in our care.

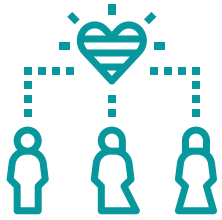
ASSESSMENT & DIVERSION



A call is made to the **Homeless Crisis Helpline**. After selecting the option for families with children experiencing homelessness, the caller is connected to our Assessment & Diversion team. We are the access point for all families in Dallas County. This means we triage calls and determine the best intervention for each family.

4,000+ CALLS RECEIVED THROUGH THE HOMELESS CRISIS HELPLINE





An Assessment & Diversion Specialist completes a pre-screening to learn more about the family's situation. A diversion from shelter is attempted (e.g. landlord negotiation to prevent an eviction). **Diversion** is a national best practice for homelessness prevention.



**732 FAMILIES DIVERTED
FROM SHELTER**

**1,575 FAMILIES IDENTIFIED AS
LITERALLY OR IMMINENTLY
HOMELESS**

THIS IS AN ESTIMATED 4,725 CHILDREN.

IMPACT OF COVID-19

During the height of COVID-19, assessments were completed virtually or over the phone rather than in-person. When the first round of stimulus checks was distributed in the summer, we saw a significant decrease in the number of families seeking assistance. The eviction moratorium also had an impact on our call volume as many families were able to stay housed. However, we anticipate an increased need for our services as soon as eviction bans are lifted.

STORY OF IMPACT

Assessment & Diversion

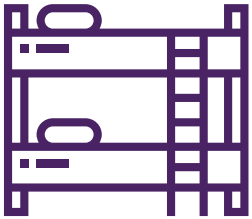
Ashley came to the Simmons Family Gateway Resource Center in September of 2020 seeking assistance after the devastating effects of Hurricane Laura. She was a single mother of seven children.

The family's home suffered major damages during the storm, and their support system in Louisiana was also experiencing devastation from storm damages. Ashley decided to start a new chapter in Dallas. Her friend had offered a place for the family to stay for a little while after the storm. Our Assessment & Diversion team discussed with Ashley what would be needed to keep the family housed with their friend rather than moving into emergency shelter.



Ashley's friend explained that there was not a lot of space or resources for food or diapers. Our team connected Ashley to food and diaper pantries and provided gift cards to help with groceries. The friend agreed that the family could stay with her while we worked with Ashley to secure employment and affordable housing. Over the next two months, she was able to secure employment and was approved for a home to rent. Our Assessment & Diversion team provided Ashley and her family with Rapid Resolution Assistance to get into the home and covered the first three months of rent to help them stabilize. These services prevented this large family from needing shelter.

EMERGENCY SHELTER & HOTEL OVERFLOW PROGRAM



If a diversion cannot be made, the family is triaged into our **emergency shelter** or a partner shelter. When all family shelters are full, we provide families with a hotel room until we can get them housed. In our emergency shelter, we focus on **housing and employment** for adults and on **education** for children to help provide a sustainable solution to family homelessness.



DID YOU KNOW?

Our emergency shelter is the only one in Dallas that serves all types of families – single parents with kids, families with older male children, multi-generational families, same gender couples with kids, and large families with complex backgrounds.

EMERGENCY SHELTER & HOTEL OVERFLOW PROGRAM



8 OUT OF 10 FAMILIES IN OUR COMMUNITY WHO NEEDED SHELTER CARE WERE SERVED BY FAMILY GATEWAY.

548 Families required shelter.

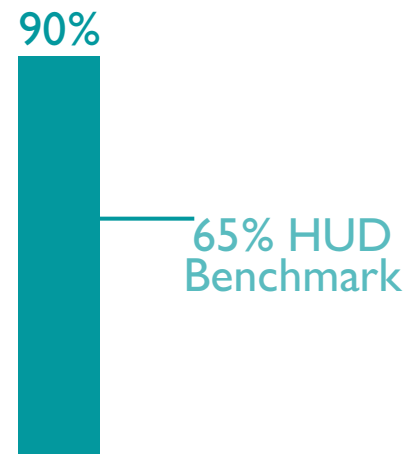
443 Families were served in our emergency shelter or overflow program.

87% Our shelter operated at 87% of capacity, on average.

380+ Needed a short stay in a hotel or a pay-to-stay partner shelter because they were awaiting shelter space or had special circumstances that made shelter impractical or unsafe.

8 | Days

Our length of stay in shelter ranged from 1 to 365 days (average was 81 days), pointing to the complexity of housing larger families or those with multiple barriers to housing.



Families exited from shelter into positive housing
(when omitting exits from crisis to shelter)

IMPACT OF COVID-19

From March to mid-September, our emergency shelter was the only one in Dallas accepting new families (except for domestic violence shelters).

Our dormitory-style shelter with shared bathrooms and dining space is not an ideal environment to prevent the spread of germs. For this reason, we established a second shelter location (Shelter II) at a hotel to help manage disease spread and system capacity restraints. Working families were placed at Shelter II with their own bathrooms and kitchenettes since these families come and go more frequently.

STORY OF IMPACT

Emergency Shelter

Vanessa is a single mom with a teenage daughter, Brielle, and a son in college named Marcus. Vanessa is also caretaker for her mother, Tamika. Vanessa was residing in a domestic violence shelter with her daughter and mother. When Marcus returned from college in March due to COVID-19, the family was forced to leave the domestic violence shelter because he could not reside there. Due to this unique family dynamic, Family Gateway was the only option for Vanessa, her older male son, and their multi-generational family.



Vanessa and her family were placed in our overflow program. She diligently pursued employment from day one, scheduling as many interviews as possible each week. She also began taking classes online to further her education. Both Vanessa and Marcus secured employment to help increase the family's income! The family was placed on the Housing Priority List and was assigned to a Rapid Rehousing Program. Our team helped the family secure an apartment for the program, and they were able to move in after 68 days in our care.

VOCATIONAL CASE MANAGEMENT



In addition to our Housing Stability Case Managers, we hired our very first **Vocational Case Manager** in 2020.

ON A REGULAR BASIS, OUR VOCATIONAL CASE MANAGER:

- Hosts informational sessions to share ongoing job trainings.
- Connects with employment and community partners to recruit and screen potential applicants.
- Helps participants secure full-time and living wage employment through comprehensive case management, barrier reduction, and work-based learning experiences.
- Helps guests increase job readiness through skill development, resume assistance, and interview skills training.

DID YOU KNOW?

Most of our families make 0-30% of the Area Median Income, classifying them as “extremely low income.”

0-30%

Most housing in Dallas is priced for those who make 60% and above the Area Median Income.

60% +

Thanks to special funding from **The Hirsch Family Foundation**, our Vocational Case Manager works to bridge this financial gap in our community and to connect our families to opportunities for income growth and stabilization.



135

**FAMILIES PROVIDED
WITH VOCATIONAL
CASE MANAGEMENT**

47%

**FAMILIES SERVED
INCREASED THEIR
INCOME**

\$1,095

**AVERAGE
INCREASE IN
MONTHLY INCOME**



**14 NEW EMPLOYMENT-RELATED
PARTNERSHIPS DEVELOPED**

37

**ADULTS
OBTAINED
FULL-TIME
EMPLOYMENT**



22

**ADULTS
OBTAINED
PART-TIME
EMPLOYMENT**

IMPACT OF COVID-19

Despite this program launching a month before the pandemic, our Vocational Case Manager was still able to make new connections with community partners and find employment opportunities to help our families increase their income.

STORY OF IMPACT

Vocational Case Management

Alexandra relocated from South Carolina in June of 2020 and entered our shelter overflow program in September. She was referred to our Vocational Case Manager in October. Alexandra's ultimate goal was to regain financial stability for her three children.

Despite limitations due to COVID-19, our Vocational Case Manager helped Alexandra secure a full-time job with FedEx making \$15 an hour as well as a discounted rental car so she could have transportation to and from work.

Towards the end of the year, Alexandra secured housing in Garland. Thanks to support and resources from our Vocational Case Manager, she was able to find employment closer to her new home making \$18 an hour. Alexandra also saved her money and was able to buy her own car. Our Vocational Case Manager continues to send Alexandra opportunities for training and career advancement. Thanks to our Vocational Case Management program, Alexandra was able to increase her income and stabilize her family.



EDUCATION PROGRAM



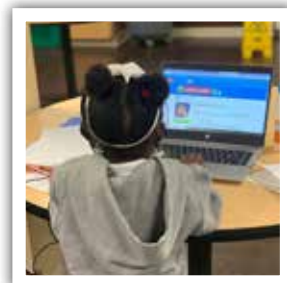
We know the negative effects of homelessness on children and their development and offer a unique Education Program for families in our care. Our staff ensures that children are enrolled in school and that toddlers are offered a formal assessment and the opportunity to attend an early childhood education program or preschool through local partner agencies.



We also provide after-school and summer programming, tutoring, mentoring, homework assistance, and recreational activities. The after-school program is focused on math and language tutoring and social-emotional development.

IMPACT OF COVID-19

After spring break in March, children in our emergency shelter began attending school virtually with our staff providing homework support from the hallways. In the first few weeks of the fall semester, our education team was coordinating virtual learning for up to 100 kids across multiple school districts.



SUPPORTIVE HOUSING



We have more than 170 units of supportive housing in apartment complexes throughout the community for post-shelter care. Our case managers are embedded in or mobilized to these apartment complexes for ongoing support. This can include monthly home visits, help with lease commitments, assistance with maintenance issues, and connection to community resources.

Types of Supportive Housing Programs include:

- Project-based vouchers through the Dallas Housing Authority.
- Permanent Supportive Housing (PSH) for families who have specifically documented disabilities.
- Rapid Rehousing for families who have relatively fewer barriers to self-sufficiency and are capable of regaining and sustaining stability.

STORY OF IMPACT

Supportive Housing

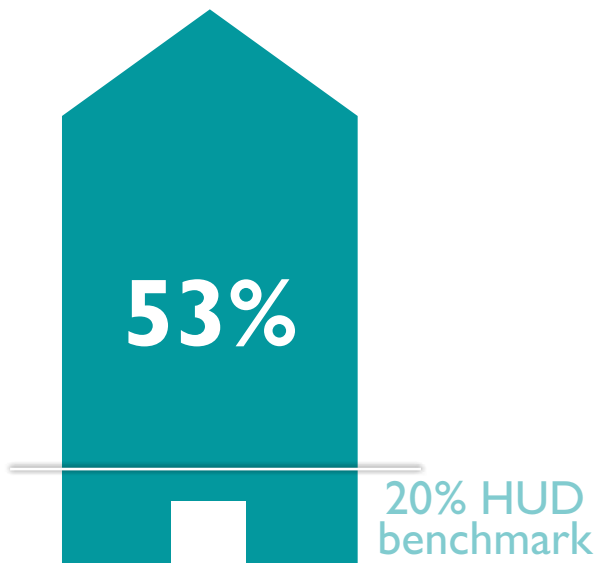


Patrick worked for the Richardson Parks and Recreation Department emptying public trash cans. At the onset of the pandemic in March, he was told his services were no longer needed. After missing three months of rent, Patrick's property manager told him that he and his four children needed to vacate their apartment. The family then moved into our emergency shelter and after a few weeks, they secured a new apartment through our Rapid Rehousing Program. Patrick was able to secure a new job as a forklift operator while we covered the first three months of the family's rent. From there, Patrick was responsible for his rent on a sliding

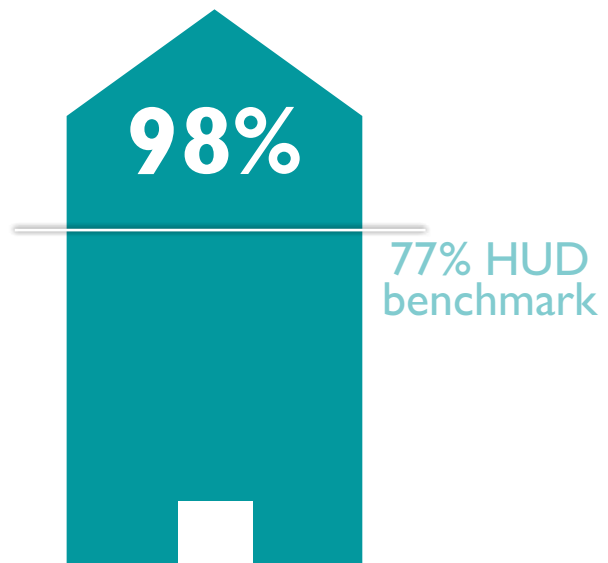
scale and was able to make all his scheduled rental payments. Patrick and his children are grateful for a fresh start.

217

**FAMILIES SERVED
IN SUPPORTIVE
HOUSING**



**53% OF FAMILIES
INCREASED THEIR
INCOME DURING
THEIR SUPPORTIVE
HOUSING STAY**

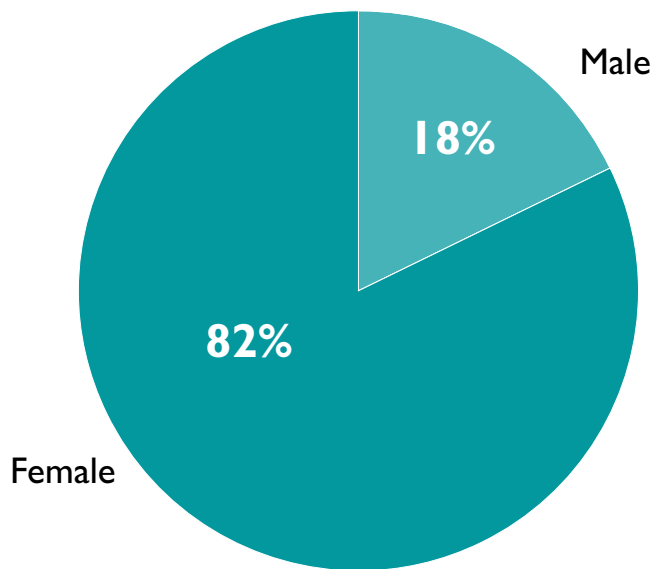


**98% OF FAMILIES
SERVED IN SUPPORTIVE
HOUSING REMAINED
STABLY HOUSED**

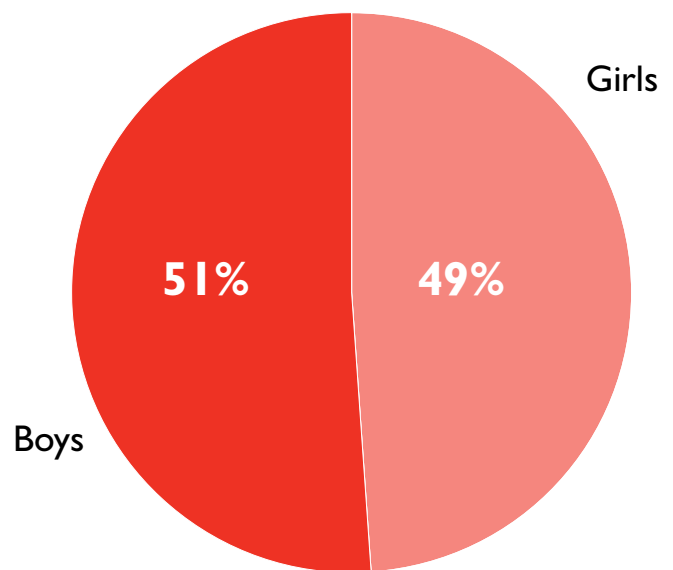
IMPACT OF COVID-19

Case managers held meetings virtually or over the phone for several months. Families continued to successfully transition from emergency shelter to supportive housing despite the ongoing pandemic.

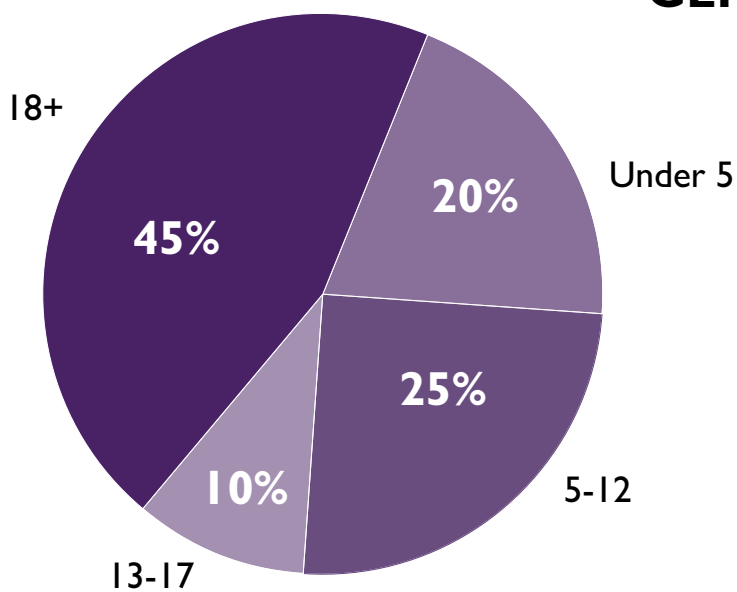
DEMOGRAPHIC DATA



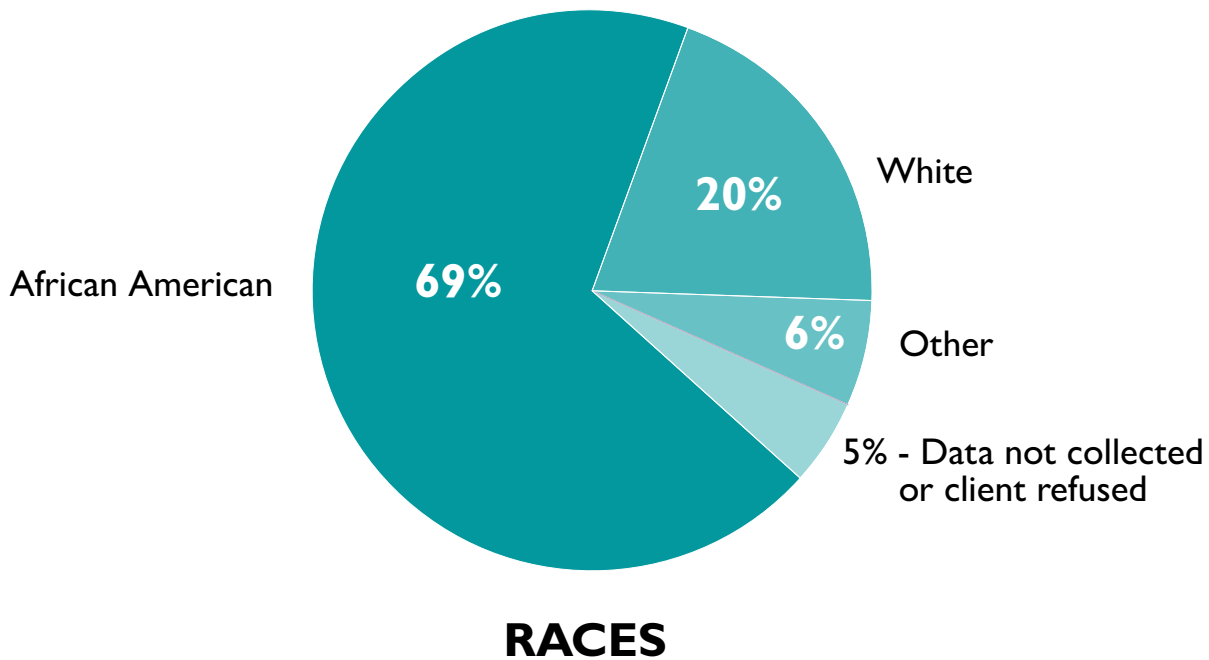
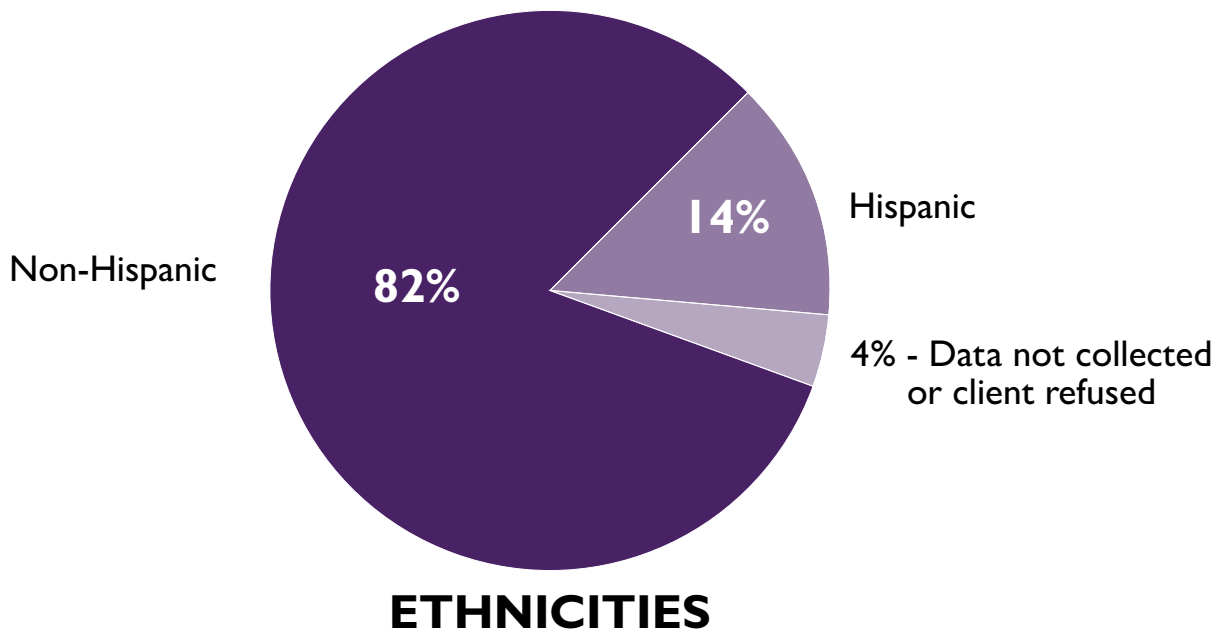
GENDER OF ADULTS



GENDER OF CHILDREN



AGES



71% of families were headed by a single parent.

55% of clients were children.

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Gretchen Pollom

Selwyn Rayzor

Kelly Shearrer

Michelle Spangler

Whitney Strauss

Mark Taylor

Paul Wilson

FINANCIALS

Consolidated Statement of Financial Position
December 31, 2020

Assets

Current assets:

| | |
|-------------------------------|------------------|
| Cash and cash equivalents | \$ 3,641,450 |
| Accounts receivable | 446,744 |
| Pledges receivable | 180,261 |
| Prepaid expenses and deposits | <u>77,412</u> |
| Total current assets | 4,345,867 |

| | |
|-----------------------------|----------------------------|
| Developer fee receivable | 1,055,000 |
| Property and equipment, net | <u>1,154,516</u> |
| Total assets | <u>\$ 6,555,383</u> |

Liabilities and Net Assets

Current liabilities:

| | |
|---------------------------------------|-------------------|
| Accounts payable and accrued expenses | <u>\$ 375,952</u> |
| Total liabilities | 375,952 |

Net assets:

| | |
|---|----------------------------|
| Without donor restrictions | 5,036,896 |
| With donor restrictions | <u>1,142,535</u> |
| Total net assets | 6,179,431 |
| Total liabilities and net assets | <u>\$ 6,555,383</u> |

FINANCIALS

Consolidated Statement of Activities
December 31, 2020

| | Without Donor Restrictions | With Donor Restrictions | Total |
|--|-------------------------------|----------------------------|---------------------|
| Revenue and support: | | | |
| Contributions | \$ 2,080,126 | \$ 94,161 | \$ 2,174,287 |
| In-kind contributions | 549,655 | - | 549,655 |
| Government grants | 1,922,562 | - | 1,922,562 |
| Rental income | 12,248 | - | 12,248 |
| Interest income | 51,081 | - | 51,081 |
| Net assets released from restrictions | 635,768 | (635,768) | - |
| Total revenue and support | 5,251,440 | (541,607) | 4,709,833 |
| Expenses: | | | |
| Program services | 5,050,762 | - | 5,050,762 |
| Management and general | 394,175 | - | 394,175 |
| Fundraising | 396,873 | - | 396,873 |
| Total expenses | 5,841,810 | - | 5,841,810 |
| Change in net assets | (590,370) | (541,607) | (1,131,977) |
| Net assets at beginning of year | 5,627,266 | 1,684,142 | 7,311,408 |
| Net assets at end of year | \$ 5,036,896 | \$ 1,142,535 | \$ 6,179,431 |

\$0.86 of every dollar donated went towards our programs and services.

2020 SUPPORTERS

Jennifer and Joseph Aberger
Debby Ackerman
Purvi and Bill Albers
Dawn Albrecht
All Saints Catholic Church
Allegis Group Foundation
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Ginger and Doug Anderson
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Capital for Kids
Capital One
CAPTRUST Foundation
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COFRA Foundation

Communities Foundation of Texas
Compatriot Capital
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CREW: Commercial Real Estate Women
Sara Crittenden
Crow Holdings Capital - Real Estate
David Culley
Dallas Alumnae Association of
Kappa Kappa Gamma
Dallas Chinese Bible Church
The Dallas Foundation
Dallas Morning News Charities
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Peggy Dear
William Decherd
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Samantha and Troy Dewan
Deanna Dipizio-Johnson
Shannon and Jason Dodd
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Duff & Phelps Charitable Foundation
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Mary Fleming
Kristi and Bill Francis
Allison and Jerry Freeman
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 Shannon and James MacMichael
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 Ashley and Jed Tanner
 Mark Taylor
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 TEK Systems
 Tel-Star Baptist Church
 Temple Emanu-El
 Texas Instruments Foundation
 Texas Women's Foundation
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 Lisa and Sanders Thompson, III
 Nancy Thursby
 Bennie Torres
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 Karen Wilbur
 Shelly Wilfong
 Danielle Wilson
 Dusty and Kirk Wilson
 Caleb Winn
 David Winn
 Lea and Leo Yancey
 Mary and Steve Yoost
 The William & Sylvia Zale Foundation
 Sarah Katherine and John Zavala
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 Zonta Club of Dallas
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 Jeffrey Zwiebel

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If you or someone you know is experiencing a
homeless crisis, please call 1-888-411-6802 (Option 3).

711 S. ST. PAUL ST., DALLAS, TX 75201 | P: 214-823-4500

