

Empowering children & families affected by homelessness

# **2021 GIVING REPORT**



# MESSAGE FROM OUR LEADERSHIP

2021 was a year full of new opportunities, challenges, and growth for Family Gateway.

Families in our community continued to feel the economic repercussions of the COVID-19 pandemic. Prior to the onset of COVID-19, approximately 30 new families per month required emergency shelter. This number increased to an average of 45 new families per month in 2021, with many months including spikes of 60+ new families per month requiring shelter.

Due to a lack of available shelter space for families in our community, we deepened some of our existing partnerships in new and innovative ways to help meet this increased need. After a competitive application process, we were awarded the contract by the City of Dallas to run a new, 50-room shelter at a former hotel property in far north Dallas. Next year, we will be renovating this facility to add common area spaces for delivering the services our children and families need. Also in 2021, we worked with The Salvation Army to expand their family shelter space and embedded a case manager at their facility.

In our Assessment & Diversion work, we moved further "upstream" by partnering into the Dallas Rental Assistance Collaborative facilitated by the United Way of Metropolitan Dallas. This partnership enables us to keep more families stabilized where they are without shelter by using significant rental assistance funds. In our Supportive Housing program, we received 50 new emergency housing vouchers from local Public Housing Authorities to expand our supportive housing program and to help reduce family homelessness in our community.

Most importantly, we continued to walk alongside families with children experiencing homelessness every step of the way and to advocate for them as they recovered from the trauma and instability of homelessness. We are humbly grateful for the kindness and support extended from our donors, volunteers, and community partners. This important work would not be possible without you.

Ellen Magnis
President & CEO

Gary Moor Chairman of the Board

Harry

# OUR MODEL

# ASSESSMENT & DIVERSION

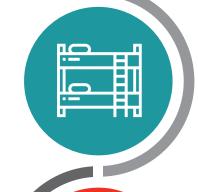
To find alternatives to shelter



A call is made to the Homeless Crisis Helpline. Our Assessment & Diversion team works with each family to find creative alternatives to shelter; a diversion is attempted.

### EMERGENCY SHELTER

To provide a safe place for families to stay while they get back on their feet



If the family has no other options, they are triaged into one of our emergency shelters or a partner shelter. Programs are focused on housing and employment for adults and on education stabilization for children.

#### CASE MANAGEMENT

To help families secure and maintain stable housing



Case management is provided to overcome barriers to housing and to create a Housing Stabilization Plan.

## **EDUCATIONAL PROGRAMMING**

To ensure kids are enrolled in school & to provide social emotional support



An Education Program is offered for children in shelter with a focus on math, language, and social emotional development.

# SUPPORTIVE HOUSING

To help families maintain stability



The family leaves shelter into housing, according to their unique needs and circumstances. In our supportive housing programs, case managers provide ongoing support.

## NATIONAL SPOTLIGHT

# We were honored to be recognized at the national level on multiple occasions in 2021!

1

We were featured in a national best practice guide for our immediate and flexible crisis options for families with children experiencing homelessness. More than 30 communities were contacted for this report, and ultimately 9 were selected to highlight.

2

Our President & CEO, Ellen Magnis, spoke at the National Virtual Conference on Ending Homelessness hosted by the National Alliance to End Homelessness. She co-presented in a workshop titled, "Advancing Progress in Addressing Family Homelessness." In her presentation, Ellen shared challenges and opportunities brought on by the pandemic.

3

To help bridge the digital divide, AT&T opened their first AT&T Connected Learning Center in the nation at our downtown emergency shelter! We celebrated with a ribbon cutting ceremony in September.









# FURTHERING OUR MISSION TO MEET THE NEED



**30** 

Pre-pandemic, approximately 30 new families per month required shelter.

45

This number increased to an average of 45 new families per month in 2021.

60+

Many months including spikes of 60+ new families per month requiring shelter.

This spike in service need came at a time when two shelter partners ceased taking in new families completely for more than a year.

#### To help meet this increased need in our community, we:

- Partnered with the City of Dallas to open a new shelter location (Family Gateway North) at a former Candlewood Suites property in far north Dallas. There are 50 rooms at this location, and families have their own bathrooms and kitchenettes.
- Worked with Salvation Army to expand their shelter space for families from 10 beds to 12 rooms (40 beds). We are now operating out of this location full-time to help even more families transition from shelter to positive housing.
- Received 50 new emergency housing vouchers from local Public Housing Authorities to expand our supportive housing program and to help reduce family homelessness in our community.
- Partnered into the Dallas Rental Assistance Collaborative facilitated by the United Way of Metropolitan Dallas, enabling us to keep more families stabilized where they are with significant rental assistance funds.



### **ASSESSMENT & DIVERSION**

Our Assessment & Diversion team works with families to find alternatives to shelter. Examples of this include landlord mediation/ eviction prevention and family reunification. We act as the access point in Dallas County for families with children experiencing or near homelessness. This means we answer all family calls to the Homeless Crisis Helpline and assess each family for needs.



540 FAMILIES SERVED WITH ALTERNATIVES TO SHELTER

(also known as diversion)

2,206 FAMILIES IDENTIFIED AS LITERALLY OR IMMINENTLY HOMELESS

THIS IS AN ESTIMATED 5,5 | 5 CHILDREN.

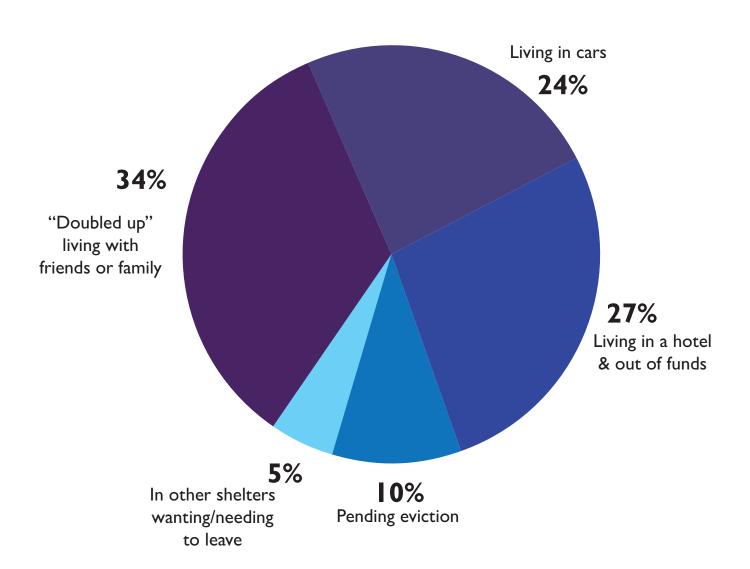
# 4,798 CALLERS WERE PRESCREENED TO DETERMINE SERVICE ELIGIBILITY



1,460 callers received quick resources to more appropriate services.



3,338 callers were fully triaged as eligible for continued services. The pie chart below shows a breakdown of their living situations before receiving assistance.





# EMERGENCY SHELTER & OVERFLOW PROGRAM

In 2021, we expanded family shelter space in our community by partnering with the City of Dallas and The Salvation Army in new and innovative ways. We now operate three emergency shelters for families with children experiencing homelessness:

- Our original, dormitory-style shelter in downtown Dallas with 35 rooms and community bathrooms.
- 12 rooms (40 beds) for families at The Salvation Army. We now complete the assessment and intake for families at this location, and we have embedded a case manager in this facility to bring together the resources offered by both agencies.
- A new, 50-room shelter in far north Dallas in partnership with the City of Dallas.
  This is located at a former hotel property, and each family has their own bathroom
  and kitchenette. After a competitive application process, we were awarded the
  contract to formally operate out of this property in June of 2021.







# DID YOU KNOW?

Our emergency shelters are the only ones in our community that serve all types of families and keep them together. This includes single parents with kids, families with older male children, multi-generational families, same gender couples with kids, and large families with complex backgrounds.

659

Families required shelter.

508

Families were served in our emergency shelter or overflow program.

418

Families 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.

110%

Our shelter operated at 110% of capacity, on average.

6I DAYS

Our length of stay in shelter ranged from I to 365 days (average was 61 days), pointing to the complexity of housing larger families or those with multiple barriers to housing.



90%

of families exited from shelter into positive housing (HUD benchmark = 65%)



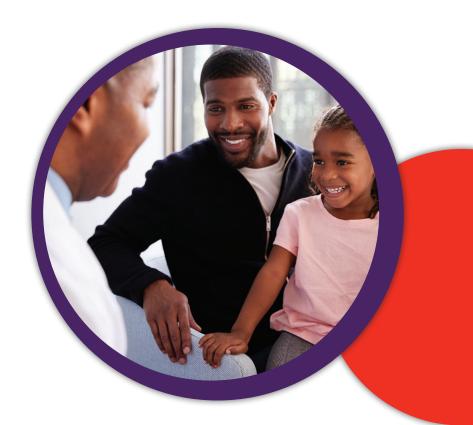
### CASE MANAGEMENT

At Family Gateway, we provide housing-focused and vocational case management to help families regain stability and self-sufficiency. Case managers work with families in our emergency shelters and are also embedded in or mobilized to apartment complexes throughout the community in our supportive housing programs. We also offer vocational case management services to help families increase their income.

#### **VOCATIONAL CASE MANAGEMENT**

Most of our families make 0-30% of the area median income, classifying them as "extremely low income." Most housing in Dallas is priced for those who make 60% and above the area median income. 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.







## **EDUCATION PROGRAM**

To help curb the negative effects of homelessness on children, we offer a unique Education Program for families in our care. Our staff ensures that children are enrolled in school and that toddlers are offered 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

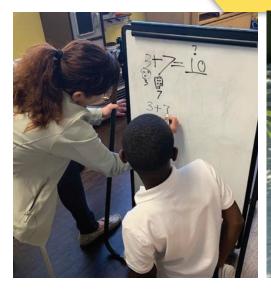






987

# CHILDREN OFFERED EDUCATIONAL SERVICES









## SUPPORTIVE HOUSING

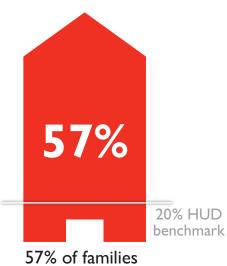
We have more than 200 units of supportive housing in apartment complexes throughout the community for post-shelter care. Our case managers are embedded in or mobilized to these apartment complexes for ongoing support.

# TYPES OF SUPPORTIVE HOUSING PROGRAMS INCLUDE:

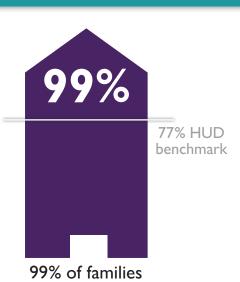
- Project-based vouchers through the Dallas Housing Authority.
- Permanent Supportive Housing (PSH) for families who have specifically documented disabilities.
- Rapid Rehousing for families who have relatively fewer barriers to self-sufficiency and are capable of regaining and sustaining stability.

In 2021, we received 50 new emergency housing vouchers from local Public Housing Authorities to expand our supportive housing program and to help reduce family homelessness in our community.

279
FAMILIES
SERVED IN
SUPPORTIVE
HOUSING



57% of families increased their income during their supportive housing stay

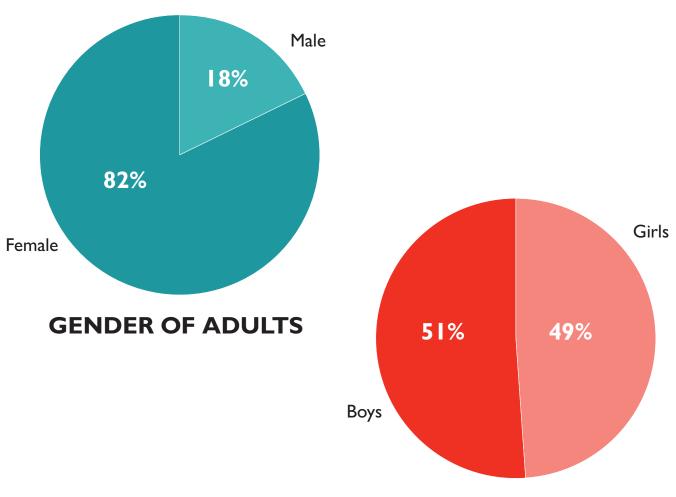


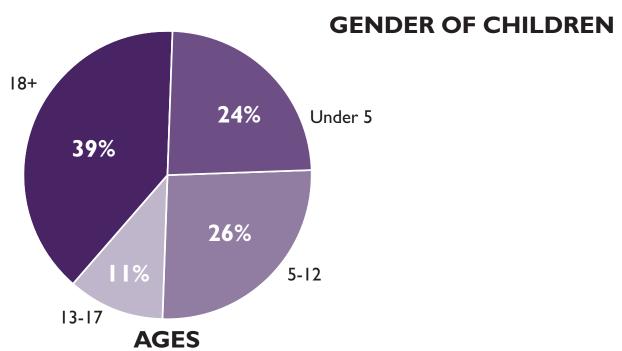
served in supportive

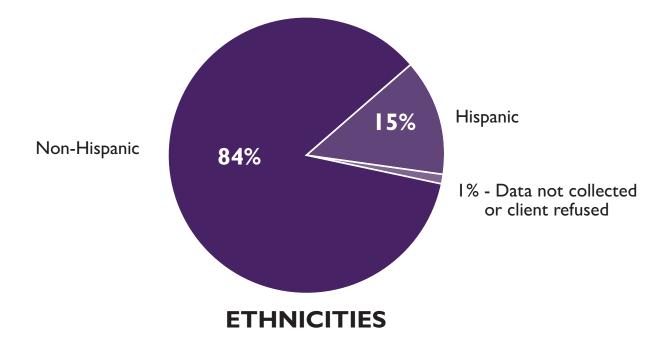
housing remained

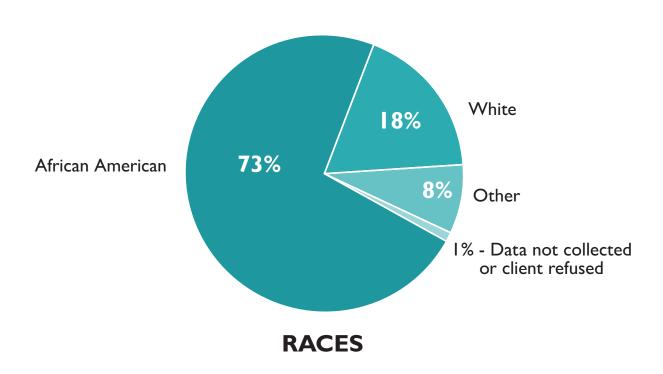
stably housed

# **DEMOGRAPHIC DATA**









86% of families were headed by a single parent.

6 % of clients were children.

# ANNETTE G. STRAUSS SOCIETY

The Annette G. Strauss Society is a group of philanthropic individuals and families committed to helping families with children recover from the trauma of homelessness. Members of The Annette G. Strauss Society commit to a gift of \$10,000 or more each year for three years. Strauss Society members help make the important work of Family Gateway possible each and every day. Thank you to these dedicated families for their incredible support!

### **INSPIRING SUCCESS**

Michelle & Rich Frymire Maritza & Jeff Liaw Minda & Gary Moor

### PROVIDING STABILITY

Marilee & Charles O'Connell Gowri & Alex NK Sharma Exa & David Whiteman



# CORPORATE PARTNER PROGRAM

Our important work would not be possible without our Corporate Partners. Through this program, corporations are offered unique opportunities to partner with Family Gateway on an annual basis. This support helps us achieve tangible results in the areas of housing, employment, and education as we work to provide a sustainable solution to family homelessness. Thank you to our 2021 Corporate Partners!

### **ADVOCATE**













### **TEAM PLAYER**















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Whitney Strauss
Mark Taylor
Amy Warren
Paul Wilson

### **FINANCIALS**

# Consolidated Statement of Financial Position December 31, 2021

#### **Assets**

Current assets:	
Cash and cash equivalents	\$ 3,908,588
Accounts receivable	449,384
Pledges receivable	438,570
Prepaid expenses and deposits	77,108
Total current assets	4,873,650
Pledges receivable, net of current	46,928
Property and equipment, net	1,036,129
Total assets	\$ 5,956,707
Liabilities and Net Assets  Current liabilites:  Accounts payable and accrued expenses  Paycheck protection program loan  Total liabilities	 \$ 195,308 434,500 <b>629,808</b>
Net assets:	
Without donor restrictions	 3,994,193
With donor restrictions	 1,332,706
Total net assets	 5,326,899
Total liabilities and net assets	\$ 5,956,707

### **FINANCIALS**

Consolidated Statement of Activities December 31, 2021

	Without Donor Restrictions	With Donor Restrictions	Total
Revenue and support:			
Contributions	\$ 2,638,856	\$ 555,730	\$ 3,194,586
In-kind contributions	435,242	-	435,242
Government grants	2,383,835	-	2,383,835
Partnership distribution	162,420	-	162,420
Rental income	8,646	-	8,646
Interest income	4,341	-	4,341
Other income	18,796	-	18,796
Net assets released from restrictions	365,559	(365,559)	-
Total revenue and support	6,017,695	190,171	6,207,866
Expenses:			
Program services	6,167,409	-	6,167,409
Management and general	460,508	-	460,508
Fundraising	432,481		432,481
Total expenses	7,060,398	-	7,060,398
Change in net assets	(1,042,703)*	190,171	(852,532)*
Net assets at beginning of year	5,036,896	1,142,535	6,179,431
Net assets at end of year	\$ 3,994,193	\$ 1,332,706	\$ 5,326,899

\$0.87 of every dollar donated went towards our programs and services.

<sup>\*</sup>We operated on a planned, board-approved deficit budget to spend down extraordinary gifts received in 2019.

## **2021 SUPPORTERS**

Deborah Ackerman
Jim Adler & Associates
Wendy and Michael Adler
All Saints Catholic Church
Carolyn and Kenneth Anderson
Ginger and Doug Anderson
Manish Assar and Parul Harsora

Assurant, Inc. AT&T Foundation -Employer Match Cause Card

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Justin Bailey

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Bank of America Employee Giving Campaign c/o CyberGrants, Inc.

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Dianne and Jim Bosler Allison and Chris Bovard Kristy and Taylor Bowen

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Milton Brooks

Mason Brown Family Foundation, Inc.

BTH Bank, N.A. Carrie Bulgier Karen Burhans Charles Butt Richard Buzzard Richard Byarley C&L Foods Inc.

Karan and Joe Callaway

Calyx Software Capital for Kids Sue and Chuck Carey

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Bill Chalmers

Cherokee Crossroads Inc. Chi Omega Christmas Market

Chilo Foundation Sammie Cho Claire Clayton Lisa and Russell Cobb COFRA Foundation

Communities Foundation of Texas

Compatriot Capital Lisa and Clay Cooley Jamie Cornelius Nina Cortell Sylvia Courtney

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Dallas Morning News Charities

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Rebecca De La Cruz

Peggy Dear

Janese and Rick Deitch, II

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The Dorsey & Whitney Foundation

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Sally and Tom Dunning
Betsy and Richard Eiseman
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Melissa Hensley

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Workplace Giving Program

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Justin State Bank

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Louise W. Kahn Endowment Fund

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Caren and Peter Kline Family Foundation

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Francesca and Won Lee

Paul Lenau

Maritza and Jeff Liaw Liberty Mutual John Lieblang

Linda Linderman Family Gift Fund

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United Way of Metropolitan Dallas, Inc.

Claire Usala and Steven Keithley Alan M. Utay Family Foundation Elizabeth and Mark Varhaug

Vizient, Inc

Patty and Paul Walnick

Dennis Walo

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Karen Wilbur

leanne and David Wilgus

Robert Williams Danielle Wilson David Winn

Vicki and Paul Wright Lea and Leo Yancey Mary and Steve Yoost Carmen and Andy Yung

Zonta Club of Dallas Charitable Trust

Jeffrey Zwiebel

My success stems from the tools that Family Gateway provided my family.

They helped us find our way and changed my life forever.

-Former Client

#### FAMILYGATEWAY.ORG

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

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