



2024 Impact Report

MESSAGE FROM OUR LEADERSHIP

2024 was another year of growth for Family Gateway. As the number of families reaching out for services continued to rise, we focused on expanding our practice of diversion. Diversion involves working with families to find solutions to homelessness that don't require shelter. This can include collaborating with landlords to prevent eviction, providing case management for families staying with friends or relatives while they secure employment and housing, or even transporting them to another city or state where they already have a support network.

Our team is committed to helping families come up with creative, sustainable solutions because we know that diversion is not only less traumatic for children and families, but also more cost-effective for our agency. Last year, we successfully diverted 55% more families than the year before, which allowed us to shelter 28% fewer families in 2024 compared to 2023.

Through our two emergency shelters—Family Gateway North and Family Gateway at The Salvation Army—and by utilizing budget-friendly hotels when shelter space was full, we were able to serve more than three-quarters of the families who needed shelter. Our case managers and employment specialists worked closely with families, helping them secure employment, find apartments, and achieve long-term stability. Our supportive housing services allowed 96% of families to remain stably housed in our care, significantly outperforming the HUD benchmark of 77%.

In addition to our core services, we launched our first-ever evening fundraising event, Denim & Diamonds, held at Gilley's Dallas. It was a night to remember! We were honored to present the Annette G. Strauss Community Service Award to Joel T. Williams III and Charles O'Connell. These two men played a pivotal role in restructuring our homeless services system, making it more cohesive and effective. We were also thrilled to have country music legend Neal McCoy on stage for an evening filled with live music, dancing, and fun—it was anything but your typical gala!

We are incredibly grateful for the opportunity to support families in this important work. A heartfelt thank you goes out to our donors, volunteers, and staff members for their dedication to ending family homelessness. We truly couldn't do this without you.



Ellen Magnis
President & CEO



Michelle Frymire
Chairman of the Board

OUR MODEL

1

ASSESSMENT & DIVERSION

To find alternatives to shelter



A family seeks assistance. Our Assessment & Diversion team works with each family to find creative alternatives to shelter; this national best practice is called diversion.

2

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 income stabilization for adults and on education stabilization for children.

3

CASE MANAGEMENT

To help families secure and maintain stable housing



Case Management is provided to help families increase their income, to overcome barriers to housing, and to create a Housing Stabilization Plan.

4

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 in conjunction with Vogel Alcove.

5

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.

2024 PROGRAM NUMBERS



6,276

callers pre-screened to determine service eligibility



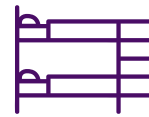
1,877

families served with alternatives to shelter (known as diversion)



3,582

families identified as homeless (by HUD definition)



642

families triaged into the appropriate shelter



This is an estimated **8,955** children.



174

families served in supportive housing

460

families who needed shelter were served in our emergency shelter and overflow program.

ASSESSMENT & DIVERSION



Diversion involves working with families to find solutions to homelessness that don't require shelter. This can include:

- Collaborating with landlords to prevent eviction
- Providing case management for families staying with friends or relatives while they secure employment and housing
- Transporting them to another city or state where they already have a support network



1,877

**FAMILIES SERVED WITH
ALTERNATIVES TO SHELTER**

(also known as diversion)



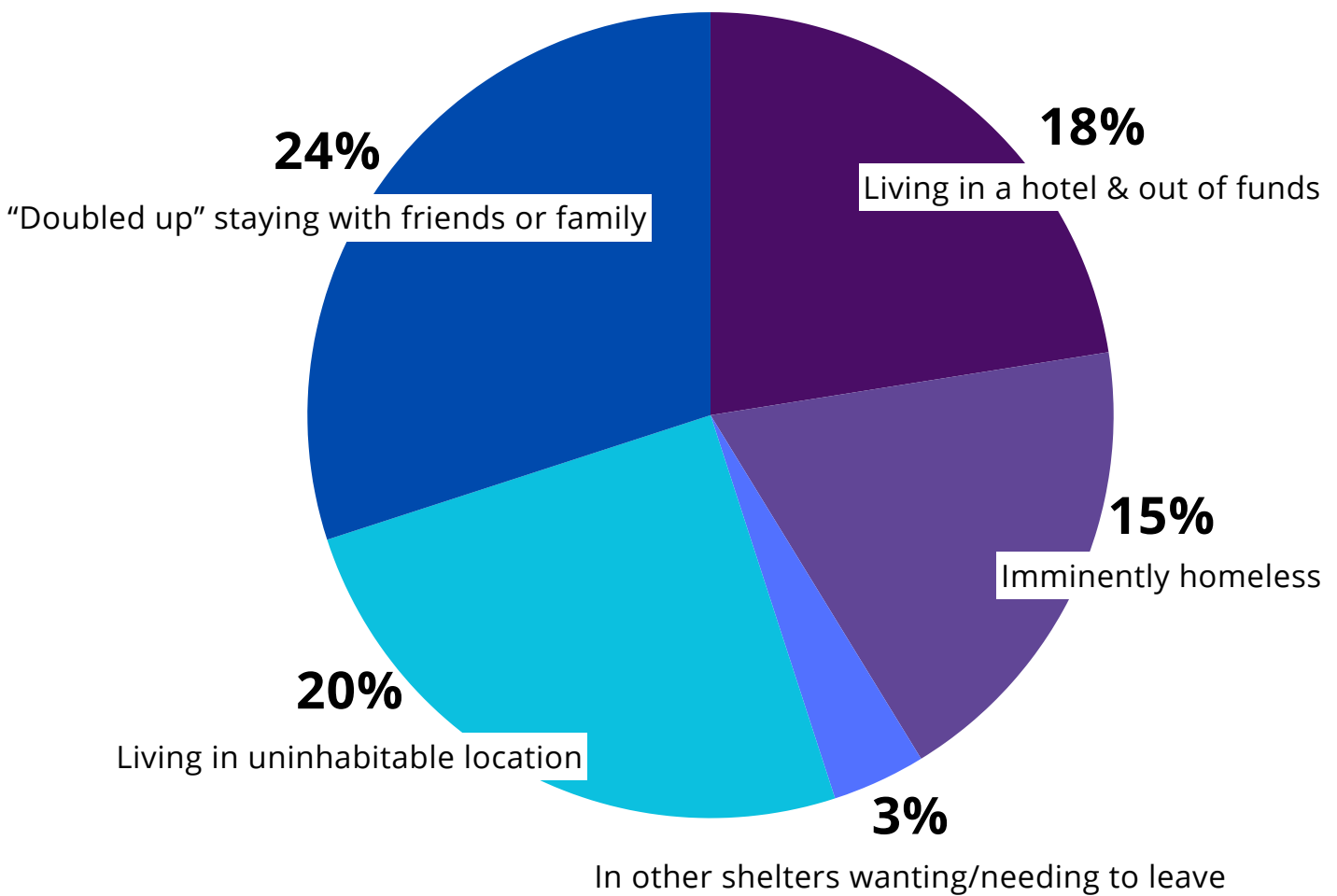
3,582

**FAMILIES IDENTIFIED
AS LITERALLY OR
IMMINENTLY HOMELESS**

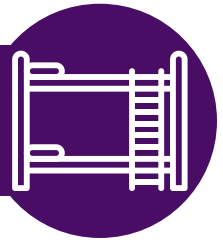
Last year, we successfully diverted 55% more families than the year before.

6,276

CALLERS WERE PRESCREENED TO DETERMINE SERVICE ELIGIBILITY.



EMERGENCY SHELTER & OVERFLOW PROGRAM



Families who cannot be served with other alternatives are triaged into one of our shelters or a partner shelter. In our shelters, programs are focused on housing and income stabilization for parents and on education stabilization for children.



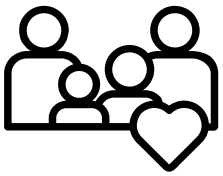
DID YOU KNOW?

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, and large families with complex backgrounds.

PROGRAM NUMBERS

**MORE THAN
70%**

of families who came through the Family Gateway access point who needed shelter were served in our emergency shelter and overflow program.



642

families required shelter.



78%

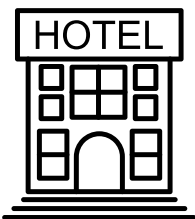
of families exited from shelter into positive housing. (HUD benchmark = 65%).



460

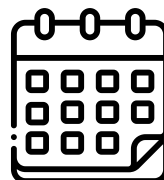
families were served in our emergency shelter or overflow program.

Our shelters operated at 120% of capacity, on average.



539

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.



88 DAYS

Our length of stay in shelter ranged from 1 to 365 days (average was 88 days), pointing to the complexity of housing larger families or those with multiple barriers to housing.

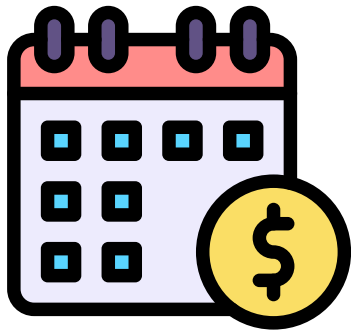
CASE MANAGEMENT



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.

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.



\$1,400

average increase in
monthly income



VOGEL ALCOVE

For the past 37 years, Vogel and Family Gateway have remained collaborative partners to serve families with children experiencing homelessness in Dallas. Today, our partnership continues with the opening of the Vogel North Childcare center at Family Gateway North. The center serves infants, toddlers, preschool, school-age children and teens residing in our family shelter, Monday-Friday, 7:00 am – 6:00 pm. A Saturday Play Day program operates on Saturday mornings for parents and children to play and learn together.

Pre-School & Afterschool Learning Center



Infant & Early Childhood Center



Our families are also eligible for ongoing free childcare at Vogel's downtown location and at their new Redbird location once the family is housed.

SUPPORTIVE HOUSING



We have more than 100 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 DHA.
- 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 quickly regaining and sustaining stability.



96%

of families served in supportive housing remained stably housed (HUD benchmark = 77%).



57%

of families increased their income during their supportive housing stay (HUD benchmark = 20%).

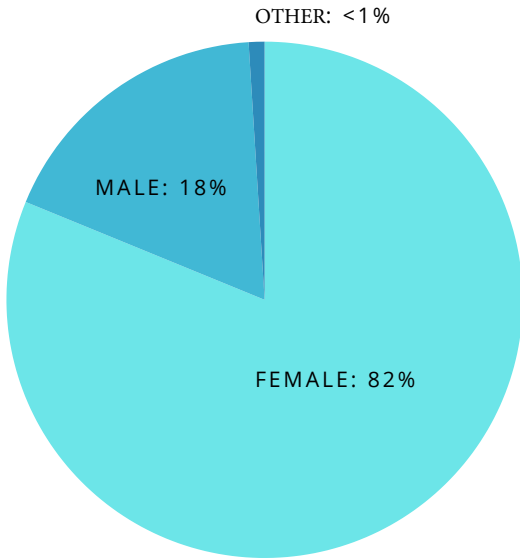


174

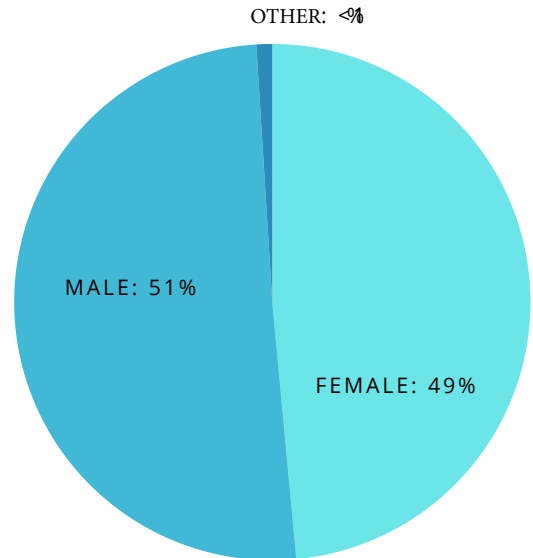
families served in supportive housing

DEMOGRAPHIC DATA

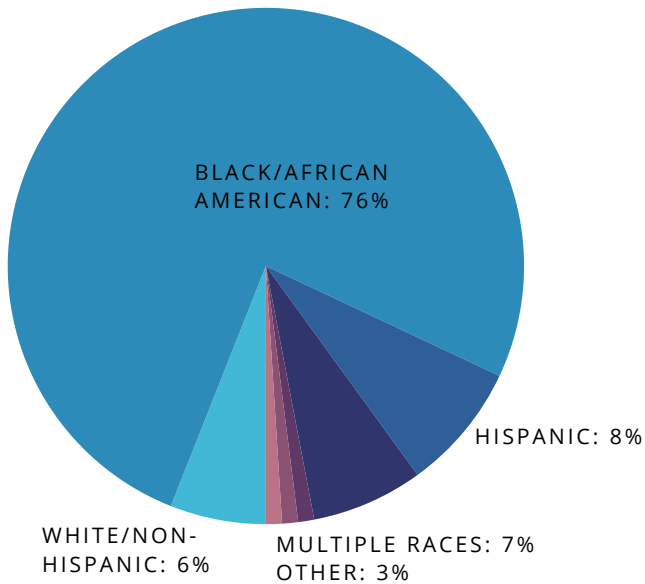
GENDER OF ADULTS



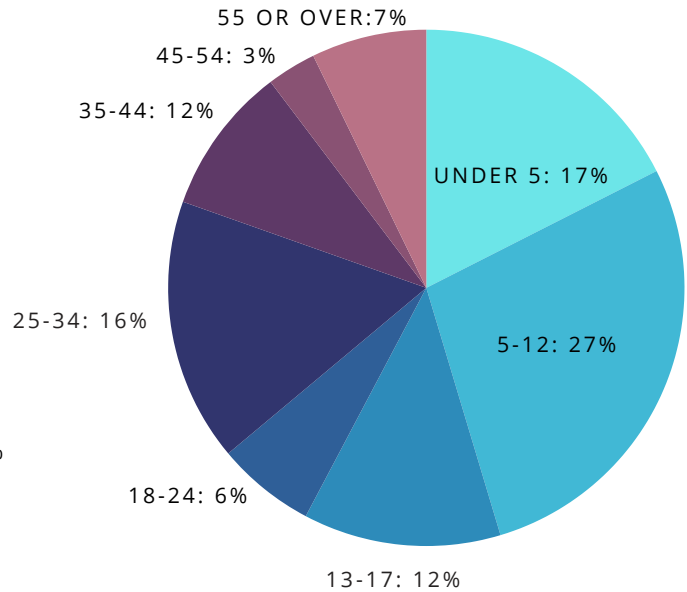
GENDER OF CHILDREN



ETHNICITIES



AGES



2024 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!

Creating Change

Deborah Ackerman

Renewing Hope

Dianne & Jim Bosler

Darla & Mark Whitaker

Inspiring Success

Michelle & Rich Frymire

Maritza & Jeff Liaw

Paula & Bay Miltenberger

Minda & Gary Moor

Providing Stability

Purvi & Bill Albers

Sara Crittenden & Justin Bailey

Mary Beth and John Brennan

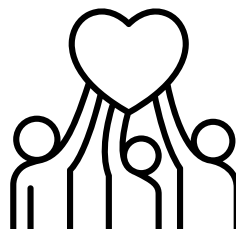
Renee & Matt Gerkens

Mandy & Clayton Main

Marilee & Charles O'Connell

Missy & Derek Sharp

Exa & David Whiteman



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Our important work would not be possible without our Corporate Partners who help us achieve tangible results as we work to provide a sustainable solution to family homelessness. Thank you to our 2024 Corporate Partners!

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ADVOCATE



ALLY



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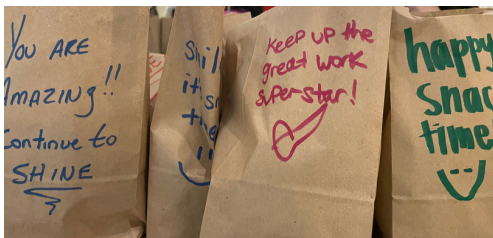
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2024 ADDITIONAL HIGHLIGHTS

In 2024, we:

- Held our Young Professionals Event, **Have Fun, Do Good**. Guests participated by writing notes of encouragement, assembling snack bags, donating, and sharing information about Family Gateway on their social media.
- Hosted our annual **Stock the Shelves** event, where volunteers brought donations and set up activities in the parking lot for children at Family Gateway North.
- Hosted our annual Trunk or Treat event, **Boo Bash**, at Family Gateway North. We had games, candy, pizza, and even face painting!
- Presented Joel T. Williams III & Charles O'Connell with the Annette G. Strauss Community Service Award at our first ever **Denim & Diamonds** event with a performance by Neal McCoy, Multi-Platinum Country Artist.
- Were able to serve 210 families and provide gifts for around 525 children this holiday season through our annual **Hope for the Holidays** program.
- Were proud to be the recipient of **D CEO Magazine's Organization of the Year (Large) award**.



FAMILY GATEWAY IN THE PRESS



Northmarq proudly donates nearly \$160K for affordable housing and unhoused communities

December 3rd, 2024 | Northmarq

On this Giving Tuesday, Northmarq is pleased to announce it has donated nearly \$160,000 to nonprofit organizations across the country that are dedicated to helping increase access to affordable housing and support unhoused communities.

These donations occurred through its Northmarq Neighbors program and an annual giving campaign to support Aeon on Give to the Max Day in Minnesota.

“Northmarq is passionate about giving back to our local communities, with a particular focus on housing insecurity and increasing access to affordable housing,” Northmarq CEO Jeffrey Weidell said. “I am proud that we’re able to do that through opportunities like these that are woven into the fabric of our company.”

Northmarq Neighbors provided grants to 26 nonprofits in the U.S.

Northmarq Neighbors is a program focused on providing grants to nonprofits dedicated to supporting affordable housing and reducing homelessness. Since its inception in 2017, Northmarq Neighbors has awarded over \$600,000 to various organizations across the country. This year the Northmarq Neighbors program, through nominations by Northmarq employees, awarded nearly \$120,000 in grants to 26 organizations from coast to coast:

Ability Housing in Jacksonville, Florida.

Housing Industry Foundation in Palo Alto, California.

Patriot Affordable Housing, Inc. in Fort Lauderdale, Florida.

The Bowery Mission
in New York, New York.

Bellwether Housing in Seattle, Washington.

Ignite in Chicago, Illinois.

Quad Inc. in Portland, Oregon.

Trinity Center in Austin, Texas.

Better Housing Coalition in Richmond, Virginia.
Lotus Campaign in Charlotte, North Carolina.
San Antonio Food Bank in San Antonio, Texas.
Tulsa Day Center in Tulsa, Oklahoma.
Chrysalis in Phoenix, Arizona.
Many Mansions in Thousand Oaks, California.
Sarah's Circle in Chicago, Illinois.
Wartburg in Mount Vernon, New York.
Entryway in Vienna, Virginia.
New Life Mission in Melbourne, Florida.
SouthEast Effective Development in Seattle, Washington.
Workforce Services-Refugee Services of Utah in Salt Lake City, Utah.
Family Gateway in Dallas, Texas.
North Texas Food Bank in Plano, Texas.
St. Joseph the Worker in Phoenix, Arizona.
Front Porch Investments in Omaha, Nebraska.
Open Doors in Atlanta, Georgia.
Tunnel to Towers Foundation in Staten Island, New York.

Northmarq helps Aeon raise \$100K on Give to the Max Day
With an overlapping passion for supporting increased access to affordable housing, Northmarq has been a longstanding supporter of Aeon — which is a mission-based nonprofit founded in 1986 to help house low-income residents displaced from their homes to make space to build the Minneapolis Convention Center and today owns 5,885 affordable homes across 58 properties and 15 Twin Cities communities.

Give to the Max Day was Nov. 21 in Minnesota, and Northmarq donated nearly \$40,000 to Aeon on that day — helping Aeon raise approximately \$100,000.

"A focus on improving our local communities is core to who we are at Northmarq, and I am grateful that we are able to do that through our support of a wonderful organization like Aeon," said Chief Operating Officer Shawn Power, who also serves on Aeon's Board of Directors. "I'm lucky enough to see the impact of Aeon's work on a regular basis, and through Give to the Max Day, it was great to see our company, our employees and the greater community also recognize Aeon's importance in the Twin Cities with such generous support."

The grants come at a time of rising homelessness—especially among families.

Amazon founder Jeff Bezos, the world's third-richest person, and his partner Lauren Sánchez announced \$110.5 million in new grants to nonprofits working to end homelessness for families from his Day 1 Families Fund, the organization announced on Tuesday.

This round of donations marks the Day 1 Families Fund's seventh annual round of awards, which range from \$425,000 to \$5 million and will go to 40 organizations providing services to homeless families in 23 states—including \$2.5 million each to the Kentucky-based Welcome House, Los Angeles-based Jenesse Center and a couple of repeat recipients. The Dallas-based Family Gateway group, for example, received a \$2.5 million grant this year, after receiving \$2.75 million in 2019. Bezos has now granted \$749 million of the Day 1 Fund's \$2 billion pledge—made in 2018—to organizations working to help families experiencing homelessness. The new grants bring Bezos' total estimated giving to \$3.5 billion, roughly equal to the amount he got from selling a sliver of his Amazon shares this month (before taxes).

"No child should sleep outside, and it's a privilege to help in the extraordinary efforts of these organizations," Bezos, who is richer than ever and worth an estimated \$220 billion, wrote in a statement about the new grants. His partner and fiancée Sánchez added that "with homelessness on the rise, there has never been a more important time to support those individuals and organizations making a difference."

In 2023, more than a million people experienced homelessness in the U.S. for the first time, according to the National Alliance to End Homelessness. Also, the number of unhoused people across the country increased by 12% compared to the previous year, the largest increase since the organization began tracking data in 2007. The rise in homelessness has hit families especially hard: families now represent almost a third of the country's homeless population. Rising housing costs and a lack of affordable housing, exacerbated by the pandemic and end of the pandemic-era safety net, are to blame, according to the U.S. Interagency Council on Homelessness.

To address the acute issues at hand, the Day 1 Families Fund generally supports organizations that offer emergency or other temporary shelter to specific families. Many of the organizations help those families transition to supportive housing and increase their income so they can then hopefully move to permanent housing. Ellen Magnis, CEO of Dallas-based Family Gateway, used the nonprofit group's first Day 1 Families Fund grant in 2019 to help families—often single mothers with hourly-wage jobs who are sick and don't have sick pay benefits—find short-term alternatives to emergency shelters, which are often full and also expensive to build, like a hotel room. While they are in their temporary housing arrangements, the organization helps families find permanent housing and pays the related up-front fees, like their security deposit and first couple months' rent. She says that Family Gateway plans to use this year's grant to meet the "significant increase" in post-pandemic demand.

Michael Goze, CEO of the American Indian Community Development Corporation, a Minneapolis-based nonprofit that purchases and develops affordable apartment complexes for unhoused Native people, received a \$5 million grant from the Day 1 Families Fund last year. Goze says they've been able to use the funding to expand their efforts and are in the process of buying seven more three-bedroom apartments. AICDC pairs people who live in their apartments—including people escaping domestic violence, a single mother working her way through college and a family whose previous building burned in a fire—with case managers and financial advisors in a five-year program to help them earn more and thus move to stable permanent housing.

"Bezos is giving money to the people on the front line, dealing with the problem on a daily basis, and I don't know that there is anybody better to understand how to create change than the people that are in the fight," Goze says. Still, others think the problem goes beyond helping families find housing and needs to be addressed at its root—increasing wages and lowering rents to prevent homelessness in the first place. "This is a band-aid on a structural problem, although it's a very good band-aid until we get the proper legislation to increase wages and tenant protections," says Omar Ocampo, a researcher at the Institute for Policy Studies, a progressive think tank based in Washington, D.C.

Ocampo coauthored a report that blames billionaires and billionaire investors for exacerbating the housing affordability crisis by investing heavily in real estate and using it for high-end development, short-term rentals and as an investment asset, resulting in too many vacant homes with skyrocketing rents. “There’s little incentive for billionaires to construct affordable housing at a scale that would put downward pressure on prices,” says Ocampo.

He recommended donations to community controlled housing like community land trusts (a common destination for MacKenzie Scott’s grants) that make sure properties can’t be resold for profit, as well as advocacy for legislation around workers’ and tenants’ rights so they can then afford housing without philanthropic assistance.

With a second Trump administration looming, there will likely be less regulation around housing and housing development and fewer taxes on the ultrawealthy, which can result in billionaires being more philanthropic, Ocampo says. And Bezos, who primarily does his philanthropy through both the Day 1 Fund and his climate-focused Bezos Earth Fund, is not the only billionaire donating to housing and homelessness causes—although it’s far from a favorite cause among billionaires. Perhaps the biggest donor to affordable housing organizations in the country is Bezos’ ex-wife MacKenzie Scott, who has poured nearly \$2 billion into those nonprofits, including several community land trusts. In 2019, Salesforce CEO Marc Benioff donated \$30 million to research initiatives on homelessness at UC San Francisco and over the last year gave 440 acres of land to an affordable housing developer in Hawaii, where he lives and where its governor declared the housing crisis a state of emergency. And brokerage titan Charles Schwab donated \$65 million in 2020 to build supportive housing in San Francisco. Given the demand for affordable housing and the rise in family homelessness, there is appetite for more such philanthropy.



Dallas sold one of its abandoned downtown buildings.

Here's what we know

November 21st, 2024 | MSN

The donation was also announced on the same day Book again sought renewal as Chair of the Miami-Dade Homeless Trust from the County Commission, which must alter term limit and residency restrictions for him, as he lives in Broward County and has held the post for decades.

The abandoned Dallas-owned property that once housed Family Gateway has been sold, according to council member Jesse Moreno.

In late August, the city estimated it could sell the property at 711 South St. Paul St. for \$2 million, but a news release from Moreno announcing the sale Friday afternoon did not include the price. Most of the proceeds are reserved for capital improvements.

"I look forward to celebrating the revitalization that will be seen in Downtown Dallas as a result today's action," Moreno said.

The property was flagged over the summer as a place of squatting and vandalism and has since been cleaned up. Family Gateway moved to a new facility in far north Dallas in 2023.

"It is discouraging that our former property, with so many beloved memories, has been desecrated, but we are encouraging our team members, donors and families who were served in this facility to retain their fond memories and to not let the challenges of late take away from the hope and healing that was found in our prior building," Family Gateway posted earlier this year.

City Council members discussed the possibility of demolishing the building on the land before putting it up for auction in August. Ultimately, they approved a recommendation from council member Paul Ridley to allow bidders to bid on the land with or without the building.

Moreno's email stated, "This property has a troubled history under the City of Dallas' care and its demolition in a mere few months will carve the way for a higher purpose."

The land, steps away from City Hall, is in an area with plans for a high-rise building with office and retail space and several entertainment businesses close to the Kay Bailey Hutchison Convention Center.

For years, Dallas-based Hoque Global has planned to create an almost 20-acre district between Canton and Cadiz streets. In 2022, council members approved a \$96 million tax incentive to that cause.



Dallas nonprofit gets \$2.5 million grant from Jeff Bezos and Lauren Sánchez

November 21, 2024 | WFAA

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*If you or someone you know is experiencing a homeless crisis,
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