



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

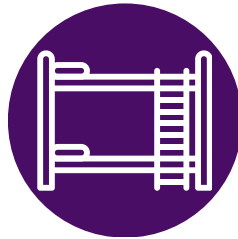


A family seeks assistance. Our Assessment & Diversion team works with each family to find creative alternatives to shelter; this national best practice is called diversion.

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



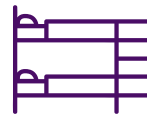
1,877

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)



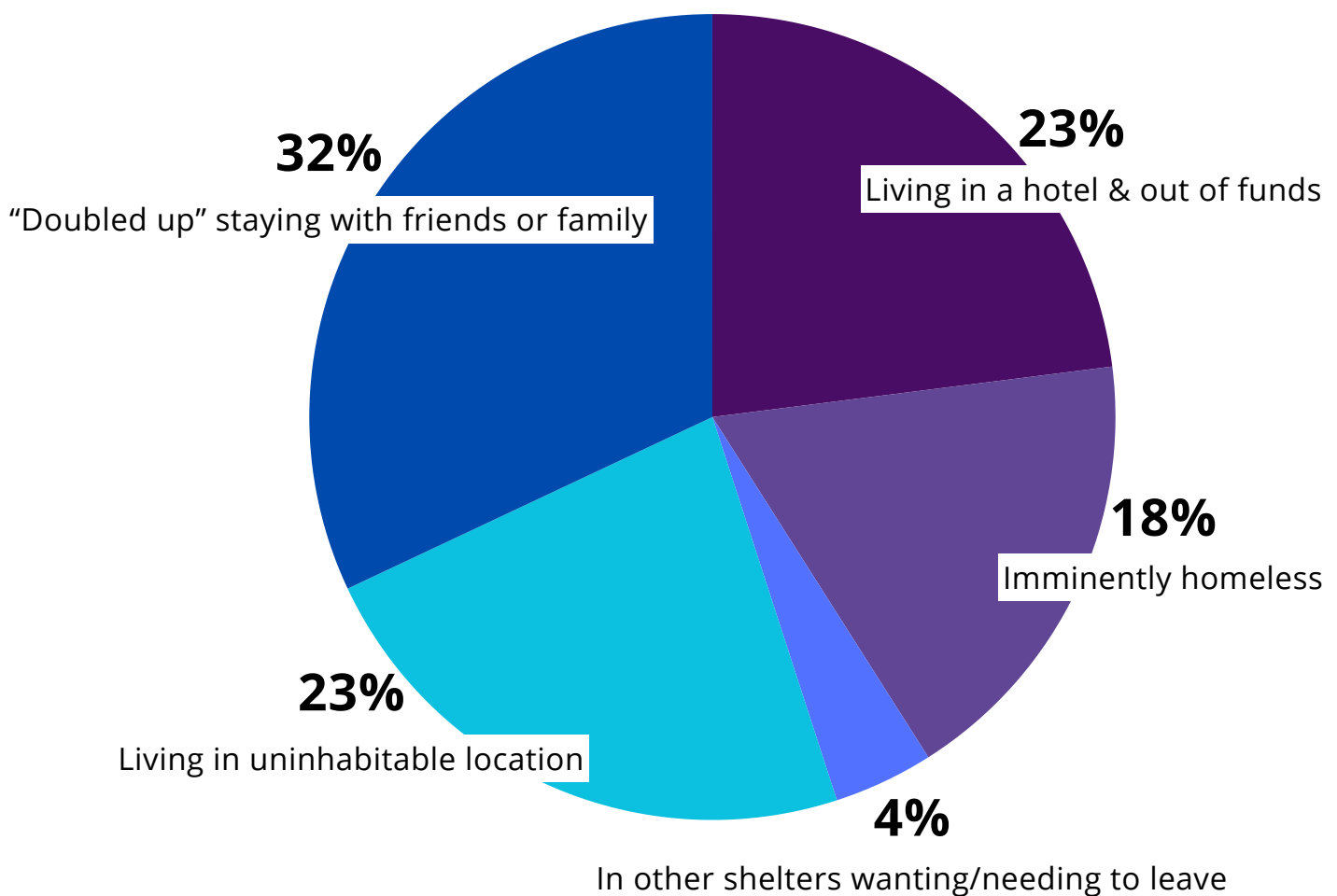
3,582

**FAMILIES IDENTIFIED
AS LITERALLY OR
IMMINENTLY HOMELESS**

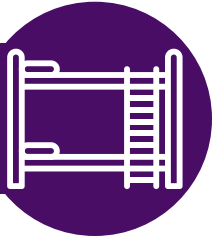
Last year, we successfully diverted 55% more families than the year before.

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.



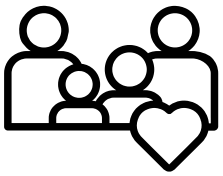
DID YOU KNOW?

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, same gender couples with kids, 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%

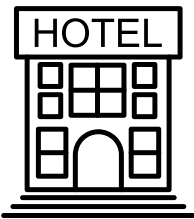
of families exited from shelter into positive housing. (HUD benchmark = 65%).



460

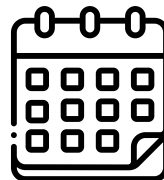
families were served in our emergency shelter or overflow program.

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.

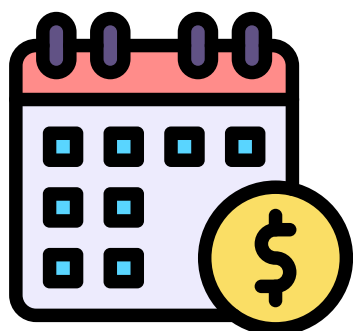
CASE MANAGEMENT



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.

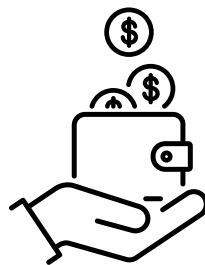
Types of supportive housing programs include:

- 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%).

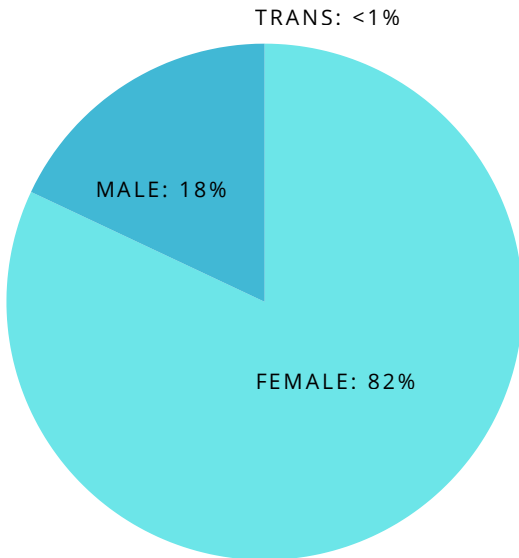


174

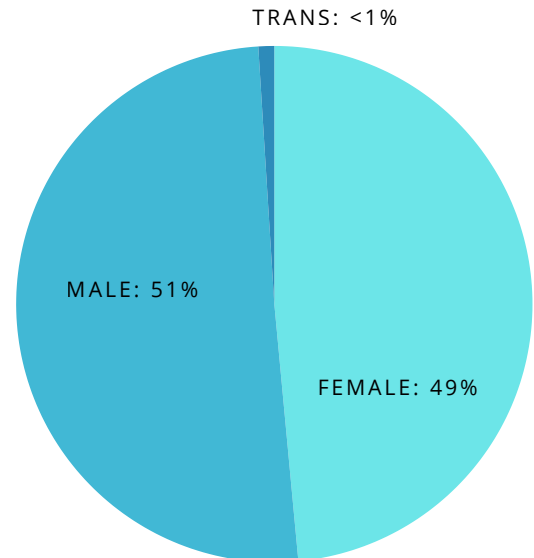
families served in
supportive housing

DEMOGRAPHIC DATA

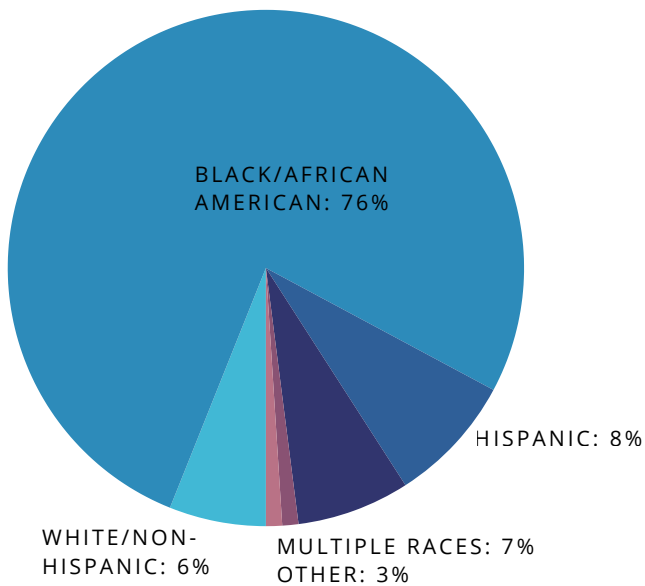
GENDER OF ADULTS



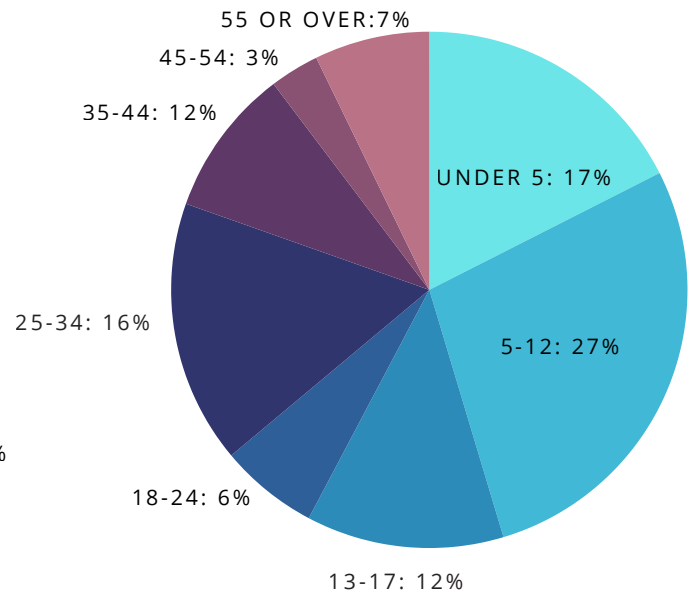
GENDER OF CHILDREN



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

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Darla & Mark Whitaker

Inspiring Success

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Providing Stability

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Mary Beth and John Brennan

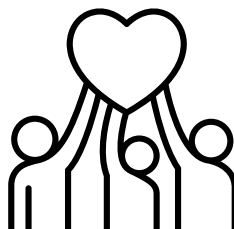
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Mandy & Clayton Main

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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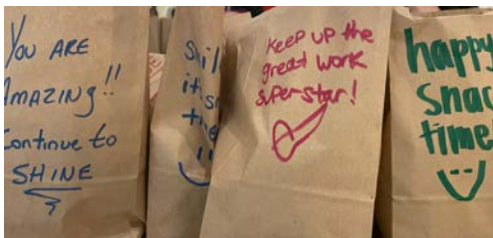
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2024 ADDITIONAL HIGHLIGHTS

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**.



FAMILYGATEWAY.ORG



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

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