

FAMILY GATEWAY

2025
Annual Report

A Message From Leadership

As we reflect on 2025, we are reminded of both the growing need for our work and the incredible difference we can make when a community comes together.

This past year, thousands of families across North Texas faced the uncertainty and hardship of homelessness. Through Family Gateway's Homeless Crisis Helpline, **5,674 calls were pre-screened**, identifying nearly **2,800 families experiencing literal or imminent homelessness**—representing an estimated **6,903 children**. Behind every number was a family seeking a safe place to sleep, a parent trying to protect their children, and a child who deserved the opportunity to feel secure.

Because of the generosity and commitment of our community, Family Gateway was able to respond with more than shelter. **Approximately 1,930 families were diverted from homelessness and shelter altogether,** finding solutions that allowed them to remain safely housed. For families who did need emergency assistance, we provided shelter and support to **462 families,** while another **156 families** were served through supportive housing.

And the results demonstrate what is possible when families receive the right support at the right time. **Ninety-five percent of families in our supportive housing program remained stably housed,** exceeding the HUD benchmark. At the same time, **40% of those families increased their income,** building greater financial stability and a stronger foundation for their futures.

We also continued to invest in the well-being and development of children. Through our partnership with Vogel Alcove children living in shelter had access to childcare and educational support while their parents worked toward stability.

Yet, even as we celebrate these accomplishments, we know the need remains significant. Family Gateway operated at an average of **98% shelter capacity,** a reflection of the growing number of families in our community who are struggling to find safe, affordable housing.

None of this work happens alone.

We are deeply grateful to our staff, who work with compassion and dedication. We are grateful to our volunteers, donors, corporate partners, faith communities, and fellow nonprofit organizations who continue to stand alongside us. And most importantly, we are grateful to the families who trust us to see them through to a more stable future.

Thank you for being part of this work. Together, we are not only responding to homelessness— we are helping families find a pathway home.

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 emergency shelter 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, overcome barriers to housing, and 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.

2025 Numbers

5,674
callers pre-screened to determine service eligibility

2,761
families identified as homeless (by HUD definition)

This is an estimated
6,903
children



621
families triaged into the appropriate shelter



1,930
families served with alternatives to shelter (known as diversion)



156
families served in supportive housing

462
families who needed shelter were served in our emergency shelter and overflow program.



Assessment & Diversion

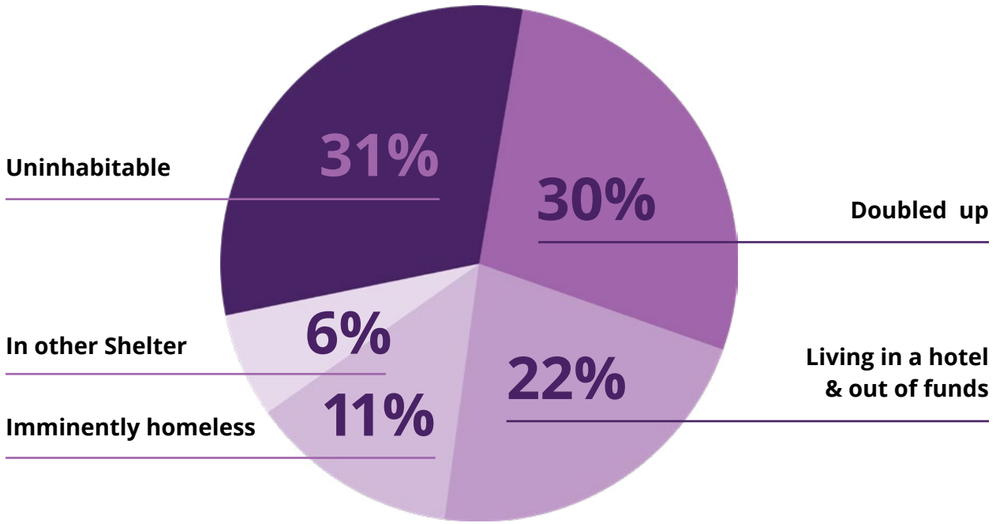
Diversion involves working with families to find solutions to homelessness that don't require shelter. This can include:

- 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

1,930
families served with alternatives to shelter (known as diversion)

2,761
families identified as homeless (by HUD definition)

5,674
callers pre-screened 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 shelter is the only one in our community that serve all types of families and keeps them together. This includes single parents with kids, families with older male children, multigenerational families, couples with kids, and large families with complex backgrounds.

Program Numbers

74%
of families who needed shelter were served in our shelter or overflow program.

200
families needed a short stay in a hotel because they were awaiting shelter space or had special circumstances that made shelter impractical or unsafe.

75%
of families exited from shelter into positive housing (HUD Benchmark 65%)

98%
Average capacity our shelter operated at.

93
Average number of days stayed.

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 shelter 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.





Educational Program

Vogel Outcove

For the past 38 years, Vogel and Family Gateway have remained collaborative partners to serve families with children experiencing homelessness in Dallas. Today, our partnership continues with 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.

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.



Infant Center



Afterschool Learning Center



Early Childhood Center



Pre-School Center

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.

95%
of families served in supportive housing remained stably housed (HUD Benchmark 77%)

40%
increased their income (HUD Benchmark 20%)

156
families served in supportive housing

Who We Serve

Demographic Data

Male 34% | **Female 65%** | **Other 1%**

Black/ African American 79% | **White/ Non-Hispanic 6%**

Hispanic 10%
Multiple Races 3%
Other 2%

Under 5 17%	18-24 7%	45-54 3%
5-12 27%	25-34 17%	55 or over 6%
13-17 11%	35-44 12%	

2025 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!

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Deborah Ackerman

Renewing Hope
Darla & Mark Whitaker

Inspiring Success
Michelle & Rich Frymire
Maritza & Jeff Liaw
Paula & Bay Miltenberger
Minda & Gary Moor

Providing Stability
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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



Corporate Partner Program

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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This list includes donors who contributed $500 or more in 2025. Every effort was made to ensure a correct listing of donors. We apologize for any mistakes.

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2025 Additional Highlights

In 2025, we:

- Hosted our annual stock the shelves event, where volunteers brought donations and set up activities in the parking lot for the children at Family Gateway North.
- Hosted Summer Camp for our Teens at Family Gateway. They enjoyed field trips and great activities coordinated by our team.
- Hosted our annual Boo Bash at Family Gateway North. Gets got to trunk-or-treat, eat pizza, get their faces painted, and enjoy the evening!
- Present Jack Matthews with the Annette G. Strauss Community Service Award at Denim & Diamonds headlined by The David Whiteman Band.
- At our annual Holiday Store, we helped make the season brighter for more than 450 children, welcoming over 130 families to shop in person and fulfilling wish lists for an additional 40 families.

FAMILY GATEWAY

We empower families to transform their lives and achieve self-sufficiency.

We engage children in opportunities to learn and grow so they can create a new family legacy.

We act with respect and compassion in all that we do.

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UNITED WAY