



DOORWAYS

HOPE LIVES HERE

FY 2021 IMPACT REPORT
JULY 1, 2020 TO JUNE 30, 2021

MISSION STATEMENT: DOORWAYS is an interfaith nonprofit organization that provides housing and related supportive services to improve quality of life and health outcomes for people affected by HIV/AIDS.

4385 Maryland Avenue
St. Louis, MO 63108-2703
314-535-1919



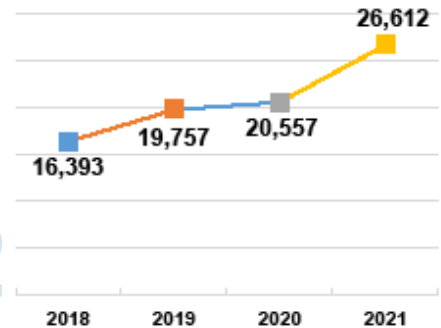
AGENCY SETS RECORD FOR NUMBER OF UNDUPLICATED PEOPLE SERVED



DEMAND FOR EMERGENCY HOUSING & SUBSIDY ASSISTANCE SKYROCKETED

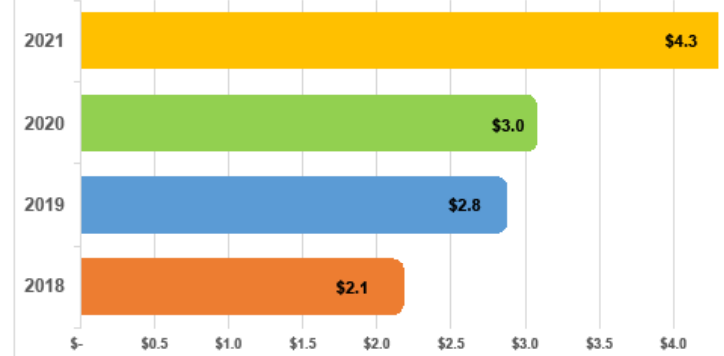
Emergency Housing typically provides 60 to 90 days of housing to allow homeless clients to stabilize and find more permanent arrangements. With the eviction moratorium in place during COVID-19, client stays lengthened, leading to a record number of nights of emergency housing provided in one fiscal year.

OF NIGHTS PROVIDED IN EMERGENCY HOUSING



Similarly, the Metro Subsidies Program distributed 43% more funds than last year to people living in their own homes but in need of rent, mortgage, deposit, or utility support--setting another FY21 agency record of \$4.3M.

\$ VALUE OF METRO SUBSIDY ASSISTANCE DISTRIBUTED (MILLIONS)



FOUNDED IN 1988, DOORWAYS HAS BEEN OFFERING HOUSING, HEALTH, & HOPE TO INDIVIDUALS AND FAMILIES AFFECTED BY HIV FOR MORE THAN 33 YEARS

SIX HOUSING PROGRAMS

Cooper House

- This 36-bed assistive living facility provided housing plus nursing, nutrition, and social services to 38 of our most frail and ill clients.
- Intensive COVID-19 safety precautions prevented client fatalities: added meal seatings, medication distribution to clients in their rooms, building closed to visitors, strict masking requirements for residents and use of PPE by staff, plus construction of a temporary three-room COVID-isolation ward.

Emergency Housing

- 418 people in housing crisis were sheltered in FY21.
- The COVID-19 eviction moratorium extended stays beyond the typical 30/60/90 days, leading to a record number of nights provided. (See story on page 1).

JUMPSTART

- 66 people in families with young children experiencing housing crisis were expedited to permanent housing.
- Nearly all are single parent families with female heads of household, with 67% of residents under the age of 18.

RESIDENTIAL

- 103 units housed 192 people, 30% children.
- COVID-19 wellness checks led to enrollment in pharmacy delivery and benefits programs for those who lost jobs. Staff delivered food, cleaning supplies, masks, and temporary phones to reduce isolation. Self-development programming for adults and children shifted from group to at-home delivery.

METRO SUBSIDIES

- As jobs ended and many service providers closed temporarily, the Metro Subsidies program provided significantly more assistance to people living in their own accommodations. The number of requests per week rocketed due to the pandemic, setting a new program record distributing \$4.3M (see p. 1).

OUTSTATE SUBSIDIES

- 321 people received subsidy assistance totaling \$447,854.
- 68% of the Outstate clients lived on 0-30% Average Median Income (AMI). 52% of clients were White.

A total of 3,698 people were assisted through our housing programs and our empowerment programs combined. This number is larger than the unduplicated count of 3,548 due to clients who receive services in more than one program.

AGENCY PROFILE

**Serving
124 COUNTIES**

St. Louis Metropolitan
Statistical Area plus
outstate counties in
Missouri and Illinois.

80

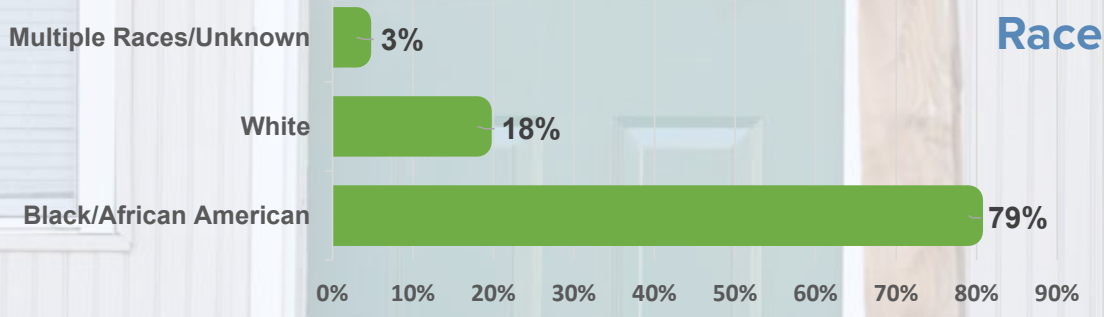
Employees

**A Robust
VOLUNTEER**

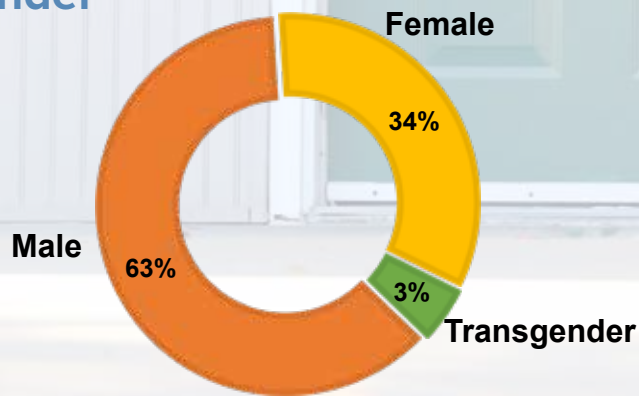
Program

On hold for 18 months, we are again
welcoming individual and group
volunteers! Please contact:
volunteer@doorwayshousing.org
or call 314-328-2707

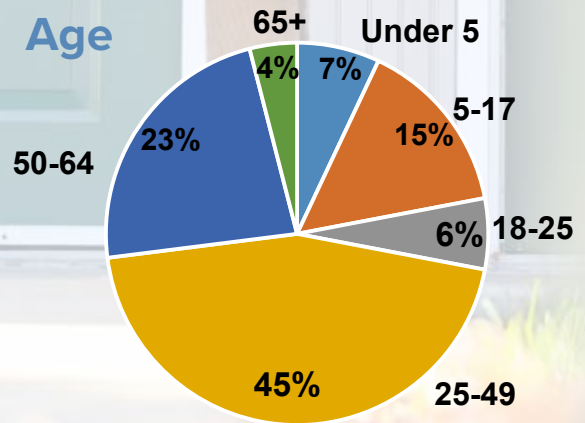
DEMOGRAPHIC PROFILE OF 3,548 PEOPLE SERVED



Gender



Age



READY TO GET INVOLVED?

Visit www.doorwayshousing.org Click "Get Involved"

- Cash or in-kind donations.
- Matching gift programs.
- Tax credit programs.
- Estate planning/planned giving.
- Join the Keystone Society.
- Become a "Friend In Deed."
- Attend fundraising events and bring your friends, create raffle baskets, sell tickets, serve as a greeter, and more.
- Collect basic items for clients.
- For More Information:
Jim Timmerberg
Director of Development
jtimmerberg@doorwayshousing.org
314-328-2705

AGENCY EXPANSION UPDATE: PROGRAMMING AND FACILITIES GROWING TO MEET CLIENT NEEDS

In 2018, DOORWAYS launched its first capital campaign in agency history. An aggressive project, “Beyond Tonight” will build a new campus with housing and 360 degrees of ONSITE integrated supportive services based on a pioneering model of care. Historically, services are scattered throughout the city, requiring clients already in a compromised state of physical, emotional, and mental health to navigate hurdles such as transportation, child care, and more. By shifting services to where clients live, we remove access and navigational barriers. But “Beyond Tonight” requires added space, added programming, and added partnerships. Highlights of our progress follow.

PROGRAMMING

- Hired EMD Consulting to integrate existing programming and staffing structures with the expansion plans. They produced an agency logic model, staffing plan, and are beginning to evaluate program evaluation processes.

- Hired a Director and counselor to staff the new Behavioral Health Program to respond to the growing depth and breadth of mental health/substance use challenges within our client population.
- Secured funding to add a second staff person delivering job readiness and search services.

CONSTRUCTION

- After extensive negotiations, site assembly was completed September 30, 2020. Through requests to the City of St. Louis, we submitted zoning changes, variances, and street vacations. We were honored by an invitation from the City to join Project Connect, a group focused on the redevelopment of the North Jefferson Corridor.
- A groundbreaking ceremony was held November 18, 2020, at the new campus site on North Jefferson. Demolition of existing structures occurred in February 2021. Construction of Phase 1 began early 2021 and will include 50 units of flexible housing, programming and services facilities, plus agency headquarters. We are on schedule for a Grand Opening late summer 2022.
- Rise Community Development has been instrumental in guiding us through the funding labyrinth, and Trivers Architects has captured a building design that reflects

(continued on p. 5)



AGENCY EXPANSION UPDATE *(continued from p. 4)*

peacefulness and strength. We have raised more than \$20M towards the Phase 1 goal of \$22.5M.

- The \$20M of capital funds raised includes two highly competitive tax credit awards that were approved in full on initial application--unheard of in the market: \$1+M in New Market Tax Credits and \$6+M in Low-Income Housing Tax Credits.

- A \$2M award from the U.S. Department of Housing & Urban Development launched fundraising for Phase 2, which will construct a permanent housing building on the northwest corner of the property. The structure will provide 39 apartment units for clients who are HIV positive with severe mental health and substance use challenges.

Our capital project fundraising continues until we reach the \$22.5M goal. If you are interested in contributing, please go to www.doorwayshousing.org and click on the **DONATE** button. If you wish to speak with someone, please contact:

Jim Timmerberg, Development Director
jtimmerberg@doorwayshousing.org
314-328-2705



AGENCY EMPOWERMENT PROGRAMS

NEW BEHAVIORAL HEALTH PROGRAM

Mental health and substance use challenges delay progress for our clients, as do the many navigational hurdles when trying to secure services. Presently there is a three to four month waiting period for psychiatric care.

With capital funding awards to launch a behavioral health program, DOORWAYS hired a director and a counselor in fiscal year 2021 to establish this new DOORWAYS empowerment program. The BH professionals established policies and procedures to integrate behavioral health screenings, referrals, and treatment into all agency programs. In its first year, the counselors treated 130 individuals and provided 1,200 services including outreach, assessments, plus individual and group therapy sessions.

Services were quickly adapted for virtual delivery due to COVID-19 restrictions. While not an ideal platform for therapy, it allowed continuity of care for ongoing clients and the opportunity for emergency care for those with increasing anxiety and stress over isolation due to the pandemic.

Once at the new campus, partner agencies and 24/7 crisis services will supplement our two employees. Through care coordination, the team will seek to stabilize client mental and behavioral health--a shift that should build a firm foundation to allow clients to improve their health and lives.

For more information on the DOORWAYS Behavioral Health Program, contact the Director, Jess Cox, at 314-328-2693 or jcox@doorwayshousing.org.

EXPANDING EMPLOYMENT SERVICES

A DOORWAYS Employment Specialist has offered job preparation and search services to clients for years. In FY21, we helped 72 clients get jobs, but our breadth and depth of services have been limited by space restrictions.

The new campus will allow us to expand resources and opportunities for clients. A new DOORWAYS Director of Employment Services will be hired in FY22. That person along with our Employment Specialist will work with partner agencies specializing in assisting disenfranchised populations with the path to employment, which begins with building pride and self-confidence.

Our clients need assistance in filling the gaps in skills created by a life of poverty--minimal education; limited work experience; lack of transportation, childcare, appropriate clothing, etc. The Jefferson campus pairs onsite employment services with housing to better support clients on their path to independence.

FY21 AGENCY & FINANCIAL HIGHLIGHTS

In addition to these highlights, please also review pages 4 and 5 for milestones with our capital expansion project.

■ The \$22.5 million capital campaign to fund the construction of a new campus with housing and 360 degrees of onsite expanded programming has surpassed the 20 million dollar mark. If you haven't already, we hope you join us in raising the final \$2.5M! Visit our web page today to contribute: www.doorwayshousing.org

89%
of goal

■ Due to our efficient and effective distribution of direct services funding to those in need, DOORWAYS has been provided with unsolicited supplemental allocations from various funders.

- ◆ An unexpected \$500,000 award increase from the Ryan White Part B Program, bringing our total award to \$1.7M, the highest single-agency award in their history.
- ◆ The Missouri Housing Development Corporation voluntarily granted a 10% increase to their original awards.
- ◆ The City of St. Louis invited DOORWAYS to distribute emergency funds to the general population to assure they are effectively supported during this coronavirus pandemic.



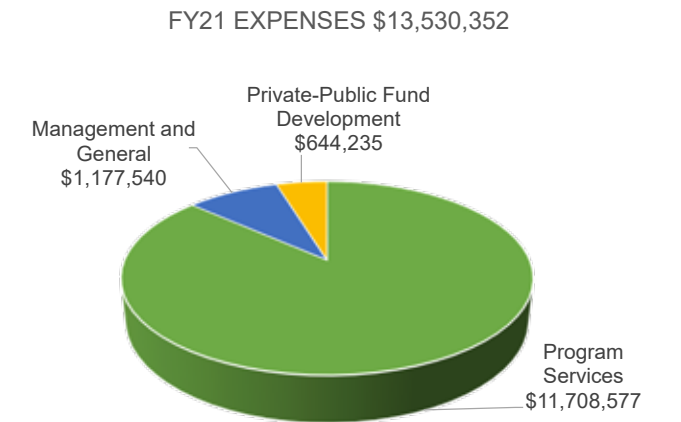
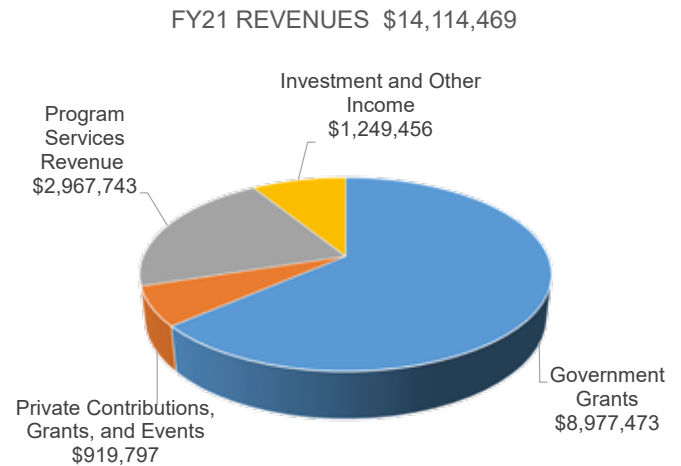
- DOORWAYS is now a United Way safety net agency.
- With a \$500+k FHLB award, we began the first major renovation of a 15-unit apartment complex that we built 20 years ago for families with children.

■ The agency was approved to participate in the 340B Drug Pricing Program, expected to save the agency \$150k annually.

340B
program

■ Focused on employee health as well as client health, we completed the first "DOORWAYS to Health" wellness

The agency is financially sound with exceptional audits over the past five years. That stability conveys sound financial management and a foundation built on strength and strategy. Our financial health has been instrumental in securing and utilizing funding from a variety of new and renewal sources during fiscal year 2021 and the capital campaign. FY21 financials are below.



campaign. Nearly 30 employees completed enough activities to qualify for discounted health insurance premiums.

- The agency continued phasing in employee raises to provide levels of pay on par with a recent salary study. This includes raising the entry-level wage to \$12 an hour with Certified Nurse Assistants increasing to \$15 an hour.
- DOORWAYS was highlighted in 18 media mentions related to our COVID-19 response, plans for the new campus, or funding awards from federal agencies.

LETTER FROM THE PRESIDENT & CEO



Opal M. Jones, President & CEO, with Ed Giganti, President of the DOORWAYS Board of Directors

LEADERSHIP RECOGNITIONS

DOORWAYS is managed by an outstanding team of professionals at every level of operations. Several of our leadership received top recognitions in fiscal year 2021. Congratulations!

President & CEO Opal M. Jones received the *St. Louis Business Journal* C-Suite Award.



CFO Gary Mudd received one of the inaugural Business of Pride Awards from the *St. Louis Business Journal*.



Patrick Young was honored with the Volunteer Director of the Year Award presented by the Metropolitan Volunteer Management Association.



Each year, this newsletter gives me the opportunity to thank the people and organizations that have helped us provide assistance to our clients and their families. As you have read, during FY21, we served more people in one year than ever before in our history. Thank you to our hard-working staff who compassionately cared for 3,548 individuals as the pandemic increased need, fear, isolation, and barriers to resources. Thank you to our dedicated board members who continued meeting monthly. And, thank you to the many donors providing the funds and goods that allow us to deliver services to our clients!

The number of people reaching out to us for help continues to be higher than normal. Together we must assure housing, health, and hope for those battling homelessness, poverty, chronic illness, and the effects of this COVID-19 pandemic.

In our 33-year history, we have continually evolved to meet changing client needs. We embrace this agility again as the opening of our new campus is on the horizon. Now, more than ever, your continued support is essential as we expand to launch an innovative housing program co-located with 360 degrees of comprehensive services ONSITE.

With your support and through partnerships with many other service providers, we will remove access barriers and navigational hurdles that create obstacles that delay client progress. Our goal is to stabilize lives with housing and resources, encourage medication compliance to improve health, and open the doors to an enriched quality of life.

Thank you for your past and future partnership! I look forward to seeing you at the Grand Opening of the new campus in summer 2022.

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