



HOUSING • HEALTH • HOPE

A HOUSING MODEL OF CARE TO STOP THE SPREAD OF HIV

At the heart of the stories of the thousands we serve each year are people who find themselves battling poverty, homelessness, HIV, and related illnesses. We offer a home where clients may safely begin the journey to improved health, but they also need access to food, doctors, medical and lab services, medication, mental health and substance use counseling, income and budgeting assistance, employment services, clothing, and so forth. Exhausted and hopeless, clients must navigate around the city to get to the varied locations offering these services. Not only does this create a barrier for clients, it also limits crisis intervention, monitoring, and coordination of care among the many agencies providing essential services. This scattered approach delays the stabilization progress.

As clients present with a broader mix of needs, and progress with ending the transmission of HIV is stagnating nationally, we must create a new service-delivery framework that encompasses comprehensive stabilization within ALL aspects of life. Switching from a healthcare focus to a HOUSING lens will allow the delivery of seamless services where they live.

But DOORWAYS is beyond capacity, with no space to expand housing, staffing, or programs. As mentioned in last year's impact report, in FY2019 we conducted feasibility studies regarding the need for expansion and our capacity for growth. With board approval, we began planning the first capital campaign in the

agency's history for a new facility that would offer flexible housing and 360-degrees of ONSITE services provided by DOORWAYS and many partnering AIDS-serving organizations.

This year, we have achieved many strides on this journey to a new campus. We formed a Capital Cabinet with dedicated supporters ready to move our ability to meet client needs to the next level. We



Opal M. Jones
President & CEO

engaged a highly-respected community development firm to guide us through this process. We hired a fund development consultant, architect, and many advisors. The project, "Beyond Tonight: A Capital Campaign for DOORWAYS," became reality when we officially purchased three

acres of property on North Jefferson. You may have seen the media coverage detailing the drawings, which we have presented to several city commissions and organizations.

The campus is receiving broad support, as many recognize the importance of client health and quality of life, as well as reducing the spread of HIV in the community. Watch for more information in the months to come, but let me thank you for your many years of support that have brought us to this pinnacle of expansion.

3,073 PEOPLE SERVED

■ 1,982 Clients

■ 1,091 Family Members

(63% under the age of 18)

Cooper House: 40 people

Jumpstart: 80 people

Residential: 220 people

Outstate: 232 people

Emergency Housing: 407 people

Subsidies: 2,094 people

FY 2020 IMPACT REPORT

JULY 1, 2019 TO JUNE 30, 2020

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.

DOORWAYS PROVIDES SERVICES THROUGH SIX PROGRAM PLATFORMS

20,557 EMERGENCY HOUSING

Serving Missouri and Illinois, we provided 20,557 nights of emergency housing to 318 households with 407 people—11.5% of whom were children. Staff work closely with clients during their 60-day temporary stay to manage their health while seeking alternate housing and establishing a source of income to reduce the chances of a return to homelessness. Many clients actively work with our Employment Specialist to identify skills and job openings. (See related article.)

24/7

COOPER HOUSE

For those in need of daily assistance, unable to live independently, Cooper House offers a 36-bed residential care facility with 24-hour care. In FY2020, 40 clients received support with nursing services, nutrition programming, social services, recreational therapy, and activities of daily living. Many residents transition to Cooper House from unstable housing or even homelessness, some arriving with no belongings and no income. Our stable support network enables them to improve health outcomes, leading not only to a better quality of life but, also, to a reduction in viral load counts. 76% have reached undetectable HIV levels, which renders the virus untransmittable.

OWN HOME SUBSIDIES

The largest of the six programs, Own Home provides rent, utility, and other subsidies to prevent homelessness for people in the St. Louis metropolitan area who live in their own accommodations. In FY2020, we provided nearly \$3M in subsidy payments for 2,094 people in 1,315 households—all with income at or below 50% Area Median Income (AMI). Among the family members, 63.8% were children.

\$3M

THE OUTSTATE PROGRAM

To prevent homelessness for clients living in poverty in rural Missouri and Illinois, through subcontractors, DOORWAYS provided 1,131 subsidy transactions valued at \$434,474 for rent, utilities, deposits, and master leasing. A total of 235 people were supported: 171 clients with 64 family members—half of whom were children. All households served report income below 80% Area Median Income (AMI).

1,131

DOORWAYS PROVIDES SERVICES THROUGH SIX PROGRAM PLATFORMS

RESIDENTIAL PROGRAM

Through 103 apartment units located in the City of St. Louis, 220 people with incomes at or below 50% of the Area Median Income (AMI) were provided subsidized affordable housing. The seven buildings, owned and managed by DOORWAYS, offer permanent housing for individuals as well as families struggling with poverty and illness. In FY2020, the 117 clients were accompanied by 103 family members—64% of whom were under the age of 18. Staff coordinators provided one-on-one case management (with encouragement to adhere to a medical regimen), referrals to fill gaps in services and resources, plus self-development programming to build skills for a successful self-directed life. School-aged residents were offered after-school tutoring and summer camp. 82% of our clients have achieved undetectable HIV levels.

103

JUMPSTART

80

With a maximum of 18 households in the program at a point in time, this is our most intensive program. Homeless families with small children are moved directly into permanent housing to accelerate stabilization. Residents receive focused support to build independent-living skills and learn how to achieve health goals for themselves and their children. Over the 12-month fiscal year, we assisted 22 families with 80 people—50 (62.5%) of whom were children, 72.2% of households were headed by a single parent. During FY2020, one participant graduated from the program, one secured rental housing with no ongoing subsidy, seven secured employment, four enrolled in an apprenticeship program, and three enrolled in college programs. 19 of the 22 clients have achieved undetectable HIV levels.

EMPLOYMENT SPOTLIGHT

Many DOORWAYS clients want to achieve independence, but a life of poverty often leads to limited education, minimal work history, lack of experience managing day-to-day life responsibilities, and so forth. For those already on the brink of hopelessness, these obstacles to employment can be too overwhelming to overcome alone. That's where our Employment Specialist steps in. She helps with referrals to high school equivalency programs, identification of job skills and experience beyond prior jobs, creating a resume, applying for jobs, strengthening interview skills, discussing employer expectations and job retention. Sometimes she spends many months working through job readiness activities before helping the client begin a job search. Many just need encouragement and someone to talk with about their hopes and dreams.

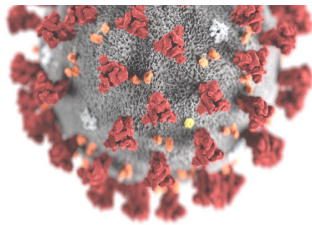
When it is time to start the job search, our Employment Specialist refers clients to area programs offering clothing, but transportation costs are often a problem. Thanks to a grant from Bank of America, we are able to provide bus passes and fill other resource gaps, such as vouchers for haircuts and gift cards to purchase a required job uniform, increasing the chance of securing a job and moving towards self-sufficiency. "These simple basic services restore pride and self-respect," commented Pat Plumley, Chief Program Officer.

An Emergency Housing client in his 30s accepted a job offer at a fast-food restaurant. When he showed up to training in sweat pants, he was told he had to have black pants or could not work there. Our Employment Specialist assisted him with not only purchasing the required pants but, also, appropriate shoes. [\(continued on next page\)](#)

A REPORT ON COVID-19

As the novel coronavirus began hitting the United States, leadership at DOORWAYS convened with infectious disease specialists to review and modify our emergency preparedness plan to assure client and staff safety. All programs were individually reviewed to determine the specific needs of their clients. Permanent housing programs initiated weekly wellness checks by phone. Clients without phones received a temporary one funded through COVID-19 grants. Wellness calls uncovered empty pantries, anxiety/stress, the need for cleaning supplies, etc. Coordinators continue offering resource assistance since the stay-at-home order began March 18th.

For emergency housing residents, stays were extended beyond the 60-day maximum as a result of the extraordinary shut down and/or reduction in other housing options and services. For clients in their own accommodations, staff processed requests for subsidies, which have steadily increased as incomes remain lost due to business closures. Three quarantine room with negative pressure systems were built in Cooper House, which continually added to their Personal Protective Equipment (PPE) inventory. Resident meal times were expanded to allow for



physical distancing, and medications were delivered to client rooms to avoid lines at the nursing station. The agency itself swiftly shifted to a work-at-home plan, expanding network capacity, purchasing laptops, and reconfiguring office space to allow for required distancing by July 6 when client-facing staff returned.

Unbudgeted pandemic expenses are approaching \$100,000, and continue to increase as processes remain focused on containment. "I would like to personally thank the many organizations that mobilized emergency funds to help client-focused non-profit agencies respond to COVID-19," stated Opal M. Jones, president & CEO. "Our clients and our staff have remained vigilant throughout this pandemic, and we are overjoyed that the majority have not fallen ill with the virus. We recognize the battle isn't over. We will remain steadfast in our efforts to inform and support our clients and personnel to assure optimal safety and health."

If you would like to donate resources for COVID-19 needs, please contact Jim Timmerberg (jtimmerberg@doorwayshousing.org or 314-328-2705). Cash as well as items from our Amazon Wish List are very appreciated.

EMPLOYMENT (continued from previous page)

A female client newly released from prison faced multiple barriers to employment. Living in DOORWAYS housing, she was referred to our Employment Program. Securing identification was the first hurdle to be conquered. The Employment Specialist then helped her identify skills—including some she gained while incarcerated—and offered coaching on how to respond in interviews to questions about her criminal record. As a first step to re-entering the work force, she secured a position with a temporary agency that was ex-offender friendly.

The DOORWAYS Employment Program opens doors to opportunity, giving clients hope and choices as they work to advance their independence. Cash donations to provide employment resources are always welcome. Many clients would also benefit from speaking with people in the workforce to ask questions, gain insights about job search and retention, and increase their confidence for interviews.

For more information, please contact our Employment Specialist by calling 314-328-2715 or by email to eellis@doorwayshousing.org.

MANY WAYS TO HELP

Thank you to those already supporting DOORWAYS. To review additional ways to help our clients--or to become a supporter--please visit our web page:
www.doorwayshousing.org

Click **"Get Involved"** to learn about how to make a donation, attend fundraising events, process matching gifts, apply for tax credits, participate in planned giving, join the Keystone Society and Friends In Deed, become a volunteer, schedule a group volunteer activity, and more!

While you are on our webpage, be sure to sign-up for our monthly e-newsletter!

For More Information

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

THE PEOPLE PROFILE

The following provides a snapshot of the key demographics for the 3,073 people served by DOORWAYS during FY 2020 through the six platforms of service highlighted in this report.

1,982 Clients (people with HIV/AIDS)
1,091 Household Members

Among Clients:

- 69% male, 28% female, 3% transgender
- 65% between 18-49 with 35% age 50+
- 77% Black/African American

Among Household Members:

- 63% children under the age of 18
- 49% female

DOORWAYS BOARD OF DIRECTORS

Members since July 1, 2019

Executive Officers

Chairperson: Ed Giganti
1st Vice Chair: Gene Pulliam
2nd Vice Chair: Kim Bouldin-Jones
Secretary: Keith Thompson
Treasurer: Steven Bott, CPA
Immediate Past Chairperson: Jay Moore, MD

Members

John Beatty
Michael Brave
Juanita Davis
Father Tom French
Jim Hinrichs, MD, MPH
Ron Jagels, AAMS
Jay Joern, DDS

Patti Kelley
The Rev. Mark Kozielec
Eric Madkins
Justin Meyer
Rev. Dr. Jeff Moore
Otha Myles, MD
Rick Pennell, MD
Tony Potts
Gene Pulliam
Patrice Pye, Ph.D.
January Realista
Mary Schoolman
Rabbi Dale Schreiber
Steven Scott, MPH, FACHE
Andrew Shaughnessy
Keith Thompson
Devon Wallace
Rev. Kathleen Wilder

THE AGENCY

SERVICE AREA

124 counties in Missouri and Illinois, including the 15-county St. Louis Metropolitan Statistical Area plus 62 counties in outstate Missouri and 47 counties in outstate Illinois.

STAFFING

55 full-time staff
19 part-time staff

VOLUNTEERS

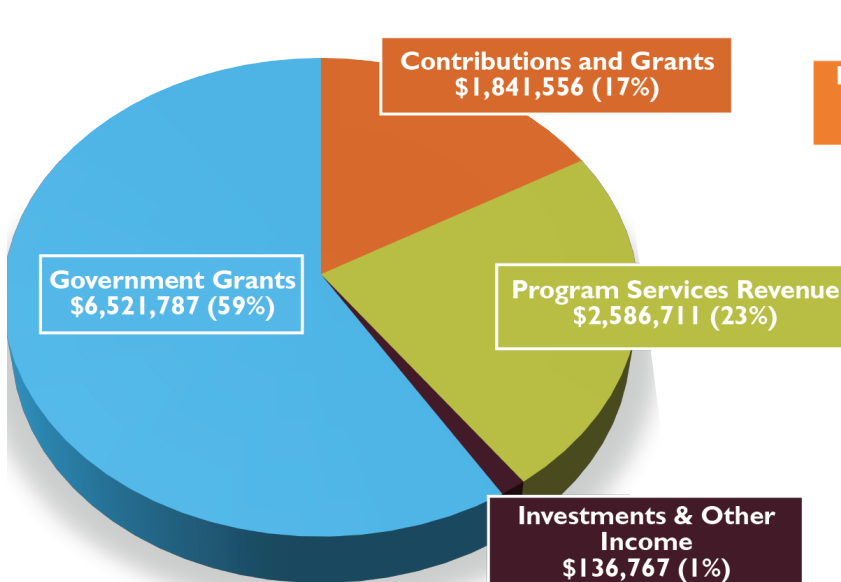
DOORWAYS is honored to receive support from a committed pool of individuals and corporate groups who regularly volunteer for tasks and activities across the agency. Even with a freeze on volunteer activities in March 2020 due to the coronavirus pandemic, during FY 2020, 450 volunteers provided 3,753 hours of service valued at \$102,084!

If you are interested in individual or group volunteer opportunities, please contact Volunteer Director Patrick Young: pyoung@doorwayshousing.org 314-328-2707

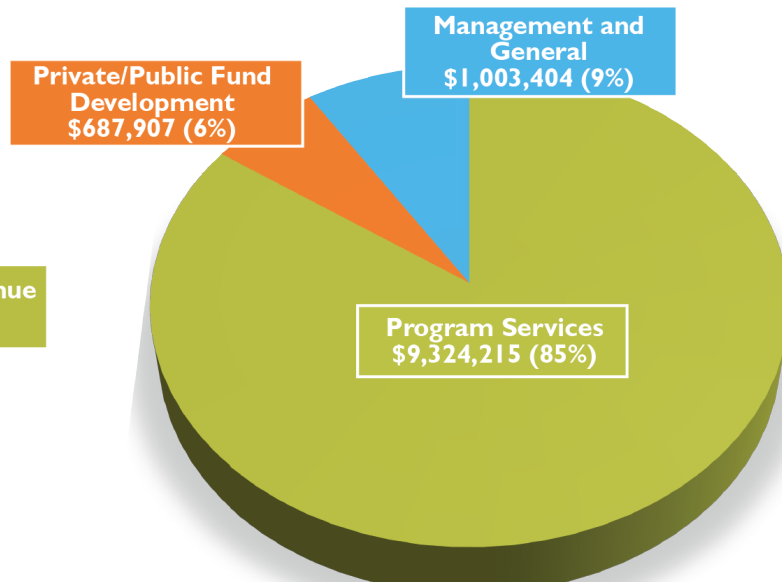
FY 2020 AGENCY HIGHLIGHTS

- In its 33rd year of operations, DOORWAYS remains one of the oldest and most comprehensive HIV housing and service providers in the area. Yet we remain agile and able to expand to meet increasingly complex client needs. The Mayor of the City of St. Louis recognized the new expansion plan--“Beyond Tonight”-- as one of the two top projects in North St. Louis. We were invited to participate in Project Connect, the city’s planning team to coordinate area development.
- Assuring client safety remained a key focus in FY2020. We concluded installation at our permanent housing complexes of state-of-the-art security cameras connected to the St. Louis Police Department’s Real Time Crime Center. A new emergency exit ramp was constructed for Cooper House. We launched an emergency response to assist all clients and staff during the unprecedented COVID-19 pandemic (see article). Several properties/programs successfully completed inspections, relicensures, and monitoring visits.
- The agency continued with strong fiscal performance, again receiving a clean audit with no findings. Our volunteer program was certified by the United Way of Greater St. Louis, opening doors to broader resources.
- President & CEO Opal M. Jones was one of only a few non-attorneys to receive the Spirit of Justice Award from the St. Louis Bar Association. The Department of Housing and Urban Development recognized Program Director Britta Smith for best practice in financial management and program oversight, selecting her to train other grantees.
- DOORWAYS received print and online media exposure throughout the year. Several articles highlighted the agency’s plans to expand operations with a campus on North Jefferson. In addition, President & CEO Opal M. Jones was interviewed as part of a podcast by the St. Louis Civil Rights Enforcement Agency promoting National Black HIV/AIDS Awareness Day.

THE AGENCY FINANCIAL PROFILE



Revenue
\$11,086,821



Expenses
\$11,015,526