

# Opal M. Jones



As part of our 2024-2028 strategic planning process, the DOORWAYS Board of Directors approved a new mission statement that reflects expanding services to meet growing depth and breadth of need.

DOORWAYS
improves the quality of
life of people affected by
HIV, illness, and poverty,
advancing their stability
and well-being through
housing, health, and
empowerment services.

#### A Message from the President & CEO

Greetings! As you will see throughout this report, DOORWAYS served more than 3,000 people in fiscal year 2024 (FY2024). Each year, we continue to grow stronger as we learn from the past, nurture the present, and plan for the future. We are committed to improving individual and community health through housing paired with the mix of services and resources needed to effectively manage an HIV medication regimen, which can lead to undetectable status. When the HIV virus is suppressed to the point it is undetectable, the virus becomes untransmittable. With fewer new cases, DOORWAYS contributes to ending this community health epidemic for future generations. However, at present, only 54%¹ of people living in the U.S. with HIV are retained in medical care due to access and navigation barriers. Only 65%² have achieved undetectable status. Among the approximate 1.2 million people in the U.S. who are HIV positive, 13%³ don't know their status.

To contribute towards improving these numbers, our strategic planning process pointed us to a pioneering model of care co-locating housing with 360 degrees of empowerment services. We opened the Jefferson Avenue Campus in October 2022 and completed the final building in November 2024. The full campus provides 89 apartments co-located with an array of empowerment services that synergistically create a powerhouse network of care that contributes to improving quality of life and health outcomes through viral suppression. These services are offered by DOORWAYS and partnering organizations, such as the BOCA Pharmacy Group. One of their independent retail pharmacies is now located on the north end of campus. They can provide medications and prescription guidance to DOORWAYS participants and the community.

With continuous evolving needs, DOORWAYS is dedicated to responsiveness, innovation, and agility. We updated our mission statement (shown on the left) during the 2024 strategic planning process. We are fully invested in raising \$6 million for the renovation of Cooper House, our assistive living building that is home to residents unable to live independently. (In fact, we received our first direct federal appropriation in agency history when we were awarded \$850,000 for the Cooper House project.) We are expanding partnerships and collaborations with other agencies and organizations. We are invited to provide presentations overviewing our pioneering model of care that is replicable and scalable. Our staff receive awards and recognitions for their talent and dedication. And, we continually seek funding to support all agency operations. Each is touched upon in this report.

Our commitment and methodology are working, but the nation and world have a long way to go to put an end to HIV. We recognize our success is only possible through your generosity. I am grateful for your past, present, and future support. Private dollars are even more important now with threats of federal funding cuts. Thank you for standing with us as we seek to strengthen our service to participants as they strive for stability, independence, and opportunity.



- 1. https://www.cdc.gov/hiv-data/nhss/national-hiv-prevention-and-care-outcomes.html#:~:text= At%20a%20glance,national%20goal%20of%20ending%20HIV.
- https://www.cdc.gov/nchhstp/director-letters/cdc-publishes-new-hiv-surveillance-reports.html#:~:text=Among%20persons %20with%20diagnosed%20HIV%20and%20alive,Black%20persons%20(61%)%20and%20women%20overall%20(64%).
- https://www.hiv.gov/hiv-basics/overview/data-and-trends/statistics#:~:text=People%20Living%20with% 20HIV&text=According%20to%20the%20latest%20CDC%20data:,=%20untransmittable%20or%20U=U.

#### **Jefferson Avenue Campus**

DOORWAYS envisioned and built a new campus to remove the access and navigation barriers that delay and even prevent participants from improving health outcomes and quality of life. All DOORWAYS programs and administrative activities are managed on the campus except our assistive living program—Cooper House. The pioneering model of care brought to life on the Jefferson Avenue Campus co-locates housing with a 360-degree matrix of empowerment services—a Provisions Pantry, pharmacy services, counseling, employment assistance, 24/7 staffing and crisis intervention services, a multi-media room for classes, resident lounges, laundry facilities, etc. This accessibility gives residents the opportunity for accelerated stabilization within the social determinants of health (hunger, housing, healthcare, income, education, community safety net). Stability in these environments is essential in the pursuit of successful management of an HIV medication regimen that can improve individual health and render the HIV virus untransmittable—stopping new cases.





The final construction project on the Jefferson Avenue Campus concluded on November 14, 2024, with the grand opening of Elliott Place —a 39-unit permanent housing property pictured to the left.

The celebration also marked the opening of a BOCA pharmacy on the north end of the campus.

We are grateful to BOCA

Pharmacy Group for stepping up to fill a void for a community struggling in a pharmacy desert.





# **Housing Programs**

DOORWAYS provides emergency, assistive, permanent, and flexible housing, plus rent and utility assistance to prevent homelessness for people in their own accommodations. Each of these housing programs creates the foundation from which participants begin their journey to stability, improved health through compliance with a medical regimen to achieve undetectable status, and improved quality of life through linkage to resources.



#### **Cooper House**

is a 36-bed assistive living facility for the most frail residents unable to live independently. In FY2024 Cooper House served 40 residents—35 male and five female. 68% of the residents were age 50+. With 24/7 staffing, Cooper House provides nursing assistance, medication distribution, onsite counseling and social services, support with daily activities of living, individualized nutrition support, a dining hall, plus planned social activities. While some residents will remain at Cooper House indefinitely, four residents improved their health and stability and moved to more independent living during FY2024. In FY2025, we will begin a \$6M renovation of Cooper House, which hasn't been updated since we took ownership 30 years ago.



# Comprehensive Flexible Housing (CFH) Program

The CFH Program operates Allen House and Elliott Place on the Jefferson Avenue Campus. All participants receive intensive support from Care Coordinators to accelerate stabilization and begin building a framework to support a transition to more independent housing.

Opened in October 2022, Allen House provides 50 apartments with a flexible length of stay based on individual needs and progress. In FY2024, Allen House provided 18,132 nights of housing to 62 unduplicated participants. The program also provided supportive services only to another 35 participants. With most participants transitioning from shelters and emergency housing, 82% of the residents reported zero income or income less than 20% of AMI at intake. Seven residents graduated from the program during FY2024, moving to more permanent housing.

#### **Elliott Place**

welcomed its first resident on October 24, 2024. With a grand opening celebration in November 2024, leadership expects that all 39 apartments will be leased in early 2025.

#### **Emergency Housing Program**

This became a stand-alone program in FY2024 due to increasing numbers of individuals and families in housing crisis. Through this program, those in need are offered up to 90 days of lodging, food assistance, and intensive care coordination including referrals to critical resources. The program provided 22,289 nights of housing to 366 households with 486 individuals (12% of whom were children) last fiscal year.

#### **Health Outcomes**

With a mission to improve client health outcomes and quality of life, DOORWAYS combines housing with an array of essential resources, which includes support and encouragement to participate in routine medical care, testing, and medication compliance. Both Allen House and Cooper House track client test results. Since viral load counts measure the level of HIV virus in your body, they are a key indicator of client progress. Results for both programs surpass national rates, as seen below.

The percent of residents showing evidence of participation in HIV healthcare. The percent of residents receiving test results indicating they were virally suppressed.

	COOPER HOUSE	NATIONAL RATES
98%	100%	54% <sup>1</sup>
87%	100%	65% <sup>2</sup>

\*Please see the footnotes at the bottom of the inside front cover.

#### The Jumpstart Program

serves 18 households in crisis with young children.

Quick housing and resource access allows faster stabilization. In FY2024, Jumpstart served 65 total people: 68% (or 44) were children, 81% of the adults were female, and 62% of the females in the program were head of household. During the year,

we were notified that the federal funding supporting Jumpstart was being shifted to newer DOORWAYS services and would end October 31, 2024. With the scheduled opening of Elliott Place on the Jefferson Avenue Campus in November 2024, Jumpstart participants were invited to move into a new Elliott Place apartment.

We served 3,095 unduplicated people in FY2024 (An 11.5% increase

from FY2023)





Partridge Place

The Family Residential Complex, which includes Mama Nyumba and Kaya Malaika

Jefferson Park (Also known as Anne's Place)

Tenth & Lami

Gertrude

Jefferson Avenue Campus (This includes Elliott Place, Allen House, a program services facility, and an administration building.)

Not pictured: Madison House in Springfield, MO



# Housing Programs





The DOORWAYS Outstate Program operates in 62 rural Missouri counties and 47 rural Illinois counties, providing temporary assistance with rent, mortgage, and utility payments to avoid a loss of housing. In FY2024, the program distributed \$616,780 in subsidy funding, stabilizing housing for 104 households with 128 unduplicated individuals--participants, other adults, and children. Among the family members, 63% were under the age of 18.



#### **Own Home Program**

This program prevents homelessness for people living in Missouri and Illinois in their own accommodations and in need of temporary financial assistance for rent, utilities, housing deposits, etc. In FY2024, Own Home distributed \$3.7 million

in subsidy assistance, an 8% increase over fiscal year 2023. These funds assisted 2,410 individuals (of which 17% were children) in 1,535 households—reflecting a 20% increase in people served and a 9% increase in household count.

Own Home distributed \$3.7 million in FY2024 (An 8% increase from FY2023)

#### The Residential Program

In FY2024, this program housed 216 people in seven permanent housing buildings with a total of 103 units of subsidized housing located throughout the City of St. Louis. Adult residents are offered resources to advance independence. Six households moved to market rate housing in FY2024. Offering three- and four-bedroom units to accommodate families with children, 35% of the residents were under the age of 18. After-school learning sessions and summer camp are provided for the children thanks to dedicated volunteers.



# **Empowerment Programs**

In addition to housing services, DOORWAYS also offers empowerment programs that may begin building/strengthening the skills and resources necessary to advance independence and maximize opportunities. The following services are offered on the Jefferson Avenue Campus, which was built as a pioneering model of care to remove access and navigation barriers by co-locating housing with empowerment programs.



#### **Behavioral Health Program**

In FY2024, agency staff completed 327 behavioral health screenings and referred 182 of those participants to our Behavioral Health Program. Three counselors along with two doctoral students in psychology from Saint Louis University provided care to 282 people through 4,167 services—a 75% increase since the prior year! Just over 57% of those participants served entered care through our Emergency Housing

Program. Wellbeing outcomes indicate 80% of participants reported an overall positive change in their well-being, with a 186% average rate of change. Depression outcomes were similarly significant: 52% reported an overall decrease in depression symptoms, and 33% reported no further depression symptoms.

4,167 services provided in FY2024 (A 75% increase from FY2023)

#### **Career Services Program**

In FY2024, 71 participants secured employment, and 79% of them retained their jobs for at least 90 days. Staff completed 1,299 service encounters with the 237 participants enrolled in some phase of the employment process. Through grant funds, we provide assistance with interview clothing, uniforms when hired, bus passes to get to interviews and work for the first month, etc. The program frequently offers workshops on obtaining and retaining employment. After job placement, many participants return for assistance with career advancements. For example, 13 employed participants secured a new job offering benefits and higher pay, with an average wage increase of \$3.94 per hour. In fact, one of those participants jumped from \$11 per hour to a new job paying \$19 per hour.

#### The Employment Alliance

Founded by DOORWAYS and ending its second year, the Alliance unites agencies offering career and employment services, resource providers, and employers seeking job candidates. The Alliance serves people battling poverty, unemployment, and job retention challenges as they search for meaningful employment with a living wage, benefits, and the opportunity for advancement.

With participation growing each year, 236 individuals representing 92 agencies, organizations, and employers—which, combined, touch an approximate 3,000 job seekers—attend monthly meetings, career fairs, and/or resource tours each year. Survey results show 95% of career specialists believe involvement in the EA helps them better serve their clients. 80% of employers and 94% of resource providers expressed value in the networking opportunities, which resulted in several hiring collaborations and company-sponsored recruiting events.

# Empowerment Programs



#### Life-Skills Workshops

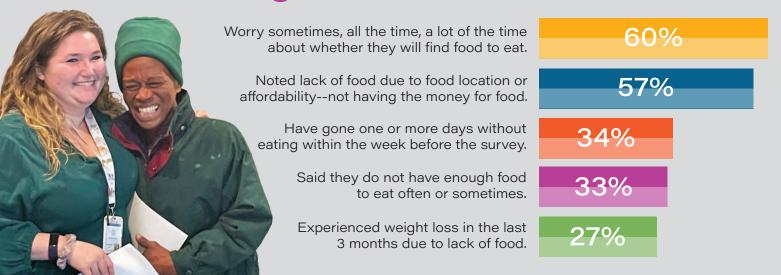
In FY2024, DOORWAYS programs provided 127 workshops to 214 unduplicated participants—a 26% increase in participation from the prior year. 90% of the workshop participants reported increased knowledge, and 84% expected to change a behavior due to this new knowledge—add positive behaviors or remove harmful behaviors. Many individuals participate in more than one workshop, which resulted in 692 total attendances or an average of three sessions per person. Learning sessions are offered to fill gaps in knowledge created by poverty, unstable housing, and chronic illness. They may explore topics such as managing a household budget, maintaining a safe home, nutritious cooking, adhering to a medication regimen, financial security strategies, high school equivalency courses, etc. Participants are invited to suggest topics of interest.

#### **BOCA Pharmacy**

During FY2024, DOORWAYS and BOCA
Pharmacy Group finalized plans to open a
pharmacy on the north end of the Jefferson
Avenue Campus. This retail pharmacy will serve
DOORWAYS program participants as well as
community members, meeting a critical need in a
location known as a pharmacy desert. The grand
opening was held November 2024. Founded in
2001 in the underserved South Bronx area of
New York City, BOCA Pharmacy Group operates
on a national scale, providing individualized care
with specialization in medications and support
for high-risk patients.



### **Hunger Profile at Intake**



# **Food Security**

With many of our participants reporting zero income at intake, or income below 20% of the Area Median Income, program participants arrive food insecure. Staff immediately focus on alleviating hunger through two food security programs—a Provisions Pantry and food security gift cards.

#### **Food Cards**

Through grant funding, DOORWAYS obtains Aldi Food Cards that are programmed for the purchase of food only. These assure access to food when the Pantry or community food bank are not open or do not offer foods to meet specific dietary needs. They are also convenient for participants who live off campus and may be close to an Aldi store. In FY2024, 1,968 food cards for \$25 through \$250 were distributed to 1,115 households with 1,570 people (19% of whom were children). The total value exceeded \$280,000.

#### **Provisions Pantry**

Located on the Jefferson Avenue Campus, the Provisions Pantry distributed more than 26,000 food and basic household supplies (e.g., detergent, personal hygiene items, etc.) to 116 participants in FY2024. These items are secured by DOORWAYS through grant writing and donations. DOORWAYS also purchases emergency food boxes through Food Outreach. A prominent organization focused on nutrition, Food Outreach operates a monthly food delivery service through their funding. The Pantry serves as the food distribution site for DOORWAYS participants enrolled in the Food Outreach food delivery program.



#### **Donations**

of food and non-food items for the Provisions Pantry are always welcome. Due to limited storage, please coordinate in advance with Jim Timmerberg Vice President of Advancement

> jtimmerberg@ doorwayshousing.org or 314-328-2705.

# **Agency Highlights**

In FY2024, DOORWAYS received its first direct federal appropriation in agency history. Passed by Congress and signed by President Joe Biden, the budget bill included \$13 million to support 14 community projects put forth by Representative Cori Bush. This included \$850,000 for the renovation of Cooper House. The planned renovation will include a new roof, a new elevator, and new windows; updating the dining hall and kitchen; and remodeling the 36 resident bathrooms.

DOORWAYS held several very successful fundraising events in FY2024. Retro Red-A Disco Ball (our 2024 Red Gala) was enjoyed by more than 500 guests on February 10, 2024, at the Chase Park Plaza Hotel. The DOORWAYS Friends In Deed volunteer group sponsored a number of activities to raise awareness of and funding for agency operations. Their meetings and activities included the annual trivia night on October 21, 2023. Always a sell-out, ByoBOO welcomed more than 200 guests. May 2024 saw the launch of ALTBALL—an evening of unconventional fashion. All proceeds were donated to DOORWAYS. For information on our 2025 events, visit our web page.

Alt Ball Photo Credit: BeLovely Photography RED Photo Credit: Takemoorepics

The 2024 fiscal year began with the launch of a Strategic Planning Process and ended with the ratification of our 2024-2028 plan at the DOORWAYS Board of Directors June 2024 meeting. Along with a revised mission statement, the 2024-2028 Strategic Plan included five strategic priorities: Heightened operational efficiencies, enhanced leadership and staff development, increased diversity and magnitude of funding, intensified program growth and partnerships, and unified culture and safety.

Several programs were strengthened through partnerships and collaborations. An MOU (Memoranda of Understanding) with Places for People reduced client delays for psychiatric treatment from three to four months to only one to two weeks. We finalized a partnership with Assisted Recovery Centers of America for outpatient substance use treatment. Our Provisions Pantry serves as the food distribution hub for the Food Outreach monthly food delivery program. The DOORWAYS Career Services Program relies heavily on collaborations with employers, area education and learning organizations, and other non-profit agencies in our Employment Alliance. The Emergency Housing Program provides safe and well-maintained housing through cooperation with caring and conscientious property owners. We are grateful to each of these partners who join us in serving the community.



In September/October 2023, DOORWAYS was part of StoryCorps, a nonprofit partnering with NPR and travelling the country to capture stories of lives that illuminate humanity and possibility. The recordings are collected in the U.S. Library of Congress. StoryCorps is the largest single collection of human voices ever gathered. Visit the StoryCorps webpage to see our stories, and an interview with board member Rev. Dr. Jeff Moore and Joe from Cooper House, please visit https://storycorps.org/?type=listen&s=doorways

Our media roundup starts with being selected for a focus article in the Ladue News in May 2024. We were also spotlighted in various articles by Regions Bank, Sophisticated Living, and the Affordable Housing Commission. For a list of FY2024 media, please visit our web page. Also visit us on Facebook (@doorways) where our followers increased 12%, reaching 2,261 people. Our post engagement rate was up 12% with 1,953 reactions. Page impressions ended the year at 55,694, an 11% increase. A total of 21,086 users visited our web page (www.doorwayshousing.org) during the year.

With new housing available on the Jefferson Avenue Campus, our founding housing facility was decommissioned and sold due to an extensive list of necessary upgrades and repairs. DOORWAYS purchased the Delmar building (pictured below) in 1991 to serve as a hospice for people abandoned by family, dying alone and homeless from the frightening new HIV virus. In these 36 years, this 11-unit property has been home to dozens of people who evolved from surviving to thriving. The decommissioning ceremony was held September 25, 2024, with residents transitioning to Elliott Place in November 2024.



#### **Honors & Awards**

Our capabilities, agility, and achievements continue to attract attention, resulting in agency recognitions, invitations to present at conferences, and bestpractice tours.

October 2023, we received the Neighborhood Transformation Quality of Life Award at the Mayor's Business Luncheon. June 2024 the agency was recognized as an Exceptional Neighbor by the St. Louis City Soccer Club. In June, we received the St. Louis Harvard Club's Community Service Award.

In both September 2023 and September 2024,
President & CEO Opal M. Jones was invited
as a presenter at the U.S. Conference on HIV/
AIDS. In Washington, D.C., in 2023, she spoke on
"Housing! From Prevention to Treatment in Ending
the Epidemic." Her 2024 presentation in New
Orleans focused on "DOORWAYS Jefferson Avenue
Campus – The Journey of Expansion to Address
Social Determinants of Health." In May 2024, Jones
spoke on "Housing Advocacy for Transgender
Folks" at the National African American Leadership
Conference on Health Disparities and
Social Justice (NAESM) in St. Louis.

We were honored with a visit by Admiral Rachel
L. Levine, Assistant Secretary for Health, and
Melanie Fontes Rainer, Director of the Office of Civil
Rights, both from the Department of Health and
Human Services. Later in the year, Captain John
Oguntomilade, BDS, MPH, PhD, from the federal
Ending the HIV Epidemic Initiative, toured the agency.
Since the visit, he speaks of DOORWAYS as a best
practice in the effort to end the HIV epidemic.



# **Individual Recognitions**

With an agency full of talented and dedicated employees, board members, and volunteers, each fiscal year, many are recognized for their achievements with awards and certifications.

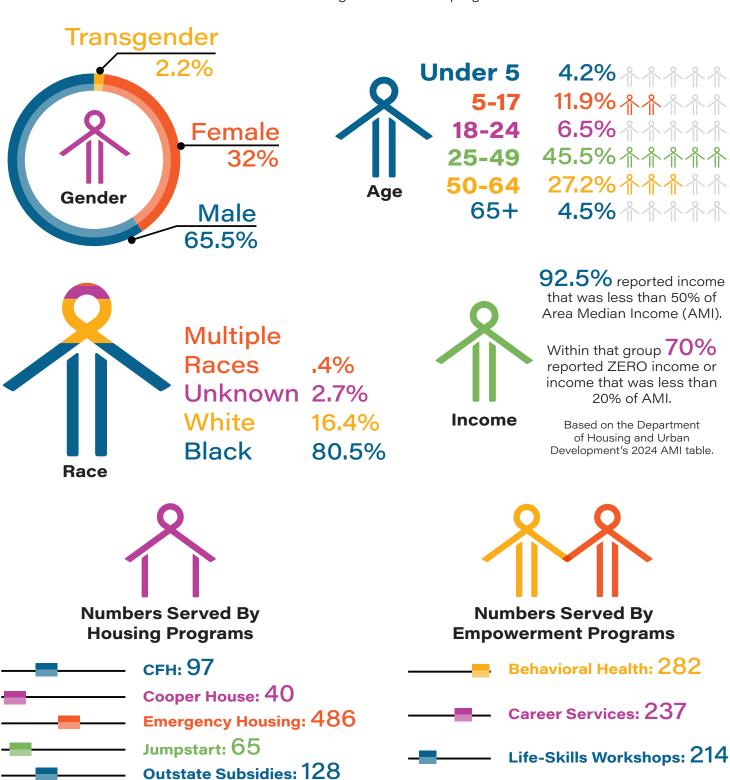
- Jess Cox, LPC, Director of our Behavioral Health Program, received the Administrator of the Year Award at the Missouri Rehabilitation Association conference held June 12-14 at Lake of the Ozarks. Jess also completed requirements for licensure and is now officially an LPC.
- Ron Jagels, former DOORWAYS board member and RED gala chair, received the 2024 Business of Pride Award bestowed each May by the St. Louis Business Journal.
- Evelena Jones and Felecia West—the Director of Emergency Housing and a Care Coordinator in our Comprehensive Flexible Housing Program, respectively—received commendations from Ryan White Case Management partners for their tireless efforts helping participants find community housing through the DOORWAYS Emergency Housing Program.
- After a robust training program, Mia Jones, Data Systems Administrator, received the CaseWorthy System Administrator certificate.
- Opal Jones, agency President & Chief Executive Officer, was personally recognized for Advancing Equity for the Unhoused by Affinia Healthcare Foundation on September 14, 2023. On September 30, the Urban League of St. Louis honored Opal at their Salute to Women in Leadership event. CREW St. Louis presented Opal with the 2024 Woman of Influence Award on May 14, 2024 to honor a member of the community outside the real estate industry who contributes to advancing opportunities for all women and contributing to the betterment of society.
- Tricia O'Brien, Director of our Career Services & Employment Program, received the Missouri Rehabilitation Association Eastern Chapter Community Service Award at their event on Friday, April 26.
- Many agency staff completed various training programs throughout the year. Agency-wide training topics included serving the transgender population with sensitivity and respect, survivors of domestic violence, or those battling substance use challenges. Cooper House social workers and the behavioral health team completed clinical intervention training. The Director of Behavioral Health and our board member Rev. Dr. Jeff Moore provided trauma-informed care training for all Cooper House staff. Our Comprehensive Flexible Housing team explored several topics including crisis de-escalation training.

Volunteer awards are presented every fall at the agency's annual meeting. On September 13, 2023, Ed Giganti received the Michael Edlin Award. The Generosity Award was bestowed on Don Foster and Keith Thompson. And Tracy Stone (pictured in the photo below, holding the award) was the recipient of the Volunteer of the Year Award. For details on these award recipients and their awards—as well as a list of sponsors—please visit the online



# **FY2024 by the Numbers**

DOORWAYS offers emergency, assistive, permanent, and flexible housing, plus rent and utility assistance to prevent homelessness for people in their own accommodations. The sum of the numbers served in each housing program is higher than the total served by the agency (3.095) due to the duplication that results from clients utilizing more than one program.



-**E** Food Security: 1,570

Own Home Subsidies: 2,410

Residential: 216

## **FY2024 Financials**

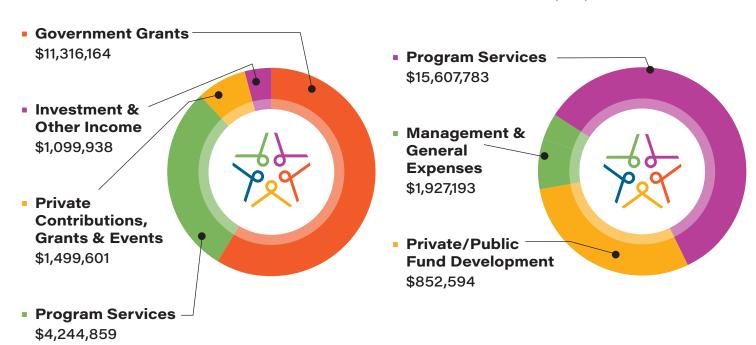
If you would like to review our FY24 audit, please visit our web page: www.doorwayshousing.org/about/transparency

#### Revenues

\$18,160,562

#### **Expenses**

\$18,387,570



# **Board of Directors**

The following list reflects members since July 1, 2023. Those marked with an "\*" are now former board members

#### Officers

Steven M. Scott, MPH, FACHE Board Chair

Jonah Houts
First Vice Chair

Kim Bouldin-Jones Second Vice Chair

Sarah Moore
Treasurer
Christopher Nolan
Secretary

#### **Members**

Shirley Adams-Shepherd E-P. Barrette, MD, FIDSA, FACP Rev. Lauren Bennett Michael Brave Anthony Corey Mike Daniels

#### **Members (continued)**

ThuVan T. Dinh, DPH Father Tom French\* Rev. Shua Goodlow Colin Keller Christopher Lintz Chester List David Lipovics Eric Madkins Carmen Lenee Manning\* Rev. Dr. Jeff Moore Rev. Wes Mullins\* David R. Noble Richard Pennell, MD Andrew Shaughnessy Frieda Smith Rev. Kathleen Wilder\* Ericca Willis



# Agency **Profile**

#### **Employees**

80 full-time | 19 part-time

#### **Counties Served**

124 counties 15 in the Missouri-Illinois Metropolitan Statistical Area plus 62 outstate counties in Missouri and 47 outstate counties in Illinois.

#### **Volunteers**

453 people | 4,005 hours Valued at \$127,343

DOORWAYS is honored to receive support from a committed pool of individuals and groups that regularly volunteer for tasks and activities across the agency.

If you are interested in volunteering as an individual or group, please reach out to

volunteer@doorwayshousing.org for more information.



## 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.

Provide daily essential items for clients using our Amazon Wish List or collection drives (Please arrange in advance due to storage limits.)

Visit www.doorwayshousing.org Click "Get Involved"

For More Information: Jim Timmerberg Vice President of Advancement jtimmerberg@doorwayshousing.org 314-328-2705

Find us on social media:









**Donate Now:** 





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