



DOORWAYS
HOPE LIVES HERE

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IMPACT
REPORT 3



Opal M. Jones

Greetings From the President & CEO

Fiscal year 2023 brought several noteworthy celebrations. October 2022 marked the culmination of the last 6 years of research, planning, fundraising, building, and bringing to life the Jefferson Avenue Campus to offer a pioneering model of care using housing as the delivery system for 360 degrees of onsite supportive services, removing barriers to care. In November 2022, we welcomed our first resident to our 50-unit building, Allen House, located on the new campus.

February 2023 began our 35th anniversary as the only agency in the area with the mission to provide supportive housing to people affected by HIV in order to improve quality of life and health outcomes—quite a transition from our humble beginning as a hospice offering compassionate care to those dying alone and homeless, abandoned by family and friends due to this frightening new disease.

In October 2023, we celebrated the one-year anniversary of the grand opening of the Jefferson Avenue Campus and the many services now offered onsite: A Provisions Pantry to address food insecurity, 24/7 crisis management, behavioral health counseling, life-skills classes, and an expanded employment program with individualized goals.

This effort is far from over. We continue adding key supportive services needed by our clients. We are partnering with a local agency to bring psychiatric services to the campus, reducing waiting times from three to four months to two to three weeks. A retail pharmacy will open in spring 2024 to serve clients and the community. We are exploring the development of a community health outreach program to offer free HIV/STD education, testing, and case management services to impact prevention and treatment results. And Phase II of our expansion will conclude as we open Elliott Place on the campus next year, bringing 39 more apartments to the community.

However, there is no time to rest when the CDC reports only 66% of U.S. citizens diagnosed with HIV are virally suppressed. Viral suppression (undetectable status) prevents new incidents of infection, opening the door to the end of HIV for future generations. While it is an exhausting journey, our energy and drive are renewed by the resilience, success, and gratitude displayed by those we serve—and by your ongoing support. We are overwhelmed by your generosity during our capital campaign, your annual giving, your volunteer hours, your response to unexpected needs, and your unwavering concern for our clients. While DOORWAYS gives clients hope, you give us hope. Thank you for standing with us to bring housing, health, and hope to people battling HIV, poverty, and homelessness.

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Jefferson Avenue Campus Update

In October 2022, staff moved into the new Jefferson Avenue Campus (JAC) offices. With the exception of Cooper House, all agency programs highlighted in this report and all administrative functions are now based at the JAC.

Allen House

This 50-unit flexible housing building serves people who are chronically homeless, frequent users of our 60-day emergency housing service. Allen House allows longer stays to advance stabilization. The first resident was welcomed in November 2022. The building has been at capacity since July 2023. Client progress to date is detailed below.

83%

of the residents are virally suppressed.

79%

of the residents are participating in an HIV treatment program.

80%

of the residents have remained housed since move-in and are beginning lease renewals.

80%

of the residents who moved out, moved into permanent housing or a more appropriate housing program.

Nearly **half** of the residents enrolled in the DOORWAYS Behavioral Health Program.

82%

enrolled in the DOORWAYS Career Services Program.

72%

of those who secured employment retained their job past 90 days.

100%

of the residents have taken advantage of the Provisions Pantry to fill gaps in their food and goods supply.

The vision guiding the creation of the new campus was to co-locate housing with 360 degrees of supportive services that would remove access and navigation barriers which slow client progress.

As can be seen in this report, in FY23, all residents of DOORWAYS properties could access behavioral health counseling, employment services, life-skills classes, a Provisions Pantry, and soon-to-open pharmacy at the JAC. Additionally, each client's care manager is located on the campus, assisting with the coordination of services by DOORWAYS and outside providers.

Seeking to provide an anchor in the community, in FY23, DOORWAYS advanced negotiations with a retail pharmacy to locate in the north end of the building to serve the community as well as clients. It is expected to open in 2024.

Elliott Place

The groundbreaking for a second building offering permanent housing—Elliott Place—was held on May 18, 2023, launching Phase II of the agency's expansion.

The groundbreaking was celebrated by a presentation and photo marking the start of construction. Pictured from left: Rabbi Elizabeth Hersh, DOORWAYS Board Member; Alderman Rasheen Aldridge, Ward 14; Dr. Mati Hlatshwayo-Davis, Director of the City of St. Louis Department of Health; Opal M. Jones, President & CEO of DOORWAYS; Tishaura Jones, Mayor of the City of St. Louis; James Heard, Department of Housing & Urban Development Field Officer; Gene Pulliam, Chair of the DOORWAYS Board of Directors; and Rev. Kathleen Wilder, DOORWAYS Board Member.

Photo Credit: Mark Moore at takeMOOREpics Photography



Housing Programs



Each of these housing programs seeks to help clients begin their journey to life stability, which is essential to support an improved quality of life as well as adherence to an HIV medication regimen. By regularly following treatment guidelines, people living with HIV can achieve undetectable status. This means they could live a normal life span. Undetectable status also renders the virus untransmittable, stopping new cases of HIV.

Allen House

welcomed its first resident November 16, 2022. This **50-unit flexible housing facility** is located on the new Jefferson Avenue Campus, built to co-locate housing with 360 degrees of services to remove access and navigation barriers. The building is staffed 24/7.

By removing access and navigation barriers for a matrix of services, residents have the opportunity for accelerated and simultaneous stabilization within the scope of the social determinants of health (hunger, housing, health, income, education, community).

Cooper House

a **36-bed assistive living facility** serving our most frail and ill clients, housed 37 residents in FY23. Services include 24/7 nursing assistance, medication distribution, onsite counseling, support with daily activities of living, onsite social workers, and individualized nutrition support. Residents can eat meals together in the dining hall and participate in planned social activities often sponsored by volunteer groups that host events such as movie nights, game nights, ice cream socials, etc. and sponsor residents for special holidays.

Hunger Profile at Intake

60%

worry sometimes, all the time, a lot of the time about whether they will find food to eat.

53%

noted lack of food due to food location or affordability--not having the money for food.

36%

have gone one or more days without eating within the week before the survey.

31%

experienced weight loss in the last 3 months due to lack of food.

We served
2,776
unduplicated
people
in FY2023



Emergency Housing

meets the needs of individuals and families in housing crisis. In FY23, we provided **24,495 nights** of emergency accommodations for 479 people in Missouri and Illinois. 42% of the clients are families.

The Jumpstart Program

provides intensive **individualized support to 18 households in crisis with children**. Quick housing and resource access allows faster stabilization, which is important for families with children. In FY23, 71 people in 19 households were served. 68% of the households were managed by a single parent—13 (58%) of those were single females. 65% of the individuals housed were under the age of 18. The number of children per household ranged from one child to 10 children.

Outstate Subsidies Program

Operating in 62 rural Missouri counties and 47 rural Illinois counties, the Outstate Program distributed \$580,824 in subsidy funding in FY23 to **259 clients and their family members in 121 households**. Since its launch in 2004, the Outstate Program-Missouri was managed by a subrecipient located in Columbia, MO. Effective June 1, 2023, DOORWAYS assumed direct responsibility for the Missouri program. To avoid disruption in services to clients, the two staff employed by the subrecipient became DOORWAYS employees effective May 25.

Own Home Program

prevents homelessness for clients living in their own accommodations but in need of temporary financial assistance for rent, utilities, housing deposits, etc. In FY23, Own Home **assisted 1,412 households** with 2,004 people in Missouri and Illinois, reflecting minimal change from the prior year. A total of \$3.4 million in subsidy assistance was distributed, an 8% decrease over FY22.

Allen House

Cooper House

Emergency Housing

Jumpstart

Outstate

Own Home

Residential

The Residential Program

operates **7 buildings with 103 units of permanent housing** for very low-income individuals and families. In FY23, this program housed 216 residents. As one of only a few affordable housing agencies in the City of St. Louis offering three- and four-bedroom units to accommodate families, 34% of the residents were children. The program offers residents life-skills classes, care coordination, and access to the services on the Jefferson Avenue Campus. For those under the age of 18, the program provides after-school learning sessions and summer camp.



Empowerment Programs



We work to concurrently strengthen the environments that support improved health and the opportunity to advance towards a more independent life. In addition to housing, we offer one-to-one care coordination, social activities, self-development and skills-building programs, plus behavioral health services and employment assistance, further discussed below.



Behavioral Health Program

Launched in FY21, this program has grown significantly each year, confirming the critical need for counseling services among our resident population. **From its first year to FY23, the number of services provided nearly doubled**, from 1,200 in FY21 to 2,380 in FY23. In FY23, during intake, agency staff screened 328 people, with 67% of those offered a referral for behavioral health counseling. Of those referred, 63% engaged in individual and/or group counseling.

These services contributed to client progress in several areas

Wellbeing outcomes indicate 85% of participants reported an overall positive change in their well-being and, of those reporting increased wellbeing, the average percentage of increase was 154%.

Depression outcomes were similarly significant: 73% of participants reported an overall decrease in depression symptoms, and 39% reported no further depression symptoms.

93% of participants reported high satisfaction and therapeutic alliance with their therapist.

Life-Skills Workshops

More than 100 workshops were offered by several programs to fill gaps in knowledge created by the limitations of poverty and unstable housing. Nearly **170 unduplicated clients** attended the workshops, that explored topics such as managing a household budget, maintaining a safe home, nutritious cooking, following a medication and medical regimen as prescribed, the benefits of banking whether receiving disability or employment income, employment guidance and assistance, information on enrolling in a high school equivalency course, and so forth. In FY23, 90% of the workshop participants reported increased knowledge, and 82% expected to change a behavior due to this new knowledge—add positive behaviors or remove harmful behaviors.

90%
of workshop
participants
reported increased
knowledge

Career Services

In FY23, 228 clients were participating in one or more phases in the employment process: creating a resume, preparing for a job search, beginning a job search, or securing and retaining a job. A total of 96 job placements were completed with 74 clients—a **128% increase over 42 job placements in FY22**. Through grant funding, the program also assists clients with obtaining a haircut and toiletries, interview clothing, required uniforms, and bus passes for the first 2 months of employment. Part of this success is due to a new program focus that looks beyond a job. Employment staff work to help clients secure a position with benefits and upward mobility.

Skill-building sessions related to careers and financial stability begin giving clients the foundation for advancement. Every effort is made to help clients recognize and strengthen their talents and apply them in the workforce or, for those unable to work, as a volunteer.



THE EMPLOYMENT ALLIANCE

Historically, there has been a lack of leadership committed to help disadvantaged people in the City of St. Louis find and retain meaningful employment. To address this gap, the DOORWAYS Career Services Program formed the Employment Alliance to coordinate efforts among agencies offering career and employment services to disadvantaged people in and near the City of St. Louis who seek meaningful employment. The first meeting was held May 3, 2023. To date, more than 50 organizations have participated, evidence that these specialized employment professionals desire a collaborative effort, rather than each individually blazing trails to find client job opportunities.

Provisions Pantry

On November 17, 2022, the new Provisions Pantry opened to serve the first Allen House client. The Pantry was created as part of the supportive services expansion to offer 360 degrees of accessible services onsite at the new Jefferson Avenue Campus. The Provisions Pantry stocks **frozen meats and vegetables, canned foods, and key personal and household supplies** not available through the federal food stamp program. Allen House residents access the Pantry in person, while supplies are delivered by DOORWAYS program staff to clients in our Emergency Housing Program. Since the doors first opened, 78 people have accessed this resource.

COLLABORATION WITH FOOD OUTREACH

In May 2023, DOORWAYS and Food Outreach announced a collaboration addressing nutrition insecurity for people living with HIV. Nutrition is a primary component in building the foundation for advancing client health status and housing is essential for life stabilization. This alliance underscores the complementary nature of both missions.



Agency Highlights



On October 19, 2022, we celebrated the [Grand Opening of the new Jefferson Avenue Campus](#) with more than 230 guests participating.

[Allen House](#), a new 50-unit flexible housing building located on the campus, also opened October 19, 2022. The [first resident](#) was welcomed November 15, 2022, with the building at capacity by spring 2023. Residents can access a comprehensive mix of services on campus, removing barriers that delay stabilization.

June 1, 2023, DOORWAYS assumed direct management of U.S. Department of Housing & Urban Development (HUD) Housing Opportunities for Persons With AIDS (HOPWA) Program funds that were being utilized by a subrecipient to provide [supportive housing services in 62 outstate counties in Missouri](#). To assure continuity of care, the two people working for the subrecipient became DOORWAYS employees on May 25, 2023.

Throughout the year, DOORWAYS was featured in a number of [media stories](#) covering the new campus, our annual RED gala, and the successful Peppermint Andy ice cream campaign hosted by DOORWAYS supporter Andy Cohen and sponsored by Clementine's Naughty and Nice Creamery as a fundraiser for DOORWAYS.

A new [Provisions Pantry](#), located in Allen House, provides emergency food and household essentials to support client stabilization. In March 2023, Food Outreach joined DOORWAYS in this food security effort.

Phase II of the agency's expansion plan launched on May 18, 2023, with a groundbreaking ceremony for [Elliott Place](#), a 39-unit permanent housing apartment building offering one- and two-bedroom units.

In spring 2024, a retail [pharmacy](#) will open on the north end of the building to serve DOORWAYS clients and the area community.

Our annual events were again well-attended. The 2023 Red Gala—[MasqueRED: A Mardi Gras Ball](#)—was held February 18 at the Hyatt Regency St. Louis at the Arch with nearly 500 guests. Our [Friends In Deed](#) group sponsored a number of activities, including the annual trivia night, [BYOBoo](#), on October 21, 2022, which was a sell-out filling all 26 trivia tables!

FY23 Financials

President & CEO Opal M. Jones

was invited to rejoin the board of the National HIV/AIDS Housing Coalition. In May 2023, she participated as a panelist at an HIV session moderated by the United States Department of Health and Human Services, Office of the Assistant Secretary of Health. She also participated in a roundtable sponsored by the White House Office of National AIDS Policy. The agency hosted the St. Louis Regional Ending the HIV Epidemic Summit on January 31.

Our Chief Financial Officer, Gary Mudd, received the Champion Award from PROMO for his long-time dedicated leadership in the effort to secure LGBTQ+ equality and advocacy in Missouri. President & CEO Opal M. Jones was named a 2023 Titan 100 at a dinner on April 6, 2023.

Throughout the year, our new social media strategy showed results with a steady increase in Facebook page followers. Our "post engagement" rate hit 26%, and our page impressions more than doubled, ending the year at 8,512. Similarly, our newly designed website increased from 5,936 page views in August 2022 to 9,179 in April 2023.

Revenues

\$16,204,843

- **Government Grants**

\$9,585,507

- **Investment & Other Income**

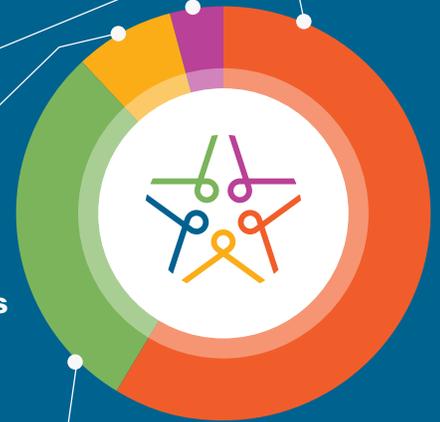
\$943,503

- **Private Contributions, Grants & Events**

\$1,631,797

- **Program Services**

\$4,044,036



Expenses

\$15,638,341

- **Program Services**

\$13,350,456

- **Management & General Expenses**

\$1,526,440

- **Private/Public Fund Development**

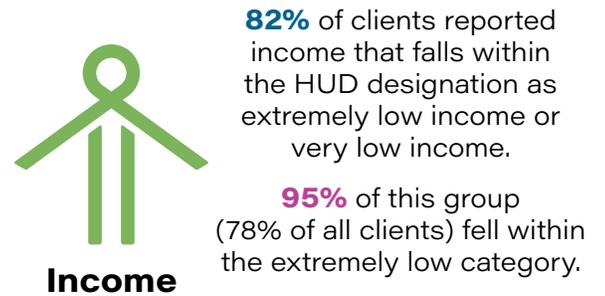
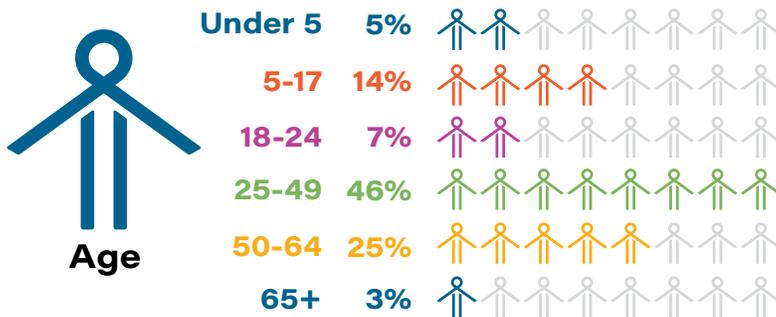
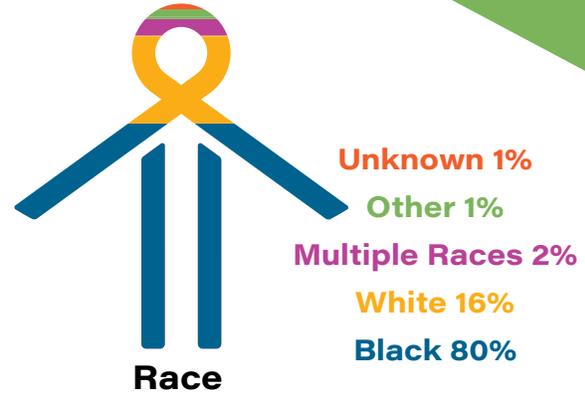
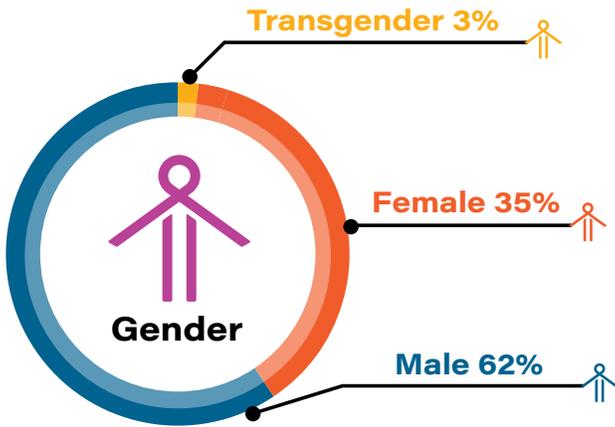
\$761,445



If you would like to review our FY23 audit, please visit our web page:
www.doorwayshousing.org/about/transparency

FY23 in 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 agency (2,776) due to the duplication that results from clients utilizing more than one program.



Numbers Served By Housing Programs



Numbers Served By Empowerment Programs



Agency Profile

Employees

80 full-time | 15 part-time

Volunteers

245 people | 2046 hours
Valued at \$55,242

DOORWAYS is honored to receive support from a committed pool of individuals and groups that regularly volunteer for tasks and activities across the agency. We are still rebuilding from a two-year hiatus resulting from the COVID-19 pandemic. If you are interested in volunteering as an individual or group, please reach out to volunteer@doorwayshousing.org for more information.

Counties Served

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

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:
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Director of Development
jtimmerberg@doorwayshousing.org
314-328-2705

Find us on social media:



Donate Now:



DOORWAYSHOUSING.ORG





35 years strong!



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.

DOORWAYS

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proud partner of

