



**GATEWAYMISSION**  
HOPE FOUND HERE.

# HOPE FOUND HERE

**ANNUAL IMPACT REPORT 2022**







## A LETTER FROM OUR EXECUTIVE DIRECTOR

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**Because of you, Gateway Mission helped change the lives of those who were hurting in our community in 2022.** Your support allowed us to provide meals for the hungry, shelter for the unhoused, life-changing programs for those in need of extra support, and hope for those who felt hopeless.

On December 31st, after 30 years of faithful service, Darryl Bartlett retired as Executive Director of Gateway Mission. Countless lives have been impacted by his ministry over the years. We wish him well and look forward to building on the foundation he built.

As we enter 2023, our focus remains to declare and demonstrate the love of Christ by providing housing and programs for the homeless and less fortunate. Our desire is for our guests to experience the love of Christ and grow in relationship with Him.

We are grateful to move forward with our plans to expand the vocational training for our Gateway Addictions and Discipleship Program with a new restaurant. At the Gateway Spoon, our students will have the opportunity to develop skills in the culinary arts and restaurant industry.

Our staff and program participants anticipate this as a means to meet and engage with more members of our community. We are excited to see how God works through this!

As a valued friend of Gateway Mission, I invite you to take a moment to explore our 2022 impact and join us in the journey the Lord has in store for the year ahead!

Many Blessings,

Jay Riemersma  
**Executive Director**



DEMOGRAPHICS  
OF OUR GUESTS:



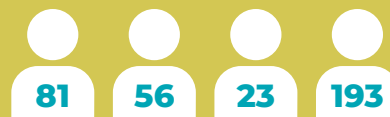
921

ADULTS  
SERVED



148

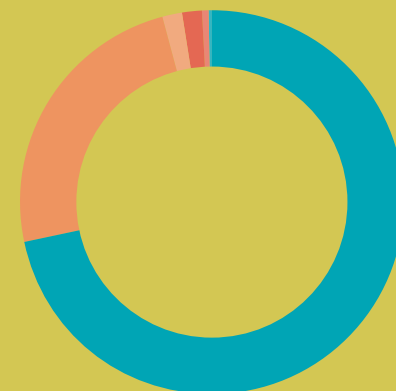
CHILDREN  
SERVED



0-5 YEARS  
6-12 YEARS  
13-17 YEARS  
18-29 YEARS



30-44 YEARS  
45-54 YEARS  
55-64 YEARS  
65-80 YEARS



- White—71.7%
- Black, African American—24.2%
- Asian, Asian American—1.8%
- American Indian, Alaska Native—1.7%
- Hawaiian, Pacific Islander—0.4%
- Undeclared—0.2%

**Gateway Mission serves our community's most vulnerable neighbors with supportive services that provide hope and transformation.**

Our Christ-centered programs paired with practical assistance, training, and mentoring serve to build a foundation for long-term success for each of our guests.

In 2022 alone, we provided 36,389 nights of safe shelter and served 100,002 nutritious meals to men, women, and children in dire need of help.

But meeting basic needs is only the beginning; our commitment to serving the whole person is fulfilled in the wrap-around services we offer, aimed to bring long standing stability, starting with a relationship with Jesus Christ.

In addition to housing and employment support services, our staff engaged in nearly 5,000 hours of Biblical education, and over 1,600 hours of one-on-one Biblical counseling services with guests. Gateway Mission provided over 6,000 hours of vocational training, leading to 200 individuals moving from unemployment to secure jobs.

Our social enterprises not only provide services to the community, but opportunities for on-the-job training for members of our programs. Additionally, these businesses offset the operational costs of our shelters.

We aim to share the love of Christ with everyone who walks through our doors—whether a guest in the shelter, a volunteer, a business patron, a donor, or a staff member. We believe that God's love is transformational and have seen that impact this year in profound ways.

**Gateway Mission serves as a first step toward a new life for homeless men, women and children in West Michigan.**







## EMERGENCY SHELTER

### Open Doors. Open Hearts.

Our Men's Center and Women & Children's Center each provide an Open Door Program for emergency shelter and a Pathway Program for longer-term assistance toward transition.

### EMERGENCY SHELTER



**36,389**  
NIGHTS OF  
SHELTER



**100,002**  
MEALS  
SERVED

### OPEN DOOR PROGRAM

*Designed to provide temporary, emergency relief for those experiencing homelessness*



**723**  
ADULTS  
SERVED



**114**  
CHILDREN  
SERVED



**85**  
WHO WERE  
LIVING  
OUTDOORS

### PATHWAY PROGRAM

*Providing further support through one-on-one mentoring, financial guidance, employment and housing search assistance, and spiritual support*



**273**  
PEOPLE  
IN THE  
PROGRAM



**201**  
MOVED TO  
POSITIVE  
HOUSING



**\$222,087**  
FINANCIAL  
SAVINGS  
TOWARD DEBT



**173**  
WENT FROM  
UNEMPLOYED  
TO EMPLOYED



## MEET WILL

Will was experiencing homelessness in Grand Rapids with habits and a lifestyle that landed him in the hospital. There, social workers encouraged him to be discharged to a center, preferably in Holland to provide a change of community. He went directly from the hospital to the Gateway Men's Center. After only four days, he decided to enroll in the Pathway Program.

**“Being at Gateway is life-changing,” he says.**

His day starts with prayer and the Word, followed by breakfast, life skills and Bible study classes, lunch, and an afternoon working alongside other Program members.

Initially, he was offered the opportunity to go to a secular shelter in Ottawa County, but is **“so glad this chapter of my life is centered around the Lord.”** With a solid foundation and renewed confidence in himself, Will is taking steps every day toward a brighter future.





# GATEWAY PROGRAMS

## ADDICTIONS & DISCIPLESHIP PROGRAM

This year, our Addictions and Discipleship Program had 77 participants, all of whom made commitments to sobriety. Of the 77 participants, 17 graduated from the Gateway Program this year, and 15 continued on to our Transitional Development Program.



77

STUDENTS IN THE PROGRAM



17

STUDENTS GRADUATED



15

ENTERED TDP PROGRAM



1,170

HOURS OF EDUCATIONAL TRAINING



944

HOURS OF LIFE SKILLS TRAINING



883

HOURS OF INDIVIDUAL BIBLICAL COUNSELING



4,300

HOURS OF CHILDCARE



55

CHILDREN SERVED



3-star

PROGRAM RATING

## CHILDCARE PROGRAM

Our Gateway Childcare Program provided 4,300 hours of childcare for mothers, freeing them up to work or receive medical and mental health services, Biblical education, and supportive mentoring. The program served 55 children ages 6 weeks to 12 years old. It is licensed by the State of Michigan and has achieved a 3-Star Rating with Great Start to Quality.

## MEET JADA

**“I handed over absolutely everything. I needed a change.”** Jada enrolled in the Gateway Addictions & Discipleship Program in the fall of 2022 and has been blown away by the encouragement and acceptance.

“Everyone comes from their own dark, disturbing path, and we’re all walking into the light as a group,” she says.

Her journey hasn’t been easy; years of depression, addiction, overdosing, near-death experiences, trauma from witnessing an attempted murder, the death of her boyfriend, the imprisonment of her son’s father, and single motherhood. Truly, Jada is here against all odds, yet she glows with hope.

After hitting rock bottom this fall, she came to Gateway with her son.

“I figured if I could take all of the time and energy I spent wasting my life and put it into this program and what God is putting on my heart, the sky’s the limit.”

She hasn’t experienced the judgment or shame she feared, only profound support. **“They accept you for who you were and help build who you’re going to become,”** she shares. The transformation hasn’t only been for her but for her son. His grades have risen from failing to all As and Bs; he’s opening up, smiling, and stable. Gateway Childcare provides after-school care, allowing her to work at the Gateway Store.

At the Gateway Store, she doesn’t just have a job; she has a community of women who have been exactly where she is now. Walking with women who intimately know her struggles is a game-changer for Jada.



“It’s not a handout—that’s not what it’s about. You have to work hard. Every day is a fight, and every day is a battle. But there are so many people here to help.”

Jada recognizes that accepting help requires immense humility, but the reward is profound transformation.

**“This place will change your life if you let it. For the first time, I have a future. I don’t even know what it’s going to be, but it’s going to be great.”**

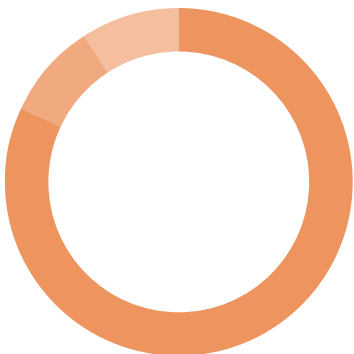
# 2022 FINANCIALS

## WHERE THE MONEY COMES FROM



- Individuals — 25%
- Corporate — 4%
- Churches — 2%
- Trusts, Memorials, & Non-recurring gifts — 12%
- Store, Baling & Auto — 27%
- Special Events — 1%
- Rent — 2%
- Gifts in Kind — 26%

## WHERE THE MONEY GOES



- Programs — 82%
- Management & General — 9%
- Fundraising — 9%



“The thing I love—that keeps me coming back every day—is when someone who has come into the Gateway Program and spent essentially two years in the Addictions & Discipleship Program and an internship role in the Transitional Development Program, and the light goes on and they say, ‘**I do have value and I have worth. I mean something and I have a skill and an ability to use.**’

We hire those individuals just like we would hire an outside staff member. Then we see them invest in people who are in the exact same place they were two years prior. **It’s the full Kingdom work.**

The individuals we hire from our program are huge assets to our ministry. They have walked the same or very similar journeys as those we serve. Because of this they can mentor, speak truth and come alongside an individual in our program and relate to where they are coming from.

**It’s a beautiful thing to see people understand that they have value and worth, and want to take that and invest it in someone else.”**



Christina Terpstra  
Social Enterprise Director





## MEET MEGAN

Today, you'll find her in a full-time leadership role at Gateway Store, managing the clothing department, but two years ago was a much different story.

"I was very clearly at the end of myself," she confesses. Megan had lost custody of her children and lost hope in her future. Entangled in addiction, she was experiencing homelessness and running out of options of places to turn.

Friends had mentioned Gateway Mission previously, but she always hesitated, held back by shame and fear. "But this time, I believed it couldn't get any worse," she admits. She showed up at the Gateway Women & Children's Center at rock bottom, trusting there was nowhere to go but up.

Knowing she needed more than just 14 days, Megan enrolled in the nine-month Addictions & Discipleship Program but remained skeptical that anything would make a difference. "Up until Bible class, I didn't think I would last very long. I was so stuck in the mindset of what the world taught me." But that all changed when she encountered Christ.

**"When you're homeless and in addiction, the world imprints in your mind that the only way to 'fix' is from help from the world. But you need the Lord."**

Transformed by the truth of God's identity and the power of community, Megan found acceptance, support, and hope. After several months, she was granted visitation with her kids, which soon became overnight. She was learning, growing, and undoing years of damaging patterns.

After graduating from the Program, Megan joined the Transitional Development Program, opting for another year of employment, mentoring, and support. In that year, she worked at Gateway Mission Store, regained full custody of her oldest son, and grew immensely in leadership. She graduated from the program and applied for full-time employment with Gateway.

**The best part of taking this role is getting to walk alongside the women who are in the program now. They are exactly where I was. I get to minister and disciple them. I get to encourage them."**

Megan sees her role at the store as so much more than a job; she is a walking testimony of the power of God.



## GATEWAY STORE

### Goods for Good.

Since moving to our new store location in April of 2017, we have seen a **208% increase in sales**. In 2022, we received 20,462 donation drop offs at a donation value of \$2,457,880. Our total sales at Gateway Store this year were \$1,894,602.

Not only does our store provide a second life for your things; it provides new opportunities for members of our Gateway Programs. Participants in our Addictions & Discipleship Program spend time working in one of our social enterprises to build job experience, grow in financial planning skills, and develop stable work-life rhythms. This year, we had 95 student vocational trainees and **hired 12 participants of the Transitional Development Program** to work at Gateway store.

**20,462**

DONATION DROPOFFS



**135,035**

PIECES OF CLOTHING

**\$2,457,880**

TOTAL DONATION VALUE



**353,877**

HARD GOODS

**\$1,894,602**

TOTAL 2022 SALES



**6,261**

PIECES OF FURNITURE



**514,251**

TOTAL ITEMS

# GATEWAY AUTO DETAILING

Our Auto Detailing not only provides an exceptional service for the community, but also gives our program residents on the job training, experience, and leadership opportunities. 2022 was the launch year for our detailing business. This year, we detailed 246 vehicles, generating a gross revenue of \$38,120. We also employed one student from the Transitional Development Program at our Auto Detailing Center.



**246**  
VEHICLES DETAILED



**\$38,120**  
GROSS REVENUE



**1**  
TDP STUDENT  
EMPLOYED



## MEET DENNIS

"I got a divorce, and everything escalated into alcohol and drugs." For years, addiction weighed on his life. He considered the mission several years ago but wasn't sure he was ready to make a change.

In 2021 he lost his mother to COVID, and life took a turn for the worse; he planned to overdose and end his life. "I was homeless, and I cried out to God, 'Please help me...'" He remembered pleading with God in his darkest moment and felt compelled to call a friend who encouraged him that it was time to get help.

**"I knew there had to be more to life than what I was doing," he says.**

He promptly went to the mission and joined in the Addictions & Discipleship Program and found, for the first time, the kind of foundation he could build his life on.

**"I didn't realize that community was so important,"** he says. Each Saturday night, Dennis spends time with his small group, sometimes having Bible Study or just playing games, but always having time together. "They are like my family," he shares.

For Dennis, the most beautiful success is piecing his family relationships together. Slowly, he's building connections with estranged siblings, his father, and his adult daughter.

He's since graduated from the Addictions & Discipleship Program and is now a member of the Transitional Development Program, a yearlong live-work-mentor opportunity for those looking to continue the supportive environment of Gateway Mission.

At the Auto Center, he is receiving training in detailing and often responsible for caring for cars that people bring in, excelling in leadership among the other Program members. **"They trust me with things," he says proudly.**





## GATEWAY SPOON

### Support and Sustenance.

Eight years ago, we moved away from culinary training to focus on vocational training in retail and light manufacturing. But the landscape of restaurants has changed; our participants want to learn culinary arts, earn chef credentials, and achieve certifications.

Moreover, the broader West Michigan restaurant industry is eager for passionate, qualified individuals. In December 2019, a donor provided the funds to purchase the former Denny's Restaurant in front of the Gateway Center. While tangible progress may have seemed slow during the pandemic, planning was in full swing. A crippled foundation meant the building had to come down entirely, but a new, more functional space could be built in its place.

With the incredible partnership of Visser Brothers Construction, we anticipate a 2023 opening of the Gateway Spoon Cafe & Grill.

**It is our hope that The Spoon is a place where everyone has a seat, regardless of their story or circumstances.**

We aim to provide healthy, wholesome foods for individuals and families, and catering for groups. In addition to the restaurant kitchen, The Spoon will feature a large training kitchen for program members pursuing credentials and certifications.

The Spoon will be another phenomenal ministry of Gateway Mission that provides vocational training for our members, practical service for the community, and financial support for our programs.



# VOLUNTEERING

Volunteers provide thousands of hours of support to Gateway Mission by preparing meals, cleaning, stocking shelves, and collecting donations. Some folks volunteer weekly, some just once a month, while others organize groups to serve once or twice yearly. We are grateful for the generosity of each and every person who volunteers with us.

The value isn't just in the hours they give; it's in the stories they share. We believe God has the power to redeem our lives and intertwine our journeys to encourage when it's needed the most. When you volunteer at Gateway Mission, you share your most valuable resource—your time—and our guests see they are worthy of such care.

In 2022, Gateway Mission welcomed 1,259 volunteers who donated 21,224 hours to our cause. In addition, over 87 groups served with us, collectively adding thousands more!



## MEET JULIE

Every Tuesday, you'll find her in the kitchen at the Gateway Women & Children's Center. Julie prepares, serves, and cleans up lunch for the women and children each week.

She sits and has coffee with her co-volunteers in the lull between the preparation business and mealtime bustle. She listens, serves, and encourages—because she knows exactly how it feels to be hopeless and alone.

Her relationship turned rocky—and then dangerous. "I didn't necessarily stay at a shelter, but we had to flee to a safe house," she recalls.

In dire need of social, legal, and practical resources, Julie and her son relied on programs much like Gateway Mission to navigate their situation. Through four years of struggle, roadblocks, miracles, and grace, Julie and her son were able to make it back to Michigan.

**"Everyone has a different story, so I can't understand their circumstances, but I do understand what it's like to need help," she says.**

"I have an appreciation and awareness of the resources Gateway provides."

After settling into life here, she sought a way to give back and discovered Gateway. Each week she has the opportunity to serve and encourage women who may feel hopeless or overwhelmed by their circumstances. She generously shares her testimony and her time.

**"God did a miracle for me," she says, "He can do it for them, too."**



**21,224**  
VOLUNTEER  
HOURS



**1,259**  
TOTAL  
VOLUNTEERS



**87**  
VOLUNTEER  
GROUPS





[hopefoundhere.org](https://hopefoundhere.org)

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