

Quest Community Development Organization
Creating Communities that Change Lives

2019
YEAR IN REVIEW





Thank You *for another incredible year!*

Much of Quest's work from the preceding three years culminated in a groundswell of activity that brought forth several projects converging into manifestation simultaneously.

In 2019, Quest had five projects under construction and four new projects in pre-development. The total development cost in progress is \$38 million in, and we have \$23 million of construction work in place.

2019 YEAR IN REVIEW

Construction Updates



This 30,000 s.f. Service Center will house Quest's corporate office, Family Dollar, On the Rise Financial Center, Quest Financial Services, a fresh foods market, a central referral hub for community-based services, and other programs for Westside Atlanta residents.

Quest Westside Impact Center

The Quest Westside Impact Center will offer two pillars of community development – affordable housing and economic inclusion. Services include linkage to affordable housing via Quest which includes multifamily affordable rental, down payment assistance, and education (i.e., good housekeeper training, first-time homebuyer, etc.)

The economic Inclusion component will feature financial coaching, services (banking, bill pay, debit card, merchant, credit counseling), Social Security benefits application assistance, and representative payee services. The Service Center is scheduled to open Fall 2020.



Quest Commons West

Quest is pursuing the re-development of its 20-unit Quest Village I complex into a 53-unit affordable housing facility. The complex is located immediately behind the Quest Westside Impact Center.

Quest has partnered with Columbia Residential to co-develop this project. Construction is scheduled for completion in Spring 2021.



Quest Residences at Holly Street

This development will contain 40 newly constructed garden-style apartments for person ages 55+. Quest Residences will focus on families and individuals earning less than 60% of Atlanta's average median income. Construction is scheduled for completion in Spring 2021.



Quest partnered with Habitat for Humanity and CHRIS 180 to develop seven single-family homes for youth aging out of foster care and for youth ages 18-24 who reside in the area after their release from the Fulton County Jail.

Habitat for Humanity serves as the general contractor and CHRIS 180 leases the homes from Quest. In 2019, we built three of the seven homes.



Westside Legacy Program

The **Westside Legacy Program** is a partnership with **CHRIS 180** to provide temporary housing and support services for Westside Atlanta residents who are chronically homeless or marginally housed. The two main goals are to minimize displacement of legacy residents due to gentrification, and to keep their children within the same school cluster.



Residents receive comprehensive case management and mental health therapy services for 12 months. During this time, they are referred to **On the Rise Financial Center** for financial education and **Westside Works** for employment training. As Quest brings affordable housing units online, residents will potentially be placed in these units.



In 2019, the **Westside Legacy Program** successfully housed and discharged 14 families into independent housing and self-sufficiency. Our success stems from building rapport and truly listening to their individual needs while also treating them with respect.

Throughout 2019, the Legacy team worked diligently to assist clients in obtaining gainful employment. One-half of clients who entered the program obtained employment; either through **First Step Staffing** or **Westside Works**. Legacy clients also actively participated in financial education at **On the Rise Financial Center** which assisted them in saving money towards transitioning into their own independent housing.

Voices Of **Legacy**

Ms. Shonna Hughley started the program in April 2019. Ms. Hughley entered the program as a survivor of domestic violence and worked hard to regain emotional and financial stability. She consistently attended case management and therapy over her year in the program and ensuring her children also attended therapy. She obtained gainful employment through a referral from her case manager to Westside Works.

Ms. Hughley also worked with On the Rise Financial Center, created a budget with her Legacy Case Manager, and saved over \$700 towards her transition to her new home. Ms. Hughley moved in one month before her expected discharge date.





"The keys to social equity are safe & secure housing, supportive services and opportunities for personal growth."

— Faye Floyd, Board Chair

"The Legacy Program helped me and my kids get off the street. The program helped me get out of an abusive relationship, get a good job with good pay, and was just a constant support during my process of getting back on my feet."

- **Shonna Hughley**, *Quest Legacy Program Resident*

"The secret ingredient in Quest's quality is the result of impactful intentions, humbling efforts, and ingenious skills. We work as a collective to research and execute evidenced based practices that will enhance the residential experiences at Quest. Quest has been servicing individuals for 19 years and we stand on doing the right thing, even when no one is looking. Our community residents are our priority".

– **Sha’Nelle High**, *Manager, Quest Supportive Services*



Quality at Quest Communities

In 2019, Quest was ranked #1 in quality among all other Atlanta homeless service providers. What is Quest doing that is so unique? The answer is simple – it is in our culture.

Although Quest is known as an affordable housing developer, we are rooted in service and forged by a deep connection to our residents. We recognize that the more our residents feel valued and supported, the more self-sufficient they become.



Team Quest Spotlight

Melissa Tyson

Melissa Tyson is the lead clinician who oversees the daily operations of Quest's Transitional Housing program. She supervises a team of three staff employees and conducts intensive case management on a weekly basis with all residents in the program. Within one year of assuming this role, she increased the employment rate by 35%.

Melissa's hard work has earned the program with an 85% housing stability rate that prevents the residents from going back to homelessness once completing the 6-month program. Melissa has created annual community events for the residents, including a "Dress for Success Day" in which residents receive free haircuts, participate in resume builder workshops, acquire donated work attire, and enjoy a catered meal.



Team Quest Spotlight



Vincent Gray

Vincent Gray is our client services coordinator and manages The Gardens At Collegetown location. Vincent has worked at this location for over ten years and is a valuable asset to the community.

The residents at this property continuously show their appreciation for the role that Vincent plays in their lives. Vincent is very interactive with the community in organizing yoga and gardening classes and weekly motivational meetings. He loves to incorporate music and dance in the events that he hosts so residents can have continuously joyous moments with their neighbors.

2020 Board of Directors



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Olivia Nightingale
Program Manager, Quest Payee Services



Sha'Nelle High
Program Manager, Supportive Services



Marilyn Benton
Senior Accountant

We hope that our work ultimately helps to change the perception around affordable housing, proving that equity can be delivered across the socio-economic divide.

Our Partners



For nearly 20 years, Quest has created intentional communities to demonstrate that everyone deserves an opportunity to achieve their dreams.

QUEST COMMUNITY DEVELOPMENT ORGANIZATION, INC.

Consolidated Statement

ACTIVITIES FOR YEAR ENDING DECEMBER 31, 2019

Revenue

Contributions - \$1,462,534
Government Grants and Contracts - \$1,351,070
Rental Subsidies - \$429,065
Client Rental Fees - \$459,883
Commercial Rental Income - \$255,000
Other Income - \$869,908
Total Revenues - \$4,827,460

Expenses

Program Services - \$3,782,356
Supportive Services - \$670,399
Fundraising - \$143,645
Total Expenses - \$4,596,400
Net Operating Income - \$231,060



QuestCommunities.org

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