ANNUAL Report 2020
Creating communities that change lives
Nothing can stop us from transforming lives

"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."

— Leonard L. Adams Jr.
President/CEO
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QuestCommunities.org
Letter from the President

During a year of adversity on a scale not seen for many decades, the work of Quest Community Development Corporation has been characteristically insightful and consequential. As the pandemic unfolded at stunning speed, our organization led from the outset and from the front.

Leonard L. Adams Jr.
President/CEO

QuestCommunities.org
Our executive team recognized the implications of the emerging pandemic early on, moving swiftly to protect the health and safety of our residents and colleagues.

Leonard L. Adams Jr. | President/CEO

Our support staff focused on their rigorous commitment to service, helping our residents cope with the ongoing crisis. This is the essence of what Quest CDC is: an organization committed to advancing the public good in the most trying of times, through service and leadership.
Leading the change we seek

Quest is a comprehensive community development corporation on Atlanta’s Westside that provides socially equitable housing and supportive services, and coordinates a host of health, economic and social services for residents.

Quest is a CDC—a nonprofit community-based development corporation focused on comprehensive revitalization of the area in which it is located—and as such its programs and projects have largely been government funded through highly competitive grants from agencies such as the Department of Housing and Urban Development, the Department of Community Affairs, the City of Atlanta, and the United Way.

Our mission is to create resilient communities & foster social equity through collaboration and service integration.

Our vision is to perfect a collective impact model using affordable housing and a services delivery hub as vehicles for community revitalization.
Leadership Team

- **Kenneth Prince**, MBA/MSHA, Chief Operating Officer
- **Leonard L. Adams Jr., MBA**, President/CEO
- **Bradley Mitchell**, MHA, DIR Business Development
- **Kendon Warren**, MBA, Chief Financial Officer
- **Oliva Nightingale**, Program Manager - OPS
- **Sha’Nelle High**, Supportive Services Manager
- **Lisa Whitaker**, MPA, CAAP, DIR Human Resources
- **Marilyn Benton**, Senior Accountant
- **Shawn Coste Roman**, MCM, DIR Real Estate Development
- **Stephanie Davis**, MCM, Property Manager

QuestCommunities.org
Board of Directors

Aisha J. Thomas, Chair
The Thomas Agency, LLC, Consultant

Margaret Campbell, Co-Chair
Delta Airlines, Attorney at Law

LaToya Kyle, Treasurer
Low Income Investment Fund, Deputy Director - Southeast

Patrick Pontius, Secretary
Federal Reserve, Principal Advisor

Eddie Conley
Community Resident, Community Output

Brenda Foye Cornelius
The Cornelius Group, LLC, Consultant

Faye Floyd, EdD, U.S. Air Force Veteran
Centers for Disease Control, Retired

Tameeka Kirkland
SunTrust Bank, Business Banker

Adina Lewis
Community Resident, Community Output

Tai Roberson
Wells Fargo, VP, Government & Community Relations

Karen Young
Bezos Academy, Family & Community Engagement Leader

Aisha J. Thomas
Board Chair
Rising to the Challenges in a year of Crisis

No one was spared the challenges faced in 2020.

From the way we worked to the way we lived — history will show 2020 as the year a global pandemic forever altered life as we once knew it. In our small corner of the world, existing economic disparities compounded these challenges, as COVID-19 brought social and racial inequalities to the forefront.
Partnering in a Crisis

As a healthy housing provider, the health and safety of our residents was our main priority.

Quest’s mission was reinforced like never before, as we worked closely with federal, state, and local governments to serve Atlanta’s vulnerable homeless population.

The mission was essential.

Initially, necessities such as food and personal items were distributed to residents daily. Group therapy and individual sessions were ongoing and conducted remotely. The staff also made weekly health and safety check-in calls on all residents and conducted case management sessions remotely.

Quest adhered to all the COVID-19 preventive guidelines and safety measures from the CDC to protect our staff and residents.

Once the crisis began, Quest rapidly pivoted to provide virtual services for our residents and clients. Daily meetings occurred with staff to ensure lines of communication remained open and the latest information was disseminated to staff and residents.
Quest’s primary goal during the COVID-19 crisis was to ensure our residents did not become at risk for enduring another cycle of homelessness.

In fact, many of those residents who were employed were laid off, exacerbating their ability to become self-sufficient.

The specific barrier Quest sought to address at the onset of the pandemic was housing stability.

Nearly all the adults we house suffer from substance abuse, mental health, or physical disability. Some of our veterans have been diagnosed with PTSD. Many of those residents who were employed have been recently laid off, exacerbating their ability to become self-sufficient.
Emergency Housing

In 2020, Quest assisted over 35 families with rental assistance and utility payments due to COVID-19. With funding from the United Way of Greater Atlanta, Quest provided rental assistance to 25 families. Quest also stably housed an additional 25 families in its Westside Legacy Program.

On the onset of the pandemic, Quest worked with the City of Atlanta to rapidly deploy emergency housing for Atlanta’s homeless citizens.
Creating Financial Stability

In 2020, Quest provided financial management services for over 500 Social Security beneficiaries throughout Georgia. Nearly all of them were at greater risk for homelessness during the pandemic.

Quest Financial Services (QFS) is a Social Security Administration organizational representative payee program. QFS staff helps beneficiaries who need assistance with paying their bills.
Nothing can stop us from building a legacy

"It may be difficult, but it’s possible."
Under Construction

In 2020, Quest had 5 projects under construction and four new projects in pre-development. This equated to $38 million in total development costs in progress and $10 million of construction work in place.

Due to COVID-19, we experienced significant delays which impacted the delivery of much needed affordable housing. We worked with our general contractors to keep these projects moving forward as quickly as possible.

Building During COVID: (clockwise from upper left) Quest Westside Impact Center, Quest Commons West, The Residences at Grove Park, and Quest Village at English Avenue.
The Quest Westside Impact Center

The Quest Westside Impact Center (QWIC) will serve as the central hub of Atlanta’s Westside. The QWIC will deliver housing, social services, and community development resources to the residents of Atlanta’s Westside.

QWIC will offer the three main pillars of community development: Affordable Housing, Economic Inclusion, and Workforce Development.
Grant Funding During COVID

One of the outcomes of the pandemic was an influx of grant funding to support services for Atlanta’s homeless residents and to provide emergency housing throughout metro Atlanta.

Quest received nearly $3 million in grant funding in 2020, of which $1.3 million was capital and $1.1 million was COVID-related. Grant funding in 2020 represented an increase of approximately $400,000 in program & operating grants over 2019.

$2,979,418 MILLION
Total Grants Received
Tori H. and Bernard M., parents of three children under the age of 5, entered the Quest Westside Legacy Program in August of 2018 because their home had black mold from continuous flooding, rodent infestations, and faulty electricity. Neither was able to work—Tori due to a disability while Bernard assisted her 24/7. After securing safe housing through Quest, Bernard was able to obtain two jobs. As part of the Legacy program, they saved money and learned how to budget.

Due to COVID-19, Bernard was furloughed from his jobs. They received emergency rental assistance to pay their rent while they attempted to secure new employment. In addition, they received $1,000 in first month rental assistance from Quest. This support allowed them time to become gainfully employed. Eventually, they graduated from the Legacy program in September 2020 and moved into their own apartment.

Tori H. and Bernard M., parents of three children under the age of 5, entered the Quest Westside Legacy Program in August of 2018 because their home had black mold from continuous flooding, rodent infestations, and faulty electricity. Neither was able to work—Tori due to a disability while Bernard assisted her 24/7. After securing safe housing through Quest, Bernard was able to obtain two jobs. As part of the Legacy program, they saved money and learned how to budget.
Supporting Our Nation's Veterans

Quest Veterans Village is a 12-unit garden-style apartment development used for permanent supportive housing for veterans.
Hope for the Holiday Season

With funding from The Home Depot Foundation, Quest facilitated a Holiday Gift event to honor nearly 30 of our veteran residents.

We are so thankful for the Home Depot Foundation for all you do for veterans and their families.
Caring For Our Beloved Community

Partnerships play a key role in Quest’s efforts to influence the course of social & economical inclusion.

Lasting conservation is achieved through collaboration with a range of extraordinary partners, including governments, local communities, businesses, and individual donors. We leverage the strengths of these collaborations to achieve great success.
Community Partners

- Department of Behavioral Health
- American Family Insurance
- Arthur M. Blank Family Foundation
- Atlanta Housing Authority
- Bank of America
- City of Atlanta
- Fulton County
- Georgia Department of Community Affairs
- Home Depot Foundation
- Invest Atlanta
- Jesse Parker Williams Foundation
- Kaiser Permanente
- Mitsubishi UFJ Financial Group
- Neighbor Works
- Pure Point Financial
- SunTrust Bank
- United Way of Greater Atlanta
- Wells Fargo Bank
Collaborative Service Partners

Affordable Housing
Atlanta Housing Authority
Westside Future Fund

Case Management
City of Refuge
Caring Works

Healthcare
Chris 180
Grady Hospital
Mercy Care

OJT & Employment
Westside Works
Literacy Action
U.S. Department of Housing and Urban Development

Financial Education
On the Rise Financial Center
Wells Fargo
Bank of America
Every effort has been made to accurately acknowledge all 2020 contributors in this annual report. If an error or omission has been made, please contact us at 678-705-5318.

2020 Contributions over $5,000

Annie Casey Foundation
Arthur Blank Foundation
Atlanta Housing Authority - Homeflex
Beloved Benefit Foundation
Campbell Foundation
Community Foundation
Department of Behavioral Health
Department of Community Affairs
Department of Urban Development
Enterprise Community Partners

Equifax
Home Depot Foundation
Jesse Parker Williams
Mitsubishi
NeighborWorks
Partners for Home
Truist
United Way of Greater Atlanta
Wells Fargo
Consolidated statements of activities for years ending December 31, 2020 and 2019

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2019</th>
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<tbody>
<tr>
<td>Changes in net assets without donor restrictions:</td>
<td></td>
<td></td>
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<tr>
<td>Revenues, gains and support:</td>
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<td></td>
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<tr>
<td>Contributions</td>
<td>$2,194,550</td>
<td>$1,462,534</td>
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<td>United Way</td>
<td>64,521</td>
<td>73,130</td>
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<td>Government grants and contracts</td>
<td>1,214,233</td>
<td>1,351,070</td>
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<tr>
<td>Rental subsidies</td>
<td>454,389</td>
<td>429,065</td>
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<tr>
<td>Client rental fees</td>
<td>493,670</td>
<td>459,883</td>
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<tr>
<td>Quest payee services income</td>
<td>271,166</td>
<td>226,538</td>
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<tr>
<td>Property management fees</td>
<td>564</td>
<td>3,343</td>
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<tr>
<td>Commercial rental income</td>
<td>256,704</td>
<td>255,000</td>
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<td>Interest income</td>
<td>72,993</td>
<td>68,999</td>
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<tr>
<td>Gain on sale of property</td>
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<td>109,592</td>
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<td>Developer's fees</td>
<td>24,489</td>
<td>277,235</td>
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<td>Forgiveness of loan</td>
<td>1,000,000</td>
<td>76,319</td>
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<td>In-kind contributions</td>
<td>306,947</td>
<td>-</td>
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<td>Other income</td>
<td>158</td>
<td>34,752</td>
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<td>Total revenues</td>
<td>6,354,384</td>
<td>4,827,460</td>
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<td>Net assets released from restrictions</td>
<td>961,585</td>
<td>3,306,227</td>
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<tr>
<td>Total revenues, gains and support without donor restrictions</td>
<td>7,315,969</td>
<td>8,133,687</td>
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</table>
Consolidated statements of activities for years ending December 31, 2020 and 2019

<table>
<thead>
<tr>
<th>Expenses:</th>
<th>2020</th>
<th>2019</th>
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<tbody>
<tr>
<td>Program services:</td>
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<tr>
<td>Supportive Housing Services</td>
<td>2,071,625</td>
<td>1,923,033</td>
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<td>Quest Payee Services</td>
<td>256,491</td>
<td>270,120</td>
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<td>Property Development</td>
<td>595,473</td>
<td>654,363</td>
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<td>Property Management</td>
<td>1,156,855</td>
<td>934,840</td>
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<td>Supporting services:</td>
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<tr>
<td>General and administrative</td>
<td>635,511</td>
<td>670,399</td>
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<td>Fundraising</td>
<td>209,176</td>
<td>143,645</td>
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<td>Total expenses</td>
<td>4,925,131</td>
<td>4,596,400</td>
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<tr>
<td>Increase in net assets without donor restrictions</td>
<td>2,390,838</td>
<td>3,537,287</td>
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<tr>
<td>Changes in net assets with donor restrictions:</td>
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<tr>
<td>Contributions</td>
<td>1,735,000</td>
<td>1,294,500</td>
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<tr>
<td>Net assets released from restrictions</td>
<td>(961,585)</td>
<td>(3,306,227)</td>
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<tr>
<td>Increase (decrease) in net assets with donor restrictions</td>
<td>773,415</td>
<td>(2,011,727)</td>
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<td>Capital contributions from limited partner</td>
<td>512,722</td>
<td>1,931,808</td>
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<tr>
<td>Increase in net assets</td>
<td>3,676,975</td>
<td>3,457,368</td>
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<tr>
<td>Net assets, beginning of year - restated</td>
<td>14,024,302</td>
<td>10,566,934</td>
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<tr>
<td>Net assets, end of year</td>
<td>$17,701,277</td>
<td>$14,024,302</td>
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Looking Ahead

With FY 2020 behind us, Quest Community Development Corporation is focused on the future and eager to move forward with creating a legacy on Atlanta’s Westside. We will continue to work to ensure future policies and contracts meet our residents’ evolving needs and remain the community development leader for our beloved communities.

We are committed to our strategic goals and to being a responsive partner to the residents and communities we serve. By delivering healthy housing, accredited social services, and community collaboration, we are confident we will continue to realize Quest’s vision as a driver of social and economic inclusion on Atlanta’s Westside.

Leonard L. Adams Jr. | QCDC President & CEO
Join the conversation about Economic & Social Justice on Atlanta's Westside

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@QuestCDC

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