

# ANNUAL Report 2020

Creating communities that change lives



# Nothing can stop us from transforming lives

Quest  
Community  
Development  
Corporation



"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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# 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



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



**Leonard L. Adams Jr., MBA**  
*President/CEO*



**Kenneth Prince, MBA/MSHA**  
*Chief Operating Officer*



**Kendon Warren, MBA**  
*Chief Financial Officer*



**Lisa Whitaker, MPA, CAAP**  
*DIR Human Resources*



**Shawn Coste Roman, MCM**  
*DIR Real Estate Development*



**Bradley Mitchell, MHA**  
*DIR Business Development*



**Oliva Nightingale**  
*Program Manager - QPS*



**Sha'Nelle High**  
*Supportive Services Manager*



**Marilyn Benton**  
*Senior Accountant*



**Stephanie Davis, MCM**  
*Property Manager*

## 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.**



**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.



**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.



# Protecting 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.

**35** FAMILIES  
*assisted with rent & utilities via Quest Communities*

**25** FAMILIES  
*assisted with rent via UWGA*

**25** FAMILIES  
*housed via the Quest Westside Legacy Program*



# Creating Financial Stability

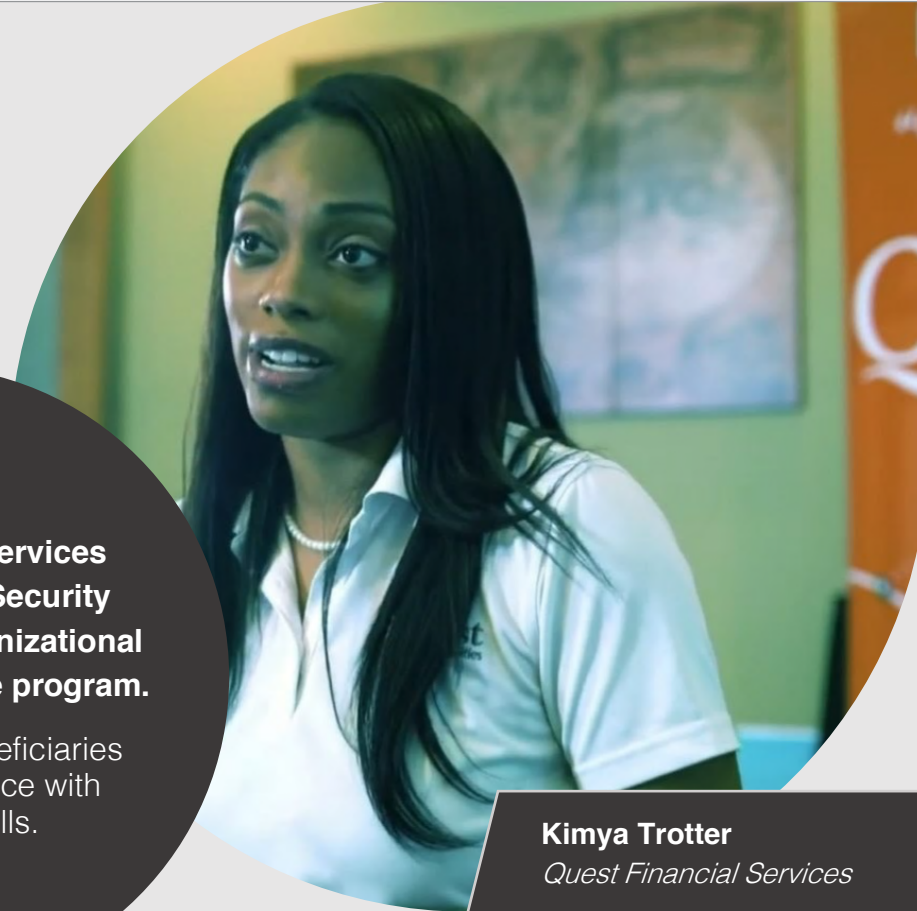


In 2020, Quest provided financial management services for over 500 Social Security beneficiaries throughout Georgia.

*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.



**Kimya Trotter**  
*Quest Financial Services*

*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 need affordable housing. We worked with our general contractors to keep these projects moving forward as quickly as possible.

**\$38 M**

Development Projects  
In Progress



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





## *Help & Hope in the face of a Pandemic*

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 3 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**



# 2020 Contributors

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

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



Consolidated statements of activities for years ending December 31, 2020 and 2019

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



# 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



**Quest  
Community  
Development  
Corporation**





Join the conversation about Economic  
& Social Justice on Atlanta's Westside



Facebook . Instagram . LinkedIn

**@QuestCDC**

**QuestCommunities.org**

**Quest Community Development Corporation**

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