

2025
***ANNUAL
REPORT***



Forty years of proven, accredited, evidence-based care in Greenville, SC

At Gateway,
we believe everyone deserves a
place to belong, a chance to
grow, and the support to thrive.
Through connection, structure,
and opportunity, we help adults
living with mental illness build
lives of purpose and possibility.



Letter from Leadership

Gateway exists on a simple but radical belief: that every adult living with serious mental illness deserves a place where they belong — not as a patient, but as a colleague.

In 2025, our members walked through our doors 21,959 times. They logged 499 wellness walks, contributed 92,240 hours of meaningful work to our Clubhouse community and earned \$97,240 in wages through Transitional Employment. These are not statistics. They are lives being reclaimed, one day at a time.

This year brought growth we are proud of. We welcomed 21 new members, provided 48 tours to prospective members and their families, and supported 64 individuals in Gateway independent living. Our colleague training program continued to carry the Clubhouse model across the country and around the world, with participants from 43 states and 18 countries trained since our accreditation as a training base in 1988.

We also faced honest challenges. The demand for our services grows each year, and South Carolina's mental health landscape remains among the most under-resourced in the nation. Nearly half of our members are not yet authorized for Medicaid billing — a gap we are actively closing in 2026.

This year also brought meaningful change to Gateway's leadership. In late 2025, our Board of Directors launched a national CEO search — a step that reflects the organization's growth and its commitment to building the leadership capacity needed for Gateway's next chapter. After a nine-month national search, the Board unanimously appointed Amy Splittgerber as Chief Executive Officer, effective February 9, 2026. Amy brings more than 30 years of mission-driven nonprofit leadership, and we are excited by the vision and energy she brings to Gateway.

As part of this transition, I have moved into the role of Chief Operating Officer, where I will continue to provide the operational leadership and continuity that Gateway's members, staff, and partners count on every day. It is a privilege to serve this organization in this new capacity, and I look forward to what we will accomplish together.

Looking ahead, we are investing in our team, expanding employment opportunities, and building systems that will serve more members more effectively. Our 2026 goals are ambitious — and grounded in the relationships that have always been Gateway's greatest strength.

Thank you for making this work possible. Your support is a lifeline for adults who deserve, and will find, a place to belong.

A handwritten signature in dark ink, reading "Randy Redlinger". The signature is fluid and cursive, written on a light-colored rectangular background.

Randy Redlinger
CHIEF OPERATING OFFICER, GATEWAY HOUSE, INC.



Why Gateway Matters

Mental illness does not discriminate. It touches people of every background, income, and age. But access to care — meaningful, community-based care — is not equally distributed. Nowhere is that gap more stark than in South Carolina.

THE NEED IN SOUTH CAROLINA

- South Carolina consistently ranks among the states with the lowest access to mental health care in the nation — placing in the bottom three in Mental Health America’s most recent national rankings (2025)
- An estimated 150,000 adults in SC live with serious mental illness
- Approximately 87.6% of SC adults with serious mental illness are unemployed
- More than half of SC adults with mental illness receive no mental health treatment at all
- About 24.6% of SC adults who needed mental health care could not see a provider due to cost

RIGHT HERE IN GREENVILLE COUNTY

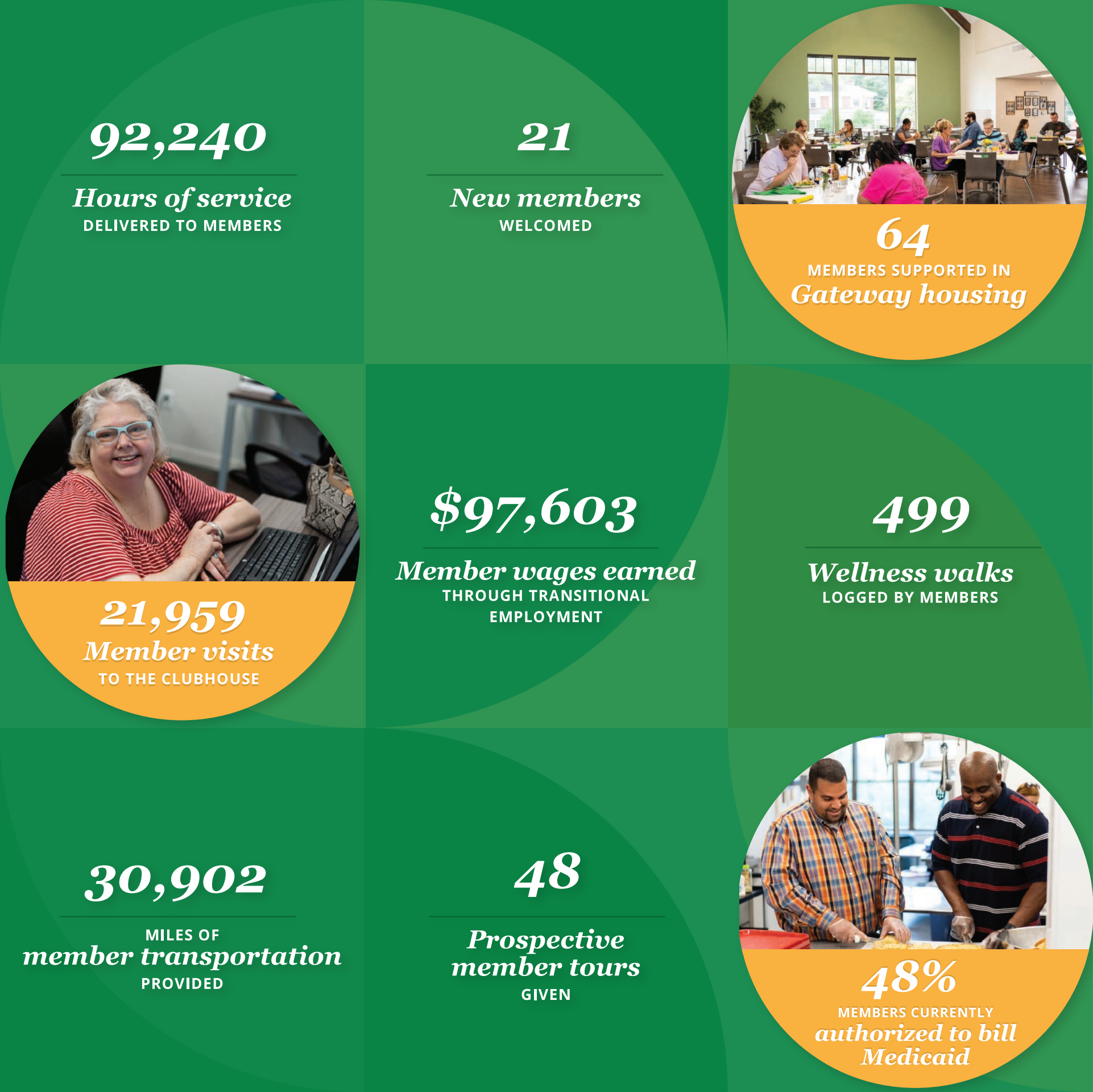
Greenville County is one of the fastest-growing counties in South Carolina, with a population now approaching 583,000. That growth brings opportunity — but it also brings unmet need. The mental health gap that defines our state is visible right here in our community.

- An estimated 26,000+ Greenville County adults live with serious mental illness — based on the 4.5% SAMHSA national prevalence rate applied to the county’s adult population
- 10.4% of Greenville County residents under 65 are uninsured, making access to mental health care even harder to reach
- In 2025, Greenville County residents reported an average of 5.16 mentally unhealthy days per month — above the national benchmark
- Mental health is identified as a top priority need in both the Bon Secours St. Francis and Prisma Health Community Health Needs Assessments for Greenville County

Gateway exists precisely for this gap. We are not a clinic. We are not a day program. We are a community — an internationally accredited Clubhouse where adults with serious mental illness work alongside staff as colleagues, rebuilding the skills, relationships, and confidence that illness can take away.

Adults who participate in the Clubhouse model experience increased job stability, improved well-being, fewer hospitalizations, and reduced rates of incarceration. For more than 40 years, Gateway has been that place of dignity and possibility in Greenville.

Sources: Mental Health America, State of Mental Health in America 2025; SAMHSA Behavioral Health Barometer, SC Volume 6; Bon Secours St. Francis Community Health Needs Assessment, 2023–2025; Prisma Health Community Health Needs Assessment; Data USA, Greenville County SC 2024–2025; America’s Health Rankings 2024.





Programs & Services

Gateway's programs are built around one idea: that meaningful daily participation — working, connecting, and contributing — is the foundation of recovery. Everything we offer supports members in building purpose, independence, and community.

WORK-ORDERED DAY

The heart of Gateway. Each day, members and staff work side by side in four units: the clerical unit, the kitchen, the snack bar, and community relations. This structured daily engagement - meaningful and purposeful - is what sets the Clubhouse model apart. Members are not receiving services. They are contributing to the community that sustains them.

EMPLOYMENT SERVICES

Gateway offers a full continuum of employment support for members at every stage of their recovery journey. Whether stepping back into the workforce for the first time in years or sustaining long-term competitive employment, members have a path forward - and a community behind them.

- **TRANSITIONAL EMPLOYMENT:** Real jobs with real employers - Gateway staff provide backup coverage so no member ever feels alone on the job. Members earned \$97,603 in TE wages in 2025.
- **SUPPORTED EMPLOYMENT:** Individualized job coaching for longer-term competitive employment. Staff work alongside members to identify opportunities, prepare for interviews, and navigate the workplace with confidence.
- **INDEPENDENT EMPLOYMENT:** Members who secure jobs on their own, while remaining part of our Clubhouse community. Gateway celebrates these achievements and provides ongoing support to help members thrive.

HOUSING & INDEPENDENT LIVING

Gateway maintains four apartment complexes with 70 units of stable, affordable housing for members, giving adults with serious mental illness a safe place to call home. Sixty-four members were supported in Gateway housing at the end of 2025. Beyond providing housing, Gateway connects members to resources and ongoing support to help them build greater independence. A comprehensive housing support framework is being developed and implemented in 2026 to strengthen this work.

WELLNESS & SOCIAL PROGRAMS

Recovery is about the whole person - not just symptom management. Gateway's wellness and social programming reflects that belief every day.

- Healthy meals are served daily, prepared by members as part of the Work-Ordered Day
- Physical activity is provided and actively encouraged — members logged 499 wellness walks in 2025
- Community outings, member appreciation events, and social programming build genuine connection and belonging

COLLEAGUE TRAINING PROGRAM

Since 1988, Gateway has been a Clubhouse International certified training base - one of 12 worldwide. We have trained over 2,300 colleagues from 43 states and 18 countries, spreading the Clubhouse model and its life-changing impact far beyond Greenville.

Colleague training is not only a mission multiplier - it also generates revenue that helps sustain our local programs.

Over the years, Gateway has served nearly **1,500 members**.

That means **1,500 new beginnings**.

1,500 fresh starts.

1,500 lives reclaimed.

Read how Gateway Member Timothy's life transformed.

TIMOTHY'S STORY

My recovery journey started after a parachute accident in the Army, where I learned to walk again and was diagnosed with schizophrenia and chronic pain. I went on to live independently, get married, raise children, and work at the post office. But I was antisocial, codependent, and carrying more than I let on. For thirty years I used opioids to manage the pain. My marriage ended, I lost custody of my children, and I cycled in and out of the hospital — especially around the holidays.

I eventually moved to South Carolina and found NAMI as a meaningful outlet, but meetings weren't every day. Gateway is open most days, even holidays. When I came to Gateway, I found comfort in the work-ordered day. It gave me a positive outlet, advanced my administrative abilities, and — most importantly — gave me a supportive community. I finally knew what to expect and what came next.

Gateway set me on a path of continuous growth. I became a recovery coach with FAVOR of Greenville, helping people with substance abuse find relief. I completed peer-to-peer classes with NAMI to help others with independent living skills and mental health coping. I took a mental health crisis support class with Mental Health America. And in March 2025, I completed Gateway Colleague Training in St. Louis, Missouri — deepening my understanding of the Clubhouse model and why it works.

“When treatment programs and hospitalizations said “no” or “you can’t,” Gateway said, “Yes you can — and we will support you.” That has made all the difference.”

– TIMOTHY, GATEWAY MEMBER SINCE 2016





CHAZ'S STORY

When I came to Gateway House at the end of 2021, I was coming out of one of the darkest periods of my life. For a long time I had struggled with substance use along with mental and emotional challenges. Around 2020 and 2021, everything became unstable — mentally, physically, and emotionally. I wasn't just trying to get better. I was trying to hold everything together.

Through treatment and therapy, I began to stabilize, but I realized pretty quickly that you can't rebuild your life in isolation. No matter how much internal work I was doing, I didn't have the structure around me to support it. That's where Gateway changed everything.

Gateway gave me something simple but incredibly powerful: a place to go, a routine, and a community. It gave my day a rhythm again. Within my first year, I stepped into a Transitional Employment placement at Swamp Rabbit Cafe, where I worked as a dishwasher for several months. For me, that was a big deal. I wasn't just working - I was relearning how to work. How to show up consistently. How to balance responsibilities. And I wasn't doing it alone.

Gateway also gave me access to the media room, which opened up my creative life in a way I didn't expect. I had been building Hog Mode Media mostly on my own, just me and my phone. But suddenly I had Mac computers, new tools, and a space to create alongside other people. It reminded me that I wasn't just someone recovering - I was someone who could build, create, and contribute.

After Swamp Rabbit I moved into independent employment at Mr. Salsa, where I worked for nearly two years. At the end of 2022 I moved into Gateway housing - one of the most important turning points of my life. For the first time as an adult, I had a stable place to live long-term.

Once your environment stabilizes, your mind finally has a chance to follow.

Today I'm an Assistant Manager at Batteries Plus, right up the street from Gateway. One of the things I'm most proud of is that I've been able to bring another Gateway member onto our team. To go from needing that level of support to being in a position to create opportunities for someone else - that's a full-circle moment. I'm also part of the Clubhouse SC Speakers Bureau, sharing my story and helping break down stigma around mental health and recovery. Gateway didn't just help me stabilize. It gave me the foundation to rebuild my life and become someone who can help others do the same.

“Gateway gave me the foundation to rebuild my life and become someone who can help others do the same.”

– CHAZ, GATEWAY MEMBER SINCE 2021

“Writing has always been my passion, and Gateway gave me the space and support to pursue it.”

–ADRIEN, GATEWAY MEMBER SINCE 2012

ADRIEN'S STORY

For nearly twenty years, I lived in a delusional state, believing my family wasn't really my family.

My life had no structure or meaning — no job, no real-life friends, just pen pals and people I met online. I slept most of the day and stayed up all night on my computer. I was completely dependent on the people I lived with, and I resented them for it.

After my parents passed, I was left jobless and homeless. I spent nine months in a psychiatric hospital because no one knew what to do with me — no money, no insurance, no family willing to take me in. When I was finally released, it was into a homeless shelter. A counselor there told me about Gateway, and I started going as often as I could afford the bus fare.

Because I'm quiet and keep to myself, finding my place at Gateway was hard. But slowly I began to open up to staff and other members, started attending socials, and got to know my neighbors at Gateway Apartments. Gateway helped me get my GED and enroll at Greenville Tech. Writing has always been my passion, and Gateway gave me the space and support to pursue it.

I have now been at Gateway for thirteen years. I work on media projects that let me show my creativity, and I've made the first real-life friends I've had since high school. I finally have structure in my life again. My dream is to be a published author — I'm working on my novel and I want to write something meaningful, something that matters.



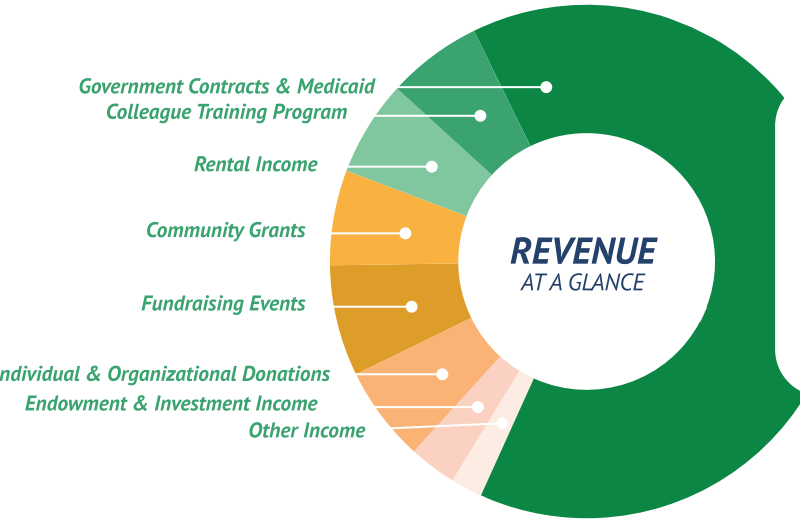
THANK YOU

FINANCIAL AUDIT

Most Recent Financial Highlights

Gateway House is committed to responsible stewardship of every dollar entrusted to us. Our most recent completed financial review reflects an organization operating with financial stability, mission-aligned spending, and the infrastructure to sustain and grow our impact in the Greenville community.

The figures below represent key highlights from our most recently completed fiscal year. A full audit and IRS Form 990 are available upon request once finalized.



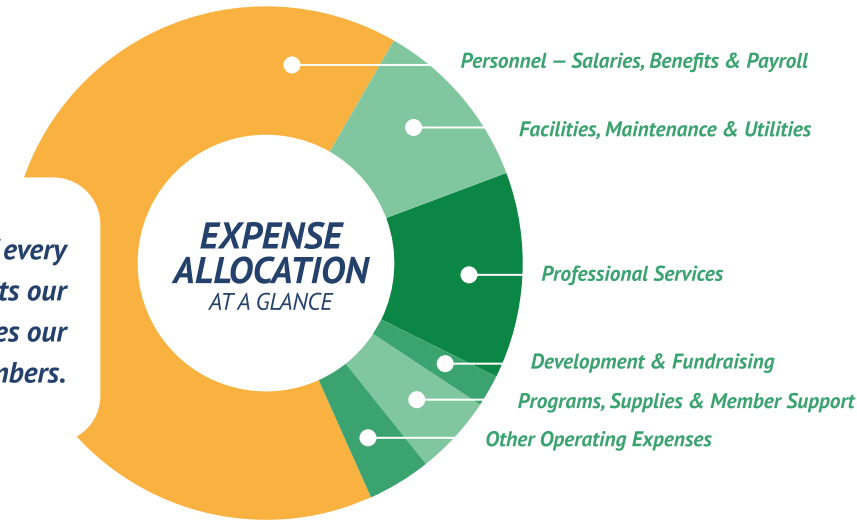
WHERE OUR SUPPORT COMES FROM

Gateway is funded through a diverse mix of public contracts, private philanthropy, program-generated revenue, and community generosity - a funding model that reflects the breadth of our community's investment in mental health recovery.

HOW WE INVEST OUR RESOURCES

The majority of Gateway's resources go directly to the people we serve. Our operating model prioritizes people over overhead, with the Work-Ordered Day, employment services, housing support, and colleague training at the center of every dollar spent.

.65 cents of every dollar supports our team who serves our members.



Gateway's work is possible because of people - donors, employers, volunteers, and community partners who believe that every adult with serious mental illness deserves a place to belong.

OUR DONORS

We are grateful to every individual and organization who supported Gateway in 2025. Your generosity directly funds the programs, transportation, employment support, and daily community that our members count on.

Your gifts fund the daily work of our Clubhouse - the transportation that gets members here, the meals shared around our tables, the employment coaches who stand beside members on their first day back at work, and the housing that keeps a roof over 64 members' heads. Thank you.

EMPLOYER PARTNERS

Our Transitional Employment employer partners make it possible for Gateway members to re-enter the workforce with real jobs, real wages, and real dignity. These businesses open their doors to our members and, in doing so, change lives. We are deeply grateful for their commitment.

SWAMP RABBIT CAFE | METLIFE | NORTH GREENVILLE UNIVERSITY | ARAMARK - NORTH GREENVILLE UNIVERSITY | ARAMARK - GOVERNOR'S SCHOOL FOR THE ARTS AND HUMANITIES

...and many others whose partnership makes Gateway's employment mission possible.

EVENT SUPPORTERS

Our annual fundraising events are made possible by the generosity of sponsors, volunteers, and attendees. Their support sustains our programs and builds awareness of Gateway's mission across the Greenville community.

Prelude Luncheon

Our annual spring luncheon gathering donors, community leaders, and Gateway friends for an afternoon of connection and mission celebration.

PRESENTING & MAJOR SPONSORS:
THE DANIEL MICKEL FOUNDATION

Beautiful Music for Beautiful Minds

Gateway's signature annual gala brings the Greenville community together in celebration of our members, our mission, and the transformative power of belonging. An evening of remarkable music, food, dance and silent auction in support of remarkable people.

PRESENTING & MAJOR SPONSORS:
AQUA-POOLS | BON SECOURS ST. FRANCIS HEALTH SYSTEM | BROWNING GERIATRICS
PRISMA HEALTH | PUBLIC STRATEGY | SOUTHERN FIRST | STRIX SOLUTIONS

COMMUNITY PARTNERS

Gateway is strengthened every day by a network of organizations, agencies, and individuals who share our commitment to the Greenville community. Thank you to our referral partners, clinical allies, advocacy organizations, and friends of Gateway for your continued support.



Get Involved

There are many ways to support Gateway's mission. Every action — large or small — creates ripples of change for adults living with serious mental illness in our community.

WAYS TO HELP

Donate:

gateway-sc.org/donate

Become an Employer Partner:

gateway-sc.org/become-an-employer

Refer Someone:

gateway-sc.org/how-to-join

Follow us on social media:

   @gatewaysc

Gateway House, Inc. | P.O. Box 4241, Greenville, SC 29608 | 864.242.9193 | gateway-sc.org

Gateway House, Inc. is a 501(c)(3) nonprofit organization. Donations are tax-deductible to the extent permitted by law.

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