

**Atlanta Continuum of Care
Meeting Minutes
March 14, 2023
Zoom Meeting**

❖ **Welcome and Introductions, Cathryn Vassell**

❖ **Lead Agency Updates**

○ **Strategic Planning – Meaghan Vlkovic**

- Partners for HOME is working with the Atlanta CoC to create the next five-year strategic plan. The plan, dubbed ClearerPath, will double down on proven strategies that are working to end homelessness in the City of Atlanta. The ClearerPath Committee is being led by Chris Womack (Georgia Power CEO) and Meaghan Vlkovic (Governing Council Chair) and is comprised of 27 public and private sector leaders. There will be three stakeholder listening sessions on March 20, and the ClearerPath Committee will continue to meet in March, April, and May.

○ **CoC Charter Review – Meaghan Vlkovic**

- The CoC is collaborating with a consultant to work on the current CoC charter. Amendments would include new roles for officers and new committees and workgroups. A draft is expected by early April and will be presented to the CoC in the coming months.

○ **Advancement Updates – Summer Duperon**

- The Panel RFP is currently on pause for process improvements. LIFT 2.0 RFPs will be released as funding opportunities become available.
- Partners for HOME held a training on March 2 on Equal Access Rule/Involuntary Family Separation. Future trainings will be planned on HUD's priority training areas.
- Partners for HOME is seeking stories from people with lived experience who have been housed. Email [Summer Duperon](#) if you would like to submit.

○ **LIFT 2.0 Updates – Partners for HOME & Community Partners**

- LIFT 2.0 seeks to house 1500 households. It includes outreach, unit acquisition, hotel operator, rental assistance, and rapid rehousing case management.
- Encampments have been closed, and the plans for closure have been created by Partners for HOME in collaboration with the City of Atlanta, law enforcement, the Departments of Public works and Transportation, and outreach advocates. Encampments are prioritized based on areas of high foot traffic, densely populated areas, constituent complaints, and other factors.
- The hotel has 105 rooms, and 102 individuals are currently enrolled in the project. Five rooms are vacant. 140 individuals have exited the hotel, with 85 of those households being moved into housing.
- 134 households have been moved into housing; this includes 85 from the motel, 22 from encampments, and 27 diversions. 182 units have been acquired by Open Doors.
- Next steps include: weekly encampment planning meetings, mitigation strategy and ongoing monitoring of closed encampments, outreach to rapid rehousing scale to capacity, mapping of new encampments, and ongoing unit acquisition.

○ **AREA Update – Brianna Flowers**

- Wren Consulting Firm is working alongside AREA (Atlanta Racial Equity Alliance) to create a taskforce for DEI work within the CoC. If you'd like to get involved in AREA, please contact [Brianna Flowers](#).

- **CAC Update – CAC Members and Community Partners**
 - Richard DeShields (Client Advisory Council) and Raphael Holloway (Gateway) provided an update on the client satisfaction surveys that have been conducted at shelters and service providers. The CAC previously met with the Gateway Center to provide the compiled data and ask questions with Gateway leadership.
- **Youth and Family Work Update – Partners for HOME, YAB, & Community Partners**
 - Hope thru Soap provides outreach, navigation, and empowerment through the Youth Homelessness Demonstration Project (YHDP). YESS 4 Youth provides joint transitional and rapid rehousing.
 - Over the last six months, 98 youth have been enrolled in a housing project. 20 have been housed, 87 are enrolled in outreach, and 18 were diverted out of homelessness.
 - Hope thru Soap will be hosting a lunch and learn on Thursday, March 16 at their offices. Reach out to [Megan VandeBogert](#) for more info.
 - Next steps for the family system include: identifying current system gaps and refinement opportunities, monitoring inflow/outflow and inventory availability, and collaborating on next steps and action items on family homelessness.

❖ **Presentations**

- **Aviva Berman – Universal Application**
 - Aviva Berman from ARCHI shared information on the Universal Assistance Application. This application can be used to apply for rent, mortgage, or utilities assistance. Please reach out to [Aviva Berman](#) for more information or to [schedule a call](#).
- **Carole Cantore Dotson – Intelegy**
 - Carole Cantore Dotson from Intelegy shared information on the Client Experience Assessment that has been launched in collaboration with the Atlanta Committee for Progress (ACP) and Partners for HOME. The assessment will include an overview of the client experience from beginning to end and will touch on areas including access to information, community resource information providers and call centers, prevention pathways, outreach, coordinated entry and assessment, housing queue, and more.
 - The assessment discovery process overview included staff interviews, service provider interviews, and client experience testing.
 - If you'd like to be included in the interview process, please contact [Carole Cantore Dotson](#).
- **Susan Tharpe – Department of Public Health**
 - The Department of Public Health is working with the Atlanta CoC and other CoCs to provide COVID tests and PPE to individuals experiencing homelessness. If individuals need COVID tests or other assistance, please reach out to [Susan Tharpe](#).

❖ **Agency Round Robin**

- Partners for HOME has been working with advocacy groups and lobbyists to combat State Senate Bill 62. The initial bill criminalized homelessness and proposed sanctioned encampments. That language has been removed, but the bill still does nothing to help solve or end homelessness. A subcommittee hearing will be held on March 14 at 2 p.m.
- Our House has space in their family shelter (they serve families with at least one infant in their care). Call 404-552-6056 for more information.
- Mercy Care's Men's Recuperative Care Program is looking to hire a Personal Support Aide.
- Gateway Center is hosting their Everyone VS. Homelessness 5K. Register [here](#).

Atlanta CoC ClearerPath

2023 – 2028 Strategic Plan to End
Homelessness in the City of Atlanta

2021 – 2022 Phase 1 Action Planning



Partners for HOME, on behalf of the CoC, hosted action planning sessions with providers and the community to share lessons related to subpopulations (youth, families, veterans), and to collaborate and identify action plans and gaps.



February 2023

- ClearerPath Committee's first meeting – February 24
 - Led by Chris Womack, Georgia Power CEO and Meaghan Vlko, CoC Governing Council Chair
- Committee is comprised of 27 representatives from the private and public sectors
- Committee members discussed the strategic plan process, conducted action planning and system analysis, and prepped for stakeholder and community listening sessions.



Next Steps

- Stakeholder listening sessions on March 20
 - Government officials and business leaders
 - Philanthropic leaders and public agencies
 - Rental and housing market leaders
- ClearerPath Committee meetings in March, April, and May
- Future planning activities include conducting provider capacity studies, DEI work, housing market assessments, dedicated revenue analysis, coordinated entry refinement, and funding gaps analysis.



Key Objectives to Accomplish



Reinforce continuous action planning with community



Engage with targeted stakeholders



Engage community to listen and collect input



Identify funding plan and capacity required to accomplish the plan.



Advancement Update

Panel RFP

- On pause for process improvements.
- LIFT 2.0 RFPs will be released as funding opportunities become available.

HUD CoC Program Competition

- Two agencies funded as part of the RFPs released through Panel RFP.
 - Our House-DV RRH and RiverEdge/FultonCounty PSH 2021.
- Mandatory training held on March 2 on Equal Access Rule/Involuntary Family Separation; future trainings being planned on HUD priority training areas (e.g. .

Communications

- Seeking PLE stories to share. Email sduperon@partnersforhome.org with stories/pictures.
- New PfH website coming. Estimated date is April 2023.



LIFT 2.0

Partners for HOME's plan to stably house
1,500 households



LIFT 2.0

Outreach

Unit Acquisition

Hotel Operator

Rental Assistance

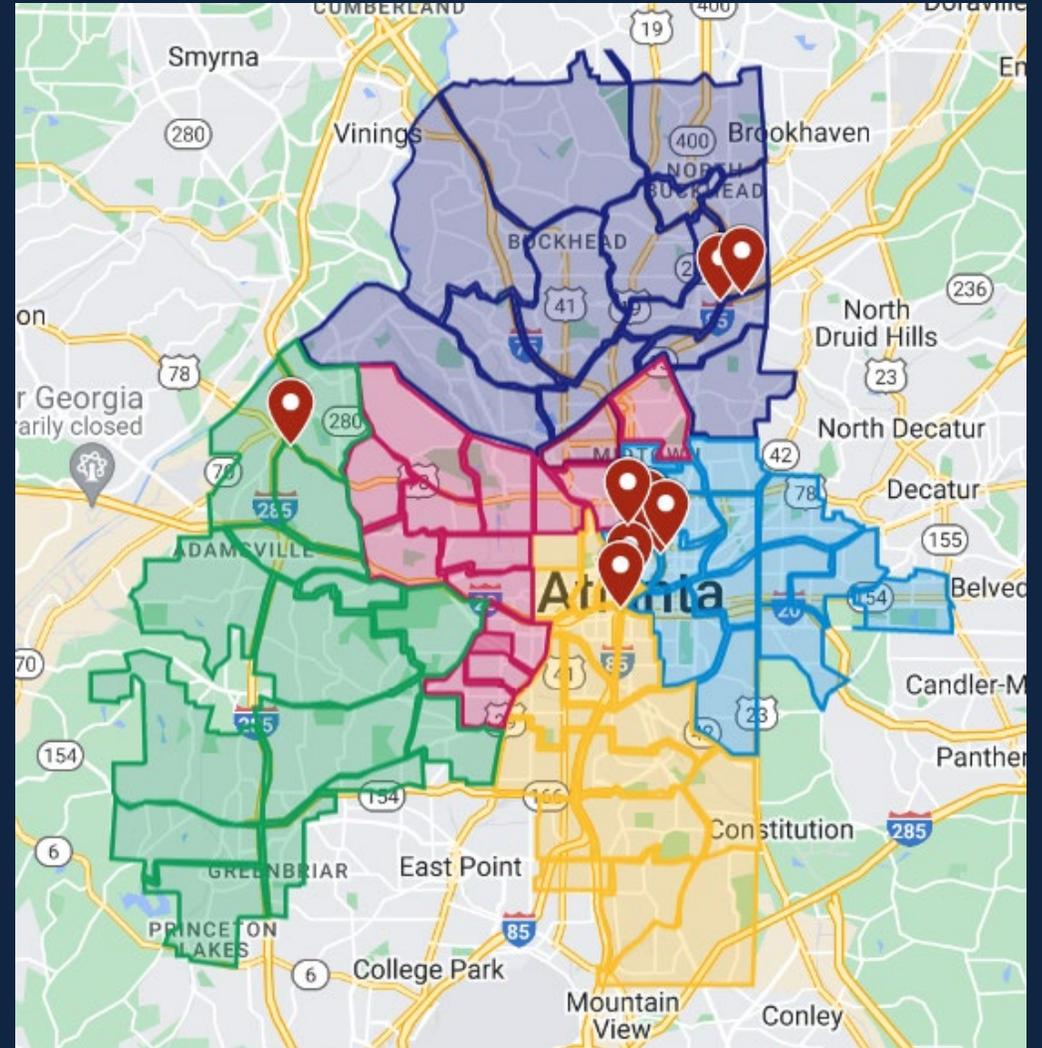
RRH Case Management



LIFT 2.0: Encampment Decommissioning

Outreach

- Multiple site visits leading up to closure
- Development of a By Name List for encampment
- Notification of closure date ~2 weeks prior to closure
- Those on By Name List to Non-Congregate Shelter
- Congregate shelter resources and Diversion for those not on By Name List



LIFT 2.0: Encampment Decommissioning and Determining Priorities



Areas of high foot traffic

Densely populated areas

Constituent complaints

Areas adjacent to/impacting state thoroughfares

Areas of high crime

Areas of sanitation concern

Areas that have been engaged by outreach for long periods of time

Entrenched areas where individuals have been assessed and are waiting for housing



LIFT 2.0: Encampment decommissioning

Encampment	Closure Date	Number of Individuals
75/85 SB @ John Wesley Dobbs	8/1/2022	15
Central Ave. @ MLK	8/2/2022	48
Pryor St. @ I-20 and surrounding	9/8/2022, 10/13/2022, 12/8/2022	147
75/85 SB @ Courtland (Folk Art Park)	10/20/2022	30
The Hill	11/21/2022	42
Morosgo Dr. behind The Dump	11/21/2022	5
Freedom Parkway	02/16/2023	13
Spring Street	02/16/2023	38
Donald Lee Hollowell @ 285	03/23/2023	~20



LIFT 2.0: Encampment decommissioning

	Central	Dobbs	Pryor	Folk Art Park	The Hill	Spring Street	Freedom Parkway	285@Donald Lee Howell
Hotel	29	12	48	16	35	21	7	6
Shelter	5	2	17	3	0	1	0	-
Declined Services	3	1	30	6	3	8	5	N/A
Engaged with diversion	5	0	40	2	0	5	0	N/A
Housed with Diversion	5	0	15	2	0	5	0	N/A
Not present on day of closure	6	0	12	3	9	3	1	Not closed yet
Total	48	15	147	30	47	38	13	



LIFT 2.0: HOTEL OPERATIONS

Current Hotel Status

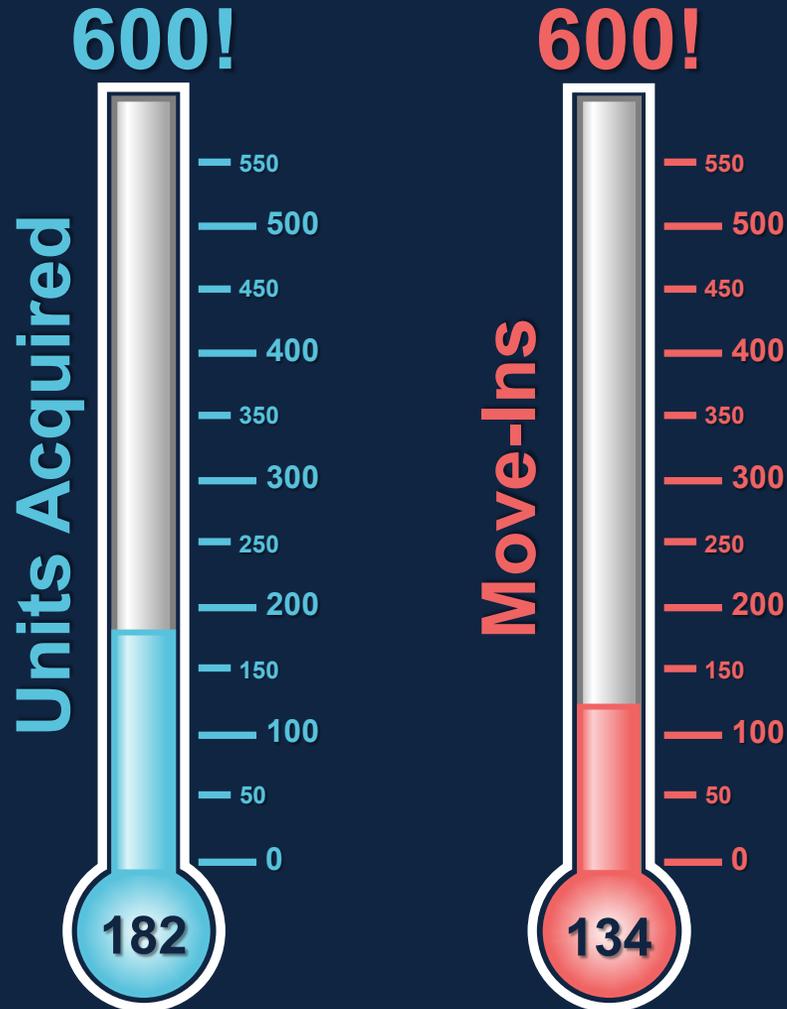
- **105** rooms available
- **102 individuals** enrolled in the hotel project
- **5 rooms** vacant

Exits from Hotel

- **140 exits**
 - **85 households** moved into housing
 - **24 exits** with no permanent exit destination (**17%** of total served in the hotel)
 - 11 exits with no permanent exit destination, but still engaged in services



LIFT 2.0 Move-In Progress



STAGE	COUNT
RRH Move-Ins from Motel	85
RRH Move-Ins from Encampments	22
Diversion Successful Exits	27
Total Move-Ins Completed	134
Application Approved (move-in pending)	5
Application Submitted (property approval pending)	23
Currently Available Units (ready for application)	47
Total Units Acquired (completed all due diligence)	182
Units in the Pipeline (upcoming; due diligence incomplete)	118
Denied Applications (Open Doors to advocate)	28

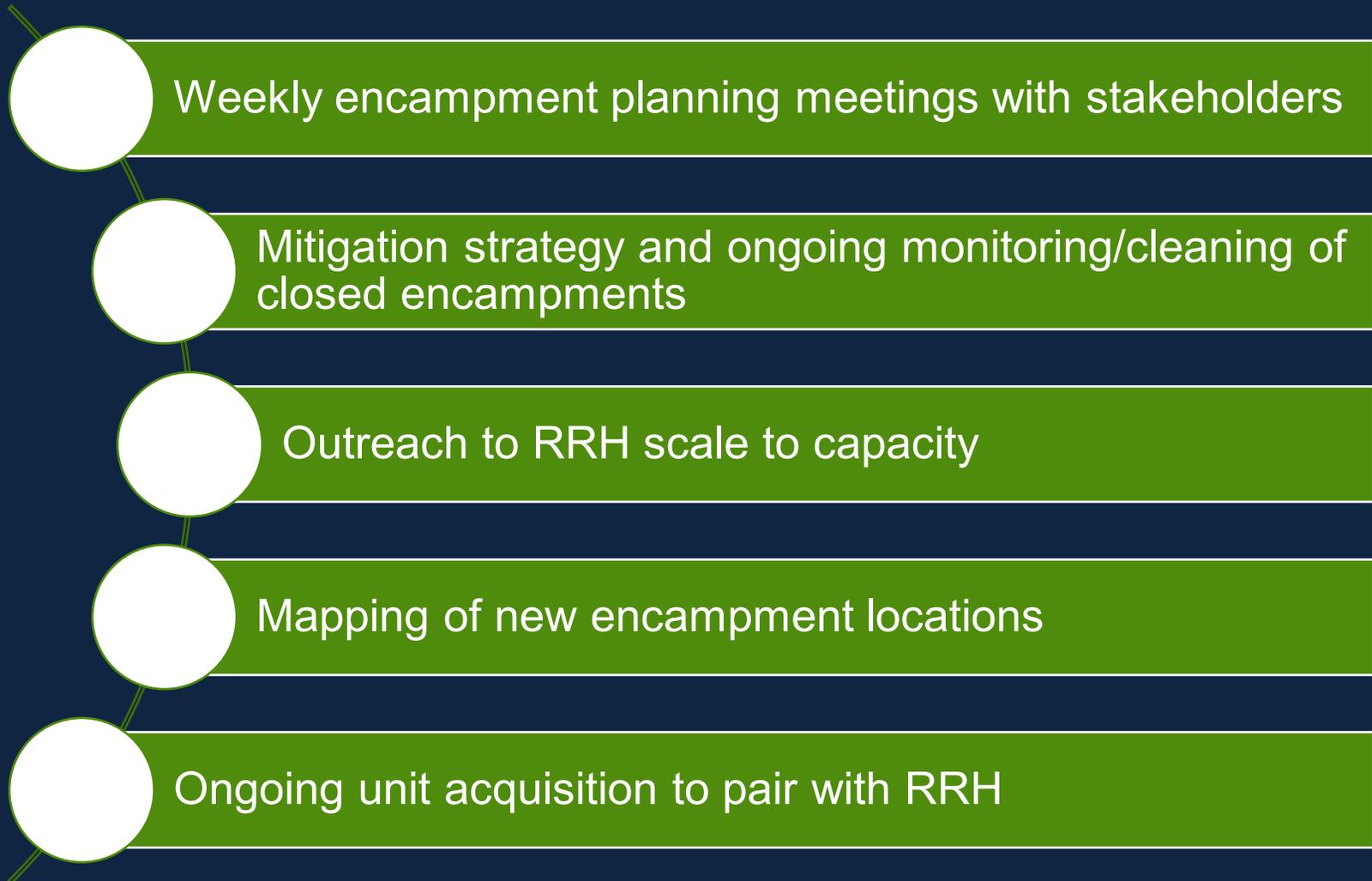


LIFT 2.0: Denied Applications

CATEGORY	COUNT
Total Clients Denied	23
Total Applications Denied	28 (5 repeats)
Applications Denied – Criminal History	26
Applications Denied – Debt	2
How Many Denied Clients Reapplied to Other Units?	19 (83%)
How Many Denied Clients Were Approved at Other Units?	17 (72%)



LIFT 2.0: Next Steps



Youth System Overview

Progress Update



6-Month Lookback

11/1/22-3/12/23

Clients Enrolled in a Housing Project: **98**

Clients Housed: **20**

Clients Enrolled in Outreach: **87**

Clients Enrolled in Diversion: **29**

Households Successfully Diverted: **18**



YHDP Progress to Date

Launch Fall 2022

- YHDP Projects launched October 1, 2022
- YHDP Implementation Training

Q1

- CQI Workgroup Launch
- Establish System, Project, CCP Level Baseline Outcomes, Indicators and Measures
- First Joint-RRH Move-ins!

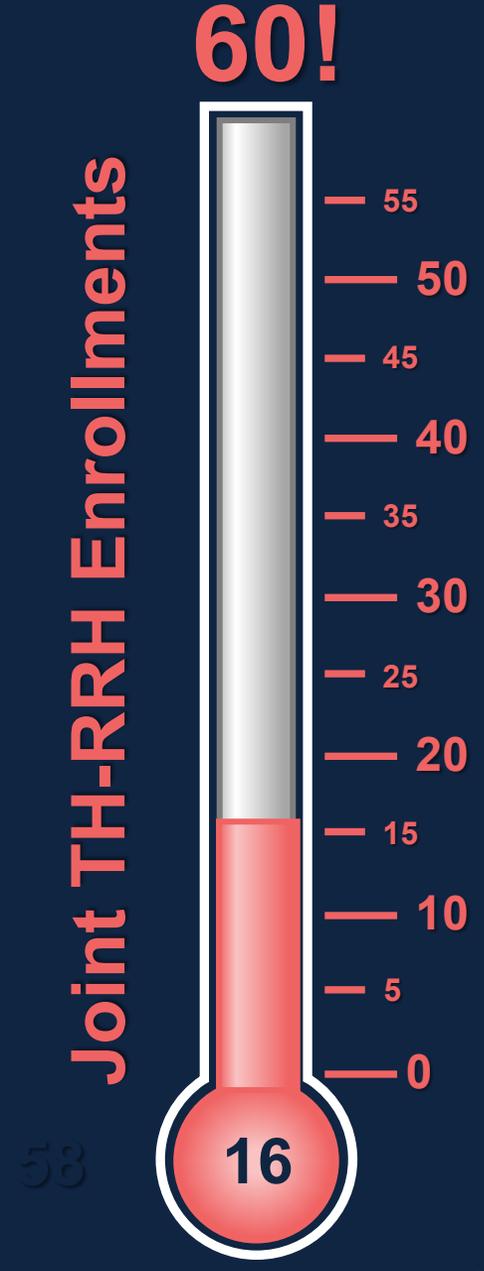
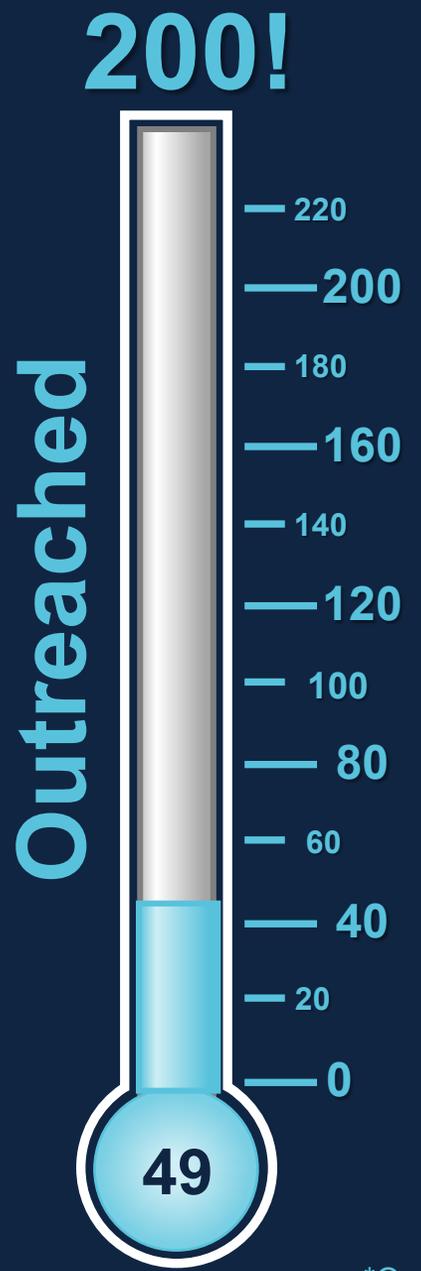
Q2 & Q3

- Review Q1, Q2 and Q3 system-level, project-level, and CCP level outcomes
- Provide recommendations to youth committee for youth system implementation

Q4

- Final Report of YHDP system-level, project-level, CCP outcomes for year 1
- Served 30 youth households in Joint TH-RRH in year 1





53

*Over two years



Families Strategic Update

Progress To Date



Families System Vision

EFFECTIVE
DIVERSION TO LIMIT
INFLOW INTO
SHELTER AND
REHOUSING
SYSTEM

SCALING RRH AND
NAVIGATION TO
REHOUSE FAMILIES
WITHIN 30 DAYS



Family System Next Steps

Identify	Identify current system gaps and refinement opportunities for current system processes
Monitor	Monitor Inflow/Outflow and Inventory availability for Families
Collaborate	Collaborate on next steps and action items with Family Workgroup





COORDINATED SERVICES

March 14, 2023

Committed Partners Ready to Work

Atlanta Community Food Bank	Kaiser Permanente
Atlanta Regional Commission	Latino Community Fund Inc
Atlanta Volunteer Lawyers Foundation	Midtown Assistance Center
Catholic Charities Atlanta	Open Doors
Cobb Community Foundation	Open Hand Atlanta
Families First	Parents Prosper
Gateway Center	Partners for HOME, Inc.
Georgia Center for Nonprofits	Quality Care for Children
Georgia Charitable Care Network	Saint Joseph's Health System/Mercy Care
Georgia Department of Behavioral Health and Developmental Disabilities	TechBridge
Gwinnett Coalition	United Way of Greater Atlanta
Grady Health System	2-1-1 Contact Center
HOPE Atlanta	Urban League of Greater Atlanta
	Voices for Georgia's Children
	Zion Hill CDC

Inspiritus



28 community and state agencies have signed a statement of shared beliefs and support for a more coordinated system of care.

Toward Equitable Access to Services and Supports

We believe that in order to address underlying and persistent inequities in the metro Atlanta region and across the state of Georgia, to deliver care more efficiently and effectively and to move beyond service delivery to stabilizing families and creating resilience, we must build a more coordinated system of care.

This system will:

- be person centered and trauma informed,
- address needs holistically by coordinating services across agencies,
- streamline access and eligibility,
- reduce administrative tasks and duplicate data collection and entry,
- be co-designed and regularly evaluated by users of the system,
- create predictability for the users regarding solutions available,
- be designed to not just count services delivered but assess impact over time,
- begin the shift from reacting to crisis to anticipating or preventing needs.

To realize this system:

We will build the business relationships and pathways that work best for our clients and then identify the technology that supports our shared work.

Wherever possible we will avoid adding new systems and instead knit together the existing technology that agencies use to best meet their client's needs and to track their progress.

We will invite consumers of our services into the design, decision making and policy setting that guides our work.

We will be transparent and accountable to all partners who commit to working together.

We will build on the best practices and research from across the country, while tailoring solutions to Atlanta's and Georgia's specific context.

STREAMLINING ACCESS TO RENTAL ASSISTANCE

Building business relationships, and streamlining processes and access between Atlanta based rental/financial assistance providers originally organized through HouseATL

Engage with existing workgroups and individual organizations

- 10+ partner agencies on board
- Pivot to include ***rental, mortgage and utility relief***

Collaborate and align on solutions and opportunities

- Universal rental assistance application drafted
- Work through various potential workflows
- Pilot application with two agencies: ***Buckhead Christian Ministry and Midtown Assistance Center***
- Agencies to accept referrals
- Matching eligibility/zip codes to providers with the right funding

Work towards interoperability and data warehousing



STREAMLINING ACCESS TO RENTAL ASSISTANCE



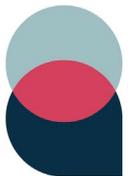
Do you need help paying your rent, mortgage or utility bills?

CLICK HERE to complete an application for services.

When completing this application, you agree to allow your information to be shared with service providers who may be able to help you.

You are submitting a request that will be matched with a service provider in your area. These area providers are working together to try to help more people experiencing this need. You should hear back from someone within a week. If you have any questions please contact Relief@ARCHIcollaborative.org.

This application is currently only serving select counties in the greater Atlanta area. As you make your way through this application, you may discover your area is not currently covered. Please contact United Way 2-1-1, as this service provides community information matched to your zip code and need. You can search online at [211.org](https://www.211.org), dial 211, or text 211 to 898-211 to receive a list of referrals based on your zip code.



UNIVERSAL APPLICATION

What do you need assistance with? *

- Rent
- Mortgage
- Utilities

Address Information

What county do you live in? *

What is your zipcode? *

What is your current living situation? *

Is your name on the lease/mortgage for your current housing? *

- Yes
- No

What are your sources of income? Please select all that apply *

- Employment income
- Food stamps
- Social Security income
- Disability income
- Pension/Retirement
- Other income source

Are you able to pay your rent/mortgage and/or utility expenses going forward? *

- Yes
- No

Do you have a child under the age of 18 living with you? *

- Yes
- No

Are you a Veteran, or an immediate family member of a Veteran? *

- Yes
- No

If applicable, when did you last receive rent, mortgage or utilities assistance? *

Which agencies did you receive assistance from?

- AVLF
- Buckhead Christian Ministries
- Catholic Charities
- Crossroads
- Emmaus House
- Georgia Micro Enterprise Network
- Grove Park Foundation
- Midtown Assistance Center
- MLK Senior Collaborative
- Partnership for Community Action
- Salvation Army
- St. Vincent dePaul

AGENCY RESPONSIBILITIES AND BENEFITS

Interoperability Portal

Application Process

- Email receipt of matched applications
- Accept or Deny

Funding Updates

- Weekly Update of funding status



Document Upload

- Secure upload of client documentation
- Indexed to client name, HMIS case number etc
- Coded with document type indicator

- **Filtered applications that meet requirements**
- **Decreased staff time related to screening applicants**
- **Availability of documents required**
- **Identifiable partner agencies with available funding**
- **Future access to documents for a client seeking additional services**



STATS TO-DATE

Since launching in mid-January...

- 2,700 applications
- On average 6 minutes to complete
- Mostly from Fulton and DeKalb
- Seeking rental and utility assistance
 - 90% rent or mortgage relief, average request \$3,304
 - 43% utility request (some combined with rent requests)
 - Power - \$870 (Median \$280)
 - Gas - \$1,870 (Median \$80)
 - Water - \$700 (Median \$150)
- 5% match rate



NEXT STEPS

- Applicants realized additional efficiencies by accessing one common application, eliminating the need to contact individual agencies, compile new applications each time, and wait for a response.
- Partner agencies also saved time and resources with this process by being matched with only eligible applicants, thus cutting down on administrative duties.
 - Most agencies now receive 100% matches from our pilot
 - Many have turned off their own application/website

Identify more providers to fulfill requests

Seek creative solutions to meet this need through other funding sources, grants, private donors





CLIENT EXPERIENCE ASSESSMENT PROJECT OVERVIEW

March 14, 2023

*inTelegy*TM

CLIENT EXPERIENCE ASSESSMENT

InTelegy Corporation



- 26 years in business, 19 years working exclusively with Social Service Agencies helping design better client experiences. InTelegy has worked with 23 California counties in multiple agencies including:
 - Child Welfare Services
 - Adult Protective and Supportive Services
 - Mental Health and Public Health agencies
 - Food Stamps and Family Medicare Programs
 - Housing and Homeless Programs
- In Georgia, InTelegy has supported multiple efforts in client experience improvements:
 - Atlanta's Rent, Mortgage Utility Relief collaborative assessment and implementation underway (partners with ARCHI and TechBridge)
 - Community Foundation of West Georgia community access to service assessment (partners with TechBridge)
 - Mercy Care Client Service Assessment and Redesign

CLIENT EXPERIENCE ASSESSMENT

Atlanta Committee for Progress Project Objectives



Atlanta Committee for Progress (atlprogress.org)

- Challenged with the opportunity to influence and support the improvement of services to some of Atlanta's most at risk constituents by supporting a program to connect the homeless, working homeless or housing vulnerable individuals with efficient and effective services.
- A first step in this process would be the documentation of today's client experience when seeking this support, the clarification of which organizations in Atlanta are equipped to provide this support and a documentation of current process improvement projects underway. This would include a review of the current Atlanta Metro 211 support options, Partners for Home Continuum of Care pathways for support and other service providers in the Atlanta metro area.
- **ACP would have a blueprint by which they gain agreement and support from their corporate partners to implement immediate and long-term objectives for systemic change.**

CLIENT EXPERIENCE ASSESSMENT

United Way Greater Atlanta

- With the mission to engage and bring together people and resources to drive sustainable and equitable improvements in the well-being of children, families, and individuals in the community, United Way will partner on this effort to understand how programs across the community can work more closely together to drive sustainable positive change.
- United Way of Greater Atlanta's 211 is an emergency referral service that connects people to the resources they need to address everyday challenges of living and those that develop during times of community emergencies.
- As the starting point for accessing service options, United Way is seeking clarity how the network of service providers and the pathways for service can be more easily communicated to the individuals seeking help.

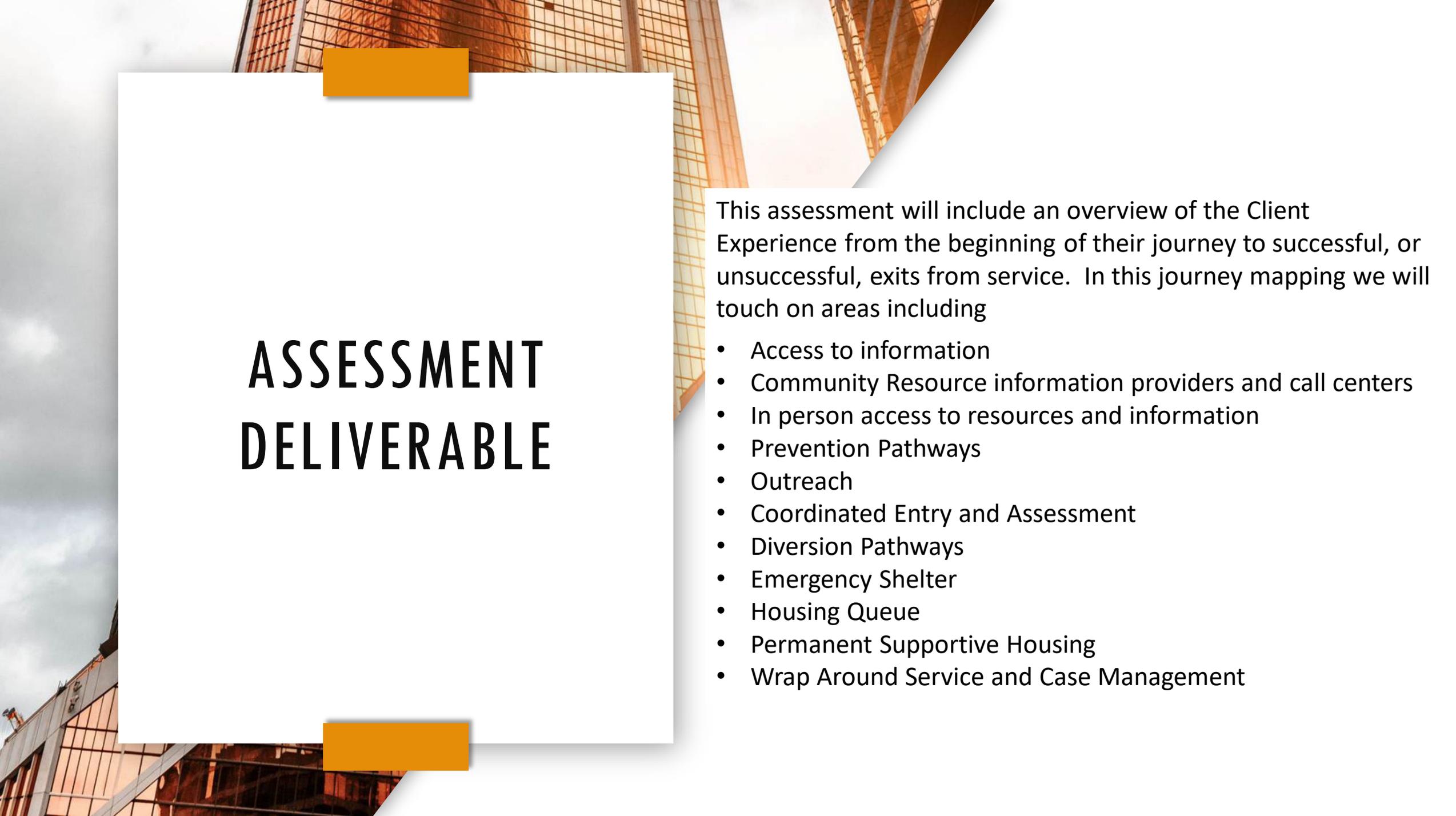


CLIENT EXPERIENCE ASSESSMENT

Partners for HOME Role



- As the “front door” to housing and homeless services in Atlanta, Partners for HOME is seeking an assessment of the client experience. This assessment will identify areas of opportunities specific to Partners for HOME processes and for the network of services provided the homeless and at-risk clients.
- A multi faceted review of current and planned client experience processes will include Staff interviews and Stakeholder interviews.



ASSESSMENT DELIVERABLE

This assessment will include an overview of the Client Experience from the beginning of their journey to successful, or unsuccessful, exits from service. In this journey mapping we will touch on areas including

- Access to information
- Community Resource information providers and call centers
- In person access to resources and information
- Prevention Pathways
- Outreach
- Coordinated Entry and Assessment
- Diversion Pathways
- Emergency Shelter
- Housing Queue
- Permanent Supportive Housing
- Wrap Around Service and Case Management



DISCOVERY PROCESS OVERVIEW

1. Staff Interviews
 1. Partners for Home
 2. United Way 211
2. Service Provider Interviews
3. Client Experience Testing
4. Surveys

SERVICE PROVIDER INTERVIEWS

3Keys

ANIZ

Atlanta Mission

Central Outreach and Advocacy Center

City of Refuge

Covenant House Georgia

Crossroads Community Ministries

Gateway Center (CAP)

GA DBHDD

Open Doors

Our House

Partnership Against Domestic Violence-PADV

Salvation Army

Nicholas House

Step Up/Pathways to Housing

Would you like to be a part of this interview process- it is not too late!

Contact: cdotson@intelegy.com

CLIENT EXPERIENCE TESTING

Total contacted- 111

92 with phone numbers listed - 83%

31 live answer - 34%

36 voice mails left - 39%

7 of voice mails returned (as of today) - 19%

83 with email option - 75%

33 of email responses (as of today) - 40%

6 total with online application or request for services – 5%

A typical client seeking services must try multiple avenues to find help, an effort that is not always met with success

TIMELINE- SCHEDULING DRAFT AND FINAL DELIVERIES

Draft Review Process- week of April 10-14

Atlanta Committee for Progress- Kathy Waller and Team- ____
United Way- Milton and Leadership Team- ____
Partners for Home- Cathryn Vassell and Leadership Team- **April 13, 10am**

Final Draft Reviews- week of April 24-28

Chris Womack and ACP Team- ____
Partners for Home Strategic Planning- **April 21**

Some dates are still to be determined!

Community Deliveries

Mayor's Leadership Team- ____
Atlanta Committee for Progress and Government Affairs Meeting- **May 18**
Atlanta Committee for Progress Working Group- **May 24**
Partners for Home CoC Meeting- ____
ACP June Meeting- **June 9**

THANK YOU!

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