

**Atlanta Continuum of Care
Meeting Minutes
September 12, 2023
Zoom Meeting ([view Zoom recording](#))**

❖ **Welcome and Introductions – Cathryn Vassell**

❖ **Lead Agency Updates**

○ **Rapid Housing/Quick Delivery Housing Initiative – Cathryn Vassell and Darion Dunn**

- Darion Dunn from Atlantica Properties reviewed the proposed quick delivery housing initiative that was [authorized by Mayor Dickens](#). The Georgia Emergency Management Agency (GEMA) is donating duplex-style container units that were previously used as ICU units during COVID. The units will be built on city-owned land. A provider committee has been established to help guide the decision-making and to serve as a sounding board. Anyone interested in joining the committee should reach out to [Abby Bracewell](#).
- The first site will be at 184 Forsyth Street, which is adjacent to a MARTA station and a Greyhound station. The site is currently a parking lot and is surrounded by businesses and other parking lots. Construction will be starting at the beginning of October. The site will be a 100% container community with a community building that can be used for meetings and case management office space. The units could also be eligible for HUD vouchers as a long-term operating funding source. Please see the presentation for details and additional info.

○ **Strategic Plan Update – Cathryn Vassell**

- The CoC Governing Council approved the new 5-year strategic plan. It is available to view on the [Partners for HOME website](#).
- The four key priorities are to:
 1. Reduce unsheltered homelessness.
 2. Prevent, rapidly exit, and divert families and youth from homelessness.
 3. Provide all veterans housing and support services.
 4. Prevent returns to homelessness.
- The guiding principles for the plan include:
 1. Maximizing investments to create a solution for every unhoused person.
 2. Prevent or divert people from homelessness as a first response.
 3. Amplify the workforce to reflect those we serve and infuse lived expertise.
 4. Target service delivery to reduce the duration of homelessness.
 5. Build a service culture that promotes anti-racism, diversity, equity, and inclusion.

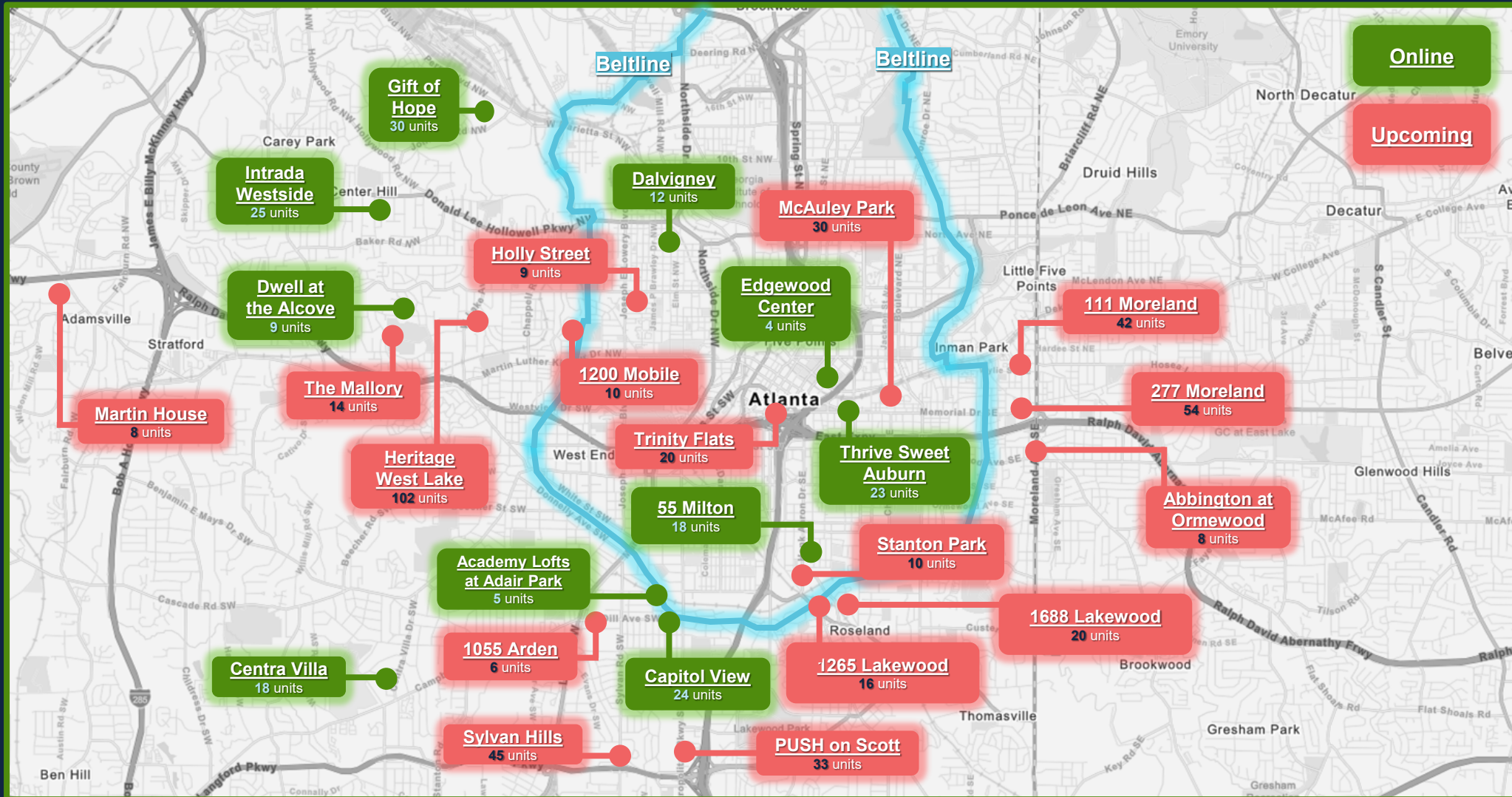
○ **PSH Pipeline Update – Kevin Briskin**

- Kevin Briskin, Heather Bradley-Geary, and Stan Sugarman provided an overview of the permanent supportive housing pipeline. The PSH pipeline is a partnership between Partners for HOME, Invest Atlanta, Atlanta Housing, and Fulton County DBHDD and is designed to house chronically homeless individuals. Projects range in size from 4 units up to 25 units in a complex. There are currently nine pipeline projects online with a total of 167 PSH tenants. By the end of 2023, five more projects will be online for a total of 213 PSH tenants. The total goal of the PSH pipeline is 550 dedicated PSH units spread across 25+ properties receiving services and rental assistance.
- Heathy Bradley-Geary is the director of supportive housing for Vecino Group, the developer behind Intrada Westside. This community has 165 total units, 25 of which are PSH.

- Stan Sugarman is the co-founder of Stryant Investments, the developer behind Academy Lofts, 277 Moreland, and 111 Moreland. These three projects will house over 100 clients with dedicated wrap-around services.
- **Upcoming Trainings – Brianna Flowers**
 - Partners for HOME, on behalf of the Atlanta CoC, is providing [trainings](#) in the coming months.
 - Coordinated Entry Assessor Training – September 26 and October 31
 - Atlanta CoC Orientation – October 3
 - CoC Coordinated Entry Training – September 19
 - Eviction Prevention Training – October 26
- **TANF Update – Jasmine Cunningham**
 - Jasmine Cunningham provided an overview of the Family TANF initiative. TANF funds are used to increase mainstream benefits to eligible families in our system. The purpose is to serve 100 unique family households with TANF rapid rehousing services for 1-12 months based on household need using a progressive assistance model. Please refer to the presentation for TANF eligibility requirements.
 - A family can apply for TANF assistance by [downloading an application form](#) from the GA Department of Human Services website, calling customer service at 877-423-4746, or by [completing the application online](#). Once approved, TANF approval letters will be sent out; providers should upload approval letters in the Document Checklist section of HMIS.
 - Any questions regarding the TANF project can reach out to [Jasmine Cunningham](#).
- ❖ **Presentations**
 - **Mini City ATL – India Jha**
 - [Mini City ATL](#) is a compassionate tech hub for the indigent. They partner with agencies such as the Salvation Army, HOPE Atlanta, and Gateway and provide technological solutions with a focus on helping agencies get ID and benefit services to their clients more quickly and efficiently. For more information, reach out to [India Jha](#).
 - **Piedmont Health System – Jennifer Farlow**
 - Piedmont Health System has partnered with [FindHelp](#) to create their own platform called [Empowering You](#), an online resource that can help users find community resources related to housing, food, transportation, health, education, and more. For more information, reach out to [Jennifer Farlow](#).
- ❖ **Agency Round Robin**
 - [MARTA is providing transportation assistance](#) and discounted tickets to organizations who provide transportation assistance to people experiencing homelessness. The application will be available on September 25.
 - PCCI will be working with GA DFACS starting in October in Fulton County to help divert families from entering the child welfare system and/or reunite families through rapid rehousing services.
 - GA Department of Juvenile Justice Reentry Services is working on a housing summit on November 2 to address homelessness for youth and families leaving long-term facilities. If you are interested in participating or attending, please email [Andre' Cheek-Castleberry](#).
 - First Step Staffing is a nonprofit staffing agency in Atlanta. They provide immediate employment resources to people experiencing homelessness, justice-impacted individuals, and veterans. They also provide other wrap-around services. For more info, reach out to [Brian White](#).

The next CoC meeting will be held on Tuesday, November 14 from 10 a.m. to 12 p.m.

PSH Pipeline Projects – 610 total; 168 online



PSH Pipeline Projects – 610 total; 168 online

APPLICATION STATUS	NAME	OWNER/APPLICANT	CONSTRUCTION TYPE	TOTAL PSH UNITS	TOTAL UNITS
Applications Approved/Projects Online					
Project Online	55 Milton	Prestwick	New Construction	18	156
Project Online	Academy Loft/Adair Park	SI Lending LLC	Rehab	5	35
Project Online	Capitol View Apartments	Columbia	Preservation/Rehab	24	120
Project Online	Centra Villa	Community Solutions	Rehab	66	130
Project Online	Covenant House	Covenant House	New Construction	30	30
Project Online	Dwell at the Alcove	Fursorage	Rehab	9	19
Project Online	Edgewood Court	AHS	Rehab	4	50
Project Online	Intrada Westside	Vecino Group	New Construction	25	163
Project Online	Quest at Dalvigney	Quest CDO	Rehab	12	12
Project Online	Thrive Sweet Auburn	Mercy Housing/PCCI	New Construction	23	117
Approved/Closed	Stanton Park	Parallel Hsg/Woda	New Construction	10	56
Approved/Closed	1265 Lakewood	Prestwick	New Construction	16	160
Approved/Closed	The Mallory	Prestwick	New Construction	14	116
Approved/Closed	McAuley Park	Mercy Care	New Construction	30	180
Approved/Closed	1055 Arden	Prestwick	New Construction	6	58
Approved/Pending	Heritage at West Lake	Quest CDO	Rehab	102	102
Approved/Pending	Holly Street	Quest	New Construction	9	40
Approved/Pending	Abbingdon at Ormewood	Rea Ventures	New Construction	8	42
Approved/Pending	1200 Mobile	10streetVntrs/ARRC Partners	Rehab	10	40
Conditional Approval	277 Moreland	Sugarman	Rehab	54	54
Conditional Approval	111 Moreland	Sugarman	New Construction	42	42
Conditional Approval	Sylvan Hills	EO/ANDP	New Construction	45	227
Conditional Approval	Trinity Flats	Fabric/Reliant Dev/Capital Hill NDC	New Construction	20	218
Conditional Approval	Martin House	National Church Residences	Rehab	8	153
Conditional Approval	1688 Lakewood	Duke Hill	Rehab	20	23
Total Approved Units:				610	2343
Applications Received/Under Review					
Under Review	PUSH on Scott	PUSH Ministries	New Construction	33	33
Total Unit Count (including Approved and Under Review):				643	2376



Background on quick delivery units progress

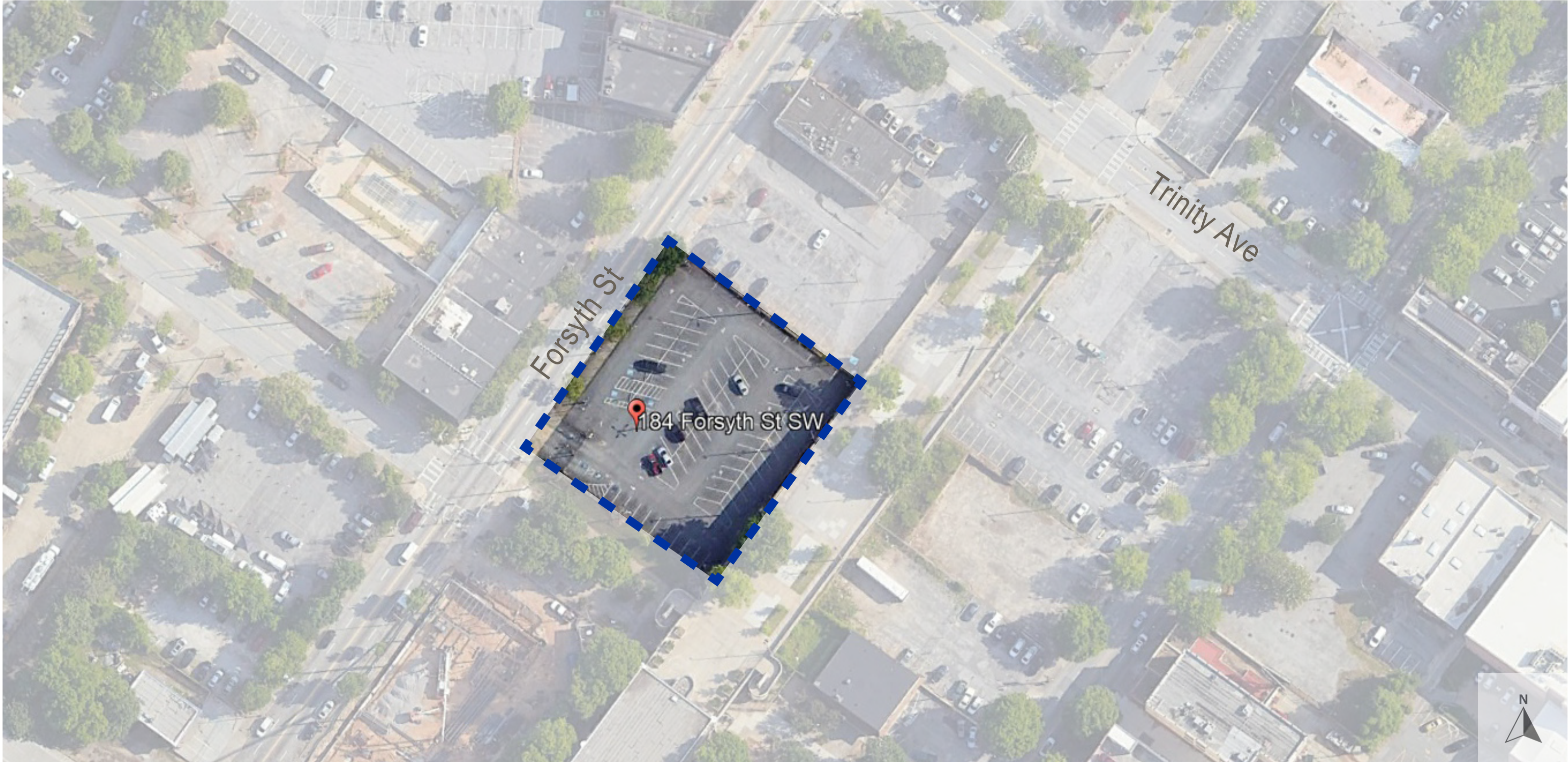
- Mayor's Charge to create 500 quick delivery units
 - Recognized lengthy construction timelines
 - Market forces making affordable rentals more challenging
- A small group began touring sites – Pallet in SC and Dignity Moves in Santa Barbara
- Issued RFP for developer partner, 10 applicants
- Executive order issued for funds transfer to PFH to hire developer
- Hired Atlantica Properties, Darion Dunn
- Due diligence – underway now



PROJECT UPDATES 184 FORSYTH



Existing Site



184 FORSYTH - OVERVIEW

- **Development team**

- Owner: City of Atlanta & Partners for Home
- Developer: Atlantica Properties
- Design-built contractor: Beck Group

- **Site planning elements:**

- Site area: 0.7 acres
- 40 units of semi-permanent housing
- Auxiliary space for staff offices, community dining, storage
- Site amenities (courtyard, community garden, dog park, murals)

- **Preliminary schedule:**

- Design Completion: September 29, 2023
- Construction Start: October 2, 2023
- Substantial Completion: December 22, 2023

- **Project funding sources**

- Housing Opportunity Bond: \$2M
- Housing Trust Fund: \$2M

- **Operating funding budget:**

- Estimated Operating Budget: \$200,000/year
- PSH Service Providers: \$400,000/year
- Funding Sources: AH PBRA

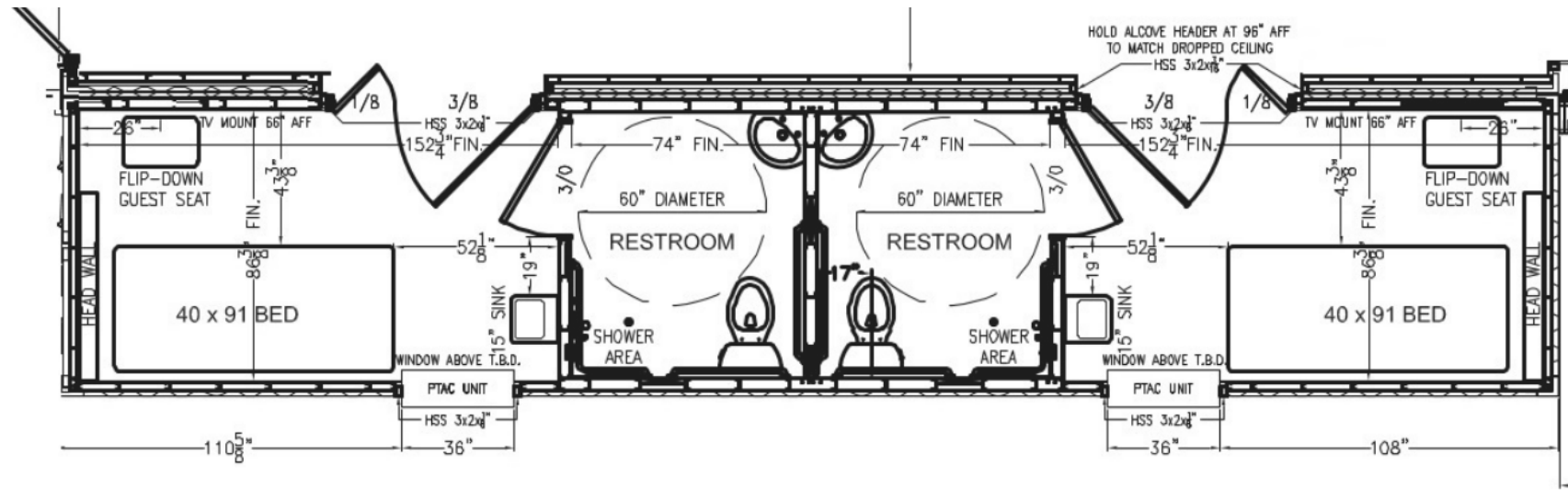
- **Public engagement**

- Bi-weekly PSH service provider kick-off meeting 8/31
- Public meetings TBD

- **Partnership Opportunities**

- Murals on MARTA retaining wall and the Broad Street promenade
- Landscaping trees donation from Trees Atlanta
- Courtyard furniture from Parks Department
- Lighting and signage from Public Works

Repurposed Container Module (Ensuite) - 2 Units



New Prefabricated Module (Not Ensuite) - 2 Units

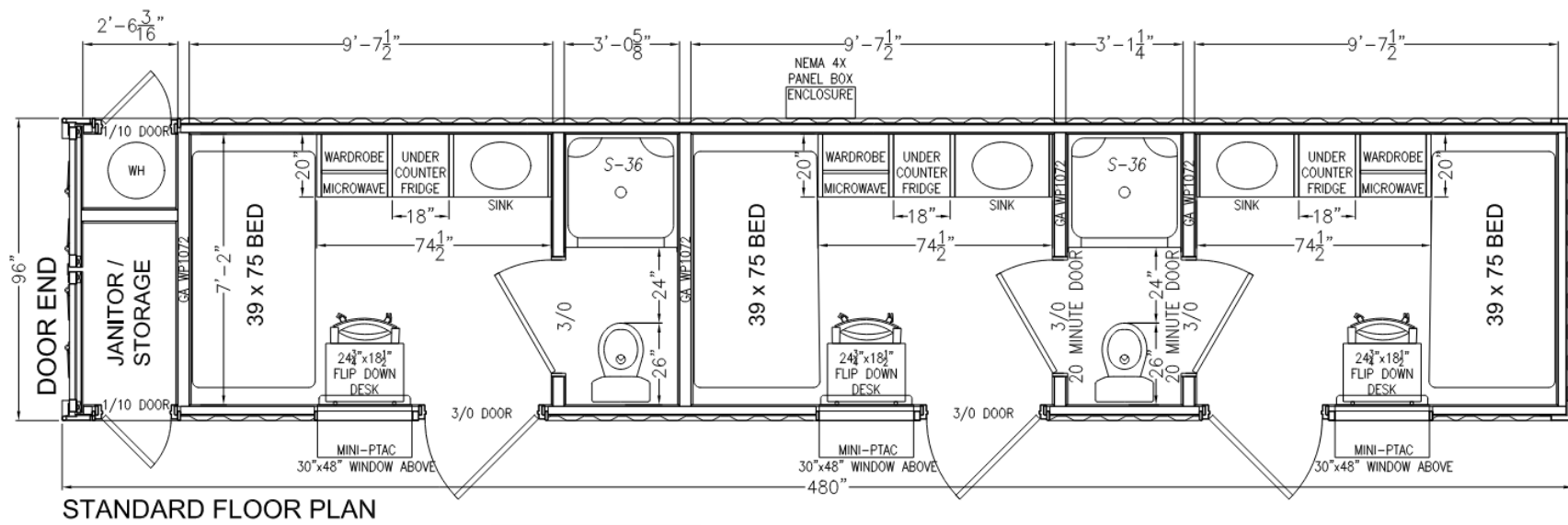
Two Room
Cube144

8.4'X16.5'
Dimensions

64
Sqft/Room



New Container Module (Ensuite) - 3 Units



184 Forsyth - Design Alternative A

GEMA containers mixed with new containers (135 sqft)



184 Forsyth - Design Alternative B

GEMA containers (135 sqft) mixed with new prefab modules (64 sqft)



184 Forsyth - Design Alternative C

All new prefab modules (64 sqft)



184 FORSYTH - PREFERRED DESIGN

- **Option A** was chosen as the preferred alternative since all units would have bathrooms, which makes them eligible for HUD vouchers as long-term operating funding source.



Option B - Four Courtyards

Axon



Option B - Four Courtyards

Site Plan



- Ⓐ Pedestrian Gate
- Ⓑ Service Gate
- Ⓒ New Container Module (Ensuite) - 2 Units
- Ⓓ Dog Park
- Ⓔ Repurposed Container Module (Ensuite) from Macon - 2 Units
- Ⓕ Community Laundry, Kitchen, Meeting Room/Office, Storage
- Ⓖ Community Garden
- Ⓗ Garbage

Option B - Four Courtyards

View from Courtyard



PSH Pipeline

Project Update 9.12.23

Pipeline: Overview

Partners for HOME's "Pipeline" project funds construction/renovation for housing units dedicated for PSH throughout the city of Atlanta, with a total goal of 550 units. The project works in partnership with Invest Atlanta, Atlanta Housing, and other entities working towards affordable housing. Rental assistance is primarily provided through Atlanta Housing's HomeFlex PBRA and case management services are provided primarily by Fulton County DBHDD.

Currently, 9 Pipeline properties are online, housing a total of **167 PSH tenants**.



55 Milton has housed 18 PSH tenants through the PSH Pipeline project since 2022



Stanton Park is expected to come online in late 2023, housing 10 PSH tenants through the PSH Pipeline project.

By the end of 2023, a projected total of 14 properties will be online housing **213 PSH tenants**.



Heritage at Westlake is projected to house 102 PSH tenants when the project is completed in the coming years.

The initial total goal of the PSH Pipeline is a total of **550** dedicated PSH units spread among 25+ properties receiving services and rental assistance throughout the city of Atlanta.



Pipeline: Developer Highlight

Vecino Group

Vecino Group is the developer behind Intrada Westside, a newly opened PSH Pipeline property housing 25 total coordinated entry-referred clients in dedicated units with wraparound services.

Heather Bradley-Geary is the Director of Supportive Housing at Vecino.



Intrada Westside

Developer: Vecino Bond Group, LLC
PSH Service Provider: Fulton County DBHDD
Property Manager: Wingate Companies
PSH Units/Total Units: 25/165



Pipeline: Current Status

Coming Soon:

Currently Online:

PROJECT	PSH TENANTS
55 Milton	18
Adair Lofts	5
Capitol View	24
Centra Villa	17 (of 66)
Dalvigney	12
Dwell at the Alcove	9
Edgewood Center	4
Gift of Hope	30
Intrada Westside	25
Thrive Sweet Auburn	23
Total	167



1055 Arden

- Projected Date: September 2023
- PSH Units: 6



The Steede

- Projected Date: October 2023
- PSH Units: 16



The Mallory

- Projected Date: December 2023
- PSH Units: 14



Stanton Park

- Projected Date: December 2023
- PSH Units: 10



Pipeline: Next Steps

In Progress:

PROJECT	PSH UNITS
McAuley Park	30
111 Moreland	42
277 Moreland	54
Sylvan Hills	45
Abbingtion at Ormewood	8
Heritage West Lake	102
Holly Street	9
Martin House	8
Trinity Flats	20
1688 Lakewood	20
& others (application status pending)	



Onboarding property management to work with high acuity population, Oversight of client move-ins.



Coordination between service provider and property management, ongoing provision of robust case management



Pipeline: Developer Highlight Stryant Investments

Stryant Investments is the developer behind Academy Lofts at Adair Park, one of the first PSH Pipeline projects that currently houses 5 PSH clients. Stryant is also developing both 277 Moreland and 111 Moreland, upcoming PSH Pipeline projects that will house a total of 96 coordinated entry-referred clients in dedicated units with wraparound services.

Stan Sugarman is a co-founder of Stryant Investments.



Family TANF Initiative

2023 - 2024

HOME

Purpose

- To increase mainstream benefits, with heavy emphasis on TANF income, for eligible families in our system.
- To serve 100 unique family households with TANF RRH services for 1-12 months based on household need through use of a progressive assistance model approach.



TANF Eligibility Requirements

- Have child/children in household under 18 years of age
- Must apply for and accept other benefits (i.e., Unemployment, Supplemental Security Income, and/or Child Support)
- Must be a U.S. Citizen or a lawful resident alien
- Child in household must be deprived due to:
 - absence of one parent from the home
 - physical or mental incapacity of at least one parent
 - death of a parent
- All members must have a social security number
- All children ages 6 to 17 must attend school and have satisfactory attendance
- Children must be immunized
- Families must meet income threshold to be eligible
- Paternity of child/children must establish
- Adults in household are required to work for at least 30 hours per week



For additional information on eligibility requirements, please visit
<https://dfcs.georgia.gov/services/temporary-assistance-needy-families/tanf-eligibility-requirements>


How to Apply for TANF Assistance

There are three ways a family can apply for TANF:

1. Download an application from Georgia Department of Human Services DFCS Division
<https://dfcs.georgia.gov/services/temporary-assistance-needy-families>
2. By phone – customer contact center at 877-423-4746
3. Complete an online application
<https://gateway.ga.gov/access/>




GEORGIA.GOV

 Georgia Gateway
Your path to Social Services Benefits

[¿Habla Español?](#) | [Print](#) | [Help](#)
[Back to Georgia Gateway](#)

Apply for Benefits

 Before you get started, please read this information.

*Fields marked with (*) are mandatory, and must be filled out before continuing with your application.*

Start or Continue an Application

You do not have to give a Social Security number (SSN), citizenship or alien status for people who are not applying for benefits. If you are applying for Child Care Services only, you do not have to give a Social Security number for anyone on this application.

If you are applying for Medical Assistance, Food Stamps (Supplemental Nutrition Assistance Program-SNAP) or Temporary Assistance for Needy Families (TANF), you must give a SSN and information that verifies citizenship or alien status. We will request information through computer matches in the Income Eligibility Verification System (IEVS) and may verify the information if we find differences based on the answers you have given on your application. The information found in IEVS may affect your eligibility and benefit level.

Information about the people in your home will be used to help the local agency determine if you are eligible to receive benefits. If you do not have this information, or if you do not provide it, your application may be delayed or denied. Your local agency will give you more details.

* You may start a new application for assistance or log in to work on an existing application. Make your selection and click the Next button at the bottom of the page. Please note that you need to start a new application even if you completed the "Am I Eligible?" Screening. For most people, it will take from 30 to 60 minutes to fill out the application.

Start a new application for:
Temporary Assistance for Needy Families (TANF)
Child Care Services
Food Stamps (SNAP)
Medical Assistance
PeachCare for Kids
Women, Infants and Children (WIC)

Log in to your existing account and keep working on the application you have already started.

If you have questions or if you need help, please call the Toll-Free Helpline at 1-877-423-4746.

Exit **Previous** **Next**

TANF Approval Letter

TANF Approval Letters should be uploaded in ClientTrack under “ATL Document Checklist” and uploaded as an income verification document.

RSM Group
PO BOX 4147
ATLANTA GA 30302
1-877-423-4746



DEPARTMENT OF HUMAN SERVICES
DEPARTMENT OF COMMUNITY HEALTH
DEPARTMENT OF PUBLIC HEALTH
DEPARTMENT OF EARLY CARE AND LEARNING

NOTICE OF DECISION

Worker ID: 486317
Worker Name: A.Bruce
Worker Phone Number: (470) 517-2475
Case Number: [REDACTED]

[REDACTED]
APT D
MARIETTA GA 30067

DATE: 06/21/2023

Report Medicaid Fraud: 1-800-533-0686

Dear [REDACTED],

We have made a decision on your recent request for benefits.

Temporary Assistance for Needy Families (TANF)



Application Date: 05/19/2023

Benefit Period	Person(s)	Decision	Program Information
05/19/2023 - 05/31/2023	[REDACTED]	Approval	Program: Temporary Assistance for Needy Families(TANF) Amount: \$0.00 a month See TANF Information section below.
06/01/2023 - 06/30/2023	[REDACTED]	Approval	Program: Temporary Assistance for Needy Families(TANF) Amount: \$102.00 a month See TANF Information section below.
07/01/2023 - 04/30/2024	[REDACTED]	Approval	Program: Temporary Assistance for Needy Families(TANF) Amount: \$235.00 a month See TANF Information section below.

TANF Information

Your application for **Temporary Assistance for Needy Families (TANF)** benefits dated 05/19/2023 has been completed. You have been determined eligible for TANF effective May, 2023.



If this is your first time being approved for TANF or Child Support, a Georgia EPPICard Debit MasterCard will be mailed to you. If you have received Child Support in the last three years, you should have an EPPICard already and another card will not be mailed to you. If approved, your TANF will be placed on the same card as your Child Support. If you have had an EPPICard before and have lost or misplaced your card, please contact Conduent Customer Service at 1-800-656-1347 or go to www.EPPICard.com to replace your card or discuss your account.

Rev (11/22)

Page 1 of 4



Questions?



- Project Coordinator and Point of Contact:
- Jasmine Cunningham
- jcunningham@partnersforhome.org
- 404-590-6732



Mini City: Compassionate Tech Hub for the indigent

Project Team



India Hayes
CEO + Co-Founder
CNN, CDC, Atlanta Tech
Village, Techstars 2021



Jason Davey
CTO
GovTech, Enterprise
Data Management



Raven Daniels
Outreach Coordinator
Boys n Girls Club
Foster Youth Advocate,



Justus Davis
Business Admin
Computer Science +
Anthropology



Kevin Tyler
UX/UI Designer
Social Impact, SCAD
MFA



Joyce Zhong
Software Engineer
Computer Dev



Dani Nicholas
PIN Summer Intern



Andy Donohue
PIN Summer Intern



The Problem

There are 500,000 individuals experiencing homelessness on any given night in the United States
Mini City is addressing an epidemic of lack with tech.



Over 50% of the homeless are unable to access housing, food stamps, jobs and more due to lack of ID.



Housing



Food Stamps



Jobs



Medical

The Problem

Community Based Orgs (CBOs) offer assistance for the homeless, but **CBOs are struggling to maintain caseloads and efficiently connect the homeless to services.**



Overworked, heavy caseload

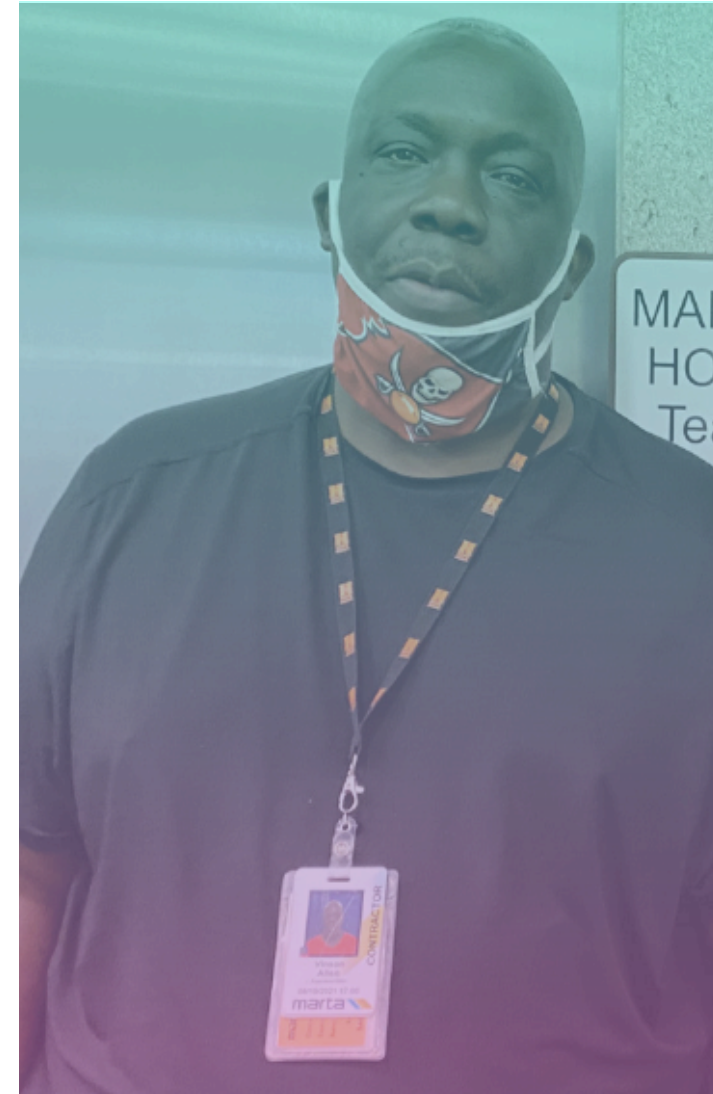
Focus on those with ID

Current solution leaves needs unmet

“

ID remains one of the single largest obstacles for the homeless, Salvation Army has been addressing this issue for centuries and **it to this day is the single largest pain point**

Melinda Allan
Former Grants Manager
Salvation Army



The Problem

Enterprise Corporations are highly motivated to tap into grassroots organizations to tap into the indigent market and expand their benefits backed products and offerings.



Serve the under/unbanked

Expand benefits backed services

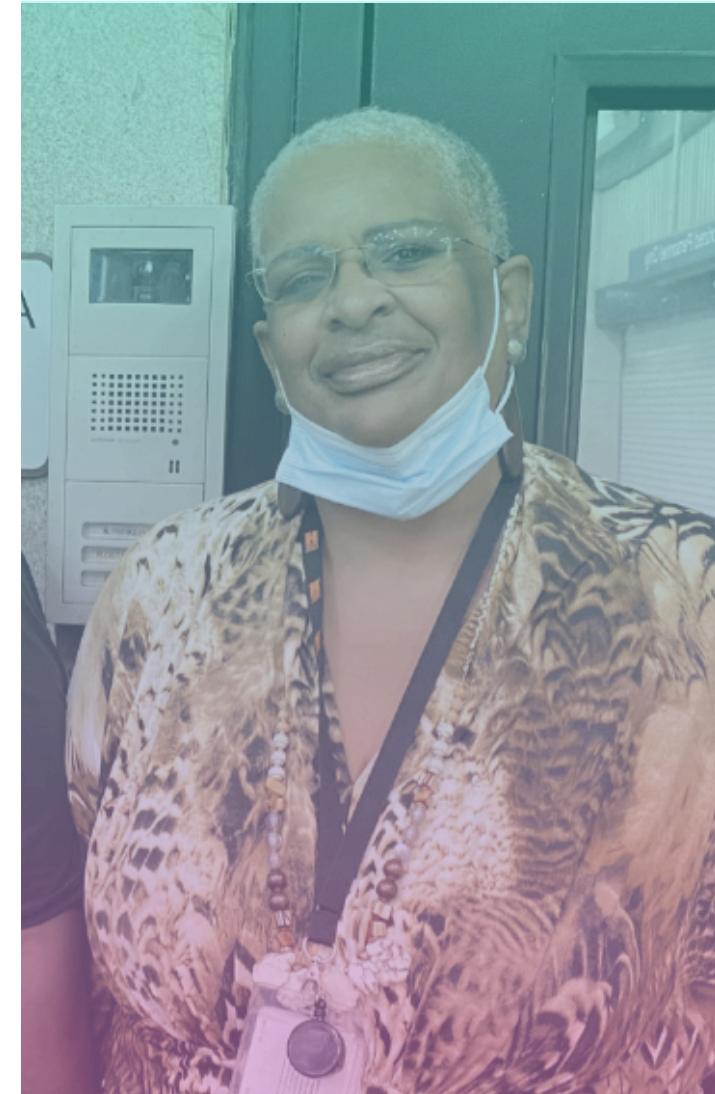
Expand community outreach



We are in dire need of connecting the disadvantaged to the services we provide for them, we need that grassroots level engagement that Mini City provides..."

**SVP, Enterprise Product
Development**

FinTech Bank Partner



Mini City is
addressing an
epidemic of **lack.**

The Solution

Mini City began as a compassionate tech solution that obtained legal forms of ID for citizens in need. Documentation is the invisible key the unlocks next steps to self sufficiency. **In 2020, Mini City realized obtaining ID is not enough.**



Starts with ID



Connect to Gov't Benefits



Connect to Tools



Sustainability Achieved

To ensure someone is thriving and not merely surviving in society, partners and CBOs **need to connect vulnerable citizens to life critical tools.**

Project Partners

These are the partners that are assisting Mini City in connecting our vulnerable citizens to life critical benefits, government resources, legal forms of documentation, housing, employment and more.



United Way of Greater Atlanta

techstars_

Google
for
Startups

SCADpro

COMCAST
NBCUNIVERSAL
TheFARM

pin
partnership
for inclusive
innovation

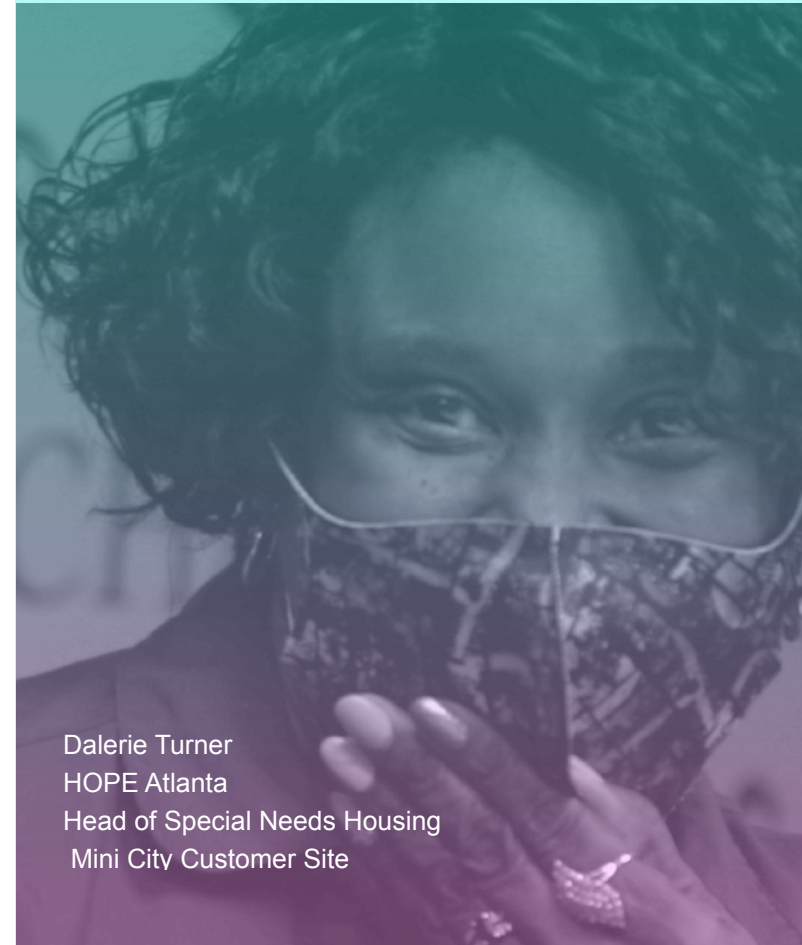
Key Partner Highlight: HOPE Atlanta

HOPE provides individualized assistance, resources, and advocacy for people experiencing (or at risk of experiencing) homelessness and hunger across 28 Georgia counties with special resources for veterans and their families. **We empower nearly 90% of their street outreach caseworker and supportive teams with our software.**



"The one thing that has stopped housing (during the pandemic) are birth certificates...the security that Mini City gives us, that we will get birth certificates, is needed to continue housing..."

Dalerie Turner
HOPE Atlanta | Housing Navigator for Special Needs



Dalerie Turner
HOPE Atlanta
Head of Special Needs Housing
Mini City Customer Site

Key Partner Highlight: First Step Staffing

FSS is a non-profit staffing agency that empowers individuals on the path out of homelessness and poverty through employment. FSS employs individuals and offers Support Services Division that provides transportation, job coaching, housing referrals, and other assistance that is necessary to help individuals overcome the barriers to employment.



“The work that Mini City is doing is absolutely invaluable. So often, the clients we see for employment, and support services are in need of their documents, but don't know how to go about getting them. By using mini city, we have been able to assist our clients faster, and more efficiently.

Brian White

First Step Staffing | Director of Client Resource Navigation

Key Partner Highlight: Gateway Center

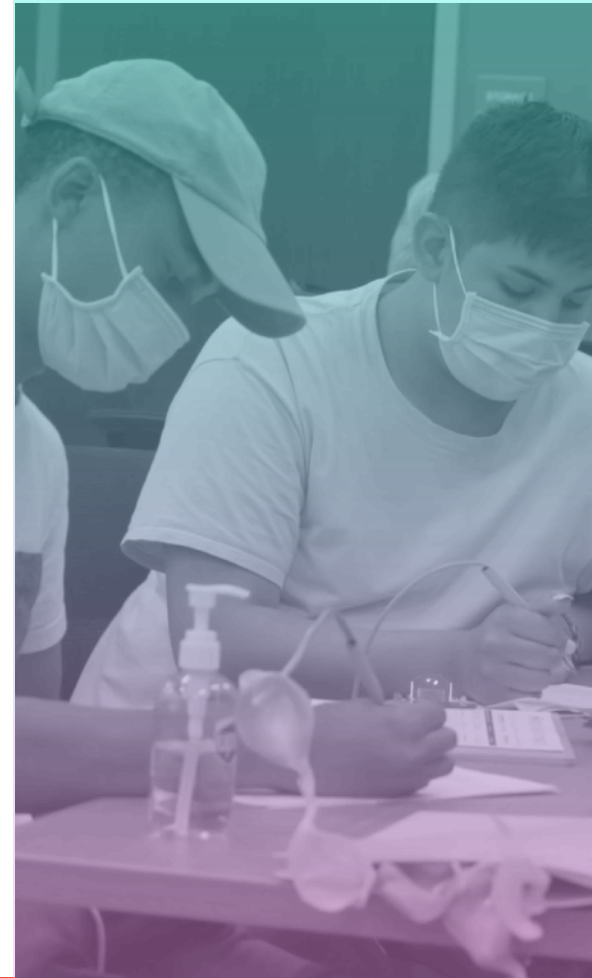
GWC programs are designed to address the underlying barriers that prevent individuals and families from transitioning out of homelessness, such as unemployment, behavioral health, housing affordability, and/or medical conditions.



“Mini City is a huge factor in our work load. Assisting clients with obtaining their ID while experiencing homelessness is difficult. With Mini City we've been able to obtain ID and benefits easier and faster.”

Shenika Mckibbins

Gateway Center | Wellness (COVID) Hotel Caseworker



Key Partner Highlight: Equifax

Mini City launched a partnership with Equifax, utilizing **Equifax APIs to remove existing barriers in validating ID when connecting citizens in need to housing, government benefits and life critical resources.** Mini City identified State and Federal ID Trusts to streamline this process.

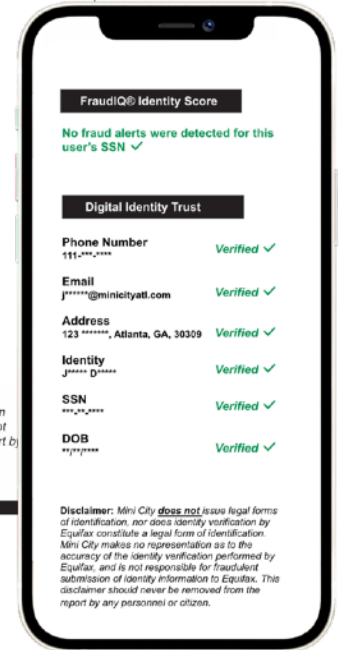
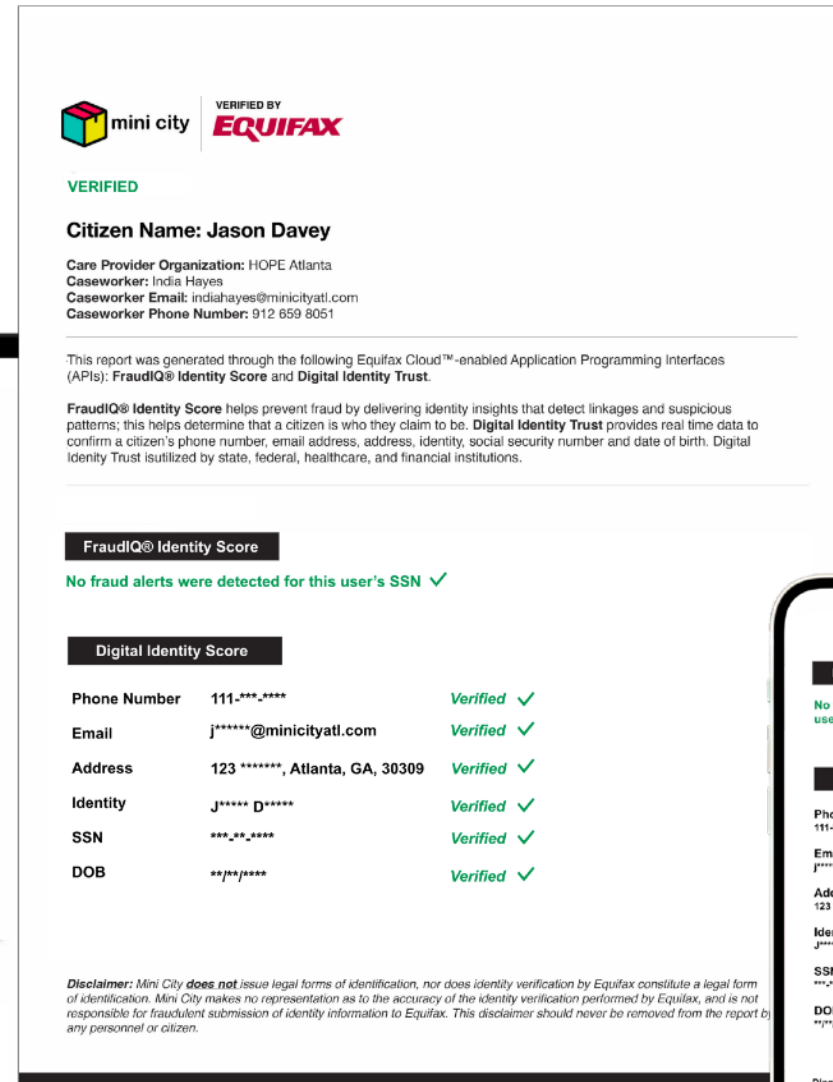
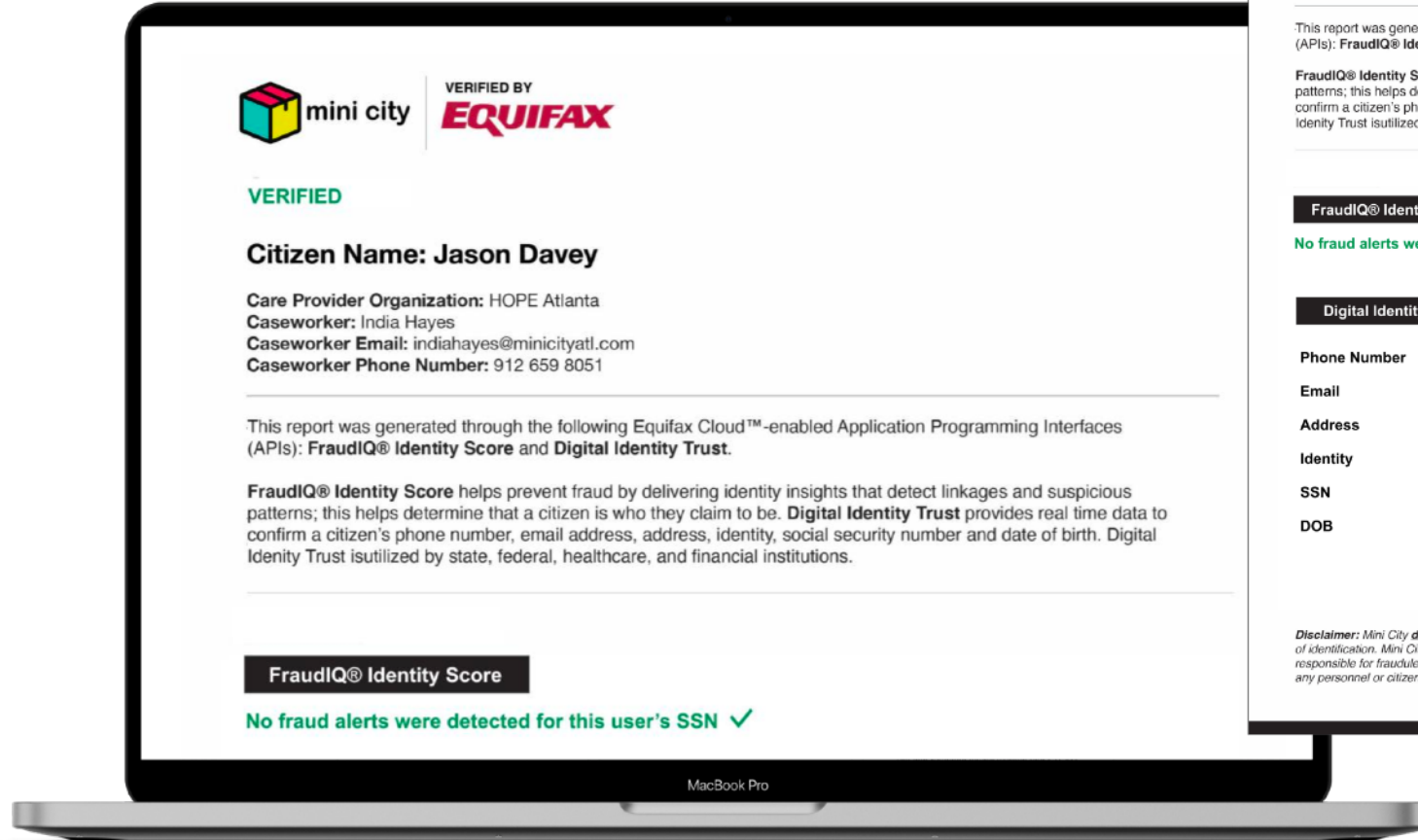


Mini City's partners were taking 6 -12 months to obtain ID and benefits for citizens in need. Our software speed up the process to 2-4 weeks. With Equifax, Mini City is able to validate identity information in seconds

Mini City is using the powerful suite of Equifax Cloud™ enabled Application Programming Interfaces to create transformative solutions designed to foster financial inclusion and improve access to services.

Process Improvements: Equifax Integration

The long term goal of this Enterprise integration is to produce a Verified ID Document endorsed by Equifax



Outreach Outcomes (First Year)

Mini City launched with **3 additional Community Based Organizations** (*United Way of Greater Atlanta, First Step Staffing, and City of East Point*); **73 caseworkers** in and **assisted 236 citizens** in obtaining a variety of life critical benefits.

Mini City launched partnerships with **2 additional Enterprise Partners**; one of which has global reach in the identity sector (*Equifax*).

Project Mid-Point Considerations: Mini City has met or exceeded the number of Enterprise Pilot Partnerships but struggles to connect to CBOs, thus affecting citizen reach.



3

Enterprise Partners

26

Community Based Org Partners

236

Citizens Assisted

73

Caseworkers Empowered

\$223,079

Value of Gov't Benefits Unlocked

***6 CBO Customer Sites, 20 CBO Resource Partners*

Outreach Outcomes (First Year)



\$123,240

Value of SNAP
benefits awarded to
Mini City citizens

\$95,939

Value of Medicaid
benefits awarded to
Mini City citizens

\$2,325

Value of TANF
benefits awarded to
Mini City citizens

2

Additional benefits
being reviewed for
automation

Community Partners

Capway
Goodwill of North Georgia
First Step Staffing
3D Girls
AmeriGroup
Comcast Xfinity
Atlanta Public Schools
Good Samaritan Health Center
Mercy Care
3D Girls
WorkSource Georgia
Tender Foundation
Big Brothers Big Sisters
Yess4Youth

Salvation Army
Cox
Kid Doc on Wheels
The Ansley School
Ona
Metro Community
Ministries



Mini City Winter Event for Mothers

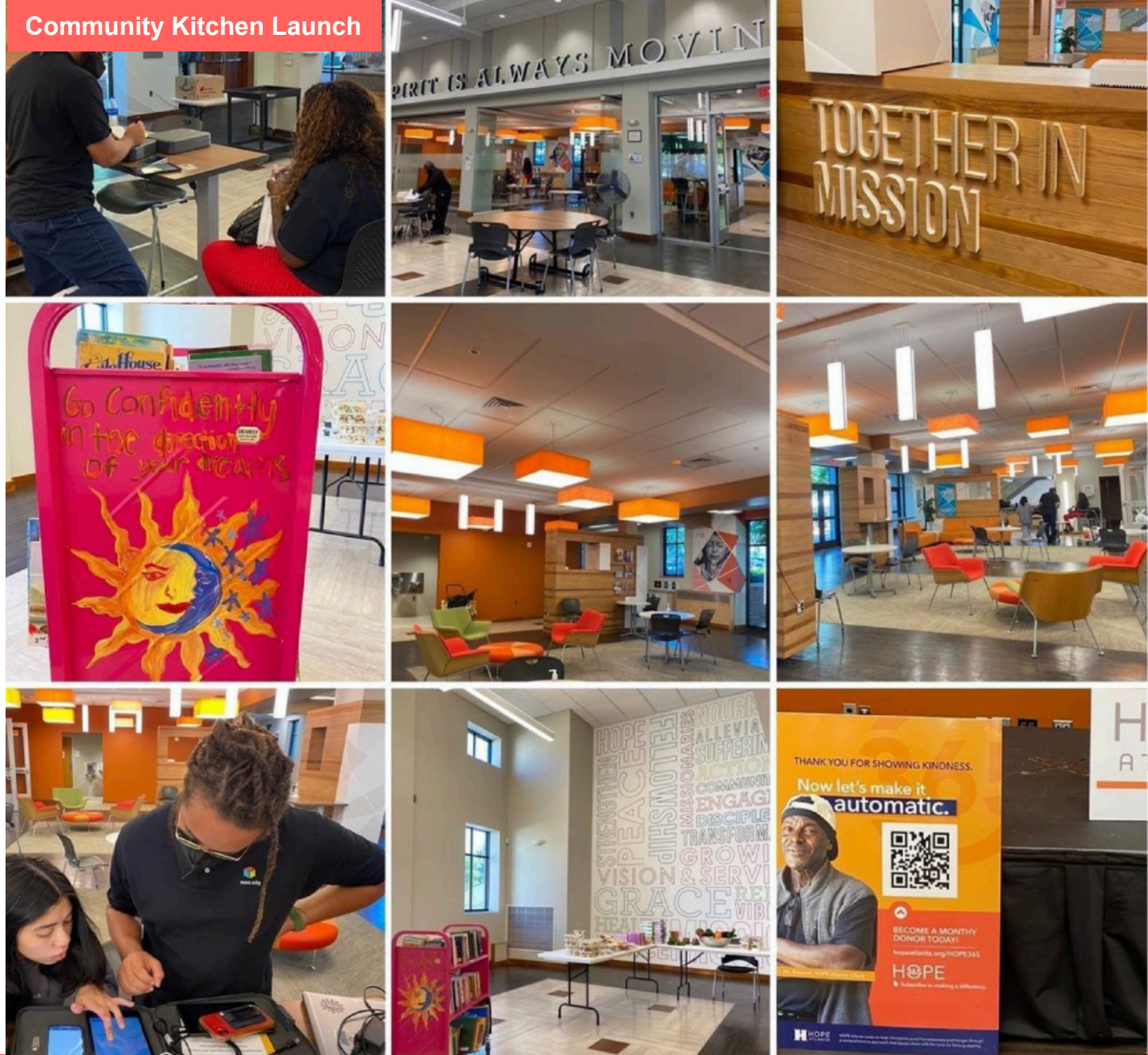


Mini City Winter Drive

“Mini City allows citizens to apply for the supportive services they need in one place without having to waste time or resources going from organization to organization. Our citizens are always blown away by the amount of resources available in the Mini City portals and tablets”

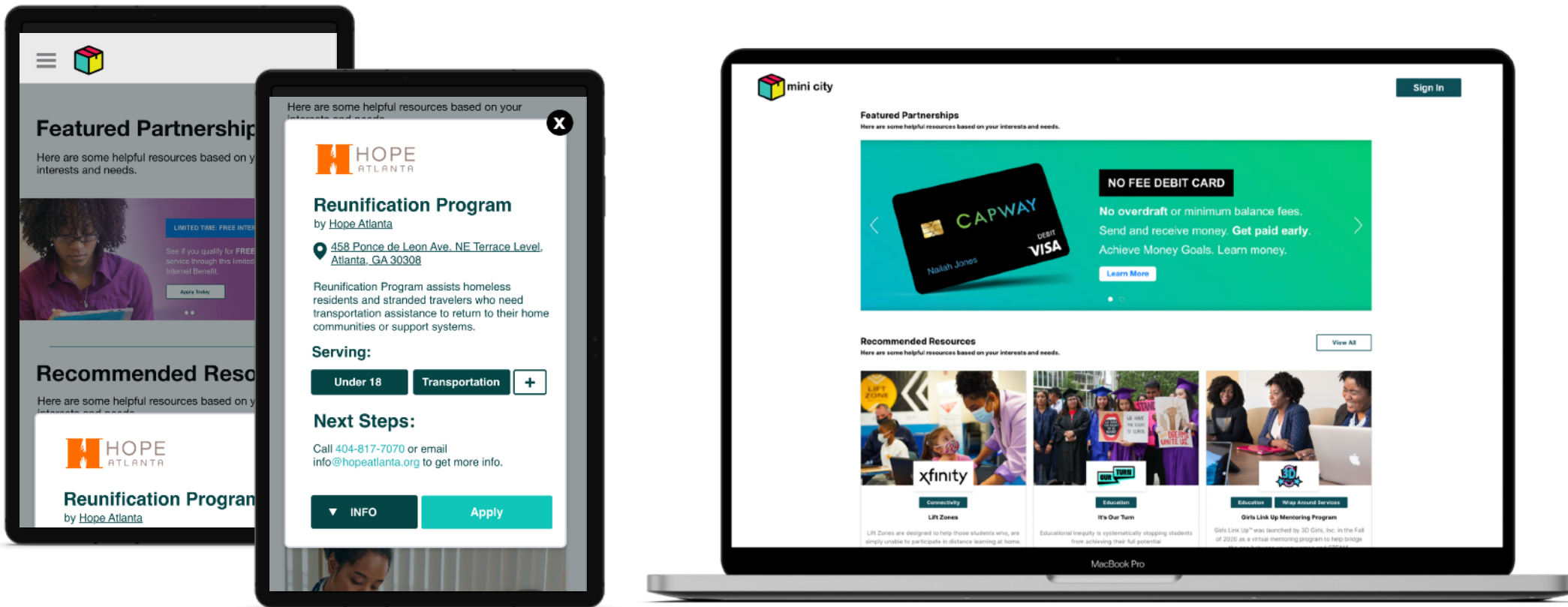
Adeidra D. Washington
First Step Staffing | Grants Manager

Community Kitchen Launch





Solutions and Process Improvements (Citizen Portal)



V1.0 LAUNCH



RESOURCE IDENTIFICATION & LISTING



SELF-SERVICE RESOURCE LISTING



ADVANCED SEARCHING & FILTERING



SMART RECOMMENDATIONS

19

Georgia based resources listed



 HOPE
ATLANTA

 gateway
center

Downtown



Frontline 
RESPONSE

CHRIS180 
Changing Directions.
Changing Lives.

East Atlanta



**EAST
POINT**
GEORGIA

first step
STAFFING

STAFFING FOR BUSINESS. WORKING FOR GOOD.

**United
Way** 

+ More

Project Team Contact Information

🗨️ Project Team:

India Jha | CEO | india.jha@minicityatl.com

🗨️ Justus Davis | Business Operations | justus@minicityatl.com

Jason Davey | CTO | jason@minicityatl.com



Innovation, opportunity and shared economic success.



Thank You

Empowering You: Collaboration with Piedmont's Community Partners

Our Journey in Addressing Social Determinants of Health (SDOH)

Jennifer Farlow

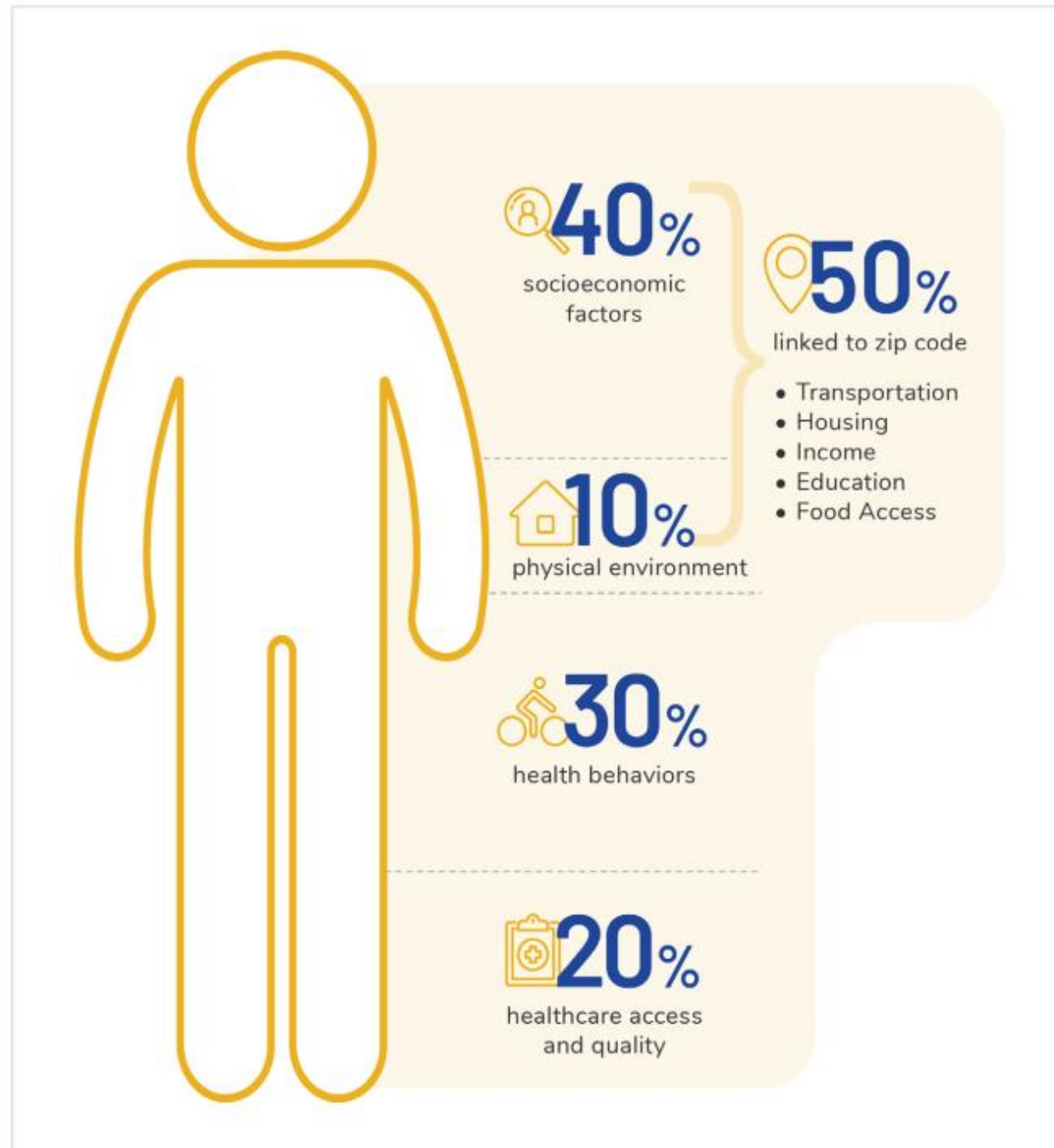
Director, Population Health

Jennifer.farlow@piedmont.org

Overview

- Social Determinants of Health
- Background of FindHelp
- Piedmont | Empowering You
- Use of Tool at a Glance
- Utilization Metrics
- Community Partnerships
- Next Steps

Social Determinants of Health (SDOH)

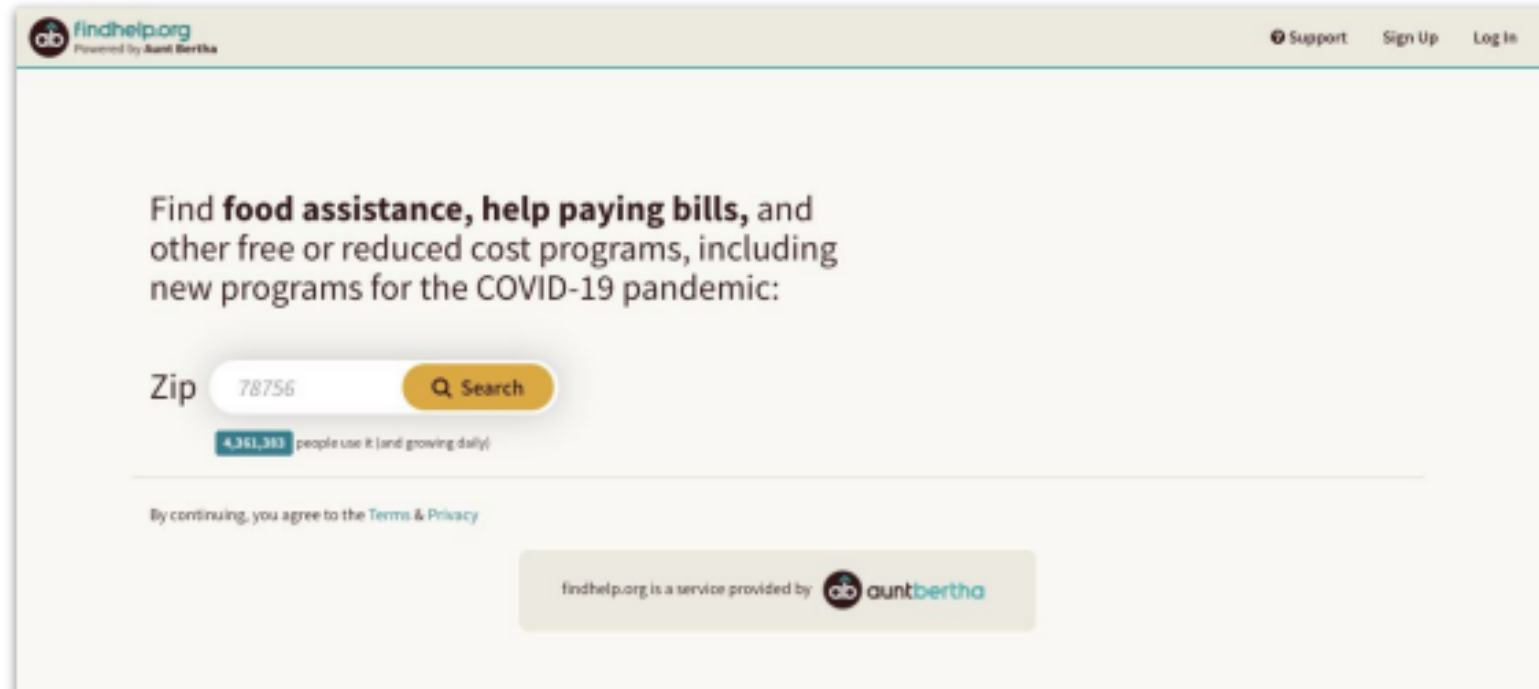
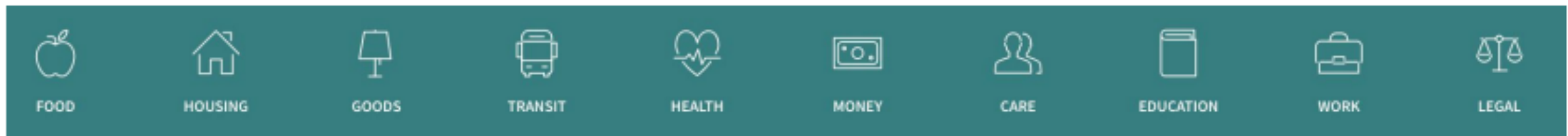


According to the Institute for Medicaid Innovation, **socioeconomic & physical environmental factors** account for **50% of overall health outcomes**, with another **30% tied to health behaviors**. Only 20% of total health outcomes are determined by access to quality healthcare services.

As we all know, post-COVID has created even more of these challenges in our communities.

Addressing SDOH: FindHelp

What is **findhelp.org**?



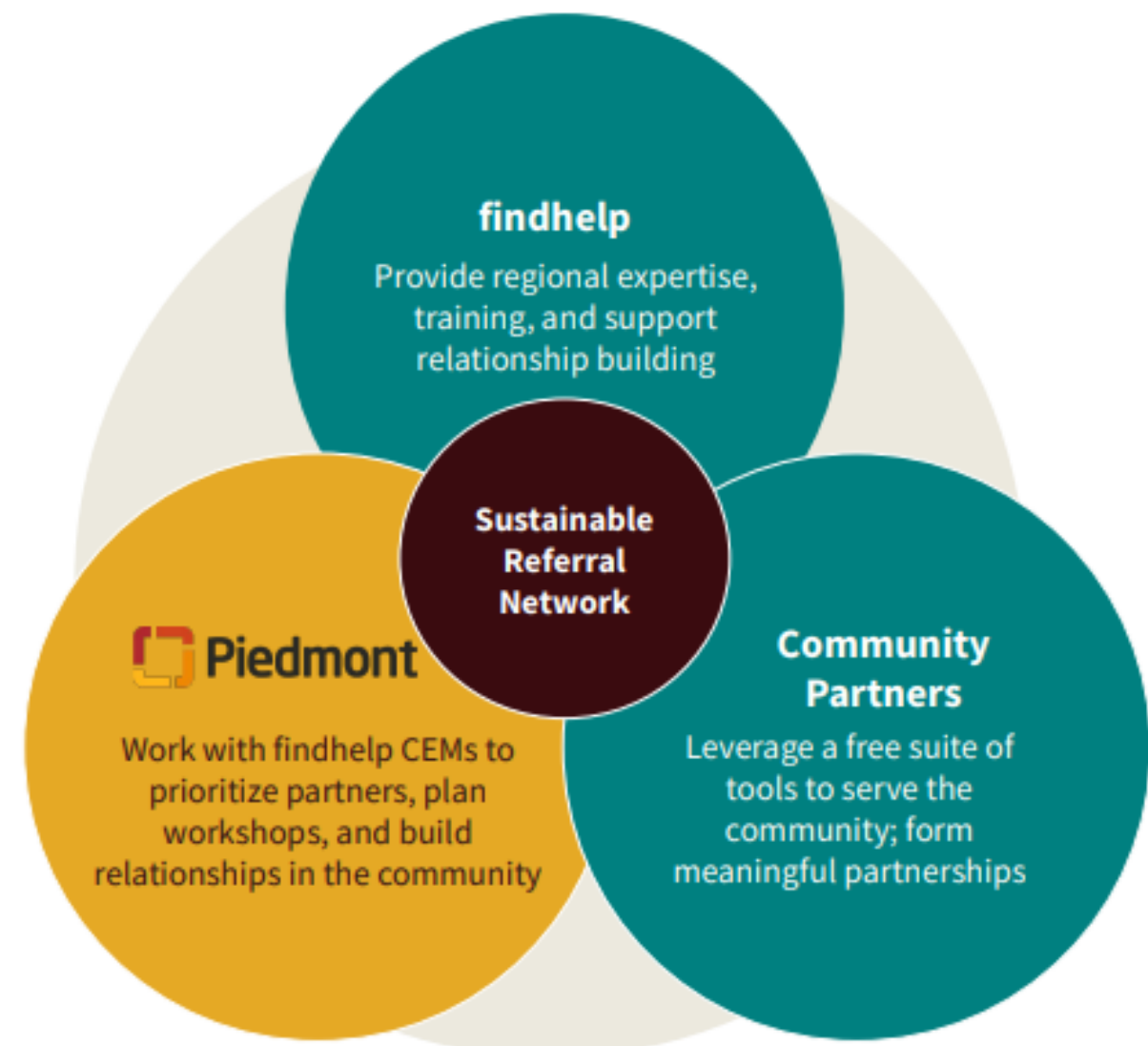
- Online directory of free and reduced-cost services
- Electronic referral tool
- Accessible to anyone, anywhere across the US
- 100% free to use
- Powered by findhelp

FindHelp Georgia Presence



Georgia Network (2015 - Present)

13,295 programs
3,898 claimed locations
560,578 users
22+ customers like Piedmont



FindHelp Tools for Community Partners



> Efficiency and Impact Tools

We provide a **free suite of tools** for any community partner that claims their listing on your platform.



Program claiming and management



Screening and referral processing



Availability and appointment scheduling




Analytics and reporting



Team support

Empowering You: FindHelp Integration

We've launched a new social care platform connecting patients, providers and staff to reduced cost & free community resources to address social determinants of health



Empowering You with resources closer to home

Helping you focus on the things that matter most

With our patients at the heart of everything we do, we believe in leading real, purpose-driven change that culminates in positive outcomes for our patients across the state, and beyond. This includes how we're addressing community barriers to healthcare, and empowering our patients with tools and resources that can help improve health outcomes.

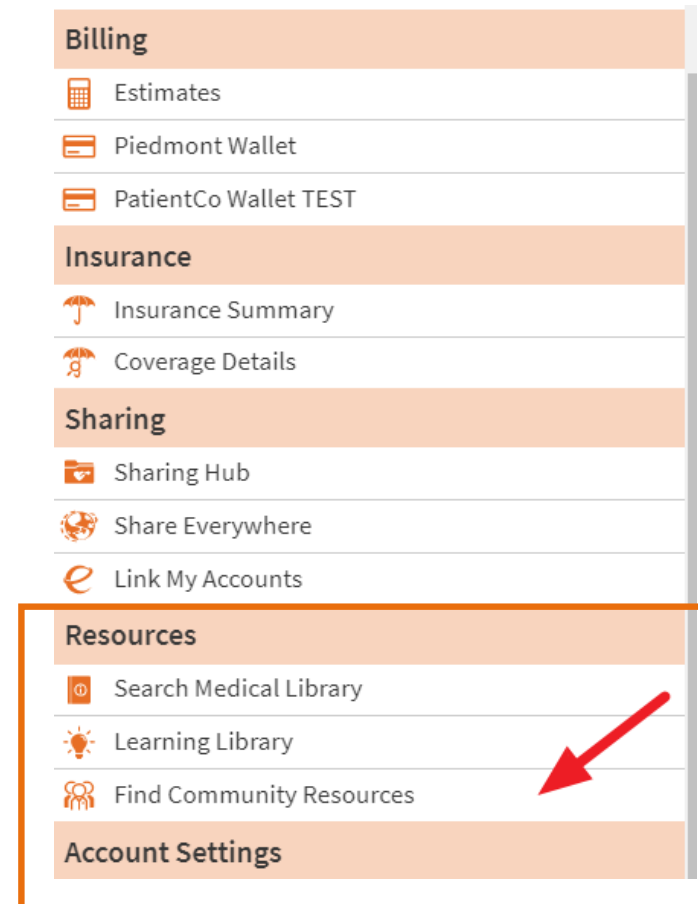
Many of these barriers are classified as social determinants of health (SDoH) and include factors such as access to healthcare, income, employment, food security, housing quality and stability, transportation, education, and social and community life.

Let us connect you with community solutions that can help make a positive difference in the lives of you and your family – so that you focus on the things that matter most.

Find Community Resources:

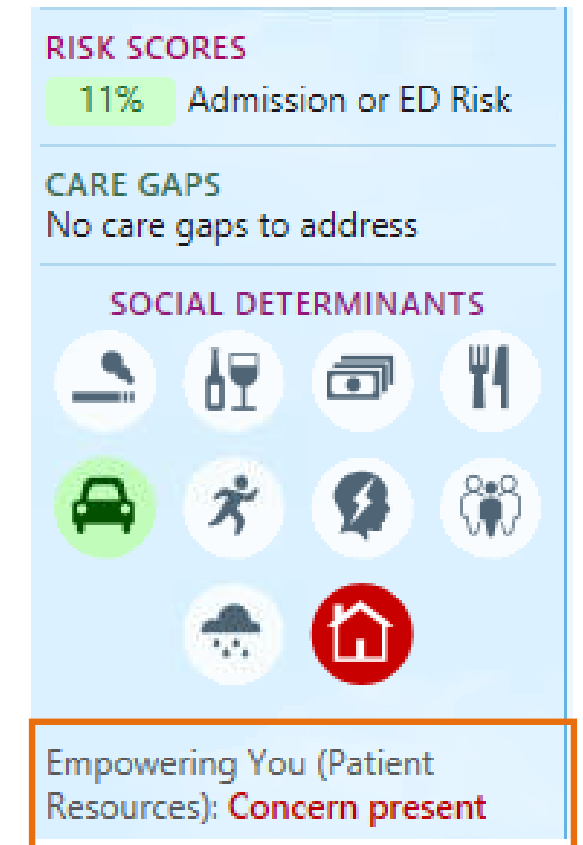
Enter Your Zip Code

Piedmont-branded community resources link on our external piedmont.org site



- Billing
 - Estimates
 - Piedmont Wallet
 - PatientCo Wallet TEST
- Insurance
 - Insurance Summary
 - Coverage Details
- Sharing
 - Sharing Hub
 - Share Everywhere
 - Link My Accounts
- Resources
 - Search Medical Library
 - Learning Library
 - Find Community Resources
- Account Settings

Patient Access via their MyChart patient portal for self-navigation



RISK SCORES

11% Admission or ED Risk

CARE GAPS

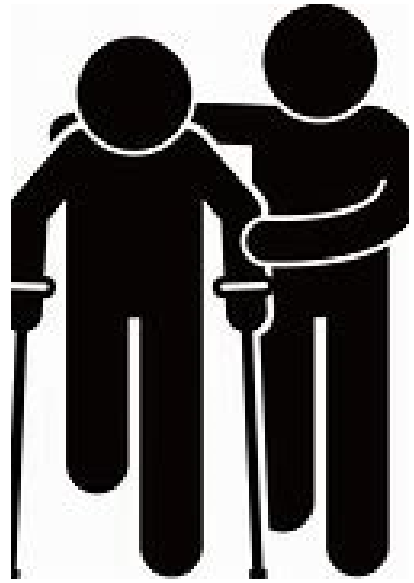
No care gaps to address

SOCIAL DETERMINANTS

Empowering You (Patient Resources): **Concern present**

Embedded EMR link in Epic of Empowering You for clinicians to access & place referrals in Epic

Empowering You FindHelp: Patient Direct Access



Patient Bobby just got discharged from Piedmont Fayette. He has a **limited support system** and **no transportation**. He was prescribed new medications and needs to get to the pharmacy to pick up his meds. He also has a new heart healthy diet he has to follow, but has a **very limited income** and admits he isn't sure he will be able to **afford the healthy foods** that were recommended to him.

Empowering You (Patient Resources)



ZIP or keyword **Enter 30215 zip code**

Select Language

Finds: **1,914 programs**
in the Fayetteville, GA 30215 area

17 Transportation options

Non-Emergency Transportation
by Fayette Senior Services (FSS)

Fayette Senior Services (FSS) provides non emergent medical transportation and prescription pick up services to Fayette County's disabled and older adults. This service is a crucial resource for...

Main Services: **transportation for healthcare**

Serving: **seniors, adults 18+, all disabilities, individuals, caregivers**

MORE INFO



SEE NEXT STEPS

Next Steps:

Call 770-461-0813 ext.115.

Serves your local area

Open Now : 9:30 AM - 4:00 PM EST



TRANSIT

14 food pantries



FOOD

Shepherd's Food Pantry

by New Beginnings Praise & Worship Center

New Beginnings Worship Center is committed to service, encouragement and equipping you for the Kingdom of God. We Serve by providing food and clothing for the poor; recovery assistance and...

Main Services: **food pantry**

Serving: **anyone in need, all ages**

Next Steps:

Call 770-460-1346.

4.77 miles (serves your local area)

1091 S Jeff Davis Dr, Fayetteville, GA 30215

Open Now : 10:30 AM - 5:00 PM EST

MORE INFO



SEE NEXT STEPS

Mobile Food Pantry Program

by Real Life Center

Mobile food pantry program provides vegetables, canned goods and baked goods for individuals and families on a first-come, first-served basis. This program provides:- Food to meet basic nutritional needs

Main Services: **food pantry**

Serving: **anyone in need, all ages, individuals, families**

Next Steps:

Call 770-631-9334.

6.4 miles (serves your local area)

164 Flat Creek Trail, Fayetteville, GA 30214

Closed Now : See open hours

MORE INFO



SEE NEXT STEPS

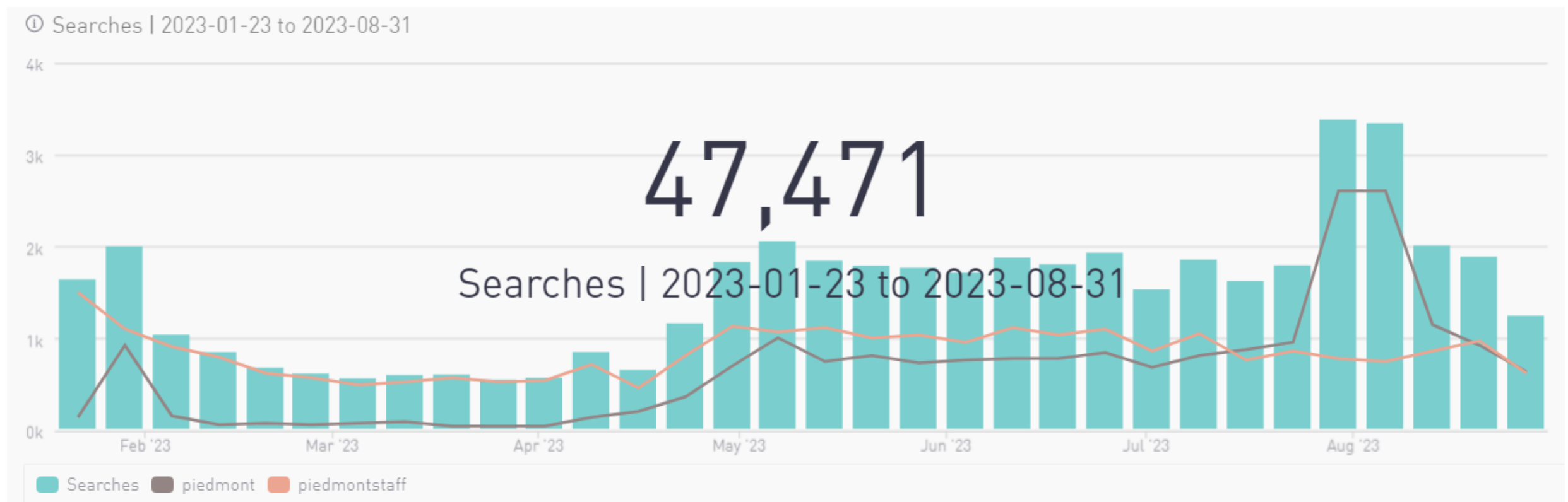


Empowering You Utilization Metrics to Date

We've been live on the platform for 7+ months and continue to see adoption and utilization of our Empowering You tool

Metrics	To Date*
Unique Users	11,366
Unique Searches	47,471
Connections	9,208
Referrals	3,980

Most Frequently Searched Domains:
Housing (26.5%)
Food (24.6%)
Health (22.6%)



Privileged & confidential; do not distribute

*To date as of 8/31/23

Connection: anytime info printed, added to AVS, etc; Referral: referral placed to specific organization



Top Searches by Location and SDOH Category

Top 10 Counties | 2023-01-23 to 2023-08-31

COUNTY	SEARCHES
Fulton, GA	7,661
Clayton, GA	3,564
Fayette, GA	2,927
Coweta, GA	2,879
Newton, GA	2,692
Henry, GA	2,621
Muscogee, GA	2,419
Dekalb, GA	2,386
Rockdale, GA	1,979
Cobb, GA	1,815

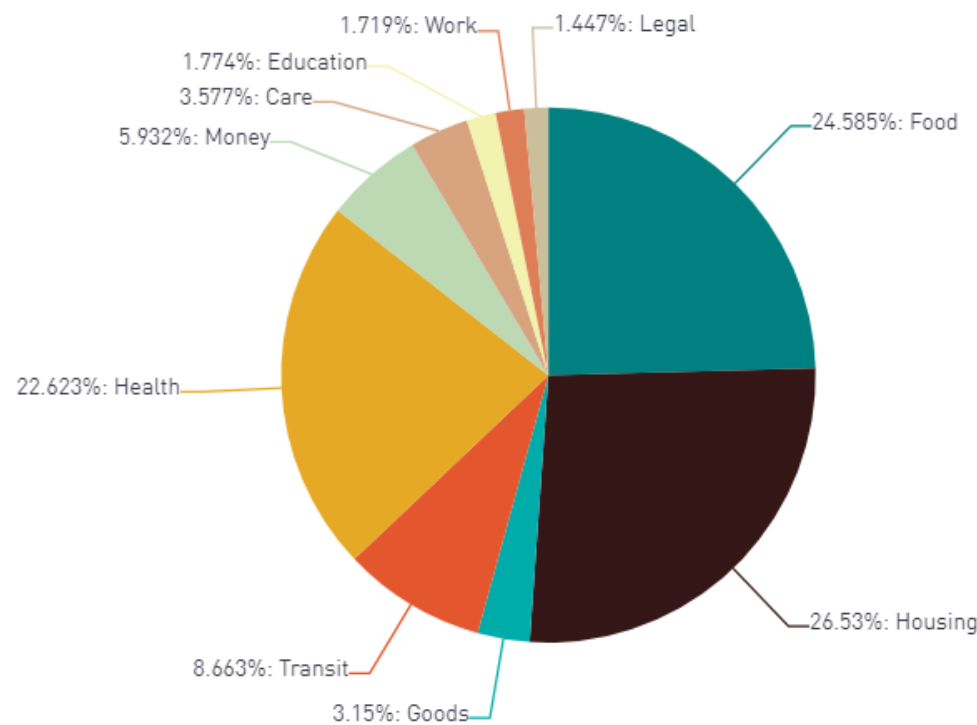
Top 10 Cities | 2023-01-23 to 2023-08-31

CITY	SEARCHES
Atlanta, GA	6,248
Columbus, GA	2,297
Covington, GA	2,216
Newnan, GA	2,015
Conyers, GA	1,979
Fayetteville, GA	1,964
Athens, GA	1,707
Jonesboro, GA	1,564
Riverdale, GA	1,216
Fairburn, GA	987

Top 10 Zip Codes | 2023-01-23 to 2023-08-31

ZIP CODE	CITY	SEARCHES
30263	Newnan, GA	1,241
30214	Fayetteville, GA	1,161
30349	Atlanta, GA	1,143
30014	Covington, GA	1,127
30016	Covington, GA	1,067
30213	Fairburn, GA	987
30238	Jonesboro, GA	949
30228	Hampton, GA	824
30215	Fayetteville, GA	803
30606	Athens, GA	794

Searches by Category | 2023-01-23 to 2023-08-31

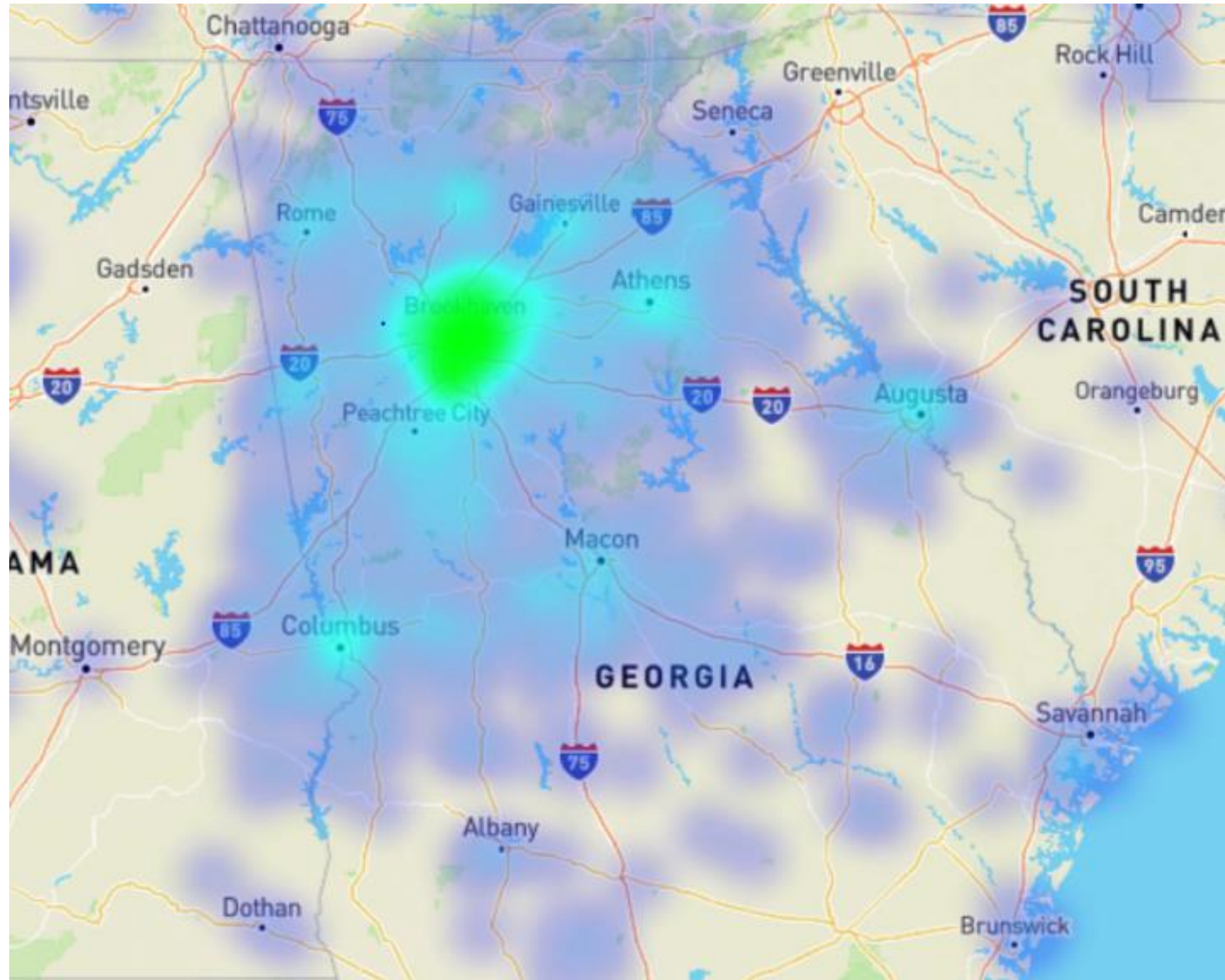


Most Common Search Terms | 2023-01-23 to 2023-08-31

TERM	DOMAIN	SEARCHES
food pantry	food	1,932
help pay for housing	housing	1,384
help pay for utilities	housing	1,148
food delivery	food	799
help find housing	housing	785
transportation for healthcare	transit	704
help pay for food	food	673
emergency food	food	582
government food benefits	food	526
help pay for healthcare	health	507
housing vouchers	housing	473
meals	food	436
temporary shelter	housing	403
dental care	health	357
help pay for transit	transit	325

*To date as of 8/31/23

Utilization Heat Map Across Our Piedmont Footprint



**To date as of 8/31/23*

Privileged & confidential; do not distribute



Piedmont's Partnership with YOU through Find Help

One of our critical next steps in this journey is **building our community partnerships** and having **engaged organizations** on the FindHelp Empowering You platform.



Benefits:

- This is a **partnership** and serves as the primary vehicle to offer a **seamless way to coordinate** referrals from our Piedmont entities into our communities.
- Provides effective handoffs in closing the loop with referrals for our patients to deliver the overarching goal of **patients receive help** from a community organization
- Utilization data can help us **understand the population** and drive future initiatives and partnerships tailored to meet the needs of our local communities

Value Proposition



→ Value Proposition for Community Partners



“I love that it’s free, accessible at any time of the day or night and offers a central place to go to and find services, refer patients and track the status of that referral...”

Robbie Jarrett, Director of Patient Engagement

Nationwide

- User-friendly, open-access site
- Patient/community self-navigation

Private and Secure

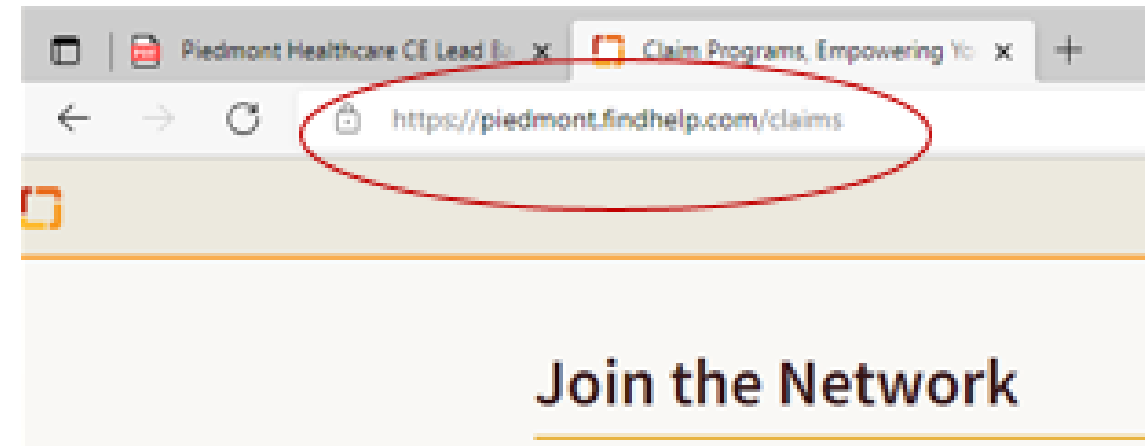
- Patient-centered privacy model
- Referral partnerships with customers

Flexibility

- No contract or requirements
- Free tools, training and support
- Impact reports for funders

Next Steps for our CBOs

- Join the FindHelp platform which is completely free, create your unique profile & turn on claim referrals
- Attend one of our upcoming FindHelp training sessions to learn more:
 - Intro to Empowering You: A Virtual Event with Piedmont Healthcare
 - Join the Piedmont Healthcare network and learn how to connect to social services.
 - **Tuesday, September 19th, 2023 12:00 pm – 1:00 pm EST**
 - **Thursday, October 12th, 2023 12:00 pm – 1:00 pm EST**
- In these sessions, we'll discuss how to:
 - Find and connect directly with resources;
 - Manage program listings and collaborate with your team;
 - Manage intake and determine eligibility;
 - Capture your impact using our analytics reporting.





Our Purpose & Piedmont Promise: Delivering Patient-Centered Care to Every Life We Touch

"Improving patient outcomes by addressing patients' barriers across the continuum in getting them the social services they need in an efficient and coordinated way."

Real Change Lives Here.



Real change lives here