



ATLANTA REGIONAL COLLABORATIVE FOR HEALTH IMPROVEMENT

RESILIENT GEORGIA REGIONAL COALITION
ANNUAL REPORT 2024





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About the Resilient Georgia Regional Coalitions

This section has been completed for you.

[Resilient Georgia](#) has been working with 16 regions across Georgia to provide an emphasis on trauma-informed awareness and care, Adverse Childhood Experiences (ACEs) and child sexual abuse prevention training as a basis to transform systems and procedures crossing both public and private sectors.

- Resilient Georgia serves as a supportive and guiding resource during each region's planning and implementation process.
- These regional action plans each address the behavioral health needs of individuals birth through 26 years old and families in the community and surrounding counties using the Collective Impact framework (a diverse, robust and well-planned public-private partnership).
- Trauma-Informed Care, ACEs and child sexual abuse prevention can be the basis for systemic changes in a community. Each region has identified how one or more of these content areas are delivered to diverse community members through formal training, education, marketing and communications.
- In November of 2019, Resilient Georgia began partnering with Round 1 regional coalitions based out of Athens, Augusta, Macon, Savannah and surrounding areas. Round 2 partnerships began in July 2020 with regional coalitions based out of Albany, Columbus, Rome, Thomasville and surrounding areas. Round 3 partnerships began in March 2021 with regional coalitions based out of Clayton, Cobb, Gwinnett, Valdosta and surrounding areas. Round 4 partnerships began in December 2021 with regional coalitions based out of Atlanta, Brunswick, Gainesville, and Waycross and the surrounding areas.
- In their third and fourth years of partnership with Resilient Georgia, coalitions have bolstered their work to create bold, systemic, sustainable change in consistent ways across statewide issues, to affect policy, systems and environmental (PSE) change and incorporated a Justice, Equity, Diversity, and Inclusion (JEDI) lens in their action plans.

Coalition Mission

[The Atlanta Regional Collaborative for Health Improvement](#) (ARCHI) is driving health improvement from the ground up by working with communities with high levels of health inequities and by helping health systems, insurers, community-based organizations, public health, and other key healthcare entities collaborate together on shared, community health concerns. The mission is to **invert the burden** from those marginalized from good health, engaging a broad network of intersectional partners to sustainably change the system and solve health inequities in metro Atlanta.



Summary

ARCHI's efforts support a wide range of communities across the metro Atlanta area, including Fulton and DeKalb Counties, in a variety of health-related areas, including housing. Our current Invert the Burden initiatives that support systems change in the metro Atlanta area include:

- **Community Resource Hubs:** A rapid-referral network that places complex care patients at the center of care with a Community Health Worker to drive better support for both untreated chronic conditions and unmet social determinants of health. These hubs also engage a continuum of community-based organizations that agree to do work differently to help each patient and CHW with the social services and support they need to thrive while addressing underlying systemic root causes.
- **Coordinated Services:** A collaboration of partners across the social service sector to address systemic barriers that prevent clients from accessing much-needed services, notably rental, mortgage and utility assistance.
- **Community Health Worker Network:** Community Health Workers (CHW) have the unique ability to bridge gaps between the clinical setting and the community, increasing access to healthcare and social services. ARCHI supports the Georgia CHW network, including training opportunities, self-governance, peer support, and convenings across the state.
- **Centering Community Voice:** Initiatives to ensure ARCHI's efforts for health system and policy change are led by the lived expertise of those most impacted communities. These Initiatives have included ARCHI's Invert the Burden Community System Mapping, the Advisory Community of Practice and Community Focus Groups

Leadership Team and Contributors

- **Jeffrey Smythe**
Executive Director
- **Aisha Williams**
Deputy Director
- **Aviva Berman**
Senior Innovation Manager
- **Kathy Brennan**
Senior Innovation Manager
- **Annelise Gilmore Hughes**
Senior Project Associate
- **Ashley Allen**
Project Associate
- **Samuriel Hina**
Project Coordinator
- **Derrick Vore**
Business Manager



Coalition Partners

- Annie E Casey Foundation
- Atlanta Legal Aid Society
- Atlanta Volunteer Lawyers Foundation
- BCM Georgia
- Catholic Charities Atlanta
- City of Atlanta
- Children’s Healthcare of Atlanta
- Community Foundation of Greater Atlanta
- Crossroads Community Ministries
- Emmaus House
- Emory Healthcare
- First Step Staffing
- Fulton Dekalb Hospital Authority
- Gateway Center
- Georgia Stand Up
- Georgia Watch
- Georgians for a Health Future
- Grady Health System
- Healthcare Georgia Foundation
- HouseATL
- Intown Collaborative Ministries
- Mercy Care/St. Joseph’s Health System
- Midtown Assistance Center
- MLK Sr. Community Resources Collaborative
- Neighborhood Nexus
- Northside Health System
- Open Doors
- Open Hand
- Partners for HOME
- Partnership for Southern Equity
- Partnership for Community Action
- Piedmont Healthcare
- Salvation Army
- Shelters to Shutters
- Star-C
- St. Vincent de Paul
- TechBridge
- The Georgia Department of Behavioral Health and Developmental Disabilities
- The Georgia Department of Community Affairs
- The Georgia Department of Public Health
- United Way of Greater Atlanta
- WellStar Health System
- Wholesome Wave Georgia
- Zion Hill Community Development Corporation

Key Impacts/Accomplishments

Some key ARCHI accomplishments in ARCHI’s efforts to invert the burden this year include:

Community Resource Hubs

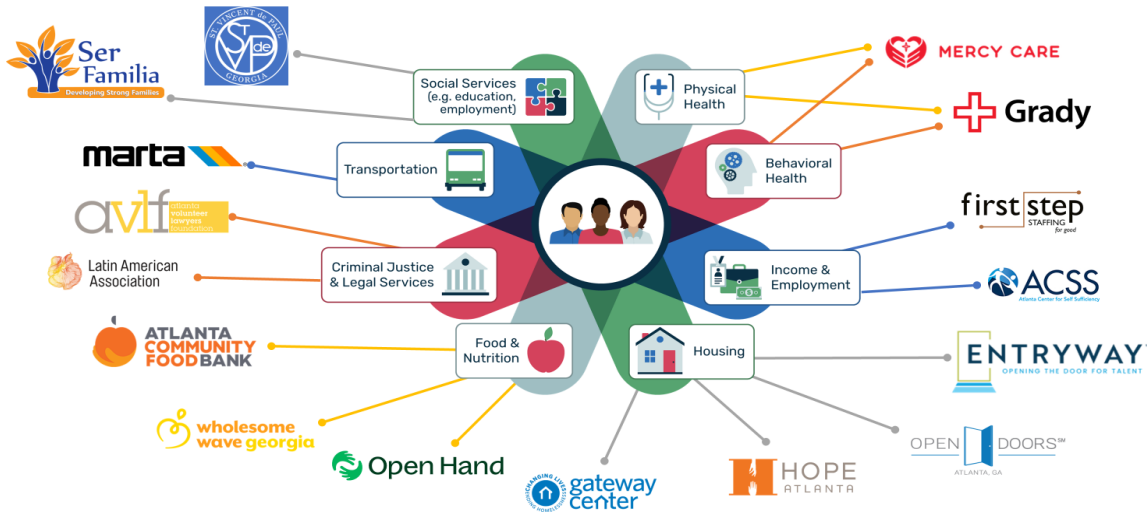
- Graduating our 2024 cohort of **over 300** Community Resource Hub (CRH) patients/clients



- Assessed positive health and social outcomes for first cohort of CRH patients/clients including **lowered blood pressure, A1c, Body Mass Index (BMI), weight, emergency department utilization, inpatient hospital stays and stress and improvement in housing and income**
- Onboarded **three new partner agencies/resources** to CRH network
- **Facilitated community resource hub co-design with Emory healthcare to pilot a CHW focused on infant and maternal health at their Decatur hospital**
- **Held preliminary exploratory CRH conversations with health systems and community-based organizations for additional hubs**

Community Resource Hub – Partner Network

Community infrastructure that supports a person centered, coordinated system of care



2

Coordinated Services

- Collaborated with 10 social service agencies to create a universal rental, mortgage and utility assistance [application](#)
- Launched an interoperable portal for our partner agencies to utilize and collaborate for their financial assistance applicants
- Partnered with the City of Atlanta to build their Housing Help Center portal



archicollaborative.org/research-resources/payment-assistance-rent-mortgage-utility-relief/



- HOME
- IMPACT
- ACTION
- PEOPLE & PARTNERS
- RESOURCES
- INVERT THE BURDEN
- EVENTS



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

[CLICK HERE](#) to complete the 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.



Search...

SEARCH

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- MY AGENCY
- OPEN REQUESTS
- COLLABORATIONS
- ACTIVE REQUESTS
- CONTACTS
- REPORTS

Open Requests

ALL

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| <input type="checkbox"/> | Cindy Cruz 202... | | Jun 20, 2023 | \$650.00 | Utilities | | Yes | | I have not recei... |
| <input type="checkbox"/> | Stiller Lucy 202... | InTelegy | Aug 15, 2023 | \$2,000.00 | Rent | Yes and I have d... | Yes | No | I have not recei... |

Applicant names are fictional

Description of Trauma-Informed Care (TIC) and Adverse Childhood Experiences (ACES)- Related Efforts

TIC/ACES Services – General (optional)

By inverting the burden away from the individual, meeting people where they are, streamlining access to comprehensive care and centering insights from lived expertise, ARCHI aims to build the trauma-informed systems. While ARCHI does not provide direct services, its support of



these person-centered systems eliminates silos and strengthen the resilience that Atlanta residents need to thrive.

Prevention/Intervention

ARCHI supported our partners who serve the metro area within our Community Resource Hub (CRH) Partner Network. At the core of this network are Community Health Workers (CHW) who have been embedded inside two health systems and support referred patients with unmanaged chronic illnesses from clinical teams. Patient priorities are jointly set by the patient and CHW and primarily focus on housing, but also include transportation, job training, assistance with children or benefits, legal issues, and food and nutrition.

The CHW connects the patient to resources in the CRH Partner Network, which is a group of community providers that can receive direct referrals for services. Instead of the patient does receiving a list of phone numbers to call or applications to fill out, they are directly connected to a provider. These warm handoffs reduce wait times, duplicative eligibility screenings and any potential miscommunication that might delay services. The Network also works collaboratively with the CHW to address any concerns, identify and solve problems together and respond to the dynamic needs of patients with complex circumstances. This coordination and wraparound support aims to reduce the burden for those seeking services and minimize the disheartening experience of constantly closed doors of support.

Early data indicates that not only is housing the greatest need of patients, but it is also the need most often resolved. Additionally, critical health measures including A1c scores, blood pressure, BMI, weight, and hospital use are all stabilized and/or reduced during the intervention.

Advocacy and Policy, Systems and Environmental (PSE) Changes

As a neutral convener, ARCHI does not direct advocacy efforts. However, we have had the pleasure of supporting our partners in this area on a few fronts.

Most recently, members of the ARCHI team participated in “Community Health Worker (CHW) Awareness Day” at the Georgia capitol on February 12, 2024. Over 150 people attended this day to advocate for CHW reimbursement at the state-level and to promote overall awareness of the critical role this profession plays in healthcare. ARCHI was instrumental in promoting the event to our partners as CHWs provide the type of person-centered care that is essential to ARCHI’s Invert the Burden Strategy. ARCHI has been a key partner in supporting CHWs statewide, including hosting a drafting a memo focused on national CHW reimbursement efforts, hosting a CHW themed quarterly breakfast, supporting the establishment of a CHW Network and the annual CHW Forum in June 2024.



ARCHI continues to convene the care coordination teams of eight metro Atlanta’s health systems with the goal to discuss critical and emerging issues when connecting patients with community services and supports, improve the health systems’ understanding of community services, and establish connections and referral protocols between community services and supports and health systems. ARCHI will continue to work with these health systems to address common issues and their underlying root causes. Through these efforts, ARCHI continues to connect partners and advocate for them to communicate and work together differently. We plan to leverage the momentum of our previous success with helping health systems address hospital emergency departments and inpatient units being used for last resort housing for individuals with complex developmental or intellectual disabilities, physical disabilities and/or behavioral health challenges.

Training

On April 19, 2024, ARCHI coordinated and hosted a training for our health system partners from across the region centering on Adult Protective Services and public guardianship’s role in responding to at-risk adult crime victims in Georgia. Nearly 30 clinicians, social workers and case managers attended this in-person, two-hour training provided by the Georgia Department of Human Services Forensic Special Initiatives Unit, GBI Crimes Against Disabled Adults and Elder (CADE) Taskforce.

Additionally, ARCHI coordinated, hosted and supported all efforts related to the annual CHW Forum this year in Macon, GA. Taking place on June 26, 2024, over 100 Community Health Workers, employers and allies from across the state attended this day-long educational and social event.

Finally, ARCHI promotes and coordinates trauma-informed trainings across Fulton, DeKalb and surrounding counties for all of our partners from community-based nonprofit organizations, to health systems and federally qualified health centers, to government and public health partners.



Research and Evaluation

ARCHI has supported an eight-month enrichment experience for city leaders to build their capacity to use and apply data for local policy change. In partnership with Georgia Municipal Association, National League of Cities and University of Georgia School of Public Health, ARCHI is conducting the Metro Atlanta Cities Wellbeing Initiative (MACWI). During the MACWI, leaders from six metro Atlanta cities are learning how to find and use regional wellbeing metrics. In addition to increasing their knowledge of currently available metrics, the MACWI also provides technical assistance for city leaders to critically analyze current data and identify strategies to collect community insight as meaningful data to inform policies and programs.

Another initiative that ARCHI has supported in its efforts to elevate community voice and insight as robust data is its community system mapping. With support from Pontifex Consulting, ARCHI collected community insight on interventions that should be prioritized to address the region's most pressing issues. Across four sessions, ARCHI partners and community members increased their knowledge of system thinking to identify regional issues, potential interventions that could solve multiple identified issues, and prioritize which interventions ARCHI should support. This community-centered research strategy provided ARCHI the opportunity to use local expertise to guide its strategic areas of focus. In the coming months, ARCHI plans to continue to engage mapping session participants to evaluate its progress on increasing fairness in system design and addressing housing concerns across the region.

To further understand the issues health systems encountered supporting patients with complex needs, specifically related to behavioral health and developmental disabilities needs, ARCHI has collected data from the health systems on the frequency, diagnosis, and stay of patients with complex needs. ARCHI also researched how health systems in similar areas across the country address the needs of these patients. By researching these best practices, ARCHI aimed to provide health systems with best practices on how to collectively move forward in engaging partners and other systems in moving towards change.

In addition, ARCHI is dedicated to fostering a sustainable support system for Permanent Supportive Housing (PSH) providers and case managers who serve individuals with complex needs. Recognizing that these residents often face challenges that put them at high risk of housing instability, ARCHI established the PSH Working Group. This group provides a platform for collaborative discussions and strategy sharing, enabling case managers to exchange insights and solutions to effectively address the unique circumstances faced by their residents.

The PSH Working Group's primary aim is to strengthen housing retention efforts by empowering PSH providers with practical resources, evidence-based approaches, and the support of a peer network. Through regular meetings, case managers gain the opportunity to collaboratively evaluate complex cases, brainstorm tailored interventions, and cultivate innovative solutions to prevent evictions and other barriers to stable housing. This collaborative environment supports ARCHI's broader mission of advancing health equity and enhancing the



quality of life for vulnerable populations across the region, with a focus on helping residents achieve and maintain long-term housing stability.

Innovative Partnerships

ARCHI's partner network is centered on cross sector collaboration with partners representing all areas related to health, including housing and employment. The need for a variety of partners is apparent for our Community Resource Hubs, which aim to reach both patients health and social service needs.

As we extended our presence into new neighborhoods, cities, and counties by establishing a Community Resource Hub in Mercy Care - Chamblee, we observed a corresponding increase in the diverse needs of their patient population. There is a great need for assistance with immigration/legal services and food insecurity for this patient population. ARCHI was steadfast in forming new partnerships with local organizations that served these needs and they are now a part of our Community Resource Hub partner network. St. Vincent de Paul has a robust food pantry located a five-minute walk from the Mercy Clinic. Also nearby is the Georgia Asylum and Immigration Network. This is an organization that provides free and/or deeply discounted legal services for those in need of work visas or are seeking asylum in Georgia.

Because we collaborate and communicate frequently, ARCHI was able to spot a barrier to access and leveraged our network to create new and resourceful partnerships that would further eliminate another closed door for support. Our CRH partners also now have direct access to these organizations and can easily connect their clients for assistance.

Spotlight

- On November 15, ARCHI will host the **State of Metro Atlanta Health**, a half-day symposium at the Decatur Conference Center. This sold-out event will bring together over 300 leaders to address critical health challenges and inspire meaningful change through collaboration and innovative solutions. Health disparities across Metro Atlanta require a comprehensive approach, and this symposium will unite voices from diverse sectors—public health, legal advocacy, housing, and more—to develop strategies that "invert the burden" and make healthcare more accessible for all residents.
- ARCHI hosted the fall convening of the **Atlanta Hypertension Initiative (AHI)** on October 8, bringing together local health leaders to advance equitable hypertension control across the city. With over a third of Georgia adults affected by hypertension and pronounced health disparities among Black communities, AHI unites national and local



organizations to drive impactful change. This convening focused on collaborative efforts to improve hypertension control and promote health equity across Metro Atlanta.

- In August, ARCHI partners gathered to discuss and organize around the urgent issue of gun violence in Metro Atlanta. The "**Understanding Gun Violence as a Public Health Crisis**" breakfast highlighted the disproportionate impact of gun violence on young Black males, emphasizing the need to address root causes like poverty, education, and economic opportunities to reduce violence. Key insights included the importance of empowering communities to lead healing, advocacy, and prevention initiatives tailored to each community's needs, as well as building coalitions across healthcare, community organizations, and advocacy groups. Legislative action and policy advocacy were underscored as essential for creating lasting systemic change that protects Metro Atlanta residents.







Inspired Action

ARCHI would love for you to stay connected to our continued efforts to Invert the Burden. You can feel free to find out more about our efforts on our website and stay up to date on ARCHI through our [newsletter](#). Also feel free to stay connected with ARCHI on its social media channels:



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