



ATLANTA REGIONAL COLLABORATIVE FOR HEALTH IMPROVEMENT

RESILIENT GEORGIA REGIONAL GRANTEE
ANNUAL REPORT OUTLINE 2023





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About the Resilient Georgia Regional Grants

[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.
- Round 1 grants were awarded in November 2019 to regional coalitions based out of Athens, Augusta, Macon, Savannah and surrounding areas. Round 2 grants were awarded in July 2020 to regional coalitions based out of Albany, Columbus, Rome, Thomasville and surrounding areas. Round 3 grants were awarded in March 2021 to regional coalitions based out of Clayton, Cobb, Gwinnett, Valdosta and surrounding areas. Round 4 funding was awarded in December 2021 to regional coalitions based out of Atlanta, Brunswick, Gainesville, and Waycross and the surrounding areas.

Coalition Mission

[The Atlanta Regional Collaborative for Health Improvement](#) (ARCHI) is a collaborative of over 100 partners committed to collaborating to address health inequities in metro Atlanta by inverting the burden away from individuals or families seeking support and creating coordinated, person-centered systems of care. Our mission is to support our partners to collaboratively move the needle on health outcomes through a lens of equity, racial and economic justice.



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 referral network with data sharing among clinical providers and community-based social services to address the social determinants that negatively impact health among the most vulnerable patients while also addressing underlying systemic root causes.
- **Equity Stories:** A three-part process that centers and values lived expertise. The process includes listening to stories, learning from storytellers and elevating insights learned from the storytellers to a larger audience of stakeholders.
- **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
- **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.

Leadership Team and Contributors

- Jeffrey Collins-Smythe, Executive Director
- Aviva Berman, Senior Innovation Manager
- Carrie Oliver, Senior Innovation Manager
- Aisha Williams, Senior Innovation Manager
- Meredith Swartz, ARCHI Consultant
- Brenda Achuchi, Project Coordinator
- Scherezade Mendez, Graduate Student

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
- Equity Stories Storytellers



Resilient GEORGIA

- 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
- Prearrest Division
- Salvation Army
- Shelters to Shutters
- Star-C
- St. Vincent de Paul
- The Georgia Department of Behavioral Health and Developmental Disabilities
- The Georgia Department of Community Affairs
- Ujima Way
- 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 2023 cohort of **over 600** Community Resource Hub (CRH) patients/clients
- Accessed 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 **four new partner agencies/resources** to CRH network
- **Expanded CRH geographically** to the Decatur area by adding a third health system, **Emory Healthcare**




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/

archi

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

 **Rent, Mortgage, Utility Relief**

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@ARCHcollaborative.org.



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Open Requests

ALL

<input type="checkbox"/>	Request Na... ▾	Primary Ag... ▾	Created Date ▾	Amount ▾	Service ▾	Recent Crisis ▾	Pay Expens... ▾	HUD ▾	Prior Assist... ▾
<input type="checkbox"/>	Cindy Cruz 202...		Jun 20, 2023	\$850.00	Rent		Yes		I have not recei...
<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

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

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 March 7, 2023. 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.

ARCHI continues to convene the care coordination teams of six 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.

To address the increased administrative burden and inability to find support for these complex patients, ARCHI aimed to increase coordination and communication between the health systems and the Department of Behavioral Health and Developmental Disabilities. ARCHI also sought out opportunities for the perspectives of the health systems to contribute to mental health policy development that would address this issue. One opportunity ARCHI was able to coordinate was for the health systems to present about addressing the needs of patients with



complex needs to the Behavioral Health Reform Innovation Commission's (BHRIC) Hospital and Short-Term Sub Committee on February 24, 2022. With Resilient Georgia's support and coordination, ARCHI was also able to present the challenges at hand to the full Commission on November 16, 2022. Our presentation and appeal for 150 more crisis and respite beds throughout the metro area was well-received by members of the Commission. With approval of funding for a new behavioral health crisis center in Fulton County, ARCHI is pleased with this legislative progress. We plan to continue to elevate issues from this group to advocate for change.

ARCHI is also using its Equity Stories process to elevate the lived experiences of service seekers as an advocacy tool. Through this process, ARCHI is able to share this lived expertise to center community voice and inform policy and process development. ARCHI's previous set of Equity Stories had a focus on storytellers with experience of homelessness and identified what those with lived experience would want to see to support members of their community. ARCHI's next set of Equity Stories will focus on coordinated care network partners and users. ARCHI hopes to use the lived expertise gained from these stories to advocate for more coordinated services across Metro Atlanta.

Research

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.

Training

ARCHI hosted and supported all efforts related to the annual CHW Forum this year. Taking place on June 15, 2023, nearly 100 Community Health Workers from across the state attended this day-long educational and social event.

Spotlight

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.

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:



@archi_atlanta



@archiatlanta



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