



**INTOWN  
CARES**

# 2023 ANNUAL REPORT

**Navigating the Journey  
to Housing and Food**





Founded in 2010 as Intown Collaborative Ministries by a cohort of congregations and community leaders that operated a food pantry, Intown Cares (Intown) is a longtime champion and ally to our neighbors. Over the years, our mission expanded – we began helping those who have long lived on Atlanta’s streets find permanent housing. Today, Intown is one of the most effective homeless services providers and one of the most innovative low-barrier food distribution programs in the Atlanta area.

Our mission is to prevent and reverse homelessness and hunger in Intown Atlanta. We believe in human dignity and work every day to help our neighbors meet their most essential needs – housing and food. We specialize in helping unhoused people who face major barriers make the transition to their own homes, and we provide easy access to food for any who need it. We walk alongside the neighbors we serve – respecting each individual's pace and personal decisions.

Persistence drives us. The people we employ, the process we follow, and the perspective we share are all guided by a unifying idea: hunger and homelessness can be solved with imagination, flexibility, and the willingness to take the extra step.

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**01**

# LEADING OUR TRANSFORMATION

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**HOPE MOVING FORWARD**

# MESSAGE FROM OUR BOARD CHAIR



**Our success is a testament to the collective  
effort and compassion of our community. ”**

Dear Friends,

This report for the fiscal year ending June 30, 2023, encapsulates our relentless commitment to serving our unhoused and food-insecure neighbors. It is with immense pride that I share the progress, impact, and dedication of Intown Cares over the past year.

First and foremost, I want to extend my heartfelt gratitude to you – our generous donors, committed partners, passionate volunteers, and dedicated staff. Your unwavering support and shared vision have been the driving force behind the success of Intown Cares. In 2023, we continued our focused work to provide homeless services and food assistance to those in need, and your trust and support have made it all possible.



**JOANNA GENSER  
BOARD CHAIR**

Throughout the year, Intown achieved significant milestones and progress:

- **We rebranded! In May, we launched our new identity as Intown Cares and continue to do the same great on-the-ground work we've become known for.**
- **We moved our 1000th client into a permanent housing solution since beginning the program in 2016.**
- **We distributed our one-millionth meal since expanding our Food Programs in 2020.**
- **We walked alongside 281 clients as they moved into permanent housing last year - the highest number of clients housed in one year.**
- **We expanded our grocery delivery service - 52% of all food is now distributed via delivery.**

2023 was not without its challenges, notably, Intown faced its first cash deficit in many years due to increased expenses associated with our expanded programs. In the face of adversity, we adapted, demonstrating our resilience and unwavering commitment to our mission, creating a roadmap for a stronger FY 2024.

As we reflect on the past year's accomplishments and challenges, we remain firmly committed to our mission to prevent and reverse homelessness and hunger in intown Atlanta. We look forward to 2024 with great optimism, aiming to expand our services, strengthen partnerships, and increase our reach. We recognize the urgency and importance of our work and will continue to seek innovative ways to better serve those who rely on us.

Our success is a testament to the collective effort and compassion of our community. I encourage you to delve into this annual report to gain a deeper understanding of our work and its profound impact. Thank you for your continued support, trust, and partnership. Together, we are making a difference in the lives of those who need it most.



# INTERVIEW WITH OUR EXECUTIVE DIRECTOR



I see Intown focusing on genuine, mutual relationships and continuing to challenge top-down notions of service. ”

**WHAT WAS INTOWN'S BIGGEST WIN IN FY 2023? GREATEST CHALLENGE?**

Our biggest challenge and win last year were intertwined – how do we sustain a rapidly growing organization and our impact while continuing to step up where needed? Our staff and budget

have more than doubled since the pandemic began, and our programs have grown by over 400%. There have been growing pains, but Intown has sustained this growth and did our best work ever on the ground last year. In June 2023, we moved our 1000th client from the streets into their own home. We also distributed our one-millionth meal – just since the pandemic began. Intown is a strong organization poised for more great work in the years ahead.

**HUGE MILESTONE: 1,000 CLIENTS HOUSED! WHAT MAKES INTOWN'S HOMELESS SERVICES TEAM EFFECTIVE?**

Love. And I don't say that sentimentally, like love as a nice, warm feeling. This love looks like our case managers hiking through the forest in the rain. Love looks like walking around piles of trash and human waste to connect with someone sleeping outside who might not feel like anyone knows or cares about them. Love looks like delivering food tailored to individual needs to seniors living on a fixed income. Love is relationships, listening and responding, and walking alongside people on their journey.



**BRAD SCHWEERS  
EXECUTIVE DIRECTOR**



**WHAT DO YOU WANT THE COMMUNITY TO UNDERSTAND ABOUT HOMELESSNESS?**

I often hear that “some people want to be homeless” or “don’t want help.” Intown believes our community hasn’t had the right tools, not that people don’t want to be safe and well. It was only when our Homeless Services program launched in 2016, for example, that Atlanta had case workers who consistently met clients where they were, worked with them long-term, and walked with them step-by-step to housing. Intown housing 1,000 people tells me people want to be well!

**DEMAND AT INTOWN’S FOOD PANTRY HAS INCREASED SIGNIFICANTLY OVER THE PAST THREE YEARS AND REMAINS HIGH. HOW HAS INTOWN RESPONDED? WHAT ARE SOME INNOVATIONS AROUND FOOD INSECURITY THAT COULD HAVE AN IMPACT ON ADDRESSING THIS CHALLENGE?**

When the pandemic hit in early 2020, we knew that food insecurity was going to spike and that many food pantries would be forced to close their doors. Both predictions were correct, and our staff and volunteers were able to step up our operation in a safe, accessible, and sustainable way to meet this increased need. Within a matter of days, we moved our pantry distribution outdoors and tripled our days of service. We’ve also created a bridge between our Food Programs and Homeless Services teams to get groceries to our clients who recently moved off the streets into their own apartments.

**DISPARITIES IN ACCESS TO FRESH PRODUCE CONTINUE TO AFFECT BLACK AND LOW-INCOME NEIGHBORHOODS IN ATLANTA. HOW CAN FOOD ASSISTANCE ORGANIZATIONS HELP?**

Food organizations need to be nimble, seek feedback from their guests, and continually address barriers that emerge. When we saw transportation was an issue for some guests, we started a free delivery program. When our guests asked for more fresh produce, we bought more refrigerators and partnered with local farmers markets to meet the need.



**WHAT IS THE  
INSPIRATION BEHIND  
YOUR WORK, AND  
WHY DOES IT MEAN  
SO MUCH TO YOU?**

I came to Atlanta fresh out of college through an AmeriCorps program. I chose a site here because of Dr. Martin Luther King, Jr. I had read his "Letter from Birmingham Jail" and heard his "I Have a Dream" speech. Over the years I've continued to read and learn about his life and strategy for social change. I learned about the way Dr. King intentionally organized across racial lines, among faith groups, business owners, government, and neighbors, resulting in real change in our city and across the country and world. My awareness to this approach to social change is what drew me to Intown's collaborative approach to addressing homelessness and food insecurity.

**WHAT IS YOUR  
FAVORITE QUOTE?**

"Every morning I awake torn between a desire to save the world and an inclination to savor it. This makes it hard to plan the day."-E.B. White. I think of this quotation often. There is so much that is beautiful in this world – in Atlanta – and so much suffering and injustice as well. I'm constantly challenged to face the cruel realities so many experience every day, while recognizing and being inspired by the beauty in their resilience.

**WHAT IS YOUR BIG,  
BOLD VISION FOR  
INTOWN? FOR ATLANTA?**

I see Intown continuing to innovate and grow in the food security and homeless service sectors. As we do this, I envision Intown pushing ourselves and our supporters to continue to focus on relationships. All too often the notion of "charity" is presented in a top-down fashion – the giver handing things down to the receiver. As Dr. King famously said, "All life is interrelated. We are all caught in an inescapable network of mutuality, tied into a single garment of destiny. Whatever affects one directly, affects all indirectly." I see Intown – in small and large ways – continuing to focus on genuine, mutual relationships, and challenging top-down notions of service, with our staff, volunteers, guests, and clients.

# OUR FINANCIALS (UNAUDITED)

## STATEMENT OF FINANCIAL POSITION

As of June 30, 2023

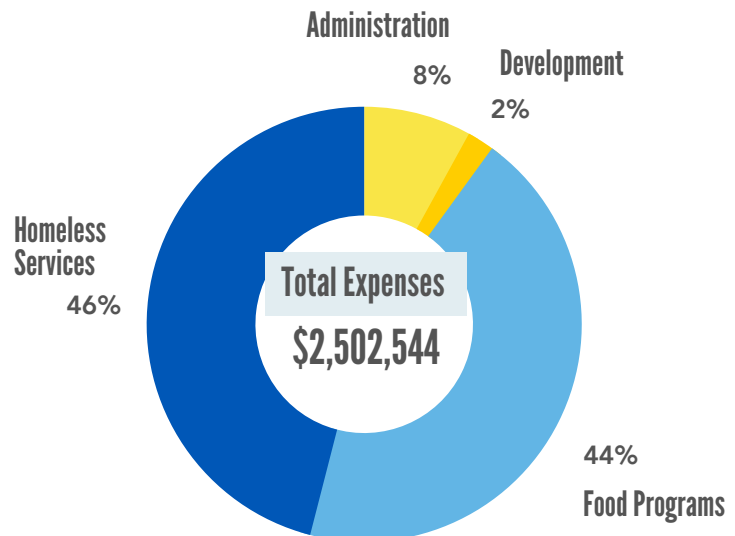
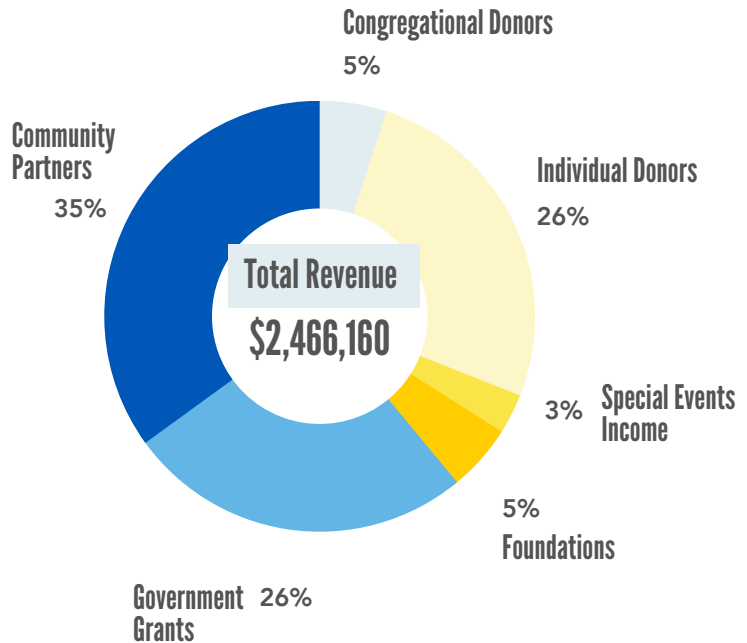
ASSETS	
Current Assets	\$767,438
Fixed Assets	\$48,317
<b>TOTAL ASSETS</b>	<b>\$815,755</b>

LIABILITIES AND NET ASSETS	
LIABILITIES	
<b>TOTAL LIABILITIES</b>	<b>\$22,883</b>
NET ASSETS	
Net Assets with Donor Restrictions	\$42,294
Unrestricted Net Assets	\$750,578
<b>TOTAL NET ASSETS</b>	<b>\$792,872</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$815,755</b>

## STATEMENT OF ACTIVITIES

For the Fiscal Year Ended June 30, 2023

REVENUE AND EXPENSES	
Total Revenue	\$2,466,160
Total Expenses	\$2,502,544
<b>CHANGES IN NET ASSETS</b>	<b>(\$36,384)*</b>




\*includes cash and in-kind gifts


# IMPACT OVERVIEW

## FOOD PROGRAMS


  
LOW-BARRIER  
CLIENT-CHOICE  
FOOD PANTRY

  
**3,048**  
INDIVIDUALS SERVED

  
DEDICATED  
COMMUNITY  
PARTNERS

  
**409,745**  
MEALS DISTRIBUTED

metro Atlanta households  
served weekly **500+**

**52%**   
FOOD DISTRIBUTED  
BY DELIVERY

## NAVIGATING THE JOURNEY TO HOUSING AND FOOD


**280** individuals  
enrolled

## HOMELESS SERVICES

**2,856** NAVIGATION  
SERVICES  
to 353 individuals

**281** CLIENTS MOVED INTO  
PERMANENT HOUSING

  
PERSISTENT  
CASE MANAGERS





**1,500+**  
individuals engaged





# HEART & HOME GALA FUNDRAISER

We celebrated our 10th annual Heart & Home gala on April 29, 2023 at the Georgia Aquarium! Our community of supporters came together to recognize the impact of our programs and mark the formal launch of our rebrand. We honored Georgia State Senator Rev. Kim Jackson, vicar of Church of the Common Ground – one of Intown’s key homeless services partners – with our third annual Beloved Community Award. The event, presented by Acadia Shutters, was a huge success. We raised \$310,000, breaking our previous record by \$100,000! Your generous support helps us continue the work we do every day to help our neighbors experiencing homelessness and food insecurity navigate the journey to housing and food.



**SAVE THE DATE**

**MAY 04, 2024**

# **11th Annual Heart & Home Gala**

**GEORGIA AQUARIUM  
OCEANS BALLROOM**

# 02

## AT THE TABLE

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ONE MILLION MEALS DISTRIBUTED

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FOOD PROGRAMS

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OUR VOLUNTEERS



# ONE MILLION MEALS DISTRIBUTED

**Our aim has always been to supply neighbors with groceries for the next several meals, which improves food security. Since the beginning of the COVID-19 pandemic in 2020, we have distributed enough food for one million meals.**



**As food prices remain high – especially for healthy fresh food – Intown continues to provide nourishment and eliminate the worry of where and how to consistently access food for increasing numbers of neighbors in need.**



# FOOD PROGRAMS

Intown makes groceries available twice a week at our food pantry for Atlanta neighbors. We deliver groceries to now-housed Homeless Services clients and seniors living on fixed incomes. Our Food Programs help alleviate food insecurity – a lack of consistent access to enough food for every person in a household to live an active, healthy life.



Unique  
Individuals  
Served



Meals  
Distributed

Every week, neighbors from over 500 metro Atlanta households receive food from Intown. In FY 2023, we served 3,048 individuals and distributed 497,176 pounds of food – enough for 409,745 meals – all without stipulations or requirements like having an ID or limitations to how often they can visit our pantry.

Generous Atlantans – individuals, congregations, and community groups – donate food to the pantry and we purchase several thousand pounds of food weekly from the Atlanta Community Food Bank. Grocers, restaurants, and farmers markets also donate food they expect will expire before they can sell it. We sort, pack, prepare, and distribute that food to our neighbors.

24,737

Bags Distributed

SHELF-STABLE FOODS

PRODUCE

MEATS + DAIRY

Intown's pantry is hybrid Client Choice, meaning guests primarily shop for what they need. We work hard to source healthy food that is often unaffordable and hard for our neighbors to find. Guests receive a selection of shelf-stable foods, produce, and refrigerated meats and dairy that best fit their housing and family situations and can visit as frequently as needed.



## Grocery Delivery Service

In FY 2023, over half of all the food distributed was delivered to our neighbors' homes via our volunteer drivers and Amazon. A big focus of our low-barrier food program is the intentional elimination of obstacles to nourishment and food stability, including transportation.



52%

of all food distributed  
via delivery



404

households served  
via delivery

## Food Security & Housing Stability

The expansion of our Food Programs, particularly our grocery delivery service, improved food security for our neighbors, including 161 of our Homeless Services clients. This reliable access to food allows our newly housed neighbors to reduce their worry about accessing food and work with their case manager to focus on stabilizing the other areas of their life.



161

former Homeless  
Services clients



82

seniors living on  
fixed incomes



106

low-income households  
served by partner agencies



42

clients in non-congregate  
shelter awaiting housing

## Help for Hunger



Through its Help for Hunger program, Amazon collaborates with food assistance organizations and utilizes a network of Amazon Flex drivers to deliver food to those in need – including 161 Intown grocery delivery households – each week!

The partnership, which began in 2021, has allowed Intown to extend the geographic reach of our Food Programs and distribute groceries more efficiently to neighbors.



**FY 2023 FACT:**  
10% of our Food Pantry guests identified as Hispanic. We work to ensure language is not a barrier to accessing food.



## Food Donations

In FY 2023, Intown received more than 140,000 pounds of donated food from community partners. Nearly 67,000 pounds were collected from local stores and restaurants by Second Helpings Atlanta. Incorporating produce and refrigerated food into our weekly distributions helps reduce the risks for food-related health conditions like diabetes and heart disease for our neighbors.

### Fresh Food Rescue

**66,740**

Second Helpings

**13,872**

Goodr

**8,449**

Peachtree Road Farmers Market

**2,949**

Other

### Food Drives

**27,786**

Community

**20,415**

Congregations



# OUR VOLUNTEERS

Our work to support our neighbors would not be possible without the dedication of our volunteers. Every week, compassionate and committed volunteers staff our food pantry and deliver food to neighbors who are unable to travel to the pantry.

In FY 2023, our 564 volunteers included 241 youth and amassed 5,106 volunteer hours! Volunteer teams from 47 organizations spent time at the pantry learning about our mission and operations, helping to sort and organize our inventory, and serving our guests on distribution days.



**564**

**Volunteers**

**5,106**

**Volunteer Hours**



**Youth Volunteers**



**Organizations**



03

# CELEBRATING HUMAN DIGNITY

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THOMAS' STORY

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WORDS OF RESILIENCE

# THOMAS' STORY



Despite a difficult childhood enduring abuse and neglect, Thomas was on track to achieve success as a young adult. An avid reader with a few years of college under his belt and a natural entrepreneurial spirit, it seemed that he would have the chance to make his own path. However, a workplace injury and mismanaged workers' compensation case derailed Thomas's life and set off a challenging sequence of unemployment, chronic homelessness, illness, and hunger.

"I started dealing with food insecurity and starvation when I was six years old. For most of my childhood, the adults in my life did not provide for my basic needs. Later on, when I had a job, housing and having enough to eat were always in jeopardy. It was like I was literally working broke. Rent was so high that I could barely pay. Getting injured and losing my income meant I had nowhere to live, and I could not afford to eat every day."

**THOMAS**

**CLIENT: HOMELESS SERVICES; GROCERY DELIVERY**

“The groceries from Intown help me cook nutritious meals to stay healthy as I get back on my feet and move forward in life.”

In Georgia, one in nine people are food insecure – dealing with limited and uncertain access to adequate food at a household level. Like Thomas, they rely on services like Intown's Food Programs to help supplement food stamps.

In May 2023, Thomas, 43, moved into housing while working with our Homeless Services Case Manager Rachel. He's rebuilding his life, looking for work, and now receives weekly grocery deliveries from Intown's Food Programs. Thomas says does not know how he would get by without it.

"It's easy for me to make my own meals. Since I was a teenager, I've loved to cook and bake – I created an amazing Jamaican cheesecake recipe and turned it into a thriving business in high school. The groceries from Intown help me cook nutritious meals to stay healthy as I get back on my feet and move forward in life."

Before Intown, Thomas had endured an extended period of homelessness – first sleeping on the floor in a friend's apartment, then living in his storage unit. He would end up outside, constructing a makeshift tent shelter in an empty lot, until he was reported and removed by authorities. Hospitalization (diabetes diagnosis) followed by a COVID infection saw Thomas at his lowest. He relocated to the "Seven Bridges" encampment. It was there that he first encountered Intown's team.

"I was in the right place at the right time to get help from Intown. Rachel and [Housing Support Specialist] Tanya were my lifelines. They gave me a sympathetic ear and helped me with everything, including getting MARTA cards and applying for food stamps. After feeling isolated for so long, I felt embraced. A while ago, I pledged that before my life ends, I will do something to impact humanity. I believe I can now make that a reality."

"It's more than getting housing. It's having a friend. Someone who cares for you and wants to see the best in you. Intown has been a friend to me. I have my own place now." - Ms. J

"I don't know if I'd be here. I was going through so much depression. Until I met Intown (Matthew), I had no will to really be around." - Mr. T

"The experience has been very valuable to me. Thank you for helping me. I encourage other people to do the same. I encourage them to keep their hopes up and help themselves." - Ms. A

"From the beginning to the middle, I'm not gonna lie, I thought I wasn't gonna make it. I just wanted to give up and walk away. The way I feel now, and the way I felt then are totally different. Because it's like I actually accomplished something. And it's mine. It may not be much, but it's more than what I had. And I thank you so much, Ricardo (they/them)." - Ms. K

"It's been challenging! For the next girl, I want to say: trust the program. Trust that everything is going to work out for the best. Remember, as a client you got to do your part too." - Ms. G

"Being a young transgender woman moving away from South Carolina, I did not know what was coming ahead. I went with my gut feeling and the faith that I would make it. It took a lot of trials and tribulations and a whole lot of meditation to keep my head up, but I consistently kept moving because I felt like I was getting closer to my success. I used the negative energy to lead me to where I needed to be. When doubt came my way, that was the evidence that something good was around the corner. So if you are trans like me, you can do it, because the negativity of your life is the evidence of your success." - Jerayla

"They continue giving me love and giving me hope. That's what I needed most when I was on the street - hope. Nobody wants to live on the streets." - Mr. F

"If it was not for Intown and Church of the Common Ground, more than likely I would still be out there going from one shelter to another, or wherever I could find a place to stay." - Ms. B

"THC and Intown went above and beyond for me. I was dealing with medical issues and they came through for me, and I am in housing now. Shout-out to Ricardo, my case manager - they are the best! I want to encourage all the girls to believe, trust, and work, and you will be in a better situation because I am. I'm super happy and grateful." - Ayana

## WORDS OF RESILIENCE FROM OUR CLIENTS

04

# HOME AGAIN

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ONE THOUSAND CLIENTS HOUSED

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HOMELESS SERVICES

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FIVE-STEP MODEL

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COMMUNITY PARTNERSHIP HIGHLIGHTS



# ONE THOUSAND CLIENTS HOUSED

Since 2016, we've worked to help neighbors experiencing chronic homelessness navigate a complex journey. Thanks to the persistence of our team and the commitment of our partners, we have walked alongside 1,000 neighbors as they navigated toward permanent housing solutions.

Our focus, and the foundation of our Homeless Services program, is to support neighbors seeking permanent housing – without conditions. Many of our clients face some of the greatest obstacles to housing. We believe obstacles can be overcome. Walking with our neighbors, we work to find a way.



# HOMELESS SERVICES

Living outdoors for months (or years) is a hardship no one should experience. Many of our neighbors have been unhoused for a long time, living in conditions few of us will ever know. This is why we go the extra mile for human dignity. We respect each neighbor's pace and personal decisions in the journey to housing.



Intown was one of the first organizations in Atlanta to fully adopt a Housing First approach to ending homelessness. Housing First is the federal best practice that emphasizes placing people directly into housing - allowing stabilization and addressing personal obstacles *after* people are housed rather than as preconditions of housing. Most of the neighbors we serve are experiencing "chronic homelessness," meaning they have a diagnosed disabling condition and have been unhoused for at least a year. We take the extra step and meet these neighbors where they are, build trust, help them acquire documentation, and support them as they move toward permanent housing. Our five-step model is structured to help neighbors navigate this complex process. In the network of Atlanta's organizations serving people experiencing homelessness, Intown serves individuals who have been unable to stabilize with traditional pathways to housing. In FY 2023, we engaged over 1,500 unhoused neighbors, and assisted 281 – the most ever in one year – in moving into permanent housing.



1,500+

Individuals engaged by Case Managers



ENGAGE

1.

Establishing trust is central to effective engagement with unhoused neighbors. We develop rapport with neighbors experiencing homelessness through compassionate, long-term, and consistent outreach to where they sleep/live.



ENROLL



2.

Once trust is established, we assess a neighbor's needs and barriers. We then enroll them in our program and the City of Atlanta's queue for available supportive housing.



280

Individuals enrolled in our Program



NAVIGATE

3.

We continue to meet our clients where they are. We help them obtain essential documentation like birth certificates and social security cards, and connect them to resources while we work toward a housing solution.



2,856

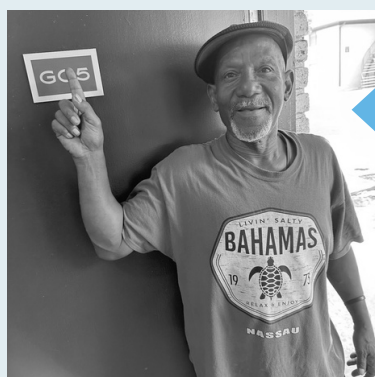
Navigation Services to 353 individuals

HOUSE



4.

When a housing opportunity becomes available, we help the client assess if it is a good fit. If it is, we help them move in!



281

Individuals moved into permanent housing



SUPPORT

5.

Clients who have recently transitioned into housing receive case management services, either from our Housing Support team or a partner organization. This support helps them stabilize in all areas of life and prevent recurrences of homelessness.



2,019

Services provided to 80 newly housed individuals

## Team Persistence

Our dynamic team is recognized in Atlanta for persistence and creativity in helping unhoused Atlantans make their journey home. Our case managers support neighbors at every stage of our five-step model. They take clients to medical appointments and show them how to navigate Atlanta's public transportation system. They track clients down when they leave where they have been sleeping and arrange transport for wheelchair-bound clients in our handicap lift van. They help clients acquire essentials like eyeglasses and cellphones. Our case managers are empowered to make decisions and take the action they believe will best serve each person they are guiding. Even after neighbors are housed, the support remains.

### On the Ground with an Intown Cares Case Manager



My role requires me to always be on the move. Most days, I am driving around checking on clients, transporting them to appointments for medical care, benefit applications, or to acquire important documents. I also take clients to tour apartments. In many ways, I am the first emergency contact for my clients. I started off last year with a caseload of 25. Twenty clients have moved into housing. Two are awaiting placement. The others are in various stages of working through life situations, including long-term hospitalization and pre-trial incarceration. 'Never a dull moment' best sums up my day-to-day outreach on the ground!



With the majority of my clients having now transitioned from street to home, the focus is on supporting each of them with the other things needed to be a happy, healthy human being. That involves guidance in seeking mental health care, accessing food resources and benefits, and sourcing employment opportunities for individuals who are able to work. Some clients have never had a bank account or deposited a check. Others have not lived in an apartment for several years. I help with the basics of being self-sufficient and a good neighbor: remembering to be mindful of noise levels, taking out the trash, using a microwave, and smart grocery shopping.

Three months after move-in is the most rewarding milestone. It's my favorite time. Personal belongings are in place; there may be artwork on the walls. It feels like home. You can see folks settle, calm down, and get comfortable. There is confirmation between client and case manager - spoken and unspoken - that we are committed to going the distance to ensure they remain housed. ”



**RACHEL**  
**HOUSING SUPPORT CASE MANAGER**

# Community Partnership Highlights

This year, we were thrilled to launch new Homeless Services partnerships with two local organizations – Clifton Sanctuary Ministries and Central Outreach & Advocacy Center. Our multi-year programs with Trans Housing Coalition and Church of the Common Ground continue to be impactful in meeting community-specific needs. As of October 1, 2023, we embarked on a new partnership to combat homelessness in the East Atlanta community. Collaboratively funded by Atlanta City Council Members Liliana Bakhtiari (District 5) and Matt Westmoreland (Post 2 At Large), the City of Atlanta administration, and the East Atlanta Community Association, the partnership provides dedicated support to unhoused neighbors in East Atlanta by Homeless Services Team Leader Michael.

## Clifton Sanctuary Ministries

In our most unique partnership to date, Homeless Services Case Manager Richard joined the Clifton team in May to help navigate shelter guests to permanent housing solutions. Clifton is an emergency shelter that serves both Fulton and DeKalb counties. Operating in a former church sanctuary, Clifton's shelter provides a transformational experience for homeless men through comprehensive life skills training, purposeful and assertive case management, collaborative community partnerships, and dedicated volunteers. The partnership has offered us an opportunity to explore new pathways to housing and to expand our work into DeKalb County.



Enrollments



Clients Navigated



Exits to Housing

*\*Numbers are for the first three months of the program*

## Central Outreach & Advocacy Center

Central Outreach & Advocacy Center (COAC) is a source of compassionate support for Atlantans experiencing homelessness. COAC provides mailing address services and assists with document ordering. Inspired by our existing partnership programs, COAC approached Intown about collaborating in the summer of 2022. We launched the partnership in January 2023 with a funding package from COAC and Central Presbyterian Church. Homeless Services Case Manager Lilian works alongside COAC, helping high-need clients navigate to permanent housing solutions.



Enrollments



Individuals Housed

	Enrollments	Navigation	Housed
Trans Housing Coalition	24	32	15
Church of the Common Ground	22	37	19

**FY 2023 FACT:**  
8% of our Homeless Services clients identified as Transgender.



# 05

## A COMMUNITY OF SUPPORT

P36

DONORS

P44

BOARD OF DIRECTORS

P45

STAFF

# DONORS

## Organizations

### CORPORATIONS

Acadia Shutters  
Amazon  
Bain & Company  
Bennett Thrasher Foundation  
Braun Intertec  
Cox Automotive  
Federal Reserve Bank of Atlanta/  
Charity Parity Plan, Inc.  
Fifth Generation  
Halperns' Steak and Seafood  
Iconex  
JDouglas  
Minerva USA  
Rooms To Go  
Slappey & Sadd  
Versal Communications

### COMMUNITY PARTNERS AND AGENCIES

Atlanta Community Food Bank  
Central Outreach and Advocacy Center  
Church of the Common Ground  
Clifton Sanctuary Ministries  
Emergency Food and Shelter Program  
Fulton County Community Services Program  
Georgia Center for Nonprofits  
Georgia Tech Swim Club  
Mercy Care  
Midtown Alliance  
Partners for HOME  
Trans Housing Coalition

### SUPPORTING CONGREGATIONS

Central Presbyterian Church  
Church of Our Saviour  
Covenant Presbyterian Church  
Druid Hills Presbyterian Church  
Eastside Church  
Episcopal Diocese of Atlanta  
Glenn Memorial UMC  
Greek Orthodox Cathedral of  
the Annunciation  
Haygood Memorial UMC  
Morningside Presbyterian Church  
Northside United Methodist Church  
Passion City Church  
St. John's Lutheran Church  
St. Luke's Presbyterian Church  
The Cathedral of St. Phillip  
Trinity Presbyterian Church  
Wieuca Road Baptist Church

### PHILANTHROPIC FOUNDATIONS

ATK Foundation  
EZ Agape Foundation  
Hauser Family Foundation  
J. L. Brewer Family Fund  
Ker-Seymer Family Foundation  
MHS Foundation  
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We have only the highest of hopes for the year ahead. We're so glad to be working alongside you. People from all walks of life are needed to address the complexity of homelessness and food insecurity.

The story continues. From the beginning, we've worked to overcome obstacles to housing and food for many in our community. We continue the hard work of executing our proven models in collaboration with our partners to implement solutions for our neighbors. Join us as we turn the page into a new year – with even more impact and milestones to celebrate.







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