

EAV Homeless Outreach Program

East Atlanta Community & Business Associations, Atlanta City Council, and Intown Cares

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Background

- Historically Black neighborhood
- Gentrification, population growth, increase in home prices
- Pilot a neighborhood outreach program to address homelessness



Outreach Program

- 1 year pilot starting in Sep 2023
- \$100k
- Michael Nolan is a case worker from Intown Cares, an outreach organization.
- Trauma-informed, housing-first approach
- Role is: 1) to support the unhoused population in getting housed, and 2) support the neighborhood



Fills in a Gap in Local Infrastructure



911

Fire, medical emergency, there is an imminent physical threat (e.g. weapon)



PAD

Emergencies related to substance abuse, poverty, or mental health



Outreach Program

Homelessness-related requests that are more long-term

Data Collection

- Intown Cares 10 months of data
- Interviews with 17 community members
- 3 months of data from the neighborhood Facebook group

Impact



Unhoused Population



Local Residents



Business Owners

Impact on the Unhoused Community

- 10 people are housed
- 35 people now have access to Medicaid
- Weekly mobile clinic visits from Mercy Care resulting in 150+ appointments to provide medical, mental health, and addiction services
- 1000+ hygiene kits and snack packs
- Multiple overdose reversals

Impact on Local Residents



Impact on Local Residents



A screenshot of a Facebook post from the 'East Atlanta Neighborhood Group'. The post is from an anonymous member, posted 1 day ago. The text asks for ISO advice on handling a person sleeping in a car outside a house in the neighborhood. The post has 15 reactions (a mix of surprised, thumbs up, and shocked faces) and 65 comments. Below the post are 'Like' and 'Send' buttons. Underneath, the 'Top comments' section features a comment from Michael Nolan, who encourages the poster to ignore those who judge and offers to help. This comment has 151 reactions (thumbs up and hearts) and was posted 1 day ago.

East Atlanta Neighborhood Group
Anonymous member · 1d · 🌐

ISO advice on how to handle person sleeping in car outside of our house in the neighborhood. I completely understand that people fall on hard times but it is unsettling to have someone sitting inside their car 24/7, outside your home for going on 3 weeks now. Would prefer not to involve the police but it is getting to that point. Any suggestions on what to do?

🤔👍😱 15 65 comments

👍 Like 📄 Send

Top comments ▼

Michael Nolan
Please ignore those who only comment with the reasons you're wrong for asking for help. You did the right thing by asking, and I will look into this. It's easy to judge from behind a keyboard, but the fact is that I am trained to work with people in this type of situation and those who are not may not feel comfortable approaching strangers in compromising positions.
Thank you for asking for help.

1d **Love** 151 👍❤️

Impact on Local Residents

- Over 500 calls/text from community members to address situations involving the unhoused population.
 - Those are calls that are not coming to the police.
- Additionally, because he's on the ground every day. He is able to share information with Councilmember Bakhtiari and law enforcement that helps address local crime.

Impact to Business Owners

- Intown Cares has done 2 trainings specifically for the East Atlanta Business Association, the organization that represents all the businesses
 - Panel discussion in collaboration with police and PAD
- Michael, the full time case manager, has gone around and personally introduced himself to business owners.
- Incident with Robby (anonymized) at Plants & Coffee

Next Steps

1. More permanent supportive housing units
 - a. 35 people are document ready
 - b. Atl Motel and 111 Moreland are in the process of being built. Those would provide 108 units for EAV + surrounding neighborhoods.

2. More of these programs in other neighborhoods
 - a. Makes it easier for the community and the unhoused population to live together

We can move the needle...



- Collaboration & a diversity of tactics
 - Mercy Care, PAD, law enforcement, and case managers
- City Council



Thank You

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