

The 10th Annual GSHA Supportive Housing Conference
November 12 and 13, 2020



"Turning 10 in 2020: The Past, Present, and Future
of Supportive Housing"

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Program Agenda

Thursday, November 12, 2020

All sessions except for Networking Breakouts are on the Zoom Webinar link you received in your email

- 9:00 **Welcome:** Mariel Risner Sivley, Executive Director, GSHA (she/her)
Speaker, RESPECT Institute of Georgia
- 9:15 **Session I: State and Legislative Discussion** - Adult Mental Health and Reentry issues are forefront in this conversation.
Rep. Katie Dempsey (she/her)
Rep. Gregg Kennard (he/him)
Sheriff Sergeant Jacob Baird (he/him)
Moderated by Jesse Hambrick, Deputy Director, GACSB (he/him)
- 10:15 **2020 GSHA Awards**
Mission Champion Award recipient Lucy Hall, Founder and CEO, Mary Hall Freedom House, (she/her)
Introduction by Protip Biswas, Vice President I Homelessness, United Way of Greater Atlanta, (he/him)

Civic Leadership Award recipient Tom Andrews, CEO, Saint Joseph's Health System, (he/him)
Introduction by Jeff Smythe, CEO, HOPE Atlanta, (he/him)
- 10:30 **Session II: Data & Community Dialogue with CSH: Catalysts to Advance Race Equitable Outcomes**
Deirdre Bolden, Senior Program Manager, Southeast Region, (she/her)
Monique Price-Taylor, M.S., Program Manager, New England Region, (she/her)
Gabriel Schuster, Senior Program Manager, Strategy and Impact, (he/him)
- 11:30 **Networking Breakout Session:** Grab your lunch and click the link below to join
Use the Link to join: <https://bit.ly/GSHACONE>

- 12:05 **Session III: Origin Stories: How preeminent supportive housing providers found their way at the beginning, steps they took, where they are now, and visions for the future.**
Leonard L. Adams, Jr., MBA, President, CEO, Quest Communities, (he/him)
Carol S. Collard, PhD, LMSW, Founder & CEO, Caringworks, Inc., (she/her)
Interviewer Mark Hayes, Mark Hayes Consulting
Brandy W. Anderson, MS, NCAC I, CAC II, MATS, Founder & CEO, Acceptance Recovery Center, Inc., (she/her)
Laarni McCarver, CPS-AD, MATS, Intake Counselor, Outcomes Manager, Acceptance Recovery Center, Inc., (she/her)
- 1:00 **Session IV: Keynote Sam Tsemberis, PhD**, (he/him) is a clinical-community psychologist who originated the “Housing First” model, an evidence-based intervention that uses a psych-rehab philosophy driven by consumer choice to engage, house, and keep housed individuals with long histories of homelessness, mental illness, and addiction. It is based on the belief that housing is basic human right and not something that must be earned through demonstrated periods of sobriety or other clinical or programmatic prerequisites.
- Introduction by Darlene Schultz, CEO, Georgia Works!, (she/her)
- 2:00 **Networking Breakout Session**
- Use the Link to join: <https://bit.ly/GSHACONF>
- 2:30 **Conclude**

Program Agenda

Friday, November 13, 2020

- 9:00 **Welcome and GSHA Updates:** Mariel Risner Sivley, Executive Director, GSHA, (she/her)
- 9:15 **GSHA Legacy Awards to Paul Bolster, PhD** (he/him) **and Douglas Scott** (he/him)
Introduction by Jennifer Hibbard, LPC, CEO, Viewpoint Health, (she/her)
- 9:25 **Information From the Georgia Association of Community Service Boards, Inc.** , our Platinum Sponsor, with Robyn Garrett, VP, Government & Public Affairs, Strategic Healthcare Partners (SHP) Executive Director, Georgia Association of Community Service Boards (GACSB)

- 9:30 **Session V: Honored Plenary Speaker Commissioner Judy Fitzgerald**, Commissioner of the Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD), (she/her). Commissioner Fitzgerald joins us to provide insight about the state hospitals and network of community-based providers which serve as Georgia's safety net for people with Serious and Persistent Mental Illness, Substance Use Disorders and Intellectual and Developmental Disabilities.

Introduction by Tamara L. Conlin, LCSW, Chief Executive Officer, Advantage Behavioral Health

- 10:30 **Session VI: Updates from the DBHDD Office of Supportive Housing**

Introduction by Chad Jones, Director for Community and Prevention Services, View Point Health

Maxwell Ruppensburg, MPA, PMP, Director, Office of Supportive Housing, Division of Behavioral Health, DBHDD (he/him)

Letitia Robinson, MSW, Assistant Director, Office of Supportive Housing, Division of Behavioral Health, DBHDD (she/her)

- 11:30 **Raffle gift with National Church Residences!**

Sojourner Marable Grimmer, Senior Director of External Affairs & Strategic Partnerships, Atlanta Region (she/her)

- 11:35 **Networking Breakout Session:** Grab your lunch and click the link below to join

Use the Link to join: <https://bit.ly/GSHACONF>

- 12:00 **Session VII: Updates from the Georgia Department of Community Affairs**

Cynthia Patterson, Director, Office of Homeless and Special Needs Housing (she/her)

Ilona Nagy, Division of Housing Finance & Development (she/her)

John Sherekis, Senior Manager (he/him)

- 12:20 **Origin Stories - Continued!**

Jesse Pratt Lopez, Founder, Trans Housing Coalition (she/her)

Justine Ingram, Southern Aids Coalition (she/her)

- 1:00 **GSHA Outstanding Staff Member of the Year Awards**

Introduced by Margaret Schuelke, Co-CEO, PCCI (she/her)

2020 Award Recipient Nancy Zimmerman, Director of Compliance, Project Community Connections, Inc. (PCCI) (she/her)

Introduced by Rene Bazel, MBA, MPA, Director of Development and Communications, Community Friendship, Inc. (she/her)

Award Finalist Jazmin Bazel, Administrative Assistant, Community Friendship, Inc. (she/her)

Introduced by Liz Pfennig, MPA, Director of Community, Rehabilitation, & Wellness, Highland Rivers Health (she/her)

Award Finalist Lyndsey Morda, LPC, NCC, Manager of Intensive Community Based Services, Highland Rivers Health (she/her)

1:15 **Session VIII: Lessons from COVID-19: Learn how providers continue to adapt, partner, and leverage resources and about new initiatives to prevent mass displacement from evictions.**

Raphael Holloway, MA, LPC, CEO, Gateway Center (he/him)

Cathryn Marchman, LCSW, Esq., Executive Director, Partners for HOME (she/her)

Jon Keen, MPA, MBA, Interim COO, City of Atlanta (he/him)

Lejla Prljaca, MPA, CEO, Gwinnett Housing Corporation (she/her)

Janice E. Sheffield, BS, MBA, Associate Director, Chatham-Savannah Authority for the Homeless (CSAH) (she/her)

2:15 **Conclude**

Honored Keynote Speaker Sam Tsemberis, Ph.D.

Sam Tsemberis is a clinical-community psychologist who originated the “Housing First” model. He serves as CEO of the Pathways Housing First Institute and Executive Director of the VA-UCLA Center of Excellence for Training and Research on Veteran’s Homelessness. Housing First, launched in 1992, is an evidence-based intervention that uses a psych-rehab philosophy driven by consumer choice to engage, house, and keep housed individuals with long histories of homelessness, mental illness, and addiction. Housing First is based on the belief that housing is a basic human right and not something that must be earned through demonstrated periods of sobriety or other clinical or programmatic prerequisites. In several national and international randomized control trials has consistently demonstrated 80% to 90% housing stability rates compared to 30% to 40% for treatment as usual. Based on this evidence, HF programs have been implemented across the United States, Canada, European Union, Australia, and New Zealand.

Dr. Tsemberis provides training and consultation for agencies, cities, counties, and countries seeking to implement Housing First. He has also served as expert witness in several state class action lawsuits for disability advocates using the Olmstead Supreme Court decision to demand the least restrictive housing and services for individuals with psychiatric disabilities. He has published numerous articles, book chapters, and two books on these topics and his work has been recognized by the American Psychological Association that awarded him the Distinguished Contribution to Independent Practice award and by the Lieutenant Governor of Canada with the Meritorious Service Cross. Dr. Tsemberis is currently working with several local organizations to expand the practice of Housing First in Atlanta and from here through the State.

Honored Plenary Speaker Commissioner Judy Fitzgerald

Judy Fitzgerald was appointed Commissioner of the Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) by Governor Nathan Deal in 2016. She has been with DBHDD since 2012, previously serving in the roles of Chief of Staff and Deputy Commissioner.

Fitzgerald is a social worker with a career-long focus on behavioral health and public service delivery systems. Prior to joining DBHDD, she worked in a variety of health and human service settings. She served as Vice President of Strategy for View Point Health, one of Georgia’s twenty-six community service boards. She has also worked as a consultant on child and adolescent services in several states and was the Executive Director for the Mental Health Association of Georgia. Fitzgerald was privileged to begin her career in the Mental Health Program of The Carter Center, working for former First Lady Rosalynn Carter on domestic and international advocacy and policy efforts to promote mental health and reduce the stigma of mental illness. Fitzgerald earned her master’s degree in social work from the University of Georgia. She and her husband Tim Gould live in Cobb County with their two children, Abbie and Jack.

2020 Mission Champion Awardee

Lucy Hall

Lucy Hall is the Founder and CEO of Mary Hall Freedom House. As the youngest of seven siblings, Lucy came from a family that battled generational addiction. Her mother died of alcoholism when she was six, and left behind seven children, some of whom later lost their lives to substance abuse. The impression her mother left in her life inspired Lucy to reach out to women who suffer from addiction and women with children. She desired to help bridge the gap from troubled lives and help women become independent and self-sufficient.

Today, her dream has become a reality with Mary Hall Freedom House (MHFH), named in memory of her mother. Through a community of sisterhood, Lucy coaches women to free themselves from the past and live every day for the future. Over 10,000 women and children have achieved recovery through Mary Hall Freedom House since founded in 1996; by empowering them to end the cycle of generational addiction, poverty and homelessness. “Everyone here knows that God is really the head of this agency,” Lucy states. “He has made it possible for us to minister to the women, children, and families sent through our doors.”

A native New Yorker, Lucy graduated from Shorter University with a degree in Human Services and holds national credentials as a substance abuse counselor. Lucy is the recipient of many awards that include: the 2002 Robert Wood Johnson Community Health Leader Award, the 2003 Mary Magdalene Award, 2003 Atlanta Magazine “Women Making a Mark” Award, the 2006 Turner Broadcasting Systems Pathfinder Award, the 2008 Leadership Sandy Springs Award, the 2010 All-State Statue to Greatness Award, the 2011 City of Sandy Springs MLK Award, the 2013 Restorative Justice Center “Community Warrior Award,” the 2014 Turknett Leadership Character Award, and the 2016 Heart of Giving Award from Alpha Kappa Alpha Sorority, Inc. In all, Lucy enjoys her family, faith, and fitness. She is the proud mother of two children, Mary and Christian who are all faithful members of Elizabeth Baptist Church. Lucy can be found working out in Zumba class.

2020 Civic Leadership Awardee

Tom Andrews

Tom Andrews was named president and CEO of Saint Joseph's Health System in April 2012, which consists of Mercy Care, Mercy Care Foundation and Mercy Care Rome. He has been president of Mercy Care since 2003. The system also has an investment in a Joint Operating Company with Emory Healthcare that includes joint ownership in Emory Saint Joseph's and Emory John's Creek hospitals.

Mercy Care is Atlanta's Federally Qualified Health Center specifically funded to serve the homeless population. It operates seven fixed and four mobile medical clinics, four dental clinics and offers a variety of services including behavioral health, case management, respite care, vision care, diagnostics, health education, residential support services, street medicine and outreach. Mercy Care met the needs of nearly 16,000 patients through over 62,000 visits in 2019.

Tom has an extensive background in healthcare management and administration including business development, process improvement, strategic planning and financial management. In 2016, he was one of only nine individuals and organizations in the United States to be named a TB Elimination Champion by the Centers for Disease Control and Prevention for his leadership role in Atlanta's tuberculosis outbreak, an ongoing struggle for the city since 2008.

In 2014, Tom was named by Mayor Kasim Reed as chairperson for the Atlanta Homeless Continuum of Care. He also serves on the Partners for HOME board of directors and the board of Making the Grade, a non-profit that provides housing and education to homeless children in Ethiopia. Tom is also a member of Rotary Club of Atlanta.

Tom oversaw two Mercy Care capital campaigns, the latest met its goals 12 months sooner than expected and resulted in \$14 million in private donations to build Mercy Care Chamblee which opened in 2017 to serve to serve the area's Hispanic, elderly and lower-income Population.

A third capital campaign is now underway. Demand for the integrated primary care and behavioral health services at the Decatur Street medical facility have grown so much, they are limiting the ability to meet needs for additional dental and vision services. In November, Mercy Care will begin an expansion that will double the size of the Decatur Street campus.

Prior to joining Saint Joseph's Health System, Tom was president of Independent Physician Strategies, a physician practice support consulting firm for large oncology, surgery and urology practices. Tom also served as the executive director of the Georgia Society of Clinical Oncology and was vice president of contracting for Promina Health System. Tom was the director of managed care for Saint Joseph's Hospital from 1989 to 1994.

GSHA Legacy Awards

Dr. Paul Bolster, PhD. Paul is a historian, freelance writer, and speaker. He is the author of the recently published Georgia political history titled "Saving the Georgia Coast." Paul is the founder (2010) of the Georgia Supportive Housing Association. He is the principal consultant for Support Housing LLC which assists communities planning to end homelessness, co-develops supportive housing with service providers, and organizes advocacy efforts focused on state and local policy issues. He served on the Georgia Council on Criminal Justice Reform from 2013 to 2016 and helped develop a plan for re-entry housing for returning citizens, and helped create a coalition to do this work in 2017 and 2018. He served as Director of Supportive Housing for United Way of Metropolitan Atlanta and the Regional Commission on Homelessness for four years. He has served on three Georgia Policy Academy teams (2002, 2005, 2013) responsible for the state plan. Dr. Bolster's past experience includes serving as a member of the Georgia House of Representatives for twelve years, as Government Affairs Director of the Georgia Hospital Association, as Southeast Regional Director of the American Hospital Associations, and as President of St. Joseph's Mercy Care Services, as a professor of history at Clark/Atlanta University and a healthcare for the homeless provider in Atlanta. He has served on the board of the Urban Residential Development Corporation since 1989. He holds a law degree from Georgia State University and a PhD from the University of Georgia.

"Supportive Housing has become a passion. It takes capital, rent subsidy, and services to make a unit, but you must have ingenuity to bring them together on a real piece of land. We know that supportive housing works but we need government policy and the government's money to create more."

Doug Scott, a leader in the supportive housing community in Georgia, currently holds the role of Relationship Manager for the Southern Region at NeighborWorks America. He formerly retired as the Supported Housing Director for the Department of Behavioral Health and Developmental Disabilities (DBHDD). Mr. Scott was responsible for the administration of the Georgia Housing Voucher Program. Prior to coming to DBHDD, he was the Nonprofit and Special Programs Manager at the Department of Community Affairs working to strengthen the nonprofit housing development industry and financing supportive housing projects. Before coming to Georgia he served as Executive Director for two Vermont community based economic development organizations with the purpose of industrial and commercial development. Mr. Scott has devoted his career and skill to developing and supporting programs for the well-being of the most vulnerable and marginalized among us, and his work has created a more just and inclusive community. As one of the founding voices of the GSHA, we appreciate his passion, intelligence, and commitment.

Outstanding Staff Members of the Year

Nancy Zimmerman joined the Project Community Connections, Inc. team in July of 2011 as a Housing Coordinator and currently acts as the Director of Compliance. During her nine years with the agency Nancy has had the opportunity to work with several new rapid re-housing initiatives, the first being the Supportive Services for Veteran Families project and most recently the TANF Rapid Re-housing project. Through these opportunities Nancy has had the opportunity to learn a great deal about rapid re-housing and best case practices that can be applied in the metro Atlanta area. These opportunities also opened the door for collaboration with community partners. Nancy has worked with community partners to help establish best case practices and work to implement those practices within the homeless service delivery system.

Prior to working in the homeless service system Nancy worked in aging services in Pittsburgh, PA for a number of years. Early in her career she worked with youth through the juvenile justice system and behavioral health agencies in New York and New Jersey.

Jazmin Bazel currently serves as the Administrative Assistant and Leasing Coordinator for Community Friendship, Inc. (CFI); a comprehensive provider of mental health services. Her primary role include supporting both the CEO and the CFO of the organization. Her major responsibilities include assuring that those CFI consumers who reside within the organization housing sector are taking care of as it relates to their move-in, move-out and inspections to assure all of their housing needs are met.

Prior to Jazmin's tenure at CFI, she held a position with Field's Chiropractic Clinic, still providing care for others. She also served as a Certified Nursing Assistant to elder adults for 4 years in Columbia, SC, prior to her move to Atlanta, GA. Ms. Bazel possesses a bachelor's degree in Exercise and Sports Science, with a minor in Business Administration from the University of South Carolina-Aiken. She has always had a passion and a desire to help others in any capacity. She has served as a member of many professional organizations to include COMPASS Leadership Program and the Emerging Leaders Group. Jazmin has also volunteered with many organizations such as the South Carolina Coalition Against Domestic Violence and Sexual Assault in Columbia, SC. Jazmin also volunteered with FEMA during Hurricane Matthew, when the City of Columbia was entrenched in water and the city was submerged. Since her move to Atlanta, Jazmin has also volunteered with Our House, a place to call for families experiencing homelessness.

No matter what she does, she continues to strive to help people as part of her Christian beliefs and dedication to make our world a more peaceful and cohesive place for us all.

Lyndsey Morda, LPC, currently serves as the Program Manager for the Intensive Community Based Programs for Highland Rivers (Assertive Community Treatment Team, Community Support Team, Intensive Case Management North Team, Intensive Case Management South Team, and Intensive Treatment Residential Program). She is also occupying the role of interim Assertive Community Treatment Team Lead. Her major responsibilities include providing supervision and leadership to the five subordinate staff for ACT, CST, ICMs, and ITR, provide education/training to staff to ensure the highest quality of care delivered, coordinating with state and local community providers for treatment and discharge planning, consulting with team members and ACT psychiatrist to reduce hospitalizations and incarcerations, provide high quality clinical service and crisis intervention to individuals served, manage the program budgets and complete all monthly reports, enhance community resources for individuals, advocate for individual rights and recovery, etc.

Prior to employment at Highland Rivers Health, Lyndsey served as Lead Clinician at Blueridge Mountain Recovery Center providing residential treatment to dually diagnosed clients and was the leading staff in coordinating aftercare arrangements for young adults. She has also worked as Mental Health Assessor at Floyd Medical Center/Redmond Regional Medical Center, a case manager at Ridgeview Institute, and an adjunct instructor at the Art Institute of Atlanta.

Lyndsey has a true passion for helping others and is a progressive/creative thinker. She is a team player and is incredibly grateful for the dedicated staff that she has the pleasure of working with. She is consistently energized by opportunities in overcoming barriers and improving systems, as she continues working with individuals, families, and communities in need.

Session and Panel Presenters

Leonard Adams Jr., is the Founder of Quest Community Development Organization, Inc.; a GA based 501c3 non-profit organization and currently holds the position of Founder and CEO. Mr. Adams is a true visionary taking this once grassroots organization starting with \$30,000.00 to an operating budget of 3.8M annually, 23M in current assets, over 50M in grant support and currently positioned to reach 100M by year 2020. As an entrepreneur of over 25 years, Mr. Adams has multi years of experience in developing affordable & supportive housing communities in challenged neighborhoods on Atlanta's Westside and Knoxville, TN's Eastside. He is a seasoned, results oriented leader with a strong record of accomplishment. He utilizes his Leadership, Fiscal, Strategic and Operational strengths as he navigates the non-profit development superhighway in such uniquely challenging communities. Mr. Adams gained his MBA from Kennesaw State University, a HUD-CHDO (Community Housing Development Organization) certificate from the University of Illinois and completed his undergraduate studies at Knoxville College in Knoxville, TN. A War Veteran of the United States Army, Mr. Adams is committed to supporting urban community and economic development and serves as a catalyst for change through his work and housing models that serve homeless and low-income individuals, families, older persons and veterans living with a disability. Understanding the delicate balance of professional and personal growth, Mr. Adams serves on the Knoxville College Board of Trustees as immediate past Vice Chair and now as the Building and Grounds Committee Chair. He also gives of his time as the Co-Chair for the National Non-Profit, Back on My Feet, Atlanta Chapter. He is a Leadership Atlanta Alumni Class of 2016 and a proud active member of Omega Psi Phi Fraternity having joined in May 1990.

Brandy Witte Anderson is the Founder and Executive Director of Acceptance Recovery Center (ARC). She is a heartfelt dynamo with a vision and a dream and she is developing them both into a revolutionary recovery movement. Working in the addiction field since 2011, Brandy has continually demonstrated exceptional versatility and a sincere desire to be of service to people who struggle with substance abuse disorders.

In December of 2012, Brandy graduated Magna Cum Laude with a major in Human Services Delivery and Administration and a minor in Business Administration from the University of North Georgia. Throughout her multifaceted career in substance abuse treatment, she has worked with Turning Point Recovery Resources, Angel House of Georgia, the Palm House, Cornerstones Counseling, South Enotah Drug Court, South Enotah Family Treatment Court, and Mountain Drug Court. She also is currently studying for a Masters Degree in Human Services Delivery and Administration at UNG.

During her tenure with Angel House, Brandy became a Case Manager and received specialized training through the Georgia Association of Addiction Counselors, National Association of

Addiction Counselors, and Circle of Recovery. She earned her Addiction Counseling Level II Certification in December of 2015. In February of 2017 she earned a National Certification in Addiction Counseling Level I.

Brandy Witte Anderson has been in recovery from addiction since 2009 and she realized her dream of opening ARC on January 1, 2016. As someone who has faced her addiction battles head on and emerged victorious, she is specially equipped with insight and understanding to lead others into the light. In November of 2018 Brandy added one more to her household, Aaliyah Reign! She received custody of her niece at 3 days old, and now spends most of her time loving on the sweet baby girl. Brandy is raising Reign with the skills and tools to be a strong female leader, who is a part of her community.

Jacob Baird received his Bachelors in Speech Communication from the University of Georgia in 2010 and began his career in Law Enforcement shortly after. A 10 year veteran Law enforcement officer Jacob has been afforded the opportunity to serve with both the Gwinnett County Sheriff's Office and the Rockdale County Sheriff's Office. Since 2012 he has worked in the re-entry arena and helped develop both the Gwinnett Re-entry Intervention Program and the Rockdale Re-entry Intervention and Prevention Program. Currently he holds the rank of Sergeant with the Gwinnett County Sheriff's Office and is the administrator of GRIP, where he oversees the operations of the Re-entry Services Unit at the Gwinnett County Jail.

Deirdre Bolden, a dynamic pacesetter with a strong professional acumen fostered by more than twenty-years of experience, nimbly facilitates coalition building and system enhancements across multiple sectors.

As Senior Program Manager with the Southeast Team of the Corporation for Supportive Housing (CSH), Mrs. Bolden promotes the expansion of affordable housing and human services through collaboration with local governments, housing authorities, funders, developers and other providers in Florida, Georgia, North and South Carolina. Using a solution-oriented approach, Mrs. Bolden manages contracts and grants that help communities increase resources for seniors, youth and families, those experiencing homelessness and other highly-impacted groups. She also delivers technical assistance that enables communities to grow capacity and implement innovative models based on best practices.

Prior to CSH, Mrs. Bolden served as Program Manager with the Housing Authority of the City of Atlanta (AH), which provides affordable housing and human development services for more than 24,000 low-income households. Most notable of her time at AH, Mrs. Bolden managed the HAVEN Program, a pioneering platform of supportive housing initiatives that encompassed rental subsidy programs to reduce or prevent homelessness. In earlier years with AH as part of the Policy & Strategy team, she supported the annual development of the agency's strategic priorities and maintained compliance and reporting for its Moving to Work regulatory program with HUD.

Mrs. Bolden holds a Bachelor of Business Administration degree from the University of Georgia. She passionately drives for results with each endeavor to build equitable, vibrant communities and enable all residents to have opportunities to thrive.

Carol Collard, PHD, LMSW, With a background in marketing and residential real estate, Carol Collard became a passionate participant in the fight to reduce homelessness while working for Progressive Redevelopment, Inc. In 1998, Carol returned to school to study social work and ultimately earned a PhD in the field. Dr. Collard has worked for more than 20 years in supportive housing and in grappling with the complex issues that can result in homelessness. Her combined expertise has given her the ability to operate a nonprofit agency with a caring heart and a mind for business. At CaringWorks, which she co-founded, she oversees a 40-member staff that operates supportive housing programs across Metro Atlanta. Carol earned an undergraduate degree in Communications from Loyola University in New Orleans, and both a master's degree and PhD in social work from the University of Georgia. She is a Licensed Master Social Worker (LMSW), and is also an associate professor of Social Work at Kennesaw State University in Kennesaw, Georgia. Carol works daily to ensure that those in CaringWorks' programs are treated with the respect and dignity they deserve.

Katie Dempsey was elected in November 2006 to represent Georgia House District 13, which includes the city of Rome and additional precincts in Floyd County. Over the last eight years, Katie has taken on a number of leadership roles, including currently serving as Chairman of the Appropriations Human Resources Sub-Committee, as well as Co-Chairman of the House & Senate Joint Study Committee on Violence Against Healthcare Workers. Katie also serves on the Rules Committee, the Economic Development & Tourism Committee; the Energy, Utilities & Telecommunications Committee; the Health and Human Services Committee and the Higher Education Committee. In 2011, Katie served as Chief Deputy Whip of the House.

In addition to her House leadership positions, Katie serves by appointment of the Speaker of the House on the Coosa North Georgia Water Planning Council, the Department of Behavioral Health

& Developmental Disabilities Coordinating Council, and the Recreational Authorities Overview Committee. Further, Katie serves by appointment of the Governor as a member of the First Lady's Children's Cabinet, as well as on the Governor's Office for Children and Families Advisory Board.

Previously, Katie co-chaired the House & Senate Joint Study Committee on Mental Health Access, served on the Special House & Senate Joint Committee on Immigration Reform, the House Study Committee for Pain Management, and the House Study Committee on Hospital Tax & Indigent Care. She is a graduate of the Georgia Legislative Leadership Institute, the Emerging Political Leaders Program at Darden School of Business, and the Coverdell Leadership Institute.

Katie also works with regional and national leadership organizations, serving on the Southern Legislative Conference's Economic Development Committee and the Transportation & Cultural Affairs Committee. In addition, she serves on the National Conference of State Legislators' Education Committee, and was selected by the NCSL to be an Early Learning Fellow.

Prior to her service in the State House, Katie served on the Rome City Commission in a number of capacities, including Chairman of the Community Development Committee. From her position on the City Commission, Katie gained statewide notoriety for her leadership on municipal issues. She served as statewide co-chair of the Joint Workgroup on Economic Development for the Georgia Municipal Association, the Association of County Commissioners of Georgia, and the Georgia Economic Developers Association, and was an active member in the National League of Cities. She was also appointed to the Governor's Task Force on Local Transportation, helping improve roadways in Rome and around the state.

Katie's elected service is only part of the way she has served her community. Katie serves on the boards of numerous organizations, including the Exchange Club Family Resource Center Advisory Board, the Rome Symphony Orchestra, the Rome Floyd County Commission on Children & Youth, as a trustee of the Floyd Medical Center, an active member in the Greater Rome Chamber of Commerce, sustaining member of the Rome Junior Service League, and an alumna of Leadership Rome. She is an active member of First United Methodist Church of Rome and a member of the Northwest Georgia Emmaus Community. In 1990, Katie was named Child Advocate of the Year by the Rome Floyd County Commission on Children & Youth. In 1995, Katie was named a recipient of the Heart of the Community Award. In 2003, the Exchange Club Family Resource Center named its community volunteer award after her and made her the first recipient of the Katie Dempsey Star Volunteer Award.

Katie married Rome native Lynn Dempsey in 1974, and the couple has lived there ever since. Following her graduation from the University of Georgia with a degree in Early Childhood Education, Katie owned two successful small businesses in Rome. The Dempseys have two children: daughter Corie, and her husband Andrew Swan of Macon, and son Gaines and his wife Amy Dempsey of Rome. Katie and Lynn are the proud grandparents of Taylor and Patterson Swan, and Cade, Callie, and Eloise Dempsey.

Jesse Hambrick, Deputy Director, Georgia Association of Community Service Boards. After retiring from a 31-year career in law enforcement, Jesse is now employed by Strategic Healthcare Partners, serving as the Deputy Director for the Georgia Association of Community Service Boards. GACSB represents Georgia's safety net network of providers of community based mental health, intellectual/developmental disabilities, and addictive diseases services to include treatment, support and recovery opportunities. GACSB provides leadership for the delivery of programs and products; budget and financial management; public relations; community relations; human resources; and board administration.

Jesse owns Vishious Fishious Trading Company which is a small outdoor company focused on the sport of fishing for all species. He runs an online store as well as provides in person training and guiding for people of all ages in fly fishing and fly tying, bass and trout fishing, as well as overall outdoor activities like kayaking and camping.

Jesse also owns and operates J Walton Consulting and Education Services LLC, a company founded during his 31-year extensive professional and law enforcement career performing complex criminal investigations as well as 15 years' experience managing and training criminal investigators, school resource officers, public educators and administrators. Jesse has more than 15 years' experience providing national consultation in narcotics education and prevention, school safety and climate change, and active shooter education and response. He has more than 10 years' experience acting as a media liaison and Public Information Officer (PIO) dealing with local, state, and national media outlets.

Raphael Holloway, MA, LPC joined the Gateway Center in July 2016 as the Chief Executive Officer. Mr. Holloway is an accomplished leader with 20+ years of experience in the social services arena specializing in behavioral health, correction, homelessness and public health sectors. He has displayed a strong non-profit and state government business acumen and understands "how to change when change is hard".

Mr. Holloway is a proven professional with expertise in motivating human resources and aligning multiple groups with divergent objectives and priorities towards a common goal. He utilizes skills, theories, and strategies that are not only relevant but necessary for leading a results based organization and team of professionals that desire to be "agents of change". Mr. Holloway has displayed a commitment to the utilization of data; desire to utilize a human centered approach in service design; strong initiative and exceptional skills in leading an organization's business.

A native of Toledo, OH, Raphael received his B.A. in Child and Family Services and M.A in Mental Health Counseling from Bowling Green State University.

Justine Ingram, a native of Warner Robins, GA, currently works for Southern Aids Coalition, as a Capacity Building Specialist. In her former role, Justine was the first-ever Transgender Coordinator for the Fulton County Board of Health located in Atlanta, Georgia. At Fulton County Board of Health, Justine was responsible for planning, organizing, and promoting public health education programs and curriculum addressing the needs of the Transgender and Gender Non-Conforming community of Fulton County. Justine trained over 300 medical and social service providers on culturally sensitive care as well offered technical assistance to community-based organizations to increase the accessibility of Transgender and Gender Non-Conforming individuals. In addition, she led the Nationally recognized video project, The Conversation: Transmen and their Sexual Health Needs, which brought awareness to the specific sexual health needs and concerns of the Trans Masculine community. Justine received a Bachelor of Science in Psychology & Human Services from Clayton State University where she was a member of Partnering Academics and Community Engagement (PACE) program. Through PACE, Justine was able to utilize classroom curriculum and implement that knowledge in the community through health fairs and various other community engagement events.

Through Clayton State University, Justine was granted an internship with Georgia Equality's Gender Policy Manager, Chanel Haley. Justine was able to learn not only how to advocate for the Transgender & Gender Non-conforming community but more importantly how to facilitate needed conversations with community members, social service and healthcare providers , and allies to address the disparities that often lead to discrimination, anti-Transgender violence, as well as engagement into risky behaviors. Justine has worked as a Case Manager for Trans Housing Atlanta Program, where she was responsible for finding housing and other supportive services for Transgender and Gender Non-conforming individuals who are currently homeless or at risk of losing housing. Justine also worked as a Care Navigator for Atlanta/Fulton County Pre-Arrest Diversion Initiative, where she provided wrap-around services to individuals living with mental illness, substance abuse, and extreme poverty in effort to reduce recidivism and increase program participant's quality of life. In addition, she was responsible for training Atlanta Police Department officers on how to correctly identify individuals with quality of life issues and successfully link them to wrap-around services.

Justine currently sits on the Executive Board for Trans Housing Atlanta Program and is fundamental in making executive decisions that affect THAP's Transgender/ Gender Non-confirming clients housing and other supportive service's needs. She recently was granted the opportunity to serve on the Board of Directors for the Equality Foundation of Georgia whose mission is to organize and mobilize LGBT+ residents and allies to advance equality in urban, suburban, and rural communities across the State of Georgia. Justine has developed a strong passion for the advancement of all people and WILL help shape a future free from stigma, discrimination, and social exclusion, especially within rural communities across the South. She will be completing her Master of Management in Non-Profit and Human Services from Shorter University in December 2020 and plans on utilizing these skills to make the South more equitable for all communities. She plans on utilizing her platform at Southern Aids Coalition to change the stereotypes associated with Trans Women and Color and influence all communities across the South to invest in increasing the health outcomes of our most vulnerable populations.

Jon Keen is the Interim Chief Operating Officer for the City of Atlanta. He is part of the Mayor's executive leadership team and cabinet with responsibility for executing the Mayor's strategic priorities and leadership of city agencies and initiatives.

Jon joined the City in 2018 as a Deputy Chief Operating Officer and has led a broad portfolio of departments, agencies, offices, and projects, most recently focused on economic and workforce development, housing and homelessness, and grants and community development.

Prior to joining the City, Jon was a leader in the strategy and operations consulting practice for Deloitte and IBM, advising and assisting executive clients and managing teams across a portfolio of projects. He also served as an Infantry Officer in the US Army with the 173 rd Airborne Brigade based out of Vicenza, Italy, deploying twice to Afghanistan where he led platoon and company size elements in combat.

Jon attended Georgia Tech, receiving his undergraduate degree in industrial engineering, and received a fellowship for an MPA at the Kennedy School of Government at Harvard University. He was a Woodruff Fellow at Emory's Goizueta Business School where he received an MBA. Jon is married to Jennifer Keen, an Assistant United States Attorney for the Northern District of Georgia, and they have two children, Jackson (5) and Juliana (2).

Gregg Kennard was born in Atlanta and has remained in Georgia his entire life, most of that time residing in Gwinnett County. He attended Bible college and has been in occupational ministry for over 30 years. In addition, he is a non-profit executive director (working with homelessness and domestic violence), a John Maxwell certified coach and an accomplished musician. For Gregg, the most significant role is that of family man. He has been married to his best friend, Pam, since 1991 and is the proud father of Alex, Abbe and Anna Marie. He was elected to the Georgia Assembly in 2018 as State Representative for District 102.

Jesse Pratt López is a Trans Latinx organizer, activist, and photographer with work published in places such as the Guardian and the Atlantic, and has exhibited at places such as the Center for Civil and Human Rights in Atlanta. Jesse uses her artwork and platform to visibilize Trans folks, people of color, undocumented folks, folks living with HIV and others from communities that are erased. Her work focuses on many aspects of the queer and trans experience. As an organizer, she believes in abolition, mutual aid, and creating spaces and community that center queer and trans people of color. She is an organizer with regional grassroots organization Southern Fried Queer Pride, a local arts and Advocacy organization, as well as Mariposas Rebeldes, a local queer Latinx food sovereignty and mutual aid project. She is also the founder of the Trans Housing Coalition, an organization that began as a photography-based crowdfunding campaign (The Homeless Black Trans Women Fund) aimed at alleviating chronic homelessness in the TGNC (Trans & Gender

Non-Conforming) community in Atlanta using a Housing First approach. You can check out Jesse's work at jprattlopez.photos.

Cathryn Marchman has dedicated her career to working with individuals experiencing homelessness and marginalized communities for over 20 years. As a licensed clinical social worker, she has provided direct clinical care to disenfranchised individuals in jails, criminal justice, residential, medical and outreach settings. In 2006, Cathryn expanded her capacity, living with women experiencing homelessness and serving as Program Director for City of Refuge, an emergency shelter for homeless women and children. Following completion of her law degree, she served as the Legal, Policy and Compliance Officer and the Behavioral Health Coordinator for Mercy Care, a Federally Qualified Health Center and Atlanta's Healthcare for the Homeless organization. While there, she led the successful development of a fully-integrated behavioral healthcare program across ten clinic sites. Cathryn has a Juris Doctor from Georgia State University School of Law and a Master's in Social Work from Hunter College School of Social Work. She is a licensed clinical social worker and was admitted to the Georgia Bar in 2012. Cathryn Marchman received the 2018 GSHA Mission Champion Award.

Laarni McCarver is often the first point of contact for individuals and family/support persons seeking information on entering the program. She is also responsible for keeping all policies and procedures up to date to ensure safety and compliance program wide.

Laarni currently serves on the board of the Georgia Association of Recovery Residences (GARR) and Athens Recovery Fest. She was also chosen to participate in the Georgia Recovers Campaign to help bring awareness to recovery and end the stigma.

Laarni served as a medic in the US Army and has prior certifications as a paramedic and a phlebotomist. She loves to help others and is always willing to assist wherever she is needed. She is currently pursuing her addiction counseling certification. Laarni battled a 17 year addiction and has been in recovery from active addiction since March 25, 2011.

Ilona Nagy has worked in the public, private, non-profit and academic sectors over her 20-year career in a variety of capacities – including case management, marketing and outreach, training, and program development in Nevada, Washington and now Georgia. She came to DCA early in 2017 and transitioned to HUD 811 Program Coordinator in June of the same year. In her role of HUD 811 Coordinator, she has focused her energy on streamlining the program and helping to bring all the active contributors and partners together while ensuring individuals with disabilities are in safe and affordable housing. Her undergraduate degree is in Speech Communications from Whitworth University, her MSW is from the University of Nevada, Las Vegas, she is a Certified Occupancy Specialist (COS) and a Mental Health First Aid Trainer.

Cynthia Patterson, a native of Macon, Georgia, joined the team at the Georgia Department of Community Affairs in April of 2017 as a Senior Manager. In January of 2020 she was promoted to the position of Office Director for the Office of Homeless and Special Needs Housing. She dedicated 25 years to working with homeless individuals and their families with mental health and co-occurring issues in acquiring permanent housing with River Edge Behavioral Health Center in Macon, Ga. In 2014, she joined the office of The Governor's Office of Transition, Support, and Reentry which later merged with The Ga. Department of Community Supervision where she worked as the Housing Coordinator in Macon. This position offered her the opportunity to utilize her housing experience to eliminate some barriers for returning citizens with felony convictions. When Cynthia is not working to make a difference in the lives of those in Georgia who are homeless, she enjoys weekend traveling, or watching football.

Monique Price-Taylor, is a strategic innovator with over fifteen years of experience in the non-profit sector in program management, youth development, capacity building, and training and technical assistance.

As a Program Manager for The New England Region with The Corporation for Supportive Housing (CSH). Mrs. Taylor manages a diverse portfolio of training and technical assistance clients for Supportive Housing providers in the New England region. She is instrumental in advancing race equitable solutions through operationalizing The CT Race Equity Framework for Housing and Homelessness stakeholders in Connecticut. Often referred to as an alchemist she is well-rounded knowledge in project management, retention, implementation and program evaluation.

Mrs. Taylor has devoted most of her career to empowering the lives of young people in Connecticut. She has served as a Consultant with The Obama Foundations Hartford Community Leadership Corps program. As a servant leader she currently serves on the CT Race Equity Council

for Leadership Greater Hartford, and a former Board member of Epsilon Omicron Omegas Foundation for Excellence (FEO) where she served three years as the financial secretary.

Mrs. Taylor holds a master's degree in Counseling with a specialization of student development in higher education from Central Connecticut State University and a B.S. Communication degree from Eastern Connecticut State University. She lives by the motto "Maximizing your minutes, by optimizing your gifts."

Lejla Prljaca, Chief Executive Officer of the Gwinnett Housing Corporation (GHC), is responsible for the planning, organizing and directing of operations of one of the largest affordable housing agencies in Gwinnett. Her realization of the growing need for affordable housing inspired her to expand GHC's programs to include roles as Gwinnett County NSP3 Asset Manager and the Gwinnett County Community Housing Development Organization. She is the co-lead for City of Norcross program with the Georgia Initiative for Community Housing (GICH).

Lejla is also active in state and national housing associations. As a Legislation Chair of the Georgia Association of Housing and Redevelopment Authorities (GAHRA) she has lobbied the state and federal government for deregulation of public housing and adequate funding. She is a Board member of the GA Department of Community Affairs Homeless Continuum of Care and serves on the Regional Housing Task Force and currently serves on ARC's Regional Housing Task Force.

Lejla holds a Master's Degree in Public Administration from the University of Georgia and a Bachelor's Degree from Georgia State University.

Letitia Robinson, MSW, Assistant Director, Office of Supported Housing, Georgia DBHDD. The Supported Housing Unit has program and contract oversight of Community Residential Rehabilitation (CRR), Crisis Respite Apartments, Georgia Housing Voucher (GHV) and Bridge Funding (BF), Statewide Housing Outreach Coordinators and Unified Referral (UR). As of August 2018, Letitia will also serve as the State of Georgia P.A.T.H. programmatic officer responsible for the 10 P.A.T.H. teams statewide. Letitia has more than 20 years of experience working with various non-profit agencies with oversight of housing and residential programs for homeless and special needs populations. Letitia has served as the Project Manager since May 2015 for the DBHDD Supported Housing Need and Choice (NSH) Survey working as the liaison between the Technical Assistance Collaborative (TAC), the AMH Contracted Provider Network, and a myriad of stakeholders that focuses on informed choice, housing preferences and the determination of need for Supported Housing within the settlement target population.

Maxwell Ruppensburg, MPA, PMP, (he/him) serves as the Director of the Office of Supportive Housing (OSH) with the Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD). OSH is responsible for the Georgia Housing Voucher Program (GHVP) and Georgia's Projects for Assistance in Transition from Homelessness (PATH) program.

As a member of DBHDD's Behavioral Health executive leadership team, Maxwell practices servant leadership as he guides the strategic transformation of DBHDD's supportive housing system. He takes a human-centered design approach to systems change, harnessing technology to modernize governmental operations and using data-informed strategies to drive decision making and performance management.

He received a B.A. from Emory University and a Master of Public Administration from Syracuse University's Maxwell School of Citizenship and Public Affairs. Before working in local government management in Metro Atlanta through a fellowship program with the International City/County Management Association, he built a successful online startup as CEO.

Outside of his role with the state, he serves as Executive Director for Reform Georgia, a public policy think tank producing policy research and data on issues of state and local criminal justice reform. He and his wife, Camila Urbina, who serves as a Senior Advancement Officer with the CDC Foundation, live in Atlanta with their beagle, Hunter.

Gabriel Schuster is a researcher and analyst with experience at the intersection of development policy and community planning, alongside capacities in geographic information systems and spatial analytics. As Senior Program Manager for Strategy and Impact at CSH, Mr. Schuster's responsibilities include supporting multi-systems data integration, guiding the organization of internal data collection, and supporting strategic planning through the analysis of internal and external sources. He is also responsible for analytical projects, such as CSH's National Supportive Housing Needs Assessment and the application of state-wide needs assessments.

Before CSH, Mr. Schuster worked as a researcher on the NSF-funded Mapping the Solidarity Economy Project, a mapping collaborative that identifies the contributions of organizations operating within the solidarity economy such as Credit Unions, Worker-Owned Cooperatives, and Community Land Trusts, and provides networking assistance to them. He has also served as a researcher at the CUNY Institute for Sustainable Cities, and as a faculty member in the Design for Social Innovation Program at the School for Visual Arts.

Mr. Schuster holds a master's degree in geography and a certificate in geographic information science from Hunter College, CUNY, and a bachelor's degree from Vassar College.

Janice E. Sheffield As the Associate Director of the Chatham-Savannah Authority for the Homeless, Janice E. Sheffield has 25+ years of experience in the nonprofit arena, applying her administrative and managerial skills to address the needs and issues of those experiencing homelessness in the community. She possesses excellent oral and written communication skills demonstrated by successful grant writing that has secured over \$3 million dollars in agency federal funding for the past 14 years. She has over 25 years of experience in the delivery of basic human services, including case management and referral.

Ms. Sheffield has a background and experience in the coordination of community homeless services including support services such as case management, housing, and transportation and strives to develop and maintain collaborative community relations. She serves on the boards of the local FEMA Emergency Food and Shelter program, and the Georgia Alliance to End Homelessness. She is the recipient of the 2013 Georgia Alliance to End Homelessness Humanitarian Award. Ms. Sheffield possesses a bachelor's degree in Journalism and an MBA from Georgia Southern University, Statesboro, GA.

John Shereikis joined the Department of Community Affairs (DCA) in October 2016 and is currently the Senior Manager in the Office of Homeless and Special Needs Housing. Before taking on his current position, John managed five statewide housing programs at DCA including the Emergency Solutions Grant (ESG), Housing Opportunities for Persons with AIDS (HOPWA), Reentry Partnership Housing (RPH), HUD 811 PRA, and Home Access. In addition, he worked for over 22 years with two non-profit agencies based in Atlanta. At Lutheran Services of Georgia he worked in the refugee resettlement program and managed immigration related services. He was also the Director of Grants Management at HOPE Atlanta, a social service agency that provides a full continuum of homeless services including street outreach, homeless prevention, emergency services and a variety of permanent supportive housing programs.



Our Vision

A Georgia where individuals with disabilities can choose the housing and supports they need to thrive.

What We Do

The GSHA seeks to advance the creation and preservation of quality supportive housing in Georgia and ensure sufficient resources for this effort through education and advocacy.

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