



Intown

Collaborative Ministries

2020 ANNUAL REPORT



From our Executive Director

Ready and Rising to the Challenges

As I reflect on Intown's first decade, I see that we were preparing for moments like these. In 2010, we launched as a new nonprofit with supporters, one part-time staff (me), a laptop, and an idea—to fight homelessness and hunger locally. For ten years, we have put flesh and bones to that idea. We have fed more than ten thousand people, housed hundreds more experiencing homelessness, and grown steadily.

When the pandemic hit, we were ready. The City of Atlanta needed homeless outreach workers to go out under bridges and into encampments. Many agencies could not continue their work. But Intown—in close consultation with the CDC—equipped our outreach staff and got out where we were needed most.

We rose to the challenge.

Intown led the City's efforts to connect with people sleeping outside. We delivered vital COVID-19 information along with thousands of meals and masks to people sleeping on the streets. We created a hand sanitizer distribution program to get thousands of bottles to people experiencing homelessness across the city. In partnership with the CDC and other agencies, we helped coordinate the first-ever COVID-19 testing of the unsheltered homeless community in the entire country.

We rose to the challenge.

On Friday, March 13, as the pandemic was officially declared, we knew hunger was going to spike, so we tripled our food pantry operation. Our home grown, once-a-week pantry operation immediately became a high efficiency operation, with safety procedures in place to protect staff, clients, and volunteers. We rose to the challenge and are distributing a normal year's worth of food every eight weeks.

These have been hard times for so many in our community. In crisis, our neighbors have turned to us and we have been there. With head, heart, and hands, Intown has risen to the challenges. As uncertainty lingers in our community, we commit to being here. Supporters like you allow us to do be ready and able to rise to the next challenges and say 'yes' to our neighbors in need.

Humbly,
Brad Schweers

OUR MISSION

To prevent and reverse
homelessness and hunger
in Intown Atlanta

OUR VISION

A thriving community equipped
to provide prompt and effective
support for those experiencing
homelessness and hunger

OUR VALUES



sustainability



relationships



empowerment



accountability



dignity

FINANCIAL OVERVIEW

BALANCE SHEET

As of June 30, 2020

Assets

Assets

Current Assets	488,979
Fixed Assets	22,786
Total Assets	\$ 511,765

Total Assets \$ 511,765

Liabilities and Equity

Liabilities

Total Liabilities	\$ 124,298
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Equity

Net Assets with Donor Restrictions	73,968
Unrestricted Net Assets	239,578
Net Income	73,921

Total Equity	\$ 387,467
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Total Liabilities and Equity \$ 511,765

Total Income: \$1,366,192

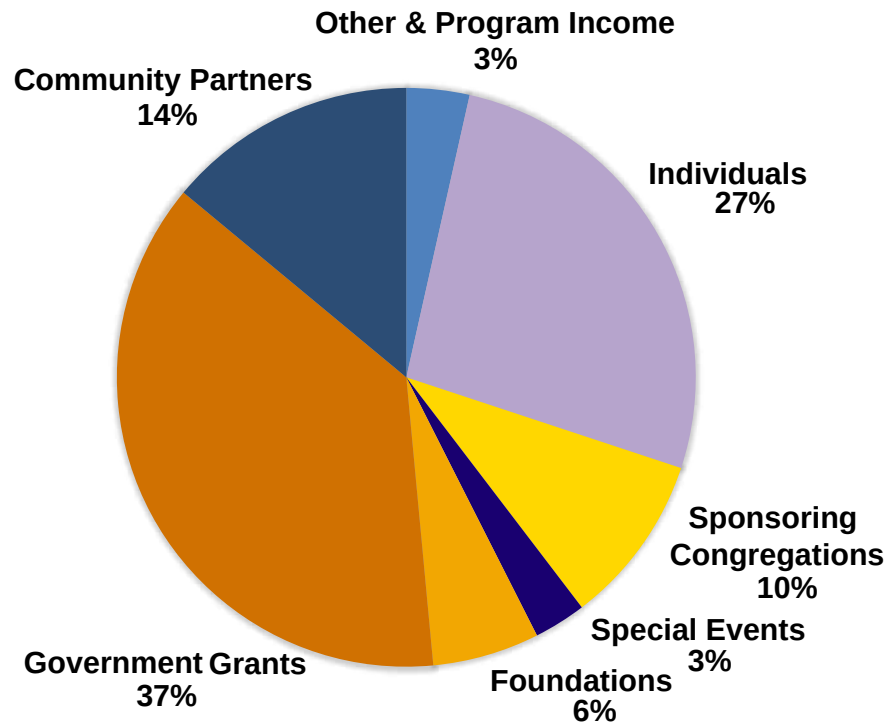
Total Expenses: \$1,292,271

Net Income: \$73,921

Includes cash and in-kind

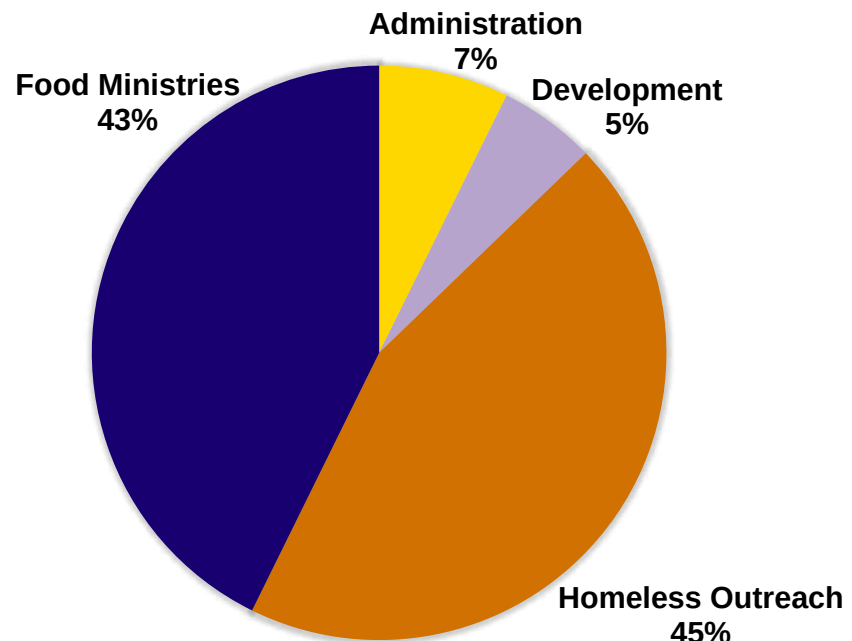
TOTAL REVENUE

\$1,366,192



TOTAL EXPENSES

\$1,292,271



Financials reflect Intown's 2020 fiscal year, from July 1, 2019 - June 30, 2020.

HOMELESS OUTREACH

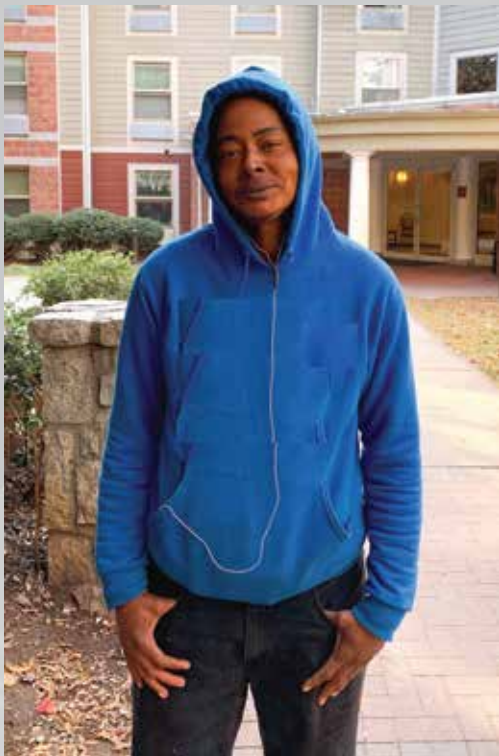
From the Neighborhood to the Entire City

Intown's 4-step process for ending chronic homelessness - engage, enroll, navigate, and house - was refined in our neighborhood of 30306 and 30307. In four years our program grew from a staff of 1 outreach worker to 14 and expanded city-wide. Since 2016 the program has achieved great success, housing 311 individuals and has been implemented as the model for homeless outreach in Atlanta.

“

I've known I qualified for housing as disabled and homeless, but I didn't think I would ever get it. I don't understand how we are expected to do this if your case manager only works behind a desk. If you lose your phone, you're done. If you miss your appointment, it's 'please come back in 6 weeks.' If you need an ID, it's 'please go to this location at 6 am and take a class to get a voucher to pay for it and find someone to take you there.' And it's like, 'Are you freaking kidding me?' It's like this model is designed for people who probably don't even need housing to begin with if they can do everything you are asking them to do. This is why I love Intown. You literally showed up at my work when I lost my phone.

- Yvette



”

Our current homeless outreach programs and partnerships include:

Home First - Funded by a public/private partnership between the City of Atlanta and the United Way, the Home First team provides outreach and navigation support for individuals experiencing chronic homelessness in the city of Atlanta.

Street Medicine - An ongoing partnership with Mercy Care, a local healthcare provider, continues with our Street Medicine team. Funded by a federal grant, our case manager and peer support specialist work with Mercy Care staff to integrate substance abuse treatment, housing services, and other essential supports for people experiencing homelessness. Together, we provide care outdoors, on the streets, with medical care and wrap-around services to improve health outcomes and end homelessness.

A-HART - The Atlanta Homeless Assistance Response Team (A-HART) is comprised of 3 staff members in partnership with the Atlanta Police Department. The team provides outreach services to people experiencing homelessness in encampments throughout the city.

Trans Housing Coalition - Intown has partnered with the Trans Housing Coalition (THC) to serve people in the trans community experiencing homelessness. THC and Intown have jointly hired Atlanta's first-ever dedicated case manager for the trans community. Our staff will continue our successful outreach work of engaging, enrolling, navigating, and housing trans-identifying individuals.



ENGAGE

Homeless Outreach Case Managers build trusting relationships with individuals and families experiencing homelessness through consistent street outreach. Case Managers visit the same communities every week with snack packs, hygiene supplies, and clothing.

339 INDIVIDUALS EXPERIENCING HOMELESSNESS ENGAGED BY CASE MANAGERS



ENROLL

With relationships built, our Case Managers enroll individuals in our program and assess their needs and barriers to maintaining housing.

236 INDIVIDUALS ENROLLED IN ICM HOMELESS OUTREACH PROGRAMS



NAVIGATE

Case Managers begin helping clients address these barriers by obtaining identification documents, benefits, medical care, mental health services, and rehabilitation.

208 INDIVIDUALS NAVIGATED THROUGH ACQUIRING DOCUMENTS AND PREPARING FOR HOUSING



HOUSE

When a permanent housing solution becomes available, Case Managers help clients determine if the home is the right fit for them. Case Managers transition support to housing specialists to provide ongoing wrap around services.

87 INDIVIDUALS MOVED IN TO PERMANENT HOUSING

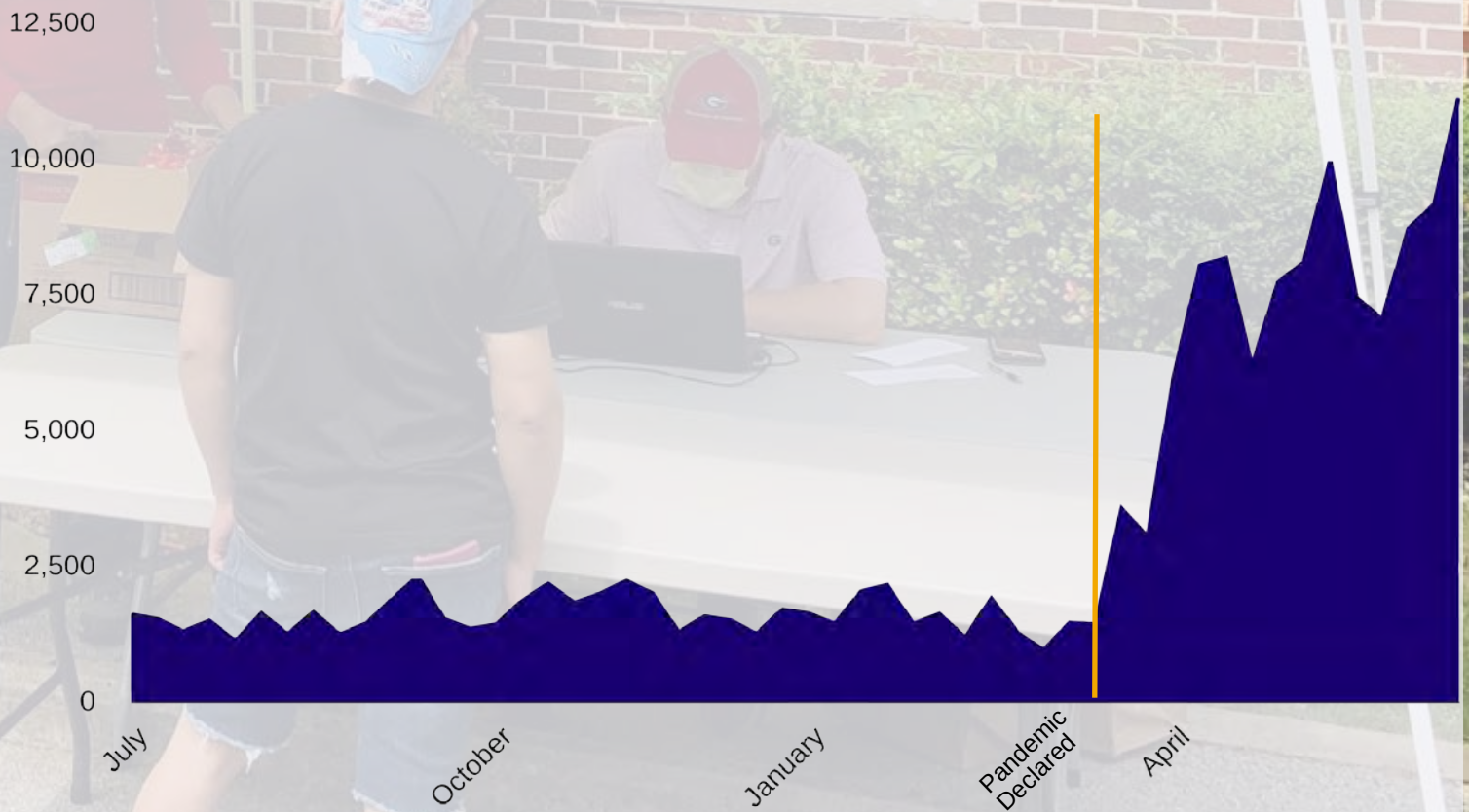
FOOD MINISTRIES

From Home Grown to High Efficiency

Since March, the food pantry has tripled our distribution days and quadrupled the amount of food going out in to the community.

Over the course of the last year, the Intown Food Pantry has grown in the number of people served, days open each week, and pounds distributed and has worked to standardize distribution, storage, and safety. Even before the pandemic, we were imagining what it would look like to be able to provide more food for more families. Thanks to funding from partners like the Frances Hollis Brain Foundation, Atlanta Community Food Bank, Buckhead Christian Ministry, and local supporters, the Pantry space has new shelving, cold storage, and tents for outdoor distribution.

Pounds of Food Distributed Each Week





Each week, the Intown Food Pantry is open three times for those in our community who experience food insecurity. More than 500 individuals receive food from the pantry each week.

1,846 INDIVIDUALS SERVED BY THE FOOD PANTRY

854 FAMILIES AND HOUSEHOLDS RECEIVED GROCERIES

60% INCREASE IN PEOPLE SERVED OVER LAST YEAR



As a client-choice Food Pantry, we provide a selection of shelf-stable foods, produce, and refrigerated meats and dairy. Guests receive food that best fit their housing and family situations. Currently, guests receive approximately 30 lbs of groceries twice a week.

173,420 POUNDS OF FOOD DISTRIBUTED

139% GROWTH IN POUNDS OF FOOD DISTRIBUTED FROM FY19 TO FY20



The food distributed each week comes from community partners including The Atlanta Community Food Bank, food drives, local community gardens, and community partner organizations.

70,089 POUNDS OF FOOD BROUGHT IN THROUGH DONATIONS

218% INCREASE IN POUNDS DONATED FROM COMMUNITY MEMBERS

celebrating
10
years of
— Neighbors —
Serving Neighbors



Intown Community Assistance, an organization that provided emergency relief to the individuals experiencing hunger and homelessness in the neighborhood, shuts operations.

A group of clergy from area churches and synagogues come together to address the need in the neighborhood, with a focus on long term solutions.

Intown Collaborative Ministries is founded.

To address the need for food security and community in two low-income housing units in the neighborhood, Intown Collaborative Ministries begins two Food Co-ops.

In the first year, **54 co-op members** receive groceries of their choosing, including fresh fruits and vegetables, twice a month for \$10 monthly membership fee.

A part-time Director of Food Ministries joins the team to manage the weekly Food Pantry and Food Co-ops.

The part-time Homeless Outreach staff person begins a program working to contact, assess, and connect neighbors living on the streets, experiencing chronic homelessness, with needed services.

Due to the success of the pilot program, Intown is awarded a 3-year federal grant to expand the Homeless Outreach Program from **1 to 4 full-time employees.**

The expanded team of case managers and peer support specialists is fully operational in April 2017.

In recognition of the success of the Homeless Outreach Program, Intown is awarded a grant from Home First, a public/private partnership between the City of Atlanta and the United Way Regional Commission on Homelessness.

The funds allow Intown to **add 6 full-time employees to the Homeless Outreach team and expand the service area from 9 square miles to 133 square miles, covering the entire City of Atlanta.**

The Food Pantry and offices move to Druid Hills Presbyterian Church.

2009 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

Our food pantry begins operations to alleviate the immediate hunger of our neighbors experiencing food insecurity.

Intown works with volunteers from ICA to ensure our pantry provides a continuation of their services.

The Clothing Closet for low income neighbors and individuals experiencing homelessness to meet basic needs for clothing and hygiene products with dignity opens.

Three temporary shelters in the City of Atlanta, the primary partners of the Heading Home program, are closed. Heading Home closes, too.

The Food Pantry experiences a 15% increase over 2017 in the number of guests seeking assistance. **On average, 150 guests are served each week in the pantry.**

The Heading Home program launches with 1 part-time staff member. The program helps individuals experiencing homelessness who live in temporary shelters to find permanent homes.

In the first year, 21 individuals are housed.

Intown begins developing a program, following the Housing First model, that combines street outreach, intensive case management and navigation for neighbors experiencing chronic homelessness.

The Homeless Outreach Program begins a pilot testing period.

The Homeless Outreach Program refines the four-step process for assisting individuals experiencing chronic homelessness in the 30306 and 30307 zip codes: engage, enroll, navigate, house.

From the dozen agencies working with chronically homeless people in the City of Atlanta, **35% of the people who moved into housing in 2018 were served by Intown.**



COVID RESPONSE

As the impact of the pandemic hit the Atlanta community, Intown quickly pivoted services to meet the emerging and changing needs of our neighbors. Anticipating that the pandemic and its economic impact would significantly affect our community - the city's most vulnerable neighbors - Intown shifted operations to prevent harm to our neighbors in need. Within one week, our food pantry increased from one to three days and our output increased four-fold.

Our Homeless Outreach team, working with the CDC and the City of Atlanta, led efforts to educate, protect, and house individuals experiencing homelessness.





OUTREACH

The Homeless Outreach Team shifted the focus of the program to educate, equip, and ensure the safety of our neighbors experiencing homelessness.

With Partners for HOME, Mercy Care, and Old 4th Distillery, Intown distributed over 3,000 bottles of hand sanitizer and supplies to local homeless service providers.

We worked with Partners for HOME, HOPE Atlanta, Mercy Care, and the CDC to ensure that testing and safe, indoor options are available to all our neighbors. We conducted surveys for our neighbors experiencing homelessness about access to hand washing and sanitation in an effort to help move research and best practices forward.

We distributed meals prepared by World Community Kitchen to neighbors experiencing homelessness, moved 88 homeless clients into a non-congregate hotel to stay safe and socially distant, and worked with Hope Atlanta to provide case management services to clients in the hotel.

PANTRY

To meet the growing need in our community arising from the pandemic, Intown quickly pivoted the weekly operations of the Food Pantry, increasing the number of days of operation each week from one to three.

Within 7 days, we quadrupled the amount of food distributed and decreased the number of volunteers from 25 to 7 for the modified operation.

As the food supply chain slowed across the country, Intown's community of supporters stepped up with food drives and donations; 46,327 pounds of food were donated between March and June.

Preparing for What's Next

We continue to collect data on hunger at our pantry and in the Intown Atlanta community. As the pandemic and accompanying economic effects continue to change, we have begun discussions with partner agencies and funders about how to address food insecurity going forward. We are committed to continue to meet the food needs of our neighbors with compassion and innovation.

SUPPORTERS

COMMUNITY PARTNERS

Ashenden & Associates, PC
Apolinsky & Associates, LLC
Atlanta Community Food Bank
Baker, Donelson, Bearman, Caldwell & Berkowitz

Brooks, McGinnis & Company
Buckhead Christian Ministry
Copeland, Stair, Kingma & Lovell
East West Manufacturing
Fifth Generation Inc
Fried, Bonder & White
Impact Assets
Kunnatha Law Firm
McMaster Carr
Poirier Law Firm
Pratt Clay, LLC
Quality of Life REO Turnkey LLC
Resort to Laura Madrid
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The Fry Law Firm

SPONSORING CONGREGATIONS

Atlanta Primitive Baptist Church
Church at Ponce & Highland
Druid Hills Presbyterian Church
Glenn Memorial UMC
Haygood Memorial UMC
Morningside Presbyterian Church
Rock Spring Presbyterian Church
St. John's Lutheran Church
The Cathedral of St. Phillip

FOUNDATIONS

Atlanta Foundation
Bennett Thrasher Foundation
Frances Hollis Brain Foundation
General Board of Global Ministries
Georgia Center for Nonprofits
Kimberly Clark Foundation
Mundito Foundation, Inc
RFP Fund
The Branan Foundation
The Regional Council of Churches

GOVERNMENT GRANTS

City of Atlanta
FEMA - Emergency Food & Shelter Program
Partners for Home
U.S. Department of Health & Human Services

>\$25,000

Jennie Casaday
Randy and Tara Parrish

\$10,000 - \$24,999

David and Natalie Batchelor
Becky Carlisle and Nancy Collins
Jack Considine

\$5,000 - \$9,999

Toby and Martha Brooks
Aaron and Tal Chaiken
Larry and Cathy Dorfman
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Peggy Hibbert
Jane Boyd Lee
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\$2,500 - \$4,999

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Melissa and David Lerner
Bill Levisay and Jennie Saliers
Edward McCallum
Jenny Phillips and Ash Miller
Scott and Randi Schnell
Alex and Katye Watts

\$1,000 - \$2,499

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T. Jack Bagby
Paul Bianchi and Barbara Dunbar
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Dietrich Logan
Mike and Amara Lynch
Ron Martin and Michelle Nunn
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Phyllis and Frank Tong
Edith Twomey
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Claire and Mark Wilkiemeyer
Lynn Watson-Powers and Paul Powers

\$500 - \$999

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Andy and Erin Bell
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Gordon and Mary Lou Boice
Elizabeth Brinkley
George Cavagnaro
Sally and Peter Dean
Anne and Don Fears
Jena Fletcher
Nancy Hamilton
Peter Hausmann
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Amy Jarratt
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Anne Nicolson
Tamara Nix and Bryan Smith
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Betsy and Dick Schweers
Brad and Heidi Schweers
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Albert and Kathleen Sheffer
John and Suzette Stewart
Donna Willis
Jennifer and Guy Wyant
Sara Zeigler
Susan and Max Ker-Semer

\$200 - \$499

Marcia Abrams and Norman Slawsky
Joanna and Al Adams
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Bill and Coby Armstrong
Dianne and Paul Ash
Pat Auger
Michael and Cynthia Baer
Carol Bartlett
Michael Bergmann
Carly Berman
Jeanne Bertolli
Randy Biesterfeldt
Bill and Haqiqa Bolling
Gregory Bongiovanni
Richard and Sarah Brownlee
Ann Brumbaugh
Derick Burgher
Linda Davis
Tom Davis
Virginia DerMoushegian and Bob Braden
Gardner and Peggy Chambliss

\$200 - \$499 (cont'd)

Genie and Woody Driskill
Bill and Leigh Dupre
Gary and Sarah Fedota
Pete and Andrea Fischbach
Elizabeth Fuller
David Gillespie
Richard and Marsha Goerss
Chelsey Goins
Stephanie and Mike Hanley
Brett and Lisanne Hardin
Donna Heilman
Amanda Holt
Rex and Janie Kaney
Don Kendrick and Robin Everhart
Robert and Jane Kibler
Sonya Ko
Virginia Konopka
Dave and Leslie Krugler
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JoAnn Lynen
Carol Newsom and Rex Matthews
John Maximuk
Julie Mirza
Stephen Mitchell
Gary Montgomery
Nancy Nickerson
Andrew Nix
Lisa Olmsted
Katie Paden
Grace Pownall and Ronald Harris
Tom and Megan Rittle
Don Saliers
Christina Schmidt
Richard and Lynda Simpson
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Richard Spady
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Mary Angela Taglia and Matthew Silliman
Anne Townsley
R. Tritz
Jack Turner
Heather and James Wallace
Carol and Ken Wideman
Kevin and Jamie Wilhelm
Chuck and Pat Young
\$100 - \$199
Raveena Alli
Joshua Altman
Pat Antenucci
Barbara and Paul Arne
Kim and Tom Aschmeyer
Ana Bakhtiari
John Ballew
Dave Root and Bobbie Wren Banks
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Pete Boehm
Carol Bohannon
Lana Bommicino
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Katharine Calhoun
Kevin Campbell
Sallie and Joel Chasteen
Barbara Clark

\$100 - \$199 (cont'd)

Nora Colmenares and Frank Windom
Karen Conklin
Susan Crowe
Raymond Deeb and Jerry Gonzalez
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Katie and Matt Farmer
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Emily Gray
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\$100 - \$199 (cont'd)

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Kyle and Laura Ulep
David Valentine
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Karen and Bob Varsha
Jennifer Victor
Marcia Wagler
Carolyn and Larry Walker
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Yvette and Tom Weatherly
Rasmus Wegener
Michael and Voneva Weidemann
Randelle Wesley
Ann Wheaton
Marcus and Joy Wilson
Linda Woodworth
VardiYah Yisrael
Lynn Young

“Especially during this time of crisis that we've been in, so many more people have been challenged because they've lost their employment and various other things. There's so many of us who have not had those experiences, and supporting an organization like Intown is something that we can do to help.”

There's this opportunity to help people, and you never know how far they can progress. Anything that I can do and that you can do to facilitate that is a wonderful gift that we can share. I give and volunteer for the hope that we can give to people.

- Doug Self, Intown Donor and Volunteer



All donations are important. Space limitations allow us to print the names of supporters who gave \$100 or more in the previous fiscal year.

We apologize for any errors or omissions in our supporter lists. Please contact us with corrections.

OUR COMMUNITY



I originally came to volunteer at the Intown Food Pantry as a part of Glenn UMC's Good Neighbor Day. I enjoyed it so much I've been back almost weekly for seven years. We're able to serve far more people as we expand to help those affected by the pandemic.

Often it feels like there is so much going on in the world that we can't change by ourselves, but helping locally can foster that great sense of community needed for wider changes. Also it's a great way to get to know the people in your community, and help look out for one another.

- Caitlin Bohannon, Intown Volunteer and Donor



2665
VOLUNTEER HOURS



491
VOLUNTEERS



69
COMMUNITY PARTNERS



4
VEHICLES

Thanks to generous donations, Intown now has four vans for client transportation including Atlanta's only wheelchair transportation van. Intown's ability to transport clients to medical appointments, documentation services, and housing opportunities sets us apart as a compassionate leader in the City.

STAFF

Brad Schweers, MTS
Executive Director

Chloe T. Cook, MBA, MHA
Director of Operations

Katie Farmer, MSW, MRPL
Assistant Director,
Development & Communications

April Campbell, LMSW
Director of Outreach

Kay Hunter, LCSW
Assistant Director of Outreach

Franco Bejarano, MSW
Team Leader

Tracy Woodard
Team Leader

Josh Carlson
Housing Specialist

Ty Rutledge
Case Manager

Tracie Harps
FLOW Housing Coordinator
Certified Peer Specialist

Wali Muhammed
A-HART Outreach Worker
Certified Peer Specialist

Ryan Bigg
Housing Navigator

Jadzia Hardeman
A-HART Outreach Worker

Michael Nolan
Case Manager

Matthew Reed
Case Manager

Tanya Davenport
Certified Peer Specialist

Ricardo Hernandez, MSW
Case Manager

Lilian King-Thompson
Case Manager

Richard Cook
Case Manager
Certified Peer Specialist

JoVantreis Tolliver-Russell
Community Partnerships Coordinator

Laura DeGroot, LMSW
Food Pantry Coordinator

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Mike Lynch, MBA, *Immediate Past Co-Chair*
Consultant, Bain & Company

Brad Schweers, MTS, *ex officio*
Executive Director,
Intown Collaborative Ministries

MEMBERS

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Chief of Staff, Deloitte Consulting

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Senior Manager, Pro Customer Experience,
The Home Depot

Aaron Chaiken, MBA
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George Chidi, MBA
Freelance Writer

Ivan Cooley
Community Volunteer

Chris Griffith, MBA
Manager, Bain & Company

Bill Levisay, MBA
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Emily Mosites, MPH, PhD
Epidemiologist, Senior Advisor
on Health and Homelessness
Centers for Disease Control and Prevention

Tom Rittle, MBA
Senior Manager, The Home Depot

Frank Sanchez
National Vice President,
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Georgia Gives on Giving Tuesday December 1, 2020

Georgia Gives Day is a day to give generously to the organizations you love in your community.

This year on Georgia Gives Day, Intown has the opportunity to **TRIPLE** your impact! Give on December 1st (or any time before) and your donation will be matched by TWO generous donors.

Help us to reach our goal of
\$15,000

With our matches, your gift will help to raise \$45,000 to support our homeless outreach clients.

intowncm.org/gagives

#gagives #givingtuesday #neighborservingneighbors



Intown Collaborative Ministries is a 501(c)(3) charitable organization.
Tax-deductible donations can be made at intowncm.org/donate.

1026 PONCE DE LEON AVENUE NE
ATLANTA, GEORGIA 30306

404.590.6956
INTOWNCM.ORG



Photography by Franco Bejarano, Katie Farmer, Tracy Woodard