

# ANNUAL REPORT

2024-2025



## MISSION

“WE OPEN DOORS TO OVERCOME  
AND PREVENT HOMELESSNESS.”



## A Message from Reverend Kimberly J. Parker, Executive Director of Central Outreach and Advocacy Center



As we reflect on this past year, I am filled with gratitude for the incredible resilience, compassion, and generosity that continues to define our community. Every day, we witness the strength of people working to overcome homelessness and rebuild their lives with dignity and hope. At Central OAC we provide more than resources. We provide stability, and most importantly, we provide relationships and opportunities that empower people to move forward toward permanent housing, employment, recovery, and renewed confidence.

One of the most inspiring highlights of the past year has been the significant increase in volunteer hours. Thanks to our dedicated team of volunteers and six incredible interns, we recorded 4,567 hours last year. That is an increase of more than 900 volunteer and intern hours! It takes a lot of people to bring the work of Central OAC alive, and we couldn't do it without each person and group. Beyond the valuable tasks performed such as helping with intake forms or checking to see if someone has mail, I've often witnessed the genuine care our volunteers display to everyone who walks through our doors - whether it's getting on the floor to play with kids as they wait for their mom to utilize our mail check service, having a birthday party for a guest, or the joy and the enthusiasm of kids from Camp Wieuca hosting a summer hotdog cookout for our guests to enjoy. Volunteers are more than helpers — they are partners in transformation. Their generosity demonstrates what is possible when a community comes together with compassion and purpose.

Another highlight was the formation of a new partnership last year with Downtown Atlanta, Inc. to assist guests in reunification with families in other states. Central OAC does the legwork in confirming that a person has a place to live if they move to another state. If confirmed, we refer them to Downtown Atlanta, Inc. for a long-distance bus ticket. On Halloween, we were able to help an engaged couple get bus tickets to see their family in another state. The couple was overjoyed with the prospect of staying with family members and getting to see their grandkids dress up in their costumes.

*“Behind every number in this report is a story —a veteran who secured employment after months of uncertainty, an older adult who discovered hope after years of instability, a young person starting to break the generational cycle of poverty in his family.”*

These stories remind us that homelessness is not simply about housing; it is about people. It is about restoring hope, rebuilding lives, and reminding every individual that they are seen, valued, and not alone.

I continue to be humbled and grateful to serve as the Executive Director of this vital organization! Thank you to ALL who support the work we do!

Sincerely,

A handwritten signature in black ink, appearing to read 'Kimberly J. Parker'. The signature is fluid and cursive, written over a light-colored background.

Rev. Kimberly J. Parker,  
Executive Director of Central Outreach and Advocacy Center

# FINANCIAL IMPACT



We ended our fiscal year in a positive financial position with a net gain of **\$85,000**



The In Their Shoes Annual Event raised over **\$106,000** and United Way contributed **\$4,100**



Audited income was **\$691,600** and including in-kind donations, totaled **\$985,500**



Foundations provided **\$110,500** and we are grateful that individuals contributed **\$171,200** to our mission, including 100% participation from our Board of Directors.

## BY THE NUMBERS

**593**  
Birth  
Certificates

**2,324**  
State IDs  
(includes ID access)

**678**  
Assists with Social  
Security Numbers

**780**  
Homeless  
Verification Letters

**310**  
Pairs of  
Reading  
Glasses

**21,750**  
Snacks (this includes mail  
check- snacks and mail  
checks were recorded  
together)

**101**  
Document  
Storage  
(new guests)

**1,589**  
Hygiene  
Kits

Through partnerships with other agencies, we assisted with:

**1,443**  
Food Stamp  
Applications

**7**  
Vision Assists (referrals  
to Mercy Care for vision)

**16**  
Mental Health  
Referrals

**376**  
TB  
Tests

**140**  
SSI/SSDI  
Assistances

**409**  
Homeless Shelter  
Referrals

**14**  
Permanent Housing  
Placements

# Central Outreach and Advocacy Center: Volunteer Opportunities



## **VOLUNTEER OPPORTUNITIES**

At Central Outreach and Advocacy Center, volunteers are an essential part of opening doors for our guests to overcome and prevent homelessness. With a small but dedicated staff, COAC is able to provide impactful, relationship-centered services through the support of volunteers and interns who contribute more than 4,500 hours of service each year.

Whether you are looking for a one-time service opportunity or hoping to volunteer regularly, there are meaningful ways for individuals, families, corporate teams, churches, schools, and community groups to get involved. Volunteering at COAC is also a wonderful way to introduce your friends and family to the mission and work happening every day within our community.



## **ONGOING VOLUNTEER OPPORTUNITIES** **Intake Volunteers**

Serve one-on-one with guests by helping connect individuals and families to direct services and community resources.



## **Main Frame Volunteers**

Support students in COAC's Main Frame program by assisting with resumes, job applications, computer skills, and employment readiness.



## **Front Desk & Administrative Volunteers**

Help create a welcoming environment by greeting guests, organizing mail, and supporting daily office operations.



## **MONTHLY & OCCASIONAL VOLUNTEER OPPORTUNITIES**

### **Career Readiness Coaches**

Encourage and prepare Main Frame students through mock interviews, professional feedback, and career coaching. This flexible opportunity can be done remotely.



### **Community Care Events**

Help create meaningful experiences for guests through Holiday Parties, Monthly Gatherings, Barber Shop Days, and other special events designed to serve and celebrate our community well.



### **Sandwich Service Projects**

Gather your family, friends, business, church, or community group to prepare sandwiches that will be distributed to guests throughout the week.



### **Kits for Care**

Create care kits filled with hygiene items, snacks, socks, and other necessities purchased from COAC's Amazon Wishlist. This hands-on project is ideal for corporate teams, families, and community groups looking to make a tangible impact together.

For more information about volunteering with Central OAC, please contact our Supportive Services Coordinator, Camille Frink, at [cfrink@centraloac.org](mailto:cfrink@centraloac.org) or **404-601-3173**.

# Advocacy 101

The vision of Central Outreach and Advocacy Center is to be passionate advocates and invested partners for our guests experiencing homelessness. At the OAC, this passionate advocacy means being a voice for our guests, whether that's in the services our staff and volunteers provide every day, or a voice speaking on our guests' behalf on a broader level, such as to government agencies or state legislators. Our advocacy agenda remains flexible, able to address the needs of our guests as they arise, and to respond to barriers our staff and volunteers face in the daily services we provide.

## BELOW IS AN OVERVIEW OF OUR ADVOCACY PROCESS AND HOW YOU CAN JOIN WITH US IN OUR ADVOCACY EFFORTS!

### THE ISSUES WE ADVOCATE AROUND GENERALLY FALL INTO 3 CATEGORIES:

- Barriers faced in the services provided every day at the OAC
- Barriers faced by our guests in their day-to-day lives
- External policies or systems that affect our guests

### 1. WE IDENTIFY THESE ISSUES THROUGH ONGOING ENGAGEMENT WITH OUR COMMUNITY AND PARTNERS, INCLUDING:

- Regular conversations amongst staff and volunteers
- Conversations with guests during intake
- Quarterly Guest Advocacy Roundtable Discussions
- Networking with partner organizations
- Participation in local planning meetings and taskforces
- Listening to City Council and County Commission Meetings
- Monitoring bill movement at the State Capitol during legislative season

### Once an issue has been identified, we begin the advocacy process by researching the issue through:

- Data collection
- Listening to guest stories
- Speaking to partner organizations that may have faced the same issue
- Looking at how other cities/counties/states address an issue

### We then work to raise awareness and build support by:

- Networking with other organizations
- Attending meetings where we can voice our concerns such as government committee hearings or community meetings

- Circulating petitions to gather signatures of support
- Sending out "Advocacy Action Alert" emails to our community with how the community can help
- Meeting directly with agency or government officials and staff to inform them of the issue and discuss solutions

### 2. HOW YOU CAN HELP ADVOCATE!

- **Share your connections.** Let us know if you have personal relationships with any local government officials, legislators, or others who may be helpful for us to connect with. This could also include organizations whose work overlaps with ours.
- **Sign up for our Advocacy Action Alerts.** You can also find them on Facebook. These updates will keep you informed on what we're working on and how you can advocate on behalf of our guests.
- **Take action when alerts are sent.** When prompted, make a phone call or send an email to your legislator, city council member, or other local officials.
- **Add your voice.** Sign our petitions and letters of support.
- **Spread the word.** Share our action alerts, petitions, and letters with your community and encourage others to participate in advocacy efforts.
- **Show up in support.** Attend meetings or public events when we call on supporters to be present.
- **Help connect people to resources.** If you learn about individuals in your community who may need the OAC's support, please direct them to us.

For more information, contact **Sarah Zimbardi**, Advocacy Coordinator for Central Outreach and Advocacy Center ([szimbardi@centraloac.org](mailto:szimbardi@centraloac.org)).

# Open Doors with COAC

Every day at Central Outreach and Advocacy Center, doors are opened to hope, stability, and opportunity for individuals and families experiencing homelessness. Because of the generosity of supporters like you, guests are able to access critical services, compassionate advocacy, and meaningful community support. There are many ways to get involved and make an impact through COAC:



### **STRIDE Monthly Giving**

Join STRIDE, COAC's monthly giving community, and provide ongoing support for guests working to move forward with dignity and stability. Simply choose a monthly gift amount and payment method to become a member. STRIDE supporters receive regular updates about how their generosity is helping guests take meaningful steps forward.



### **One-Time Gifts**

Your gift in support of COAC's mission helps meet the immediate needs of guests as they work to overcome and prevent homelessness. Every contribution creates opportunities for hope, connection, and stability.



### **Amazon Wishlist**

Support COAC by purchasing much-needed items directly from our Amazon Wishlist. Donations such as hygiene products, snacks, socks, and everyday essentials go directly to support our guests.



### **Kickin' It With Kimberly**

Stay connected to the mission of COAC by subscribing to Kickin' It With Kimberly, our monthly Substack from Executive Director Reverend Kimberly J. Parker. Receive stories, updates, and insights about the work happening every day within our community.



**Together, we can continue opening doors for our guests and creating pathways toward lasting stability and hope.**

**TO DONATE VISIT: [www.centraloac.org](http://www.centraloac.org)**

# Meet the Team



**Reverend Kimberly J. Parker**

Executive Director | 21 Years

**Camille Frink**

Supportive Services Coordinator | 1 Year

**Sonja Hodges**

Employment Specialist | 4 Years

**Amy Kirkland**

Administrative Specialist | 4 Years

**O.J. Flowers**

Communications Coordinator | 3 Years

**Sarah Zimbardi**

Advocacy Coordinator | 2 Years

## BOARD OF DIRECTORS

- **Denise de La Rue** | Attorney and Trial Consultant, **Chair**
- **Kevin Pleiss** | Sr. Manager, Analytics & Systems, The Home Depot | **Vice-Chair**
- **Chris Williams** | Founder and Advisor Incept Financial | **Treasurer**
- **Joel Roberts** | Healthcare IT Project Manager Accenture | **Secretary**
- **Rudolph (Rudy) C. Baron Jr.** | Director of Architecture and Delivery Services for Security and Resiliency, Kyndryl | Director
- **Julie Boggs** | Retired Teacher | Director
- **Dr. A.J. Cooper** | Physician and Stroke Program Director at Encompass Rehabilitation Hospital of Henry County | Director
- **Jim Emshoff** | Associate Professor Emeritus of Psychology, Georgia State University | Director
- **Amy Harry** | Managing Director Global Communications, Delta Airlines | Director
- **Rev. Shannon Kershner** | Sr. Pastor Central Presbyterian Church | Director
- **Halsey Knapp** | Senior Partner, Krevolin & Horst, LLC | Director
- **Joel Langdon** | Deputy General Counsel Next Level Petroleum LLC | Director
- **Kathryn Pribish** | Senior Director of Product Marketing Document Crunch | Director
- **Pam Revie-Pettersen** | Retired Early Childhood Special Education Teacher | Director
- **Cortney Rosen** | President, Dragon Army | Director
- **Chris Sciarone** | Architect and Urbanist, Beck Group, Director
- **Steven White** | Director of Strategic Planning, SouthStar Energy Services | Director

## FOUNDATION & GRANT PARTNERS

- Fulton County CSP Grant: \$25,000
- Gary W. Rollins Foundation: \$25,000
- Homestead Foundation: \$20,000
- Trinity Presbyterian Church Impact Grant: \$10,000
- John and Mary Franklin Foundation: \$10,000
- Thomas H. Pitts Foundation: \$1,000
- Richard C. Munroe Foundation: \$5,000
- Catholic Foundation of North Georgia: \$2,700
- Diaconal Ministry Grant for the Presbytery of Greater Atlanta (PGA): \$5,000
- Southern Gas Company: \$25,000
- Georgia Natural Gas Foundation: \$10,000



[www.centraloac.org](http://www.centraloac.org)

