

2020 ANNUAL REPORT

As the state's leading consumer advocacy organization, GEORGIA WATCH works tirelessly to protect and inform consumers so all Georgians prosper and communities thrive. We seek to break down barriers and ensure access to opportunities and resources for all Georgians.

HIGHLIGHTS



- Successfully **advocated for a moratorium on utility disconnections** to protect Georgians struggling to keep the lights on amid the **COVID-19 crisis**.
- Created the **COVID-19 Resource guide** to provide consumers with a **list of resources** from national and state agencies, nonprofits, and other partners **to help protect their health, finances, and housing**.
- **Supported the efforts of Community Health Workers** by interviewing and sharing stories **uplifting the lived experiences of health workers** serving under-resourced Atlanta communities during and in the aftermath of the **COVID-19 crisis**.
- **Kicked off Community Voices for Health**—Georgia to **promote stronger community engagement in policy decisions** affecting the **health** of Georgians.
- **Launched the Advocates for Change board**, comprised of five CHWs from around the state, to **support data collection and development of CHW civic advocacy skills training**.

EDUCATING GEORGIANS

Hosted **8** workshops across the state on utilities and power bills, financial protection, and healthcare

Had over **545** active participants engage with our virtual workshops



CONSUMER EDUCATION MATERIALS

9%

MORE PRODUCED COMPARED TO 2019



ASSISTING GEORGIANS

THROUGH OUR CONSUMER HOTLINE, WE HELPED OVER **130** GEORGIANS!

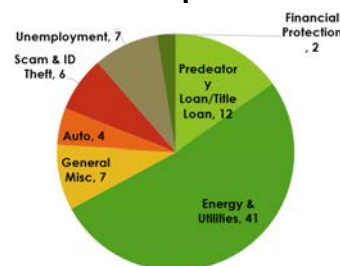
Most consumers asked about...

Utilities, 31%

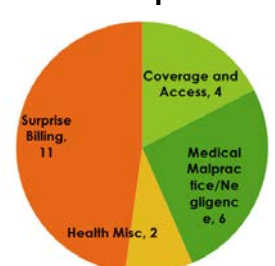
Most healthcare questions centered on...

Surprise billing, 8%

General questions



Healthcare questions



ADVOCATING FOR GEORGIANS

WROTE 41

public comments and letters, advocating for greater protections for Georgians

We published

41 NEWLETTER ARTICLES

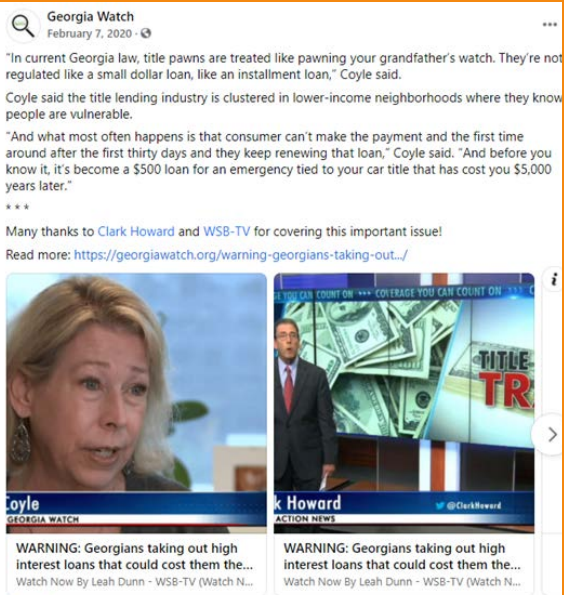
...and were featured as experts in the news

43 TIMES

Consumer Energy & Financial Protection were covered most!

ENGAGING GEORGIANS

MOST CLICKS 338



Among our most popular posts, the top 3 were related to title loans and COVID-19 related information

95,139
Twitter Impressions



1123 Profile Likes

3%
increase since
2019

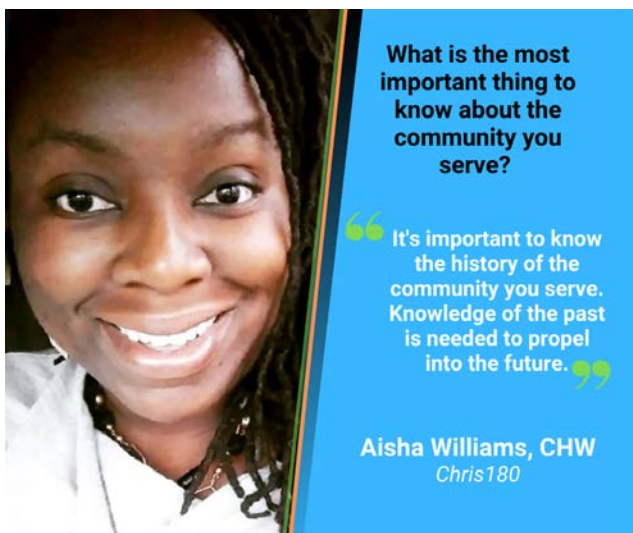


MOST LIKES 79



CELEBRATING OUR COMMUNITY HEALTH WORKERS & CONSUMER CHAMPIONS

We worked diligently to uplift the voices of Community Health workers during the COVID-19 pandemic



We proudly recognized our 2020 Consumer Champions

