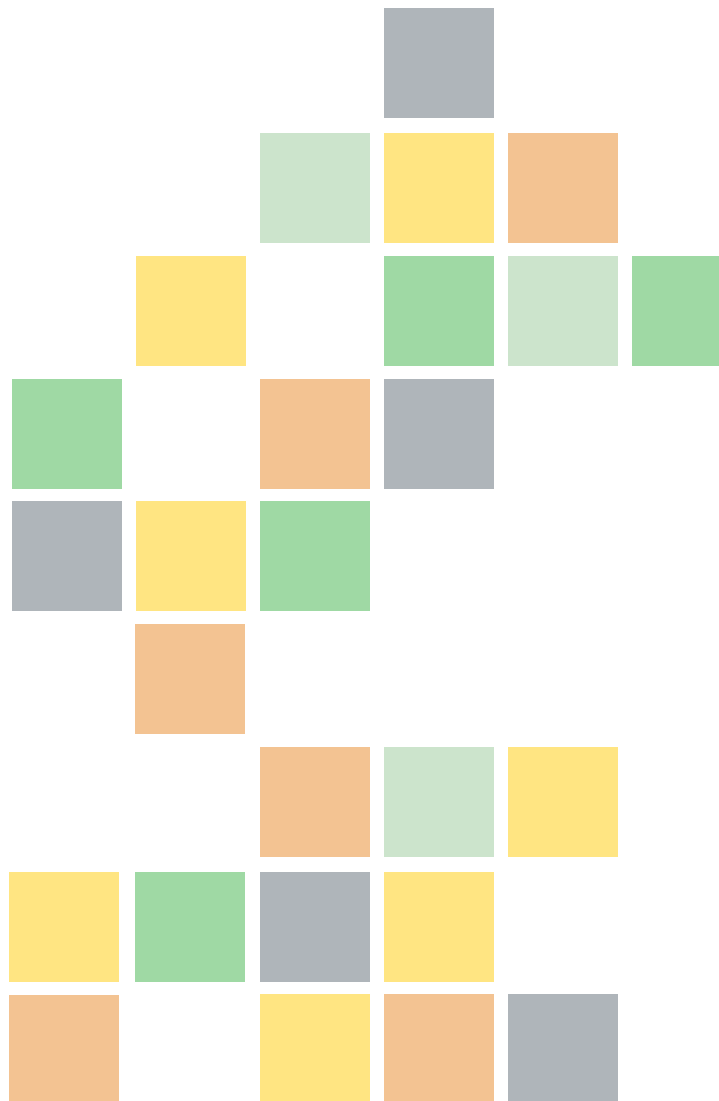


# 2021

## POINT-IN-TIME COUNT

*During the Global COVID-19 Pandemic*



Northeast Florida:  
Clay, Duval, and Nassau Counties  
09.15.2021



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# SUMMARY

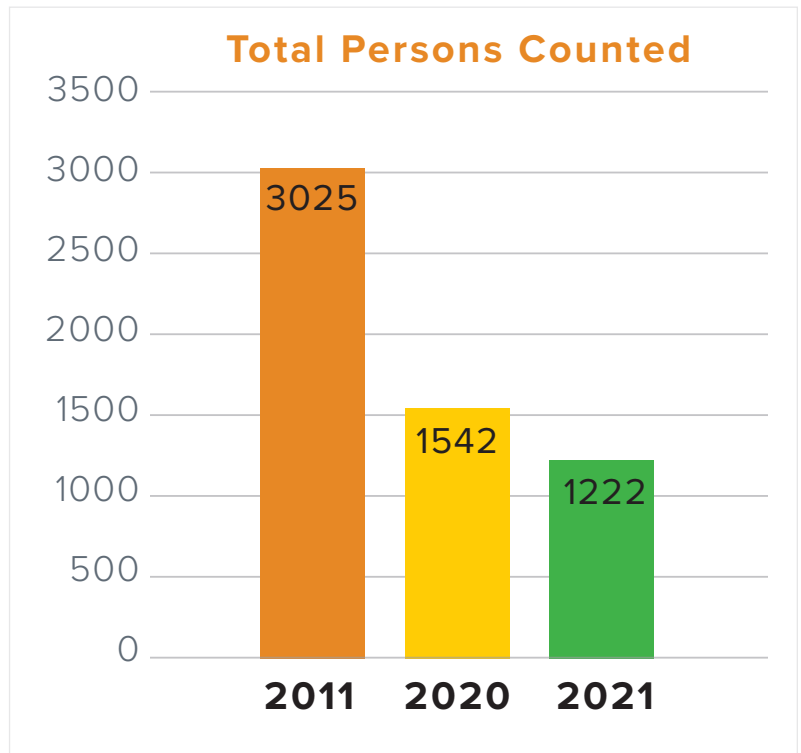
*It is important to note that the 2021 COVID-19 Point-In-Time Count numbers may not accurately represent the current state of homelessness. This year we implemented an updated Count methodology to abide by social distancing guidelines AND to safeguard the health of our most vulnerable neighbors. We still have yet to see the potential long-term impacts of the pandemic on those experiencing homelessness.*

As 2020 came to an end and the first anniversary of the COVID-19 pandemic approached, much like other communities across the nation, we were unsure if conducting the 2021 Annual Point-in-Time (PIT) Count was a feasible option for our Continuum of Care (CoC). Cases were still rising, some shelters were continuing to operate at reduced capacity, and the fear of potentially spreading the virus to vulnerable populations remained.

Then the U.S. Department of Housing and Urban Development (HUD) issued waivers that allowed CoCs to opt out of conducting the unsheltered portion of the Count. For those who *did* choose to move forward, HUD provided additional waivers that allowed for flexibility in methodology and timing of the Count.

We were one of those communities. Our methodology for the 2021 PIT Count differed from any other Count we had ever conducted. We extended the event over three days, January 26th through the 28th, and did not utilize any volunteers. We worked closely with community partners and staff from agencies throughout Clay, Duval, and Nassau Counties to conduct surveys at the Urban Rest Stop (URS), known locations throughout Downtown and at Mission House, Jacksonville Beach.

One of the most important developments to come out of the 2021 Count was our use of the [Counting Us](#) app, a tool created to automate the collection of data for the annual homeless census. This app served as an easy, all-in-one platform to record surveys and submit the collected information instantly. In the midst of a global pandemic, *Counting Us* allowed us to conduct the PIT in the safest, most efficient way by streamlining our collection, analysis, clean-up, and categorization of crucial homelessness data.



# SUMMARY

## METHODOLOGY:

### Previous Years

### 2021 (COVID-19)

#### APPROACH

In previous years, the PIT Count has been conducted typically on one day in late January. Volunteers and staff span out across Clay, Duval, and Nassau Counties to survey those experiencing homelessness in known locations, including community shelters, meal lines, *and* unsheltered areas.

We extended the PIT Count over three days and conducted surveys at the Urban Rest Stop, known locations throughout Downtown and at Mission House, Jacksonville Beach. To ensure the safety and wellbeing of those experiencing homelessness, we abided by social distancing guidelines when counting.

#### PARTICIPANTS

We routinely recruited 150-200 volunteers to participate, along with staff from FL-510 CoC member agencies.

We did not utilize volunteers. The only participants of this year's count were staff from FL-510 CoC member agencies.

#### DATA COLLECTION

Volunteers and staff conducted the Count by filling out physical survey forms.

Staff conducted the Count by filling out digital survey forms via the *Counting Us* App.

#### DATA SUBMISSION

The completed survey forms were submitted to the [Homeless Management Information System \(HMIS\)](#) team. HMIS staff would manually input the collected data into an excel spreadsheet, check for errors, and submit the results to HUD's [Homelessness Data Exchange \(HDX\)](#).

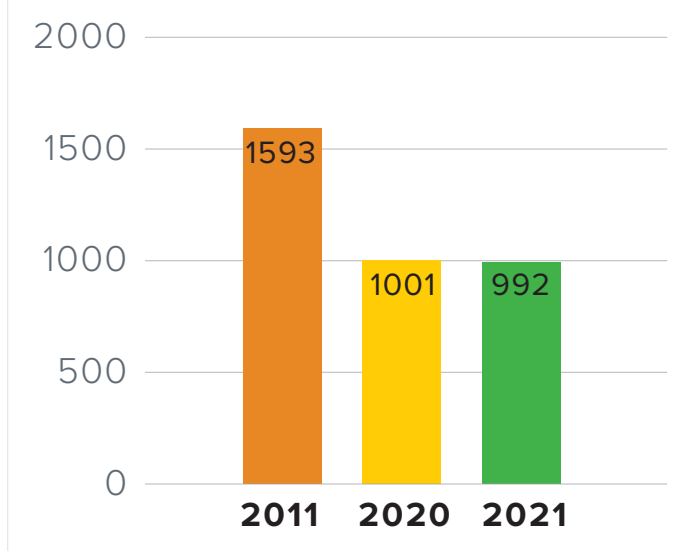
*Counting Us* has built-in reporting, automatic deduplication, and live data monitoring, so the [Homeless Management Information System \(HMIS\)](#) team was able to view PIT results as soon as they were submitted. Once the Count was finished, the data was exported from the app and combined with other shelter data, which was then reported through HUD's [Homelessness Data Exchange \(HDX\)](#).



# SUMMARY

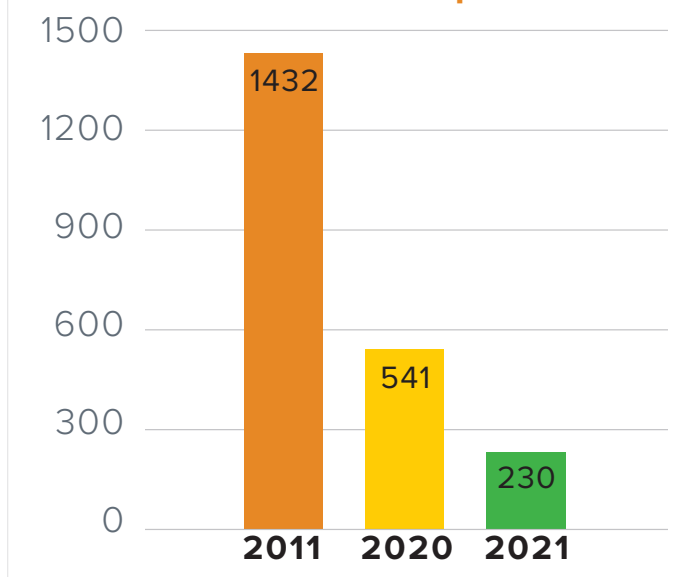
*Due to the methodology utilized during the 2021 Count and other variables caused by the COVID-19 pandemic, the numbers recorded this year may not accurately reflect the current state of homelessness. We are not highlighting percentage changes for 2021.*

## Total Sheltered People Counted



During the 2021 Count, shelters were at reduced capacity to prevent the spread of COVID-19. Our CoC also continued to operate separate non-congregate isolation facilities at this time to accommodate the reduced capacity.

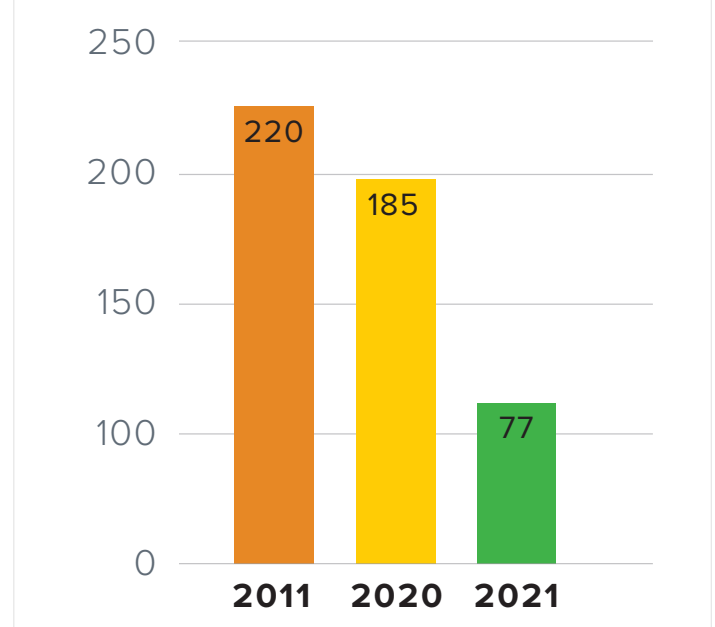
## Total Unsheltered People Counted



The total number of people experiencing unsheltered homelessness recorded during this year's PIT Count was 230.

As stated earlier in this report, it is important to note that this number may not accurately represent the present state of homelessness. We utilized a different methodology for this year's Count. We also have yet to see the potential long-term impact of the COVID-19 pandemic on this subpopulation.

## Total Households Counted



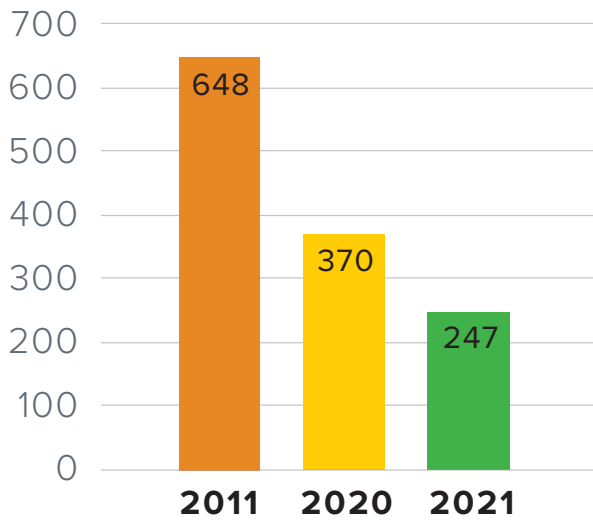
In 2021, the number of family households experiencing homelessness counted was 77. During this Count, emergency shelters and transitional housing were at reduced capacity, so this number may not represent the true number of households experiencing homelessness.



# SUMMARY

## SUBPOPULATIONS:

**Families # of Counted**

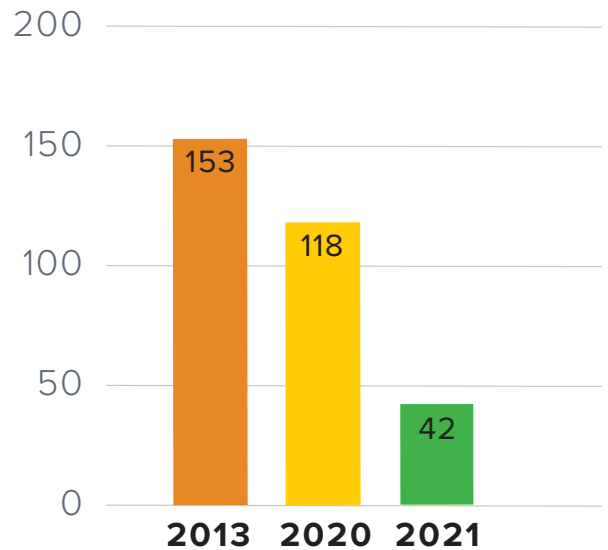


During this year’s Count, 247 people experiencing homelessness in families were recorded. As noted in Households, these family members are either in emergency or transitional housing. See “Total Households Counted” (pg. 5) for clarification on the number recorded for this subpopulation in 2021.

People defined as chronically homeless are disabled and homeless for at least 1 year or episodically that totals a year or more.

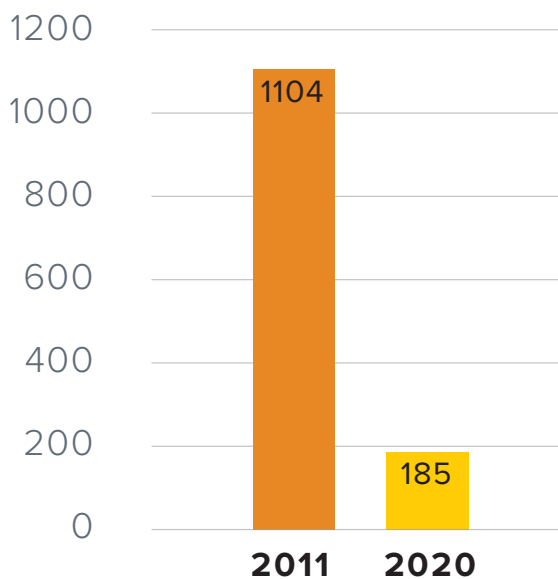
During the 2021 COVID-19 PIT Count, we utilized a revised methodology and application which resulted in an unexpected consequence of invalid data for people who are chronically homeless.

**Total Youth/Young Adults Counted**



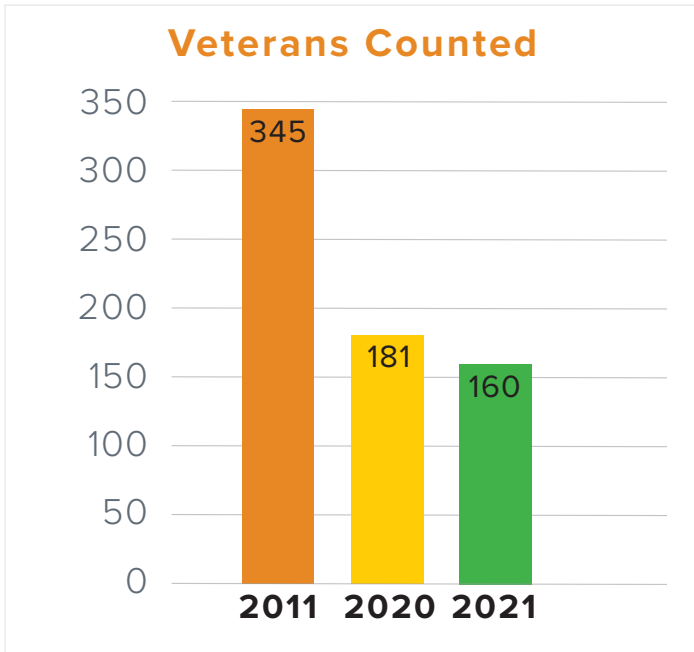
Youth-specific (those experiencing homelessness between the ages of 18 and 24) counts began in 2013. In February of 2021, our community accepted the 100-Day Challenge on Youth Homelessness as part of the [HUD Cohort 5](#). Even amidst a global pandemic, the team was able to stabilize housing for over 100 youth and young adults.

**Total Chronic Counted**



# SUMMARY

## SUBPOPULATIONS CONTINUED:



We continue to see a decrease in the number of Veterans experiencing homelessness and attribute it to our involvement in Built for Zero, a national movement committed to ending veteran and chronic homelessness.

Over the last several years, our community has ramped up efforts to effectively end veteran homelessness by increasing participation from the local Veterans Administration, adopting and implementing a By-Name List, and convening for weekly case conferencing.



# A Note from Dawn Gilman, CEO

As the end of 2021 nears, we begin to approach the two year mark of the COVID-19 pandemic. It is a somber reminder of the extraordinary, and in many ways, unthinkable time through which we are all living.

The pandemic has dramatically changed our lives. Many of us have witnessed our loved ones, colleagues, and clients get sick – and some of us have even experienced it ourselves. We've been forced to work in unforeseen ways to accommodate the unimaginable challenges and are now taking stock of how the pandemic will continue to impact our personal and work lives going forward.

Through it all, this community of service providers has risen to the challenge, and remained consistent in its efforts to ensure the most vulnerable among us were protected during a global crisis.

So much has changed over the past year during the pandemic, but some things have not — like the unwavering compassion and dedication that our staff, partner agencies, healthcare workers and other community members have for serving those experiencing homelessness.

It is said real leaders are forged in crisis. I believe anyone can look around at our very own community and know that to be true.

Thank you for your continued support and hard work over the last year and a half.

Together, we are Changing Homelessness.



Dawn Gilman  
CEO, Changing Homelessness

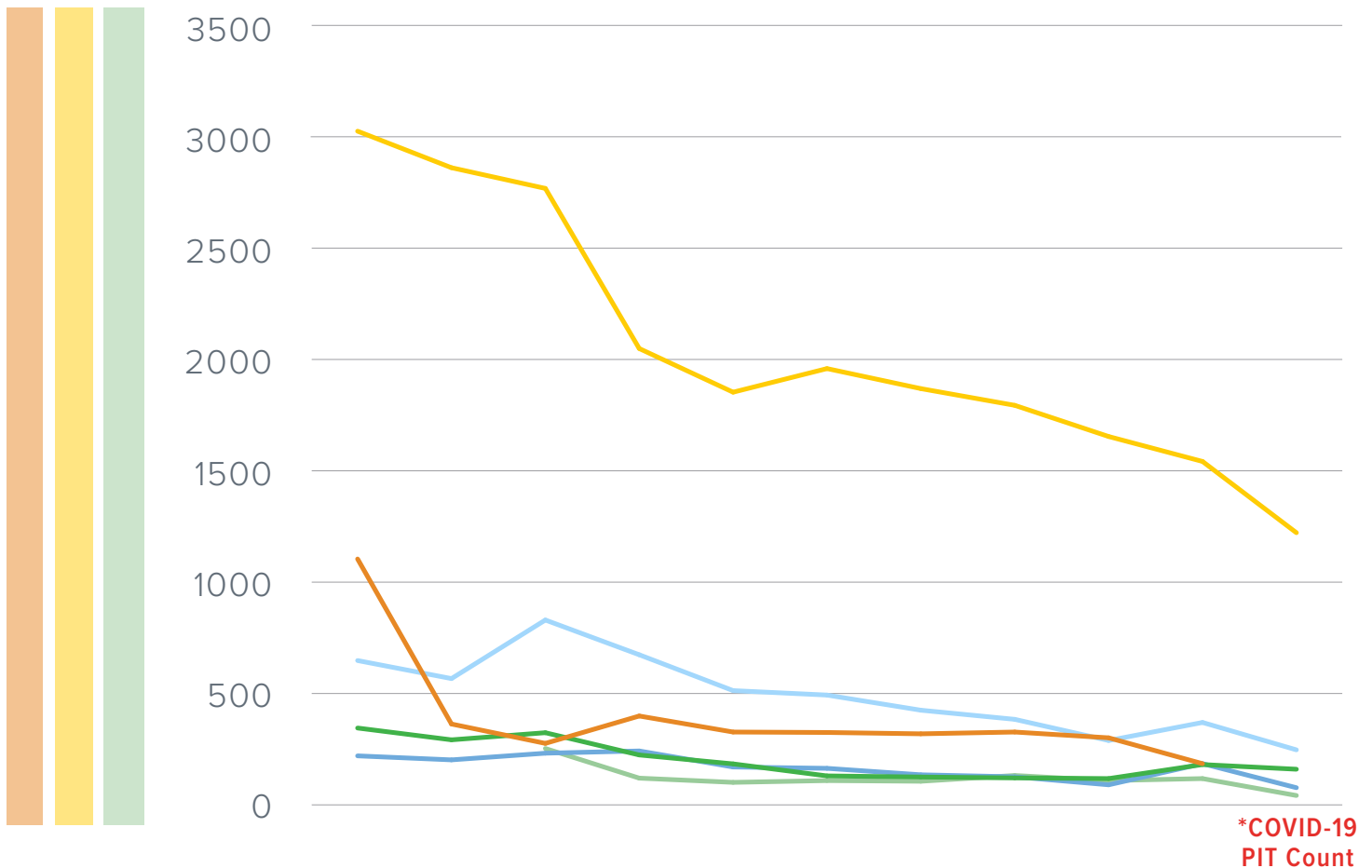




# APPENDIX A: TEN YEAR TRENDS

Due to the methodology utilized during the 2021 Count and other variables caused by the COVID-19 pandemic, the numbers recorded this year may not accurately reflect the current state of homelessness.

## YEAR OVER YEAR POINT-IN-TIME TOTALS



	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Total	3025	2861	2768	2049	1853	1959	1869	1794	1654	1542	1222
Chronic	1104	363	276	399	327	325	319	327	301	185	*
Veterans	345	292	324	224	184	130	125	121	118	181	160
Families (with child) Households	220	202	232	242	170	164	135	126	90	185	77
Families (with child) # of people	648	567	830	674	513	493	425	384	289	370	247
Youth			153	120	101	109	106	132	109	118	42

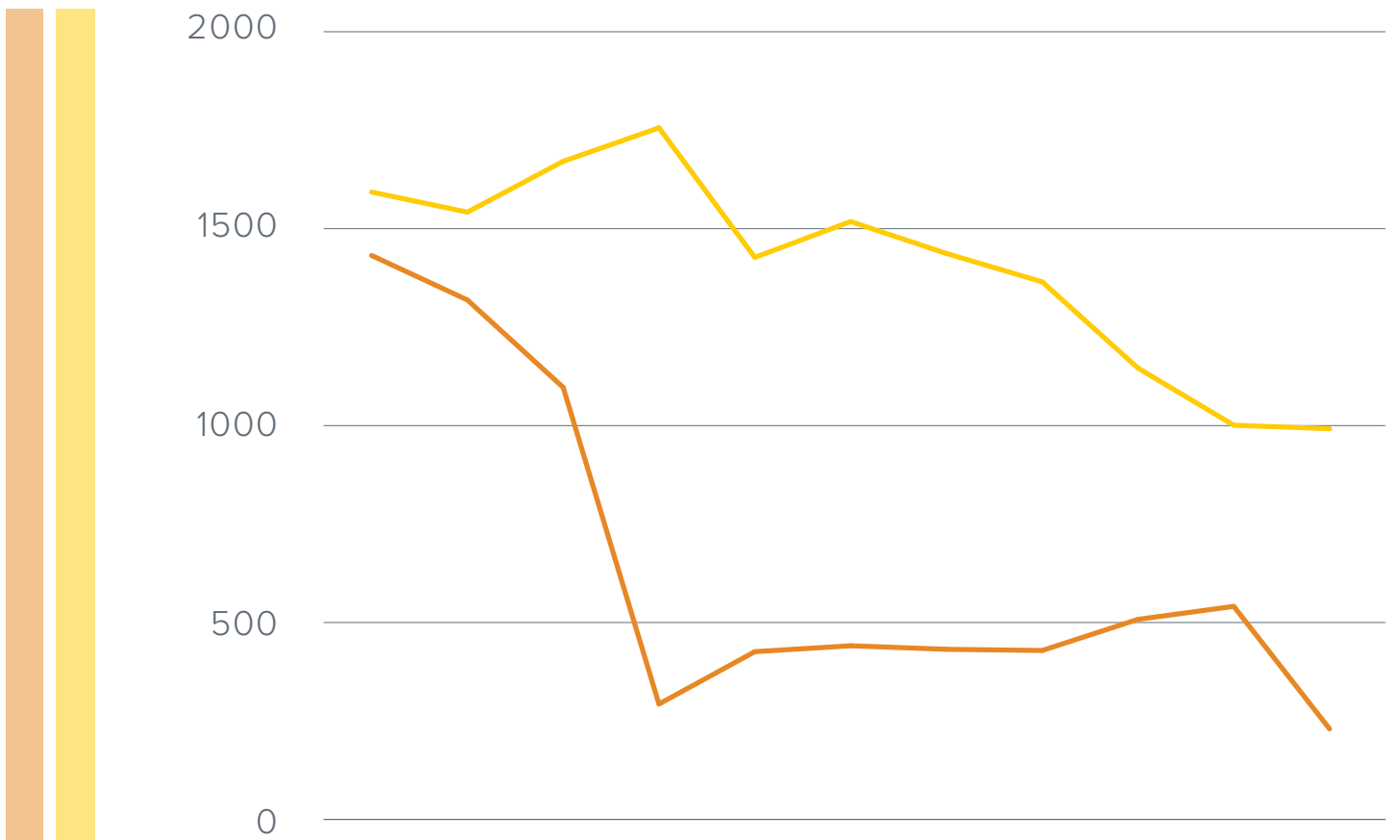
\*During the 2021 COVID-19 PIT Count, we utilized a revised methodology and application which resulted in an unexpected consequence of invalid data for people who are chronically homeless.



# APPENDIX A: TEN YEAR TRENDS CONTINUED

Due to the methodology utilized during the 2021 Count and other variables caused by the COVID-19 pandemic, the numbers recorded this year may not accurately reflect the current state of homelessness.

## YEAR OVER YEAR SHELTERED AND UNSHELTERED TOTALS



\*COVID-19  
PIT Count

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Sheltered	1593	1542	1671	1756	1427	1518	1437	1365	1146	1001	992
Unsheltered	1432	1319	1079	293	426	441	432	429	508	541	230

*\*It is important to note that these numbers do not represent homelessness in its entirety. We have yet to see the potential long-term impacts of the pandemic on those experiencing homelessness. Earlier in 2020, Northeast Florida established non-congregate shelters to accommodate reduced shelter capacity to prevent the spread of COVID-19 in congregate living spaces.*



# APPENDIX B: GOVERNANCE AND MEMBERSHIP

## Northeast Florida Continuum of Care Governance Board

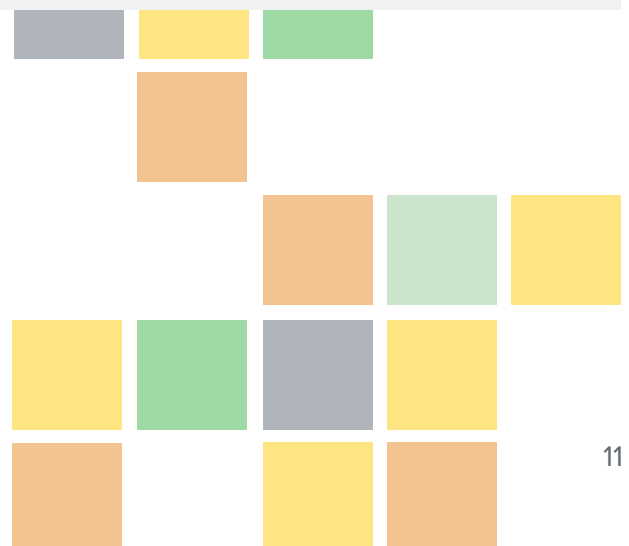
CHANGING HOMELESSNESS APPRECIATES THE GUIDANCE OF THE NORTHEAST FLORIDA CONTINUUM OF CARE GOVERNANCE BOARD:

- Tabatha Ball, Agape Community Health Center
- Dr. Jametoria Burton, FSCJ
- David Clark, Downtown Ecumenical Services
- Michael Cochran, Consultant
- Tom Daly, City of Jacksonville
- Nancy Eisele, LSF Health Systems
- Katie Ensign, Jessie Ball duPont Fund
- Cindy Funkhouser, Sulzbacher
- Matt Galnor, Jax Chamber
- Jake Gordon, Downtown Vision
- Damon Green, Impact Church
- Teri Ketchum, Presbyterian Social Ministries
- Sara Mitchell, United Community Outreach Ministry
- Tyler Morris, Center for Independent Living
- Doug Orange, Downtown Vision
- Ashley Pratt, Mayo Clinic
- Bill Rodgers, Veterans Administration
- Karen Tozzi, Florida Department of Health

## Changing Homelessness Board of Directors

CHANGING HOMELESSNESS ACKNOWLEDGES THE LEADERSHIP AND SUPPORT OF OUR BOARD OF DIRECTORS:

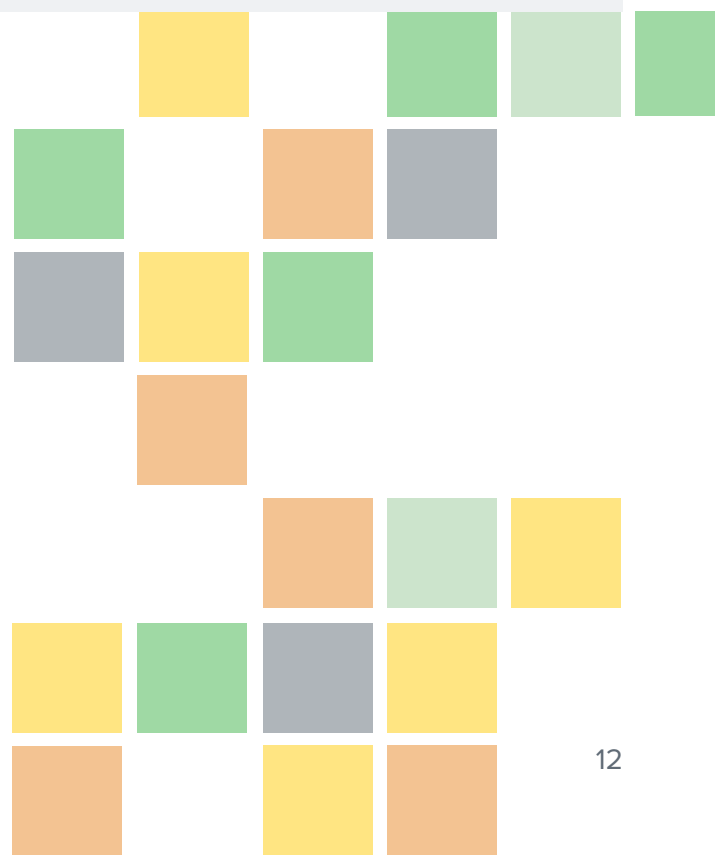
- Wesley Stapp, Chair
- Terri Lewis, Vice Chair
- Paul Davison, Treasurer
- Bradley Russell, Secretary
- Derek Brown
- Dr. Heather Brown
- Lee Robert Brown III
- Charles Garrison
- Whitney George, Ph.D.
- Branden Hawkins
- Coretta Hill
- Dr. Tammy Hodo
- Ken Jefferson
- Penny Kievet
- Ellen Schmitt
- Gerald Thomas

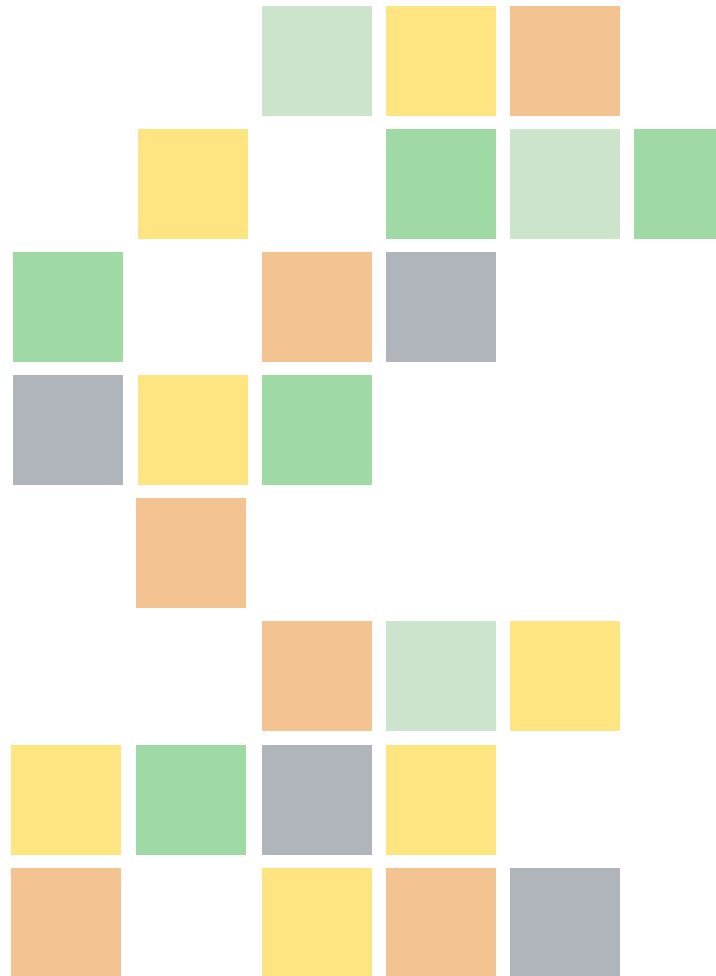


## Northeast Florida Continuum of Care Member Agencies

CHANGING HOMELESSNESS IS GRATEFUL FOR THE HOPE AND COURAGE OF ALL THE ORGANIZATIONS DEDICATED TO REDUCING AND ENDING HOMELESSNESS:

- Ability Housing
- Barnabas House
- BEAM
- Catholic Charities
- City of Jacksonville, Veteran Services
- City Rescue Mission
- Clara White Mission
- Clear Health Alliance
- Coalition for the Homeless of Nassau
- Daniel Memorial
- Downtown Ecumenical Services Council
- Downtown Vision
- Dreamweek
- Duval County Public Schools
- Center for Independent Living Jacksonville
- Family Promise of Jacksonville
- Family Support Services
- Five S.T.A.R. Veterans Center
- Gateway Community Services
- HerSong
- Hubbard House
- Jacksonville Housing Authority
- JASMYN
- Jewish Family & Community Services
- Liberty Center
- LISC
- LSF Health Systems
- Lutheran Social Services
- Mental Health Resource Center
- Mercy Network
- Micah's Place
- Mission House
- Presbyterian Social Ministries
- Quality Life Center of Jacksonville
- Quigley House
- Salvation Army
- Sulzbacher
- Trinity Rescue Mission
- Volunteers of America
- Youth Crisis Center





**CHANGING** Homelessness  
 660 Park Street  
 Jacksonville, Florida 32204  
 Phone: (844) 367-7783  
 Email: [info@changinghomelessness.org](mailto:info@changinghomelessness.org)