Changing Homelessness is the lead agency for the FL-510 Continuum of Care (CoC), a collaborative of over 40 agencies working together across Northeast Florida, in Clay, Duval, and Nassau counties. We are tasked by the U.S. Department of Housing and Development (HUD) to deliver a comprehensive response to homelessness, which includes coordinating funding and the delivery of housing and services for people experiencing homelessness through HUD funds. We also manage the CoC’s Homeless Management Information System (HMIS), provide support and training for member agencies administering direct services, and build community awareness around the steps our Continuum is taking to end homelessness.

Our MISSION
Changing Homelessness guides the community effort and builds capacity to prevent and end homelessness.

Our VISION
An end to homelessness.

ADVOCATE
We believe that a strong community educates citizens about the needs that exist and engages them on goals they want to achieve together. Whether building awareness and creating trust, or providing training and participating in outreach opportunities with citizen groups, we are committed to ensuring that citizens, member agencies, and other stakeholders are well-informed and know that the data shared is reliable.

CONVENE
We believe that it is our responsibility to be a voice for persons experiencing homelessness. From traveling to our state and nation’s capitals to meet with lawmakers, to leveraging much-needed resources and funding, we are staunch in our efforts that prioritize awareness and help drive policy decisions.

EDUCATE
We believe that ending homelessness can only be done through authentic connectivity. We foster a community that advances equity through human dignity and common good by bringing together 40+ member agencies and partners to share best practices and stay abreast of current trends via both General Membership and the Northeast Florida CoC Governance Board. Additionally we host a number of events annually that promote meaningful conversations, mutual value, and yield opportunities to network and collaborate.
When future historians look back on 2020, they’ll draw many conclusions about the effects of this tumultuous year, including how it highlighted the inextricable relationship between housing and health. Those experiencing homelessness are some of the most susceptible to highly transmissible viruses like COVID-19, and the onset of the global pandemic forced many Americans to face a painful, new perspective: a stable home is essential for the health of individuals and our collective wellbeing.

While this new, shared outlook did not come without challenges, it did give housing and homeless advocates, like us, a unique opportunity to solidify an understanding of housing as healthcare, forge new partnerships, and take meaningful steps towards long-term solutions. It gave us a chance to make real impact.

Never before this year, have we seen such a force of collaboration across diverse sectors — service providers, local partners, concerned citizens, and government entities — all banded together, to provide protection for people experiencing homelessness. This unprecedented synergy and partnership in our community, combined with an influx of relief funding and resources, were critical in our emergency response to the pandemic and helped us significantly minimize the potentially catastrophic effects of COVID-19 on one of the most vulnerable populations.

2020 gave us a glimpse of what the future can look like if we continue to prioritize housing for all and ensure that long-term, sustainable change happens. We are ALL on this journey together and better off when everyone has a place to call home.

Together, we are Changing Homelessness.
Our COVID-19 Response

When COVID-19 entered our community at the beginning of the year, we faced a unique challenge. As a Continuum of Care, we knew individuals experiencing homelessness were already particularly vulnerable to contracting COVID-19 and more likely to be hospitalized when infected due to a high prevalence of underlying health conditions. In order to prevent the spread and continue serving our clients in the safest way possible, we convened with the Mayor of Jacksonville, homeless service providers, and other partners throughout our community to form the COVID-19 Shelter Task Force.

Through this task force, we designed and implemented a complete COVID-19 protocol, which included new shelter guidelines, standing up temporary, non-congregate shelter (quarantine facilities), and performed mass COVID-19 testing.

100-Day Challenge on Youth Homelessness

In February, 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 prevent and end homelessness for over 100 youth and young adults.

Our Work on the National Stage

At the beginning of the year, New York Times best selling author Malcolm Gladwell visited Jacksonville to highlight our community’s homelessness practices and Annual Memorial Service for his podcast, Revisionist History. We also received national recognition from our friends at Community Solutions for our response to the COVID-19 pandemic.
OUR IMPACT BY THE NUMBERS

FL-510: Clay, Duval, and Nassau Counties

6,514 HOUSED across all permanent housing programs over last 10 years

$9 MILLION in public funding during 2020, about a 68% increase from the previous year

10 YEAR TREND:
Total number of people experiencing homelessness

50+ cross-sector partnerships

50+ veterans housed in 2020 as part of the Built for Zero initiative

85% success rate

of all local permanent housing programs over last 10 years
The Point-in-Time (PIT) Count is a time-stamped snapshot of homelessness on a given day — an event that helps define homelessness at that moment. To learn more about the federally-mandated annual PIT Count, click here.

Why do we count?
The PIT Count helps us understand the state of homelessness in our community. Collecting data on homelessness and tracking progress can inform public opinion, increase public awareness, and attract resources that will lead to the eradication of homelessness.

2020 PIT Count Snapshot
On Wednesday, January 22, 2020, the Northeast Florida Continuum of Care (CoC) joined with our community partners and volunteers to conduct the annual PIT Count. To read the full 2020 PIT Report, visit our website.

- **1,542** Number of persons experiencing homelessness counted, a 52% decrease since 2010
- **185** Number of chronically homeless individuals counted, an 82% decrease since 2010
- **181** Number of veterans experiencing homelessness counted, a 64% decrease since 2010

The decrease in the number of people experiencing unsheltered homelessness over the last 10 years.
Housing and health are inextricably linked. Mental and physical health declines are often the catalysts behind somebody’s bout of homelessness — but they can also happen as a result of homelessness.

The interdependence between the two can be explained by a few key societal factors, like an inaccessibility to adequate healthcare and a widespread lack of affordable housing. If you couple these disparities with our nation’s history of medical racism, structural disadvantages caused by discriminatory housing policies, and other systemic barriers communities of color continue to face, homelessness becomes an entire pileup of inequities.

Racial Inequities Within Homelessness and Housing

There is a long-standing history of racism within homelessness and housing in our country, and we know that we cannot attempt to achieve our vision of ending homelessness without addressing these disparities. In June, while the world was collectively grieving the murder of George Floyd, we released our message on social justice, equality, and human rights.

We stand firm in our commitment toward realizing a healthy and housed Jacksonville where everyone thrives, and echo the sentiment that Black Lives Matter.

• FL-510 2019 Racial and Ethnic Disparities Analysis
• FL-510 2018 Racial Disparities Preliminary Assessment

Advocating for Equity

Discussing Homelessness as a Public Health Crisis

In August, we discussed the importance of recognizing homelessness as a public health crisis as the COVID-19 pandemic fell on the heels of a long-established affordable housing crisis during our 3rd Annual State of Homelessness and Volunteer Appreciation Breakfast with local and national thought leaders.
COVID-19 IN REVIEW

March 2020
Efforts began in early March to mitigate the potential impact of the COVID-19 pandemic on those experiencing homelessness. We started by forming a COVID-19 Shelter Task Force in collaboration with the Mayor’s Task Force on Homelessness and all local shelters. From there, we developed a community-wide COVID-19 shelter protocol, which included screening everyone entering shelter facilities, reducing capacity, performing routine cleanings of each shelter campus, enacting social distancing requirements, and providing instructions on how to handle a situation in which someone tested positive for the virus.

May 2020
We teamed up with Quest Diagnostics, Community Solutions, UF Health, Sulzbacher, and several other local partners to conduct widespread testing for COVID-19 for nearly 700 individuals experiencing homelessness in Northeast Florida. Through this partnership, none of the individuals screened tested positive.

June 2020
Our CoC received additional funding from Coronavirus Aid, Relief, and Economic Security, or CARES Act, in the amount of $2.4 million for the Supportive Services for Veteran Families (SSVF) Program. This new money lifted certain grant restrictions, allowing the SSVF team to place veterans experiencing street homelessness into hotels while they searched for housing.

July 2020
Our CoC received about $3 million in additional funding under the U.S. Department of Housing and Urban Development (HUD) Emergency Solutions Grant (ESG-CV) through the Florida Department of Children and Families (DCF) and the City of Jacksonville to move vulnerable clients off the streets, and into non-congregate isolation facilities and Rapid Rehousing amid the pandemic.

October 2020
Preventing the spread of COVID-19 among those experiencing homelessness was not an easy task. It took continuous commitment and fortitude from our staff, partner agencies, and all frontline workers. By the end of 2020, our CoC moved:
- 397 households experiencing homelessness into temporary, non-congregate shelter
- 117 households into permanent housing following temporary, non-congregate shelter

November 2020

December 2020

April 2020
Our community-wide COVID-19 response also included standing up temporary, non-congregate isolation facilities for anyone experiencing homelessness who:
- Had an underlying or pre-existing health condition
- Had been exposed or was displaying symptoms of COVID-19
- Was awaiting test results
- Had tested positive

August 2020

September 2020
Our CoC received about $3 million in additional funding under the U.S. Department of Housing and Urban Development (HUD) Emergency Solutions Grant (ESG-CV) through the Florida Department of Children and Families (DCF) and the City of Jacksonville to move vulnerable clients off the streets, and into non-congregate isolation facilities and Rapid Rehousing amid the pandemic.

November 2020

December 2020

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Changing Homelessness was awarded the Supportive Services for Veteran Families (SSVF) Program in 2012. We are responsible for program administration and coordination of services in 17 counties throughout Florida and Georgia.

Through the SSVF Program, we have served more than 4,000 veteran families in our service areas since the start and we are committed to serving many more.

Once a veteran is determined eligible and enrolled in the SSVF Program, we can assist with the following services to promote long-term housing stability:

- Housing search and identification
- Housing counseling
- Budgeting
- Connection to Department of Veteran Affairs benefits
- Connection to mainstream benefits
- Connection to legal services (civil)
- Provision of temporary financial assistance (temporary, not guaranteed)

For more information on the SSVF Program, please visit our website.
Our COMMUNITY PARTNERS

As the lead agency on homelessness in Northeast Florida, we guide the community effort and build capacity to prevent and end homelessness. We are proud and grateful to be able to serve as a partner and resource for fellow non-profit and community institutions. Homelessness is a community issue and it takes an entire community to solve it.

Our FUNDING PARTNERS

We are deeply grateful for all of the funding we receive in support of our mission to end homelessness. Thank you to our funding partners!

Summary FINANCIAL DATA

Revenue

expenses

Our COMMUNITY PARTNERS

Ability Housing
Barnabas House
BEAM
Catholic Charities
City of Jacksonville Veteran Services
City Rescue Mission
Clara White Mission
Coalition for the Homeless of Nassau
Daniel Memorial
Downtown Ecumenical Services Council
DreamWorks, Inc.
Duval County Public Schools
City of Jacksonville
Family Promise of Jacksonville
Family Support Services
Five STAR Veterans Center
Florida Department of Health
Gateway Community Services
HerSong
Hubbard House
Jacksonville Housing Authority
Jacksonville Sheriff’s Office (JASSN)
Jewish Family & Community Services
Liberty Center 1 LLC
Liberty Center 2 Ltd
Liberty Center IV Ltd
LSF Health Systems
Lutheran Social Services
Mayor’s Task Force on Homelessness
Mental Health Resource Center
Mercy Network
Mercy’s Place
Mission House
Presbyterian Social Ministries
Quality Life Center of Jacksonville
Quigley House
Salvation Army
Sultzbacher
Trinity Rescue Mission
UIF
UIF Health
Quest Diagnostics
Volunteers of America
Youth Crisis Center

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U.S. Department of Housing and Urban Development (HUD)
Florida Department of Children and Families (DCF)
Florida Blue
City of Jacksonville
Northeast Florida Hardest Hit

U.S. Department of Veterans Affairs (VA)
Community Solutions
Home Depot Foundation
Wells Fargo

Northwest Florida Hardest Hit

Federal grants
$7,553,508.37

State/Local Grants
$1,110,042.35

Other
$35,714.40

Foundations/Corporate Grants
$410,019.44

$2,811,394

$7,553,508.37

$4,585,457

$4,585,457

$410,019.44

$7,553,508.37

$35,714.40

$1,110,042.35

$2,811,394

Other

Federal grants

State/Local Grants

Other

Foundations/Corporate Grants

Revenue

82.9%

12.2%

4.5%

4%

Expenses

8.4%

2.2%

5.9%

10.4%

30.7%

50%

Other

Database (HMIS)
Continuum of Care
Funding to Other Agencies
Veterans (SSVF)
Financial Assistance for Housing

Cost

$70,894

$202,542

$540,953

$950,489

$2,811,394

$4,585,457

$2,811,394

$202,542

$540,953

$950,489

$4,585,457

Financial Assistance for Housing

$4,585,457

Financial Assistance for Housing

$4,585,457

Continuum of Care

$540,953

Funding to Other Agencies

$950,489

Veterans (SSVF)

$2,811,394

Database (HMIS)

$202,542

Other

$70,894

Cost

Revenue

82.9%

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