

Changing Homelessness

2020
ANNUAL
REPORT



Our MISSION

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

Our VISION

An end to homelessness.

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.

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.

2020 LEADERSHIP & BOARD

Leadership Staff

Dawn Gilman

Chief Executive Officer

Jeanne Hayes

Chief Operating Officer

Monique Elton

Chief Community Engagement Officer

Rick Robbins

Chief Financial Officer

Board of Directors

Kevin Woodall

Chair

Wesley Stapp

Vice Chair

Paul Davison

Treasurer

Ellen Schmitt

Secretary

Barney Smith

Bradley Russell

Coretta Hill

Derek Brown

Lee Robert Brown III

Sean Hall

Terri Lewis

LETTER *from the CEO*

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.



Dawn Gilman
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

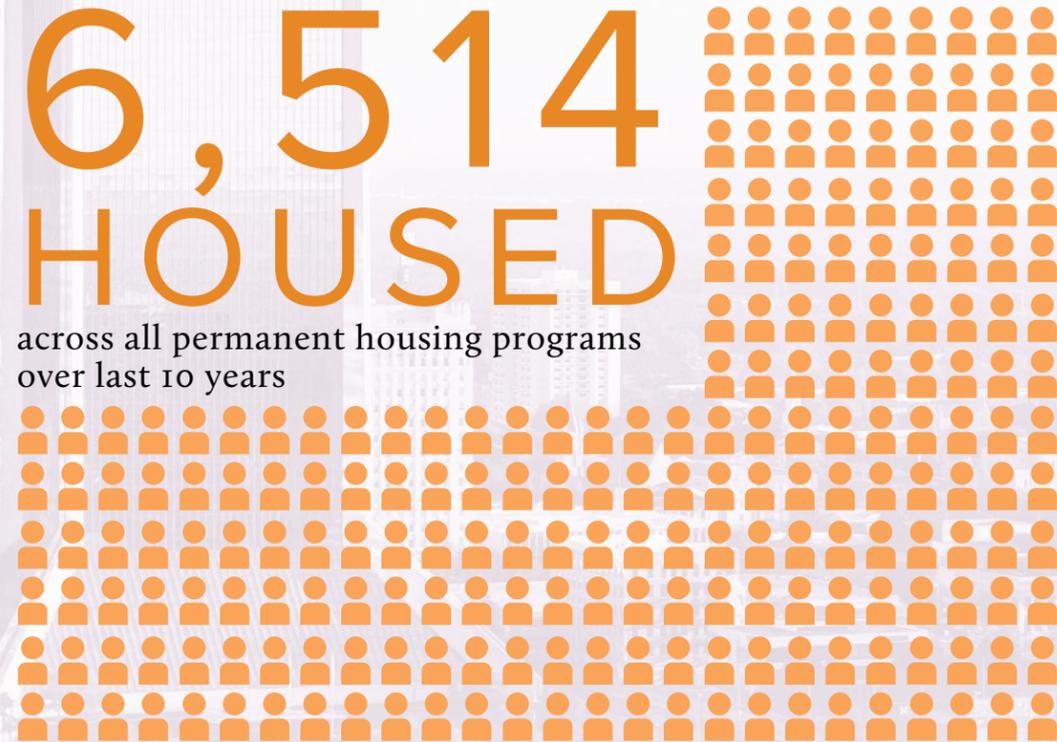


At the beginning of the year, New York Times best selling author Malcolm Gladwell visited Jacksonville to highlight our community's homelessness practices and Annual Memorial Service for his podcast, **Revisionist History**. We also received national recognition from our friends at **Community Solutions**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

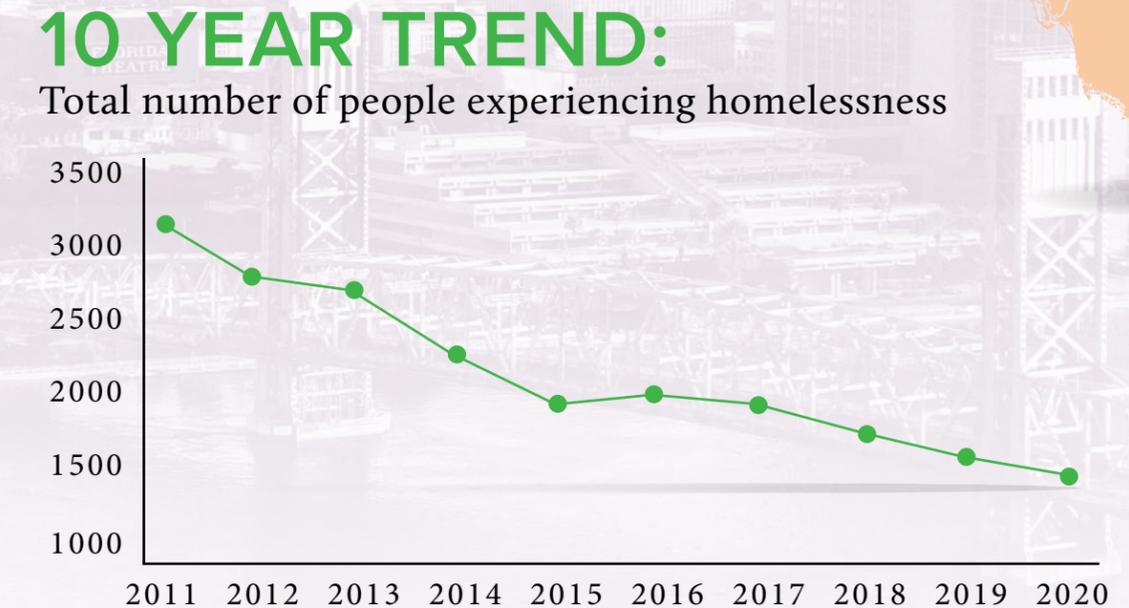
2020 HIGHLIGHTS

OUR IMPACT BY THE NUMBERS

FL-510: Clay, Duval, and Nassau Counties



227
veterans housed
in 2020 as part of the *Built for Zero* initiative





POINT-IN-TIME

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**

54%

The decrease in the number of people experiencing unsheltered homelessness **over the last 10 years**

185

Number of chronically homeless individuals counted, **an 82% decrease since 2010**

181

Number of veterans experiencing homelessness counted, a **64% decrease since 2010**

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**

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.

ADVOCATING FOR EQUITY



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.

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

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

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.

August 2020

October 2020

December 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

of households assisted in 2020 by area

SSVF PROGRAM



SSVF is a CARF Accredited Program

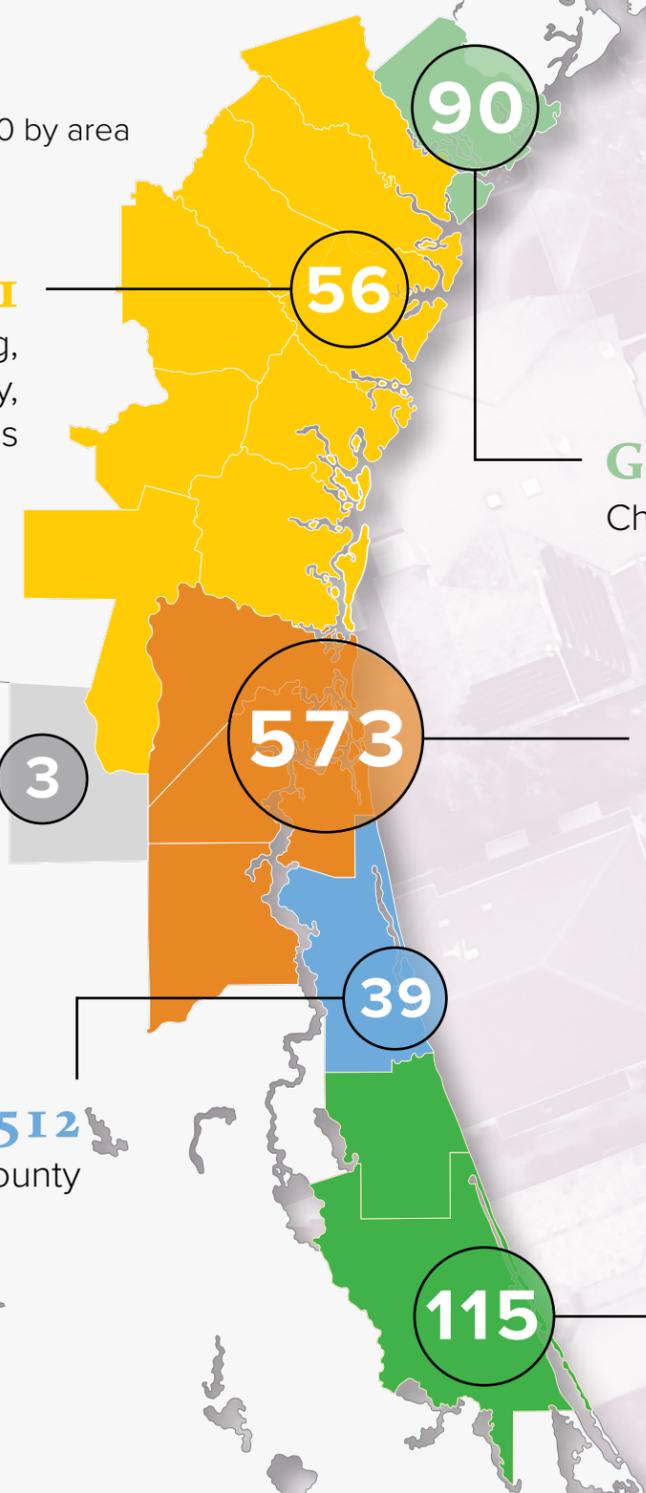
Changing Homelessness was awarded the Supportive Services for Veteran Families (SSVF) Program in 2012. We are responsible for program administration and coordination of services in 17 counties throughout Florida and Georgia.

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.**

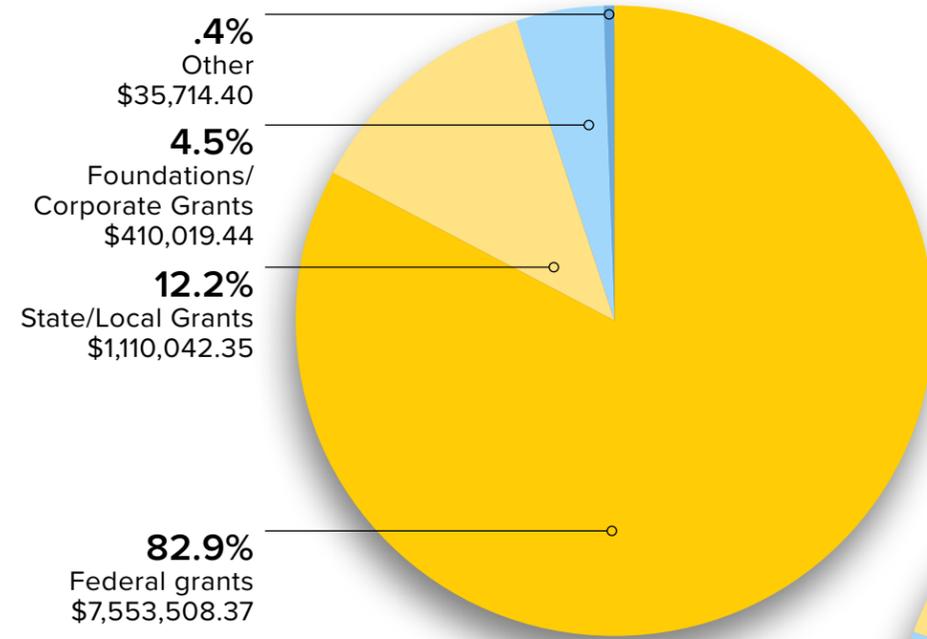


GEORGIA

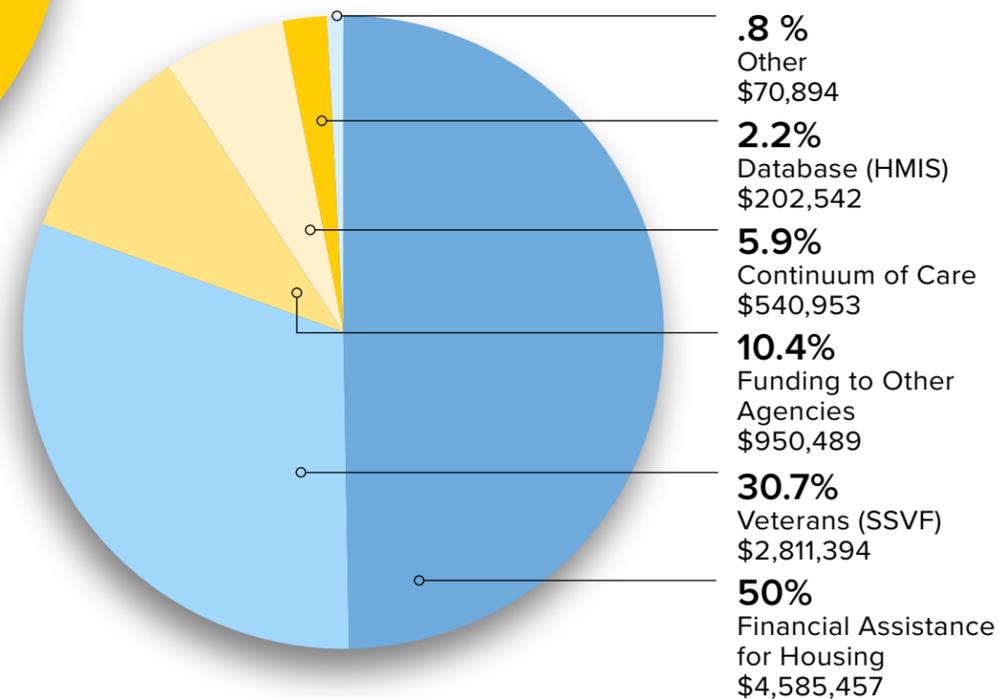
FLORIDA

Summary FINANCIAL DATA

Revenue



Expenses



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.

- | | | | |
|---------------------------------------|--------------------------------|------------------------------------|-------------------------------------|
| Ability Housing | Downtown Vision | Jacksonville Sheriff's Office | Mercy Network |
| Barnabas House | Dreamweek, Inc. | JASMYN | Micah's Place |
| BEAM | Duval County Public Schools | Jewish Family & Community Services | Mission House |
| Catholic Charities | CIL Jacksonville | Liberty Center 1. LLC | Presbyterian Social Ministries |
| City of Jacksonville Veteran Services | Family Promise of Jacksonville | Liberty Center 2 Ltd. | Quality Life Center of Jacksonville |
| City Rescue Mission | Family Support Services | Liberty Center IV. Ltd. | Quigley House |
| Clara White Mission | Five S.T.A.R. Veterans Center | LISC | Salvation Army |
| Coalition for the Homeless of Nassau | Florida Department of Health | LSF Health Systems | Sulzbacher |
| Daniel Memorial | Gateway Community Services | Lutheran Social Services | Trinity Rescue Mission |
| Downtown Ecumenical Services Council | HerSong | Mayor's Task Force on Homelessness | UF Health |
| | Hubbard House | Mental Health Resource Center | Quest Diagnostics |
| | Jacksonville Housing Authority | | Volunteers of America |
| | | | Youth Crisis Center |

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!

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| U.S. Department of Housing and Urban Development (HUD) | U.S. Department of Veterans Affairs (VA) Community Solutions | Florida Blue |
| Florida Department of Children and Families (DCF) | Home Depot Foundation | City of Jacksonville |
| | Wells Fargo | Northeast Florida Hardest Hit |



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