2024
POINT-IN-TIME COUNT

Northeast Florida | Clay, Duval and Nassau counties
Date of Publication: July 15, 2024
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Letter From Dawn Gilman

Dear Community Partners and Supporters,

As we reflect on the 2024 Point-In-Time count, it is essential to recognize the profound significance of the numbers—the people they represent. There are precisely six categories of people experiencing homelessness. Someone’s mother, father, sister, brother, son or daughter.

This year’s count marks four years since the 2020 pre-COVID count, and while the overall statistics show a modest increase from 2020 to 2024, the real story lies in the humanity these figures represent. Each person, counted in this report, has a unique story and situation that led them to this report. It could have been a job loss, a medical condition, an unexpected expense, or any number of cascading events.

It’s easy to rely on stereotypes, making assumptions about people without truly seeing them. To break free from these assumptions, we must commit to seeing the mother who lost her job, then her vehicle, and finally her home—as a person doing her best in a terrible situation.

Now imagine that you are that mother.

What would you do? Who would you call? Your family? Your friends?

Where would you be if no one answered that call?

She is the reason we do this work. Your support allows us to do more. We do it for every mother, father, sister, brother, son or daughter indicated in this count.

Thank you for your unwavering support and commitment to addressing homelessness in our community.

Together, we continue to strive for a future where everyone has a place to call home.

With heartfelt gratitude,

Dawn Gilman
CEO, Changing Homelessness
EXECUTIVE SUMMARY

The 2024 Point-In-Time count (count) marks four years since the 2020 pre-COVID count, and the overall results look remarkably similar. From a statistical perspective, it looks like not much has changed, with a modest 5% increase from 2020 to 2024. Yet, as we delve into the humanity of the data, we’ll see far more than a few percentage points can translate.

During this year’s count, we leveraged the lessons learned from the 2023 Annual count and the 2023 Summer count, which tested several methodologies to account for an evolving environment.

What is a Point-in-time count and why do we do it?

The count is a snapshot of our neighbors experiencing homelessness on any given day and it provides a relative picture of dynamic conditions. While it is just one day/county, the information gathered is based on real people, our neighbors. This report and any reference to it should always highlight our person-centeredness and our dedication to our unhoused neighbors.

DID YOU KNOW?

The Northeast Florida CoC has conducted the annual count since 1992. That’s 32 years, but who’s counting?

What did we learn?

The January 2023 count highlighted a noticeable shift away from downtown/centralized locations to various spots across the Clay, Duval and Nassau counties. We also noticed that services/programs had evolved during COVID, which further amplified a change in locations. Most concerning, our neighbors seemed reluctant to speak with us.

With an apparent increase in the visibility of our neighbors experiencing homelessness, we expected the pre-COVID total of 1,542 and likely a slight increase in the numbers. Ultimately, the 2023 count total was 1,247 or a 20% decrease from the prior year.

During the 2023 Summer count, we implemented a methodical approach and a three-day, three-county count, which improved our ability to focus, manage our resources and support our neighbors experiencing homelessness.

As a result, this year’s count spanned three days, Tuesday, January 23rd to Thursday, January 25th, where we focused one day on each county. To accomplish the count, community partners, elected officials, staff, and volunteers joined together to conduct the annual census.

If you’d like to look back at previous Point-In-Time reports, you can find them on our website’s reports page.
The **total number** of people experiencing homelessness in Northeast Florida **decreased by 34% from 2014 to 2024 and decreased by 12% from 2020 to 2024**. Since there were changes during the 2021-2023 COVID-era counts, we are comparing **2020 pre-COVID data and the 2024 data**. The 2023 count results and methodology modifications informed the 2024 count process.

The **number** of people residing in a shelter **decreased by 56% from 2014 to 2024 and decreased by 22% from 2020 to 2024**.

The 10-year trend for our neighbors living unsheltered **increased by 93% from 2014 to 2024 and 5% from 2020 to 2024**.

As reported in 2023, “...we understand that we will need several years of reporting to demonstrate consistent and more reliable trends and to ensure that COVID measures to minimize infection did not affect our ability to collect information.” While it is too soon to claim we are post-COVID, the data show a more consistent alignment to pre-COVID numbers.
After several years of adjusted count methodologies, Northeast Florida deployed the best practices from previous years, as well as lessons learned from a 2023 Summer count to implement a more comprehensive census.

**APPROACH**

On January 23rd, 24th and 25th volunteers and staff surveyed our neighbors experiencing homelessness in Clay, Duval and Nassau counties, with a focus on one county each day for three days. Surveyors collected data using the Counting Us App (App), which the systems team combined with Homeless Management Information System data to ensure the most complete community census representation.

**PARTICIPANTS**

This year, approximately 80 volunteers and staff from various homeless service providers deployed throughout Clay, Duval and Nassau counties. Consistent with previous counts, we provided training and utilized experienced zone commanders to offer guidance and location management throughout the community. This year, more staff participated with some participating more than one day, which helped cover more area throughout the three-county region.

**DATA COLLECTION**

The Counting Us App allows for real-time data monitoring, automatic deduplication, and easy reporting, which confirmed that all target areas were covered, and that data was collected accurately. The use of HMIS data to fill in missing shelter data was a smart and efficient way to supplement the data collected through the App. Additionally, the team utilized a special survey tool for Domestic Violence providers to obtain demographic information without disclosing personal client information. Overall, the count is a valuable tool in understanding the scope and nature of homelessness in the region and will help inform future efforts to support our neighbors.

This report is based on information collected from over 50 regional social service agencies offering overnight emergency beds, transitional housing, and supportive services. It also relies on results of a three-day, staff/volunteer-driven survey of our unhoused neighbors.

In July 2024, we are planning a Summer Stand Down to bring the community together to serve and survey our unsheltered neighbors and determine the impact of the coordinated entry system, also referred to as the point of entry/access.
What does it mean to be sheltered? If someone is sheltered, they are residing in an emergency shelter or transitional housing temporarily.

If someone is unsheltered, they are residing in a place not meant for human habitation, such as parks, sidewalks, cars, or abandoned buildings.

**Figure 1** shows more than half of the people experiencing homelessness during the count had some type of shelter as compared to those who were unsheltered.

**FIGURE 1**
Sheltered, Unsheltered and Totals, 2024

<table>
<thead>
<tr>
<th>SHELTERED</th>
<th>UNSHELTERED</th>
<th>TOTAL</th>
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</thead>
<tbody>
<tr>
<td>779</td>
<td>566</td>
<td>1,345</td>
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</table>

Working in teams across Clay, Duval and Nassau counties, 80 staff and volunteers collected survey data from people experiencing unsheltered homelessness for the 2024 count. Each day of the three-day count was dedicated to specific county. Different areas were canvassed at different times and every effort was made to ensure individuals were counted once. The selected areas were based on community research and count planning.
**Figure 2**
Individually Experiencing Homelessness, Counts 2020 and 2024

<table>
<thead>
<tr>
<th>PERSONS</th>
<th>2020</th>
<th>2024</th>
<th>DIFFERENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sheltered</td>
<td>1,001</td>
<td>779</td>
<td>-222</td>
</tr>
<tr>
<td>Unsheltered</td>
<td>541</td>
<td>566</td>
<td>+25</td>
</tr>
<tr>
<td>TOTALS</td>
<td>1,542</td>
<td>1,345</td>
<td>-197</td>
</tr>
</tbody>
</table>

**Individuals Experiencing Homelessness, Counts 2023 and 2024**

<table>
<thead>
<tr>
<th>PERSONS</th>
<th>2023</th>
<th>2024</th>
<th>DIFFERENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sheltered</td>
<td>851</td>
<td>779</td>
<td>-72</td>
</tr>
<tr>
<td>Unsheltered</td>
<td>396</td>
<td>566</td>
<td>+170</td>
</tr>
<tr>
<td>TOTALS</td>
<td>1,247</td>
<td>1,345</td>
<td>+98</td>
</tr>
</tbody>
</table>

**Figures 3, 4 and 5,** show the number of people that were sheltered and unsheltered as documented in each county within the Northeast Florida Continuum of Care.
FIGURE 4
Duval County
Sheltered, Unsheltered Totals, 2024

<table>
<thead>
<tr>
<th>SHELTERED</th>
<th>UNSHELTERED</th>
<th>TOTAL</th>
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<tbody>
<tr>
<td>740</td>
<td>469</td>
<td>1,209</td>
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</tbody>
</table>

FIGURE 5
Nassau County
Sheltered, Unsheltered Totals, 2024

<table>
<thead>
<tr>
<th>SHELTERED</th>
<th>UNSHELTERED</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>17</td>
<td>38</td>
<td>55</td>
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</tbody>
</table>
During the 2024 count, our community counted 1,345 neighbors experiencing homelessness. To better understand who is unhoused, we are providing a demographic breakdown by age, gender and race.

**Our Sheltered Neighbors:** With a total of **779 people identified as sheltered**, the people **55+ represent 26%, a 3% increase from 2023** demonstrating a consistent increase in the aging shelter population as well. Of the people who are in shelter, **women represent 43% and men 57%**, with one person identifying as Non-Binary, one person as Transgender and two people as Multiple Genders.
Of the total people sheltered, 481 (62%) identified as Black/African American/African while 228 (29%) identified as White only. There are 70 (9%) of our neighbors who are Indigenous, Asian/Asian American, Hispanic/Latina, Middle Eastern/North African, Native Hawaiian and Multi-Racial, which is nearly double from 2023.
Our Unsheltered neighbors: With a total of 566 people identified as unsheltered, people 55+ represent 23%, a 3% decrease from 2023. Of the people who are unsheltered, women represent 29%, which is a 9% increase from 2020, and men 67%, with four people identifying as Culturally Specific, one person as Non-Binary, four people as Transgender and nine people as Multiple Genders.
Of the total people unsheltered, 289 (51%) identified as Black/African American/African while 237 (42%) identified as White only. There are 40 (5%) of our neighbors who are Asian/Asian American/Hispanic/Latina, Hispanic/Latina, and Multi-Racial, which is nearly double from 2023.
SUBPOPULATIONS

Changing Homelessness reports on people who are experiencing homelessness and the various subpopulations:

- Chronic Homelessness - our most vulnerable neighbor with a documented disability that has been continuously unhoused for one year or more, or 4+ times within 3-years, totaling 12 months
- Veterans - our neighbor with a verified Veterans Administration status
- Families with children - our adult neighbor with one or more children
- Over 55+ - our neighbor that is 55-years and older
- Youth/Young Adults - unaccompanied neighbors 18-24 years old

EXPERIENCING CHRONIC HOMELESSNESS

During the 2024 count, we identified **121 people** who met the definition of chronic homelessness.

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<tr>
<td></td>
<td>399</td>
<td>327</td>
<td>325</td>
<td>319</td>
<td>327</td>
<td>301</td>
<td>185</td>
<td>*</td>
<td>**88</td>
<td>62</td>
<td>121</td>
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*During the first year utilizing a new count methodology and application resulted in invalid data.

** In 2022, our community conducted a “sheltered only” count.

***2021 to 2023, our community utilized various count methodologies, which included no volunteers for several years likely impacting the totals.

From 2019 to 2020, the community focused on our neighbors experiencing chronic homelessness and we reported a 39% reduction. During the COVID pandemic, we continued to document a sharp decline, which led to reevaluating our methodology, application and volunteer training to ensure a valid count.

The impact of chronic homelessness is far-reaching and wide-ranging. It can lead to prolonged physical and mental health conditions, including a heightened likelihood of dying on the streets.

FAMILIES EXPERIENCING HOMELESSNESS

During the 2024 count, we identified **73 family households and a total of 239 people.**

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<td>674</td>
<td>513</td>
<td>493</td>
<td>425</td>
<td>384</td>
<td>289</td>
<td>370</td>
<td>247</td>
<td>292</td>
<td>276</td>
<td>239</td>
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** In 2022, our community conducted a “sheltered only” count.

***2021 to 2023, our community utilized various count methodologies, which included no volunteers for several years likely impacting the totals.

Families experiencing homelessness in Northeast Florida currently represent 18% of the total number of persons, and 6% as the total number of households. Many of these families are struggling to make ends meet in an ever-changing economy, and the combination of housing costs, medical and childcare expenses, and the increasing cost of living can quickly send them into a downward spiral.
**VETERANS EXPERIENCING HOMELESSNESS**

During the 2024 count, we identified **135 Veterans**.

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<td></td>
<td>224</td>
<td>184</td>
<td>130</td>
<td>125</td>
<td>121</td>
<td>118</td>
<td>181</td>
<td>160</td>
<td>70</td>
<td>102</td>
<td>135</td>
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**In 2022, our community conducted a “sheltered only” count.**

***2021 to 2023, our community utilized various count methodologies, which included no volunteers for several years likely impacting the totals.***

Like Families, Veterans experiencing homelessness in Northeast Florida have remained within a relative range since 2019, and currently represent 10% as the total number of persons, and 2% increase from 2023. It is important to note - our community has a robust Supportive Services for Veterans (SSVF) program, dedicated funding and committed partners, which continues to have a positive impact and reflects a best-practice, system of care model.

**YOUTH/YOUNG ADULTS EXPERIENCING HOMELESSNESS**

During the 2024 count, we identified **134 youth/young adults**.

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<td>120</td>
<td>101</td>
<td>109</td>
<td>106</td>
<td>132</td>
<td>109</td>
<td>118</td>
<td>42</td>
<td>64</td>
<td>116</td>
<td>134</td>
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**In 2022, our community conducted a “sheltered only” count.**

***2021 to 2023, our community utilized various count methodologies, which included no volunteers for several years likely impacting the totals.***

Young adults experiencing homelessness comprise 10% of the total count, and a 16% increase from 2023 to 2024. Young adults experiencing homelessness often lack a support system. As a result, they may be more vulnerable to exploitation, abuse, and addiction.
OLDER ADULTS EXPERIENCING HOMELESSNESS, 55-YEARS-OLD+

During the 2024 count, we identified **336 older adults**.

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<td>286</td>
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<td>336</td>
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** In 2022, our community conducted a “sheltered only” count.
***2021 to 2023, our community utilized various count methodologies, which included no volunteers for several years likely impacting the totals.

Older adults are a growing population experiencing homelessness in Northeast Florida with 25% of the total count and an 18% increase from 2023 to 2024. This group of individuals is at an increased risk for a range of health and social outcomes, including poor physical and mental health, exposure to violence and exploitation, and lack of adequate social support.
APPENDIX A: Ten Year Trends

YEAR-OVER-YEAR POINT-IN-TIME TOTALS

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<tbody>
<tr>
<td>Total</td>
<td>2,049</td>
<td>1,853</td>
<td>1,959</td>
<td>1,869</td>
<td>1,794</td>
<td>1,654</td>
<td>1,542</td>
<td>1,222</td>
<td>1,049</td>
<td>1,247</td>
<td>1,345</td>
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<tr>
<td>Chronic</td>
<td>399</td>
<td>327</td>
<td>325</td>
<td>319</td>
<td>327</td>
<td>301</td>
<td>185</td>
<td>-</td>
<td>88</td>
<td>62</td>
<td>121</td>
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<tr>
<td>Veterans</td>
<td>224</td>
<td>184</td>
<td>130</td>
<td>125</td>
<td>121</td>
<td>118</td>
<td>181</td>
<td>160</td>
<td>70</td>
<td>102</td>
<td>135</td>
</tr>
<tr>
<td>Families (Households)</td>
<td>242</td>
<td>170</td>
<td>164</td>
<td>135</td>
<td>126</td>
<td>90</td>
<td>185</td>
<td>77</td>
<td>91</td>
<td>90</td>
<td>73</td>
</tr>
<tr>
<td>Families (People)</td>
<td>674</td>
<td>513</td>
<td>493</td>
<td>425</td>
<td>384</td>
<td>289</td>
<td>370</td>
<td>247</td>
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<td>Youth</td>
<td>120</td>
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<td>132</td>
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<td>118</td>
<td>42</td>
<td>64</td>
<td>116</td>
<td>134</td>
</tr>
<tr>
<td>Older Adults, 55+</td>
<td></td>
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<td>Older Adults, 65+</td>
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<td>336</td>
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2021 - COVID count, no volunteers and revised count methodology
2022 - “Sheltered only” count
2023 - First count reporting older adults 55+
APPENDIX A: Ten Year Trends (Continued)

YEAR-OVER-YEAR SHELTERED AND UNSHELTERED TOTALS

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<tbody>
<tr>
<td>Sheltered</td>
<td>1756</td>
<td>1427</td>
<td>1518</td>
<td>1437</td>
<td>1365</td>
<td>1146</td>
<td>1001</td>
<td>992</td>
<td>1049</td>
<td>851</td>
<td>779</td>
</tr>
<tr>
<td>Unsheltered</td>
<td>293</td>
<td>426</td>
<td>441</td>
<td>432</td>
<td>429</td>
<td>508</td>
<td>541</td>
<td>230</td>
<td>–</td>
<td>396</td>
<td>566</td>
</tr>
</tbody>
</table>

2021 - COVID count, no volunteers and revised count methodology
2022 - “Sheltered only” count
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:

- Dr. Jametoria Burton, FSCJ
- David Clark, Downtown Ecumenical Services
- Tom Daly, Ability Housing
- Emma Stewart, Florida Blue
- Nancy Eisele, LSF Health Systems
- Damon Green, Impact Church
- Sara Mitchell, United Community Outreach Ministry
- Tyler Morris, Center for Independent Living
- Ashley Pratt, Mayo Clinic
- Bill Rodgers, Veterans Administration
- Joe Wolf, Consultant
- Dr. Pedro Irvin Cohen, LISC
- David Garfunkel, Lift Jax
- Rev. Dr. Carlton Jones, Gateway to Heaven Christian Church
- Michael Sullivan, Jacksonville Public Library
- Nicole Hamm, Blue Zones Project Jacksonville

Changing Homelessness Board of Directors

Changing Homelessness acknowledges the leadership and support of our board of directors:

- Amy Wilkerson, Law Office of Jared M. Wilkerson
- Bradley Russell, The Russell Firm
- Charles Garrison, Civil Market Leader
- Derek Brown, Merrill Lynch
- Dr. Tammy Hodo, All Things Diverse
- Dr. Heather Brown, RN, BSN, Brooks
- Kia Mitchell, MD, Families First Medical Group
- Kemal Gasper, VyStar Credit Union
- Terri Lewis, One Call
- Penny Kievet, Retired, City Rescue Mission
- Cindy Delaparte, TD Bank
- Melissa Lockhart, Business Valuation, Inc.
- Patrick Douglas, Douglas & Douglas Law
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
- Barnabus Nassau
- BEAM
- Catholic Charities
- City of Jacksonville, Veterans Services
- City Rescue Mission
- Clara White Mission
- Coalition for the Homeless of Nassau County
- Downtown Vision
- Duval County Public Schools
- Family Promise of Jacksonville
- Family Support Services
- Feedling Northeast Florida
- Five S.T.A.R. Veterans Center Inc.
- Gateway Community Services
- Hubbard House
- Jacksonville Housing Authority
- JASMYN, Inc.
- Jewish Family and Community Services
- Liberty Center LISC
- LSF Health Systems
- Lutheran Social Services
- Mental Health Resource Center
- Mercy Network
- Micah’s Place
- Mission House
- Northeast Area Agency on Aging
- Operation New Hope
- Presbyterian Social Ministries
- Quality Life Center of Jacksonville
- Quigley House
- Salvation Army
- Starting Point Behavioral Health
- Sulzbacher Center
- Trinity Rescue Mission
- United Way of NEFL
- Volunteers of America
- Youth Crisis Center
CHANGING Homelessness
Jacksonville, Florida
Email: info@changinghomelessness.org