



# 50 YEARS



of Community, Perseverance and Commitment



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2023 ANNUAL REPORT

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*Our VISION*

**An end to homelessness.**

*Our MISSION*

**Guide the community  
effort and build capacity  
to prevent and  
end homelessness.**

*“Our journey to end  
homelessness is a  
testament to the  
power of community,  
the strength found  
in perseverance,  
and an unwavering  
commitment to ensure  
every individual has a  
place to call home.”*

— Dawn Gilman, CEO





## LETTER *from the* CEO

Dear Friends and Supporters,

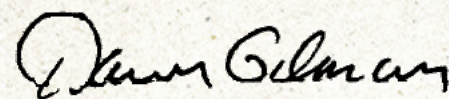
This year marks an extraordinary milestone for Changing Homelessness—50 years of community, perseverance, and unwavering commitment serving our neighbors experiencing homelessness. Half a century ago, a small group of compassionate individuals united with one mission: to address homelessness in our community. Today, we stand on the shoulders of those founders, having grown into a movement fueled by the dedication of our supporters, partners, and volunteers.

Throughout these five decades, we've seen firsthand the resilience of individuals and families who face unimaginable challenges. Together, we have worked tirelessly to provide not only housing but also the support and resources that empower people to rebuild their lives. From emergency to long-term housing solutions, each program we implement has been a testament to our community's belief in a future where everyone has a safe place to call home.

Our success stories reflect your support. Whether it's Mary, who found stability after losing her home, or John, a veteran who rebuilt his family's future—these stories inspire us to keep pushing forward. As we look to the future, we are reminded that real change is possible when communities come together with a shared vision.

Thank you for being an essential part of this journey. With your continued support, we are confident that the next 50 years will bring us even closer to a world without homelessness.

In gratitude and hope,



Dawn Gilman, CEO  
Changing Homelessness





1974

1992

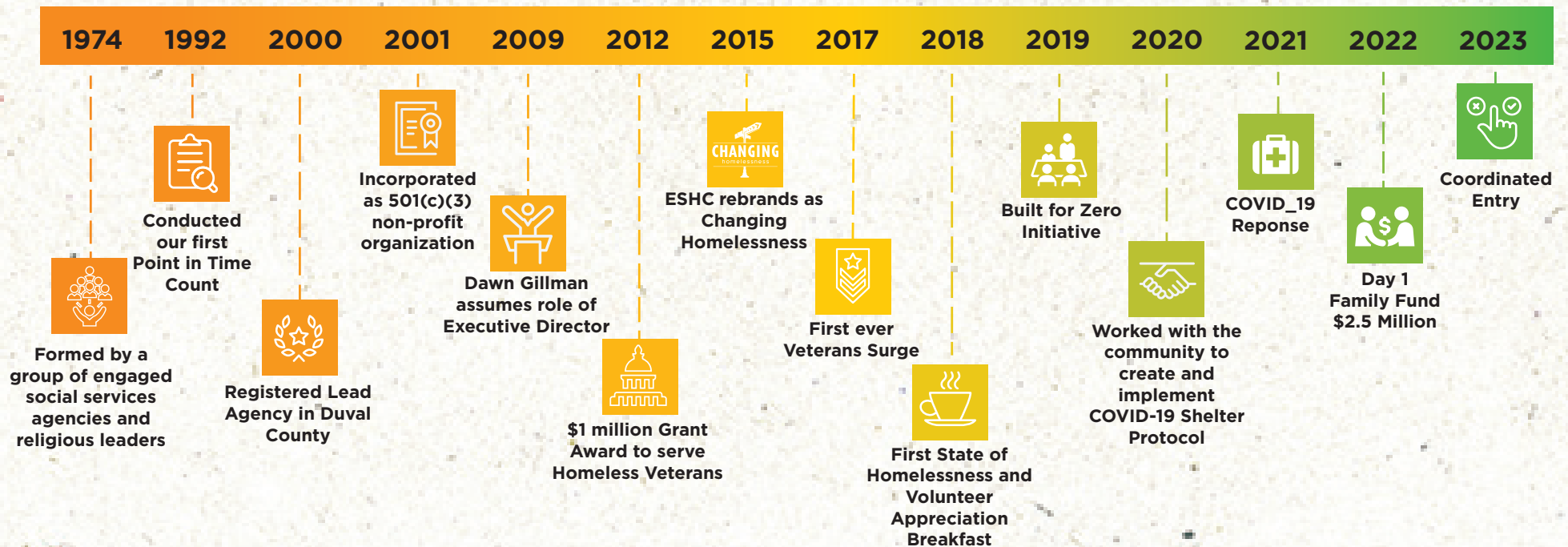
2000

2001

2009

201

# OUR MILESTONES





## 1974-1999 | COMMUNITY

In 1974, a visionary group of ministers and community members came together with a single goal: to help our unhoused neighbors in downtown Jacksonville. Their dedication established the guideposts for a community-wide effort with more than 50+ organizations providing not just shelter, but a path to stability and dignity for everyone facing homelessness.

Our community took a significant leap forward with the arrival of its first wave of funding in 1981. This crucial development enabled us to better manage resources and deliver much-needed help. Resources, especially funding, are necessary to end homelessness.

With every year, our dedication to understanding and helping our neighbors deepened. In the early 90's, we conducted our first annual Point-In-Time census. This effort brought local and national partners together, including the City of Jacksonville and US Department of Housing and Urban Development respectively. On the streets of Northeast Florida, we met with our neighbors experiencing homelessness and gathered vital information.





2001

2009

2012

2015

2017

20

## 2000-2014 | PERSEVERANCE



The turn of the millennium marked a new chapter for the Emergency Services and Homeless Coalition (EHSC) as we were officially recognized as a nonprofit organization. In the following years, our responsibilities expanded significantly. In 2002, most notably, the State Office on Homelessness entrusted us to lead and administer funding in Northeast Florida.

In 2007, Dawn Gilman joined the agency. Several years later, she assumed the leadership role. With a clear vision to end homelessness, we moved forward responsibly and as a participant in Community

Solutions' 100,000 Homes Campaign. In 2012, we celebrated a milestone achievement with our first \$1 million grant from the U.S. Department of Veterans Affairs for the Supportive Services for Veterans Families (SSVF) program in Duval County.

The following year, we led the Jacksonville Day Resource Center, a public-private partnership between the City of Jacksonville and local nonprofits.





2018

2019

2020

2021

2022

2023

## 2015-2023 | COMMITMENT

In 2015, Changing Homelessness rebranded with a renewed focus on our mission. Over the next few years, we strengthened our collaboration with Community Solutions and joined the Built for Zero initiative. In 2017, we achieved our Commission on Accreditation of Rehabilitation Facilities certification, with triennial recerts, a testament to operational excellence. And in 2018, the SSVF program expanded to Palm Coast.

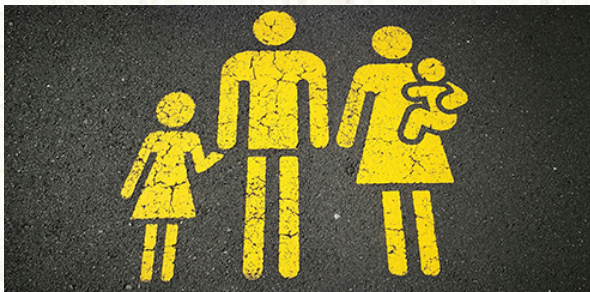
With unwavering perseverance, we secured significant DV-Bonus funding over several years. In March 2020, the COVID-19 pandemic held the world in its grip, yet our community responded with agility and determination. Collaborating with the City of Jacksonville Mayor's Task Force on Homelessness and a wide array of partners, we implemented a comprehensive community response that underscored our collective perseverance.

In November 2022, our efforts were further recognized with a transformative \$2.5 million leadership award from the Jeff Bezos Day 1 Families Fund, a recognition of our effective strategies and compassionate service. In 2023, we honored our growth and expansion with kicking off the Day 1 Families Fund program, Diversion funding, and bringing back one of the founding agency board members, Will Evans, to help lead these efforts.





# Our Neighbors



## *Inspiring a Mother's Hope in Nassau County*

Mary, a devoted mother, faced a devastating loss with the sudden passing of her father, whose income had kept their household afloat. Unable to keep up with the mortgage, she and her young daughter eventually found themselves homeless, living in their car. When her car—a lifeline for shelter and work—was repossessed, Mary's situation grew even more dire.

Turning to a local agency in Nassau County, Mary found temporary relief in a motel. But true hope arrived when an email to Changing Homelessness prompted immediate action. The Continuum of Care swiftly enrolled Mary and her daughter into a housing program, moving them into a hotel that met their needs.

Through compassionate networking, a community member stepped forward, offering the family a rent-free trailer. Changing Homelessness covered the lot fees for several months, providing Mary with the stability to rebuild. With a donated car, she resumed work as a delivery driver, restoring her independence and income.

Today, Mary and her daughter are thriving in stable housing. Their story is a powerful reminder of what's possible through community support, effective programs, and resilience.





## *A Veteran's Journey of Resilience, Hope, and Independence*

John, a veteran and father of five, faced relentless challenges yet never lost his determination. Initially living in a hotel funded by our agency, his family struggled with disability benefits and occasional day labor income. Eventually, they found themselves living in their car.

Despite these hardships, John was committed to a better life for his family. Within 38 days of joining the Supportive Services for Veterans Families program, we helped them secure a stable home. With newfound stability, John secured a full-time remote job with a social services agency, marking a turning point for his family.

Over the next two years, John's dedication and support from the SSVF Shallow Subsidy program services allowed them to move into a larger home and achieve financial stability. With a higher-paying job, John's annual income now exceeds \$80,000, ensuring his family's long-term stability and peace of mind.

John's story highlights the power of resilience and the life-changing impact of support, proving that hope and hard work can transform lives.







# Impact *By The Numbers*



**10,209  
HOUSED**

across all permanent  
housing programs  
since 2012



**1,970  
VETERANS  
HOUSED**

as part of the  
*Built for Zero*  
Initiative, since 2015



**1,389  
FAMILIES  
HOUSED**

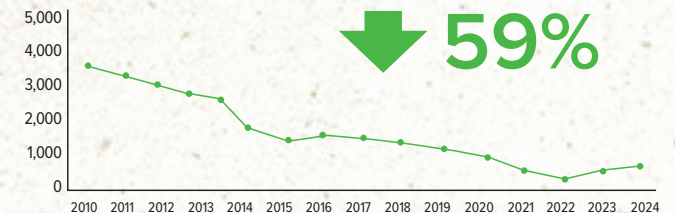


across all housing programs since 2012



## 14 YEAR TREND:

Total number of people experiencing  
homelessness as reported in annual counts





# Northeast Florida Continuum of Care (CoC) FL-510

## Clay, Duval and Nassau Counties

**2,210**  
HOUSEHOLDS



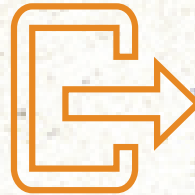
**3,067**  
PEOPLE



**Days Homeless**

Average cumulative  
days homeless

**28%**



**Exits**

Exits to permanent  
destinations

**98%**



**Successful Exits/Retention**

Returns after exits to  
permanent destinations



# Supportive Services for Veteran Families (SSVF) A Veterans Affairs Program



number of households  
assisted in 2023 by area

GEORGIA

69

**GA-507**

Chatham County

25

**GA-501**

Bryan, Liberty, Long, Wayne, McIntosh,  
Glynn, Brantley, Camden, and  
Charlton Counties

241

**FL-510**

Clay, Duval, and Nassau Counties

43

**FL-512**

St. Johns County

117

**FL-504**

Flagler and Volusia Counties

FLORIDA

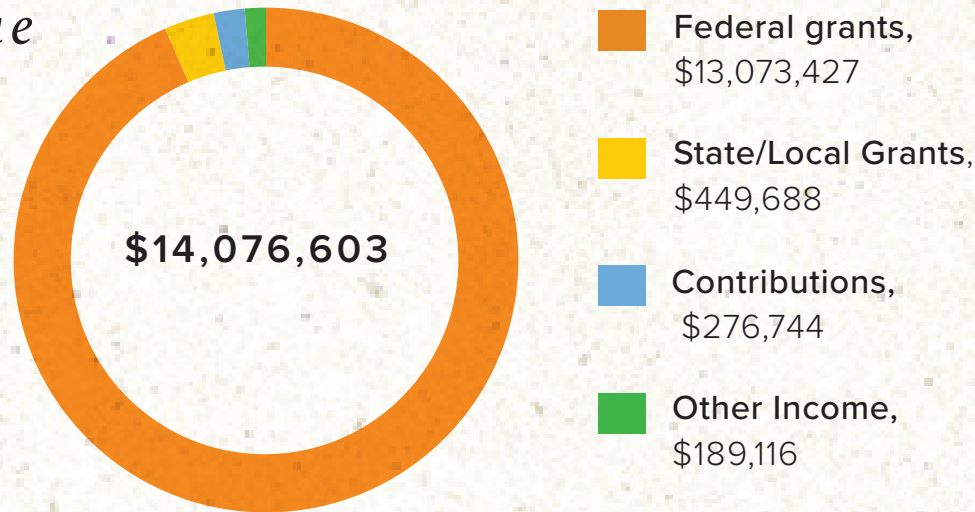


Changing Homelessness  
is a CARF Accredited  
Program

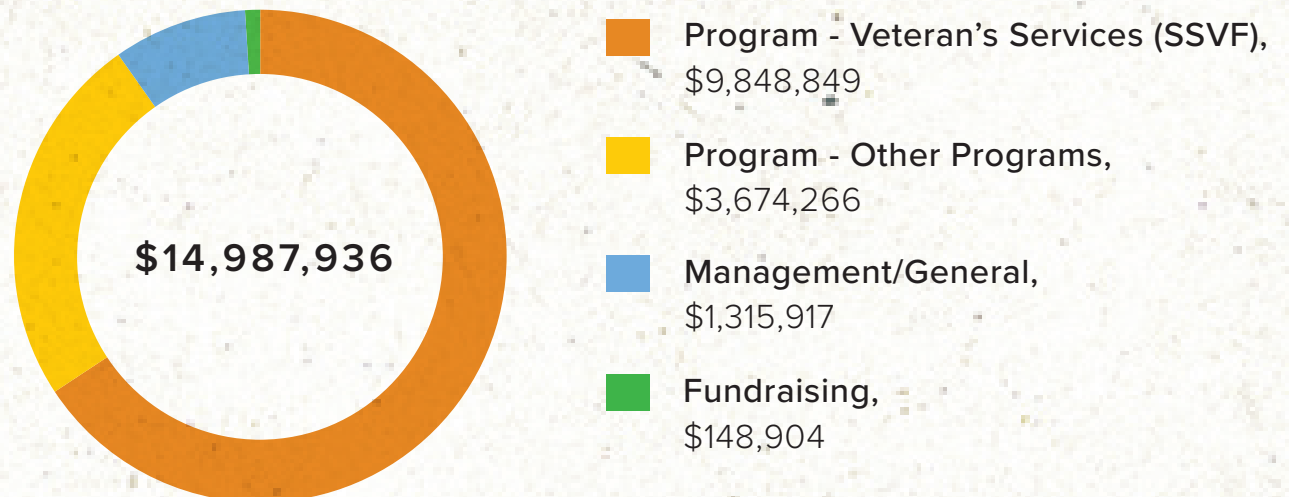


# Financial Data

## *Revenue*



## *Expenses*





# Our Partners

## BOARD of DIRECTORS

Bradley Russell, The Russell Firm, Board Chair  
Charles Garrison, Century Communities, Inc., Vice Chair  
Dr. Tammy Hodo, All Things Diverse, Secretary  
Derek Brown, Merrill Lynch  
Dr. Heather Brown, RN, BSN

Whitney George, Ph.D., Jacksonville University  
Penny Kievet, Retired, City Rescue Mission  
Amy Wilkerson, Law Office of Jared M. Wilkerson  
Kia Mitchell, MD, Families First Medical Group  
Kemal Gasper, VyStar Credit Union

Cindy Delaparte, TD Bank  
Patrick Douglas, Douglas & Douglas Law  
Melissa Lockhart, Business Valuation, Inc.

## Our FUNDING

None of the work we do would be possible without the funding we receive from our funding partners. Thank you!

Bezos Day 1 Family Fund  
City of Jacksonville  
Community Foundation  
Community Solutions  
Florida Department of Children and Families (DCF)

Florida State College at Jacksonville Foundation Home  
Depot Foundation  
Jacksonville Transportation Authority  
Jaguars Foundation  
The Jim Moran Foundation

Mayo Clinic Community Contributions Program in Florida  
The Humana Foundation  
U.S. Department of Housing and Urban Development (HUD)  
U.S. Department of Veterans Affairs (VA)  
Wells Fargo

## Our COMMUNITY

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. Together, we are Changing Homelessness.

Ability Housing  
Baptist Health – Jacksonville  
Barnabas House  
BEAM  
Catholic Charities  
City of Jacksonville Veteran Services  
City Rescue Mission  
Clara White Mission  
Coalition for the Homeless of Nassau  
Crossroads Health and Wellness Clinic  
Daniel Memorial  
Downtown Ecumenical Services Council  
Downtown Vision  
Dreamweek, Inc.  
Duval County Public Schools  
Family Promise of Jacksonville

Family Support Services  
Five S.T.A.R. Veterans Center  
Florida Department of Health, Duval County  
Gateway Community Services  
HerSong  
Hubbard House  
Jacksonville Housing Authority  
Jacksonville Sheriff's Office  
JASMYN  
Jewish Family & Community Services  
Liberty Center 1. LLC  
Liberty Center 2 Ltd.  
Liberty Center IV. Ltd.  
LSF Health Systems  
Lutheran Social Services  
Mayo Clinic – Jacksonville

Mayor's Task Force on Homelessness  
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  
UF Health – Jacksonville  
Vangar  
Volunteers of America  
WeCareJax  
Youth Crisis Center





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