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## 2024 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.**

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*“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,

As we reflect on 2024, we do so with deep gratitude—for the partnerships, the progress, and the shared commitment that continues to move our community forward.

This year marked a significant milestone for Changing Homelessness—50 years of service, collaboration, and unwavering dedication to our neighbors experiencing homelessness. While this anniversary gave us an opportunity to look back, it also strengthened our resolve to look ahead—with clarity, purpose, and urgency.

Because of you, real progress is happening.

In 2024, the Northeast Florida System of Care served **3,763 individuals across 2,733 households**, helping people move from crisis to stability. Across our system, which includes many partners, **90% of individuals successfully exited to permanent housing destinations**, and **86% remained stably housed**, demonstrating that when we work together, solutions take hold.

For the same period, the Supportive Services for Veteran Families program team served **1,470 Veterans, a 200% increase served from 2023**, which also included more counties in Georgia at the request of the Department Veterans Affairs. During this time, **72% of Veterans successfully exited to permanent housing destinations**, and **79% remained stably housed, further highlighting the dedication to house our Veteran neighbors.**

Behind every number is a story—people who found stability through recovery, support, and ultimately a place to call home. Walking alongside our neighbors reflects what is possible when compassion meets coordination and when systems are designed with people in mind.

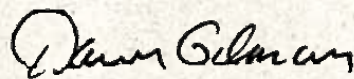
We are proud of the progress we've made, but we are equally aware of the challenges ahead. The needs in our community are evolving, and our response must continue to evolve with them—strengthening partnerships, expanding access to services, and ensuring that individuals and families have a clear path toward stability and self-sufficiency.

As we move forward, our commitment remains the same: to guide the community effort, build capacity, and advance solutions that lead to lasting housing stability.

None of this work is possible without our partners, supporters, advocates, and neighbors—who continue to believe in a future where everyone has a safe place to call home.

Together, we are Changing Homelessness.

With gratitude and hope,



Dawn Gilman, CEO  
Changing Homelessness



# Our Neighbors



## *A New Beginning*

When Marcus lost his housing in Jacksonville, he found himself moving between shelters and temporary stays after substance use contributed to his housing loss. He knew he needed a change and made the brave decision to enter a local VA domiciliary program to focus on his recovery. In August 2024, he enrolled in Changing Homelessness' SSVF, a VA funded program, and that is when things truly began to shift. His case manager walked alongside him every step of the way, helping him complete housing applications, connect with HUD VASH and VA social workers, and search for an apartment that would support his sobriety and fresh start. When financial barriers threatened to slow his progress, our team worked with community partners to secure the deposit assistance he needed to move forward.

By October, Marcus was holding the keys to his own apartment. With rental assistance in place and continued support from his VA social worker and SSVF case manager, he stepped into a home he could finally call his own. He carefully chose furnishings and celebrated the small but meaningful milestones that come with starting over. Today, Marcus is safe, sober, and stably housed. Most importantly, he feels hopeful again. Through steady guidance, encouragement, and partnership, Changing Homelessness helped him turn a difficult chapter into a new beginning.

# Northeast Florida System of Care Baker, Clay, Duval and Nassau Counties

**2,733**  
HOUSEHOLDS 

**3,763**  
PEOPLE SERVED 


**135** DAYS  
HOMELESS 

**43.39%** 

**Successful Exits**  
to Permanent Housing  
Destinations

**90%** 

**Successful Exits**  
(Retention in  
PH Projects)

**86%** 

**Successful Exits**  
Returns to Homelessness  
(after 2 years)

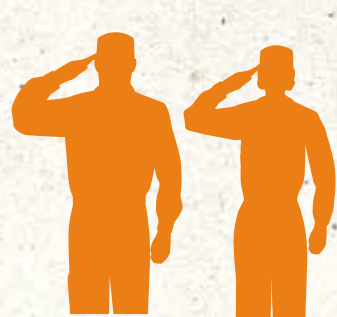


# Impact *By The Numbers*



**12,219  
HOUSED**

across all permanent housing programs since 2012



**3,861  
VETERANS  
HOUSED**

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



**1,669  
FAMILIES  
HOUSED**

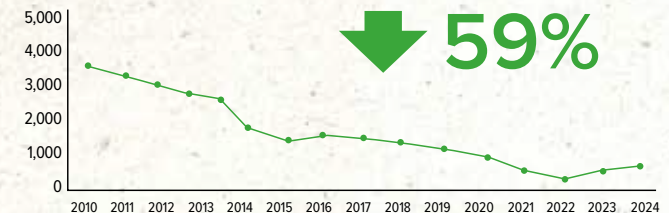


across all housing programs since 2012



## 14 YEAR TREND:

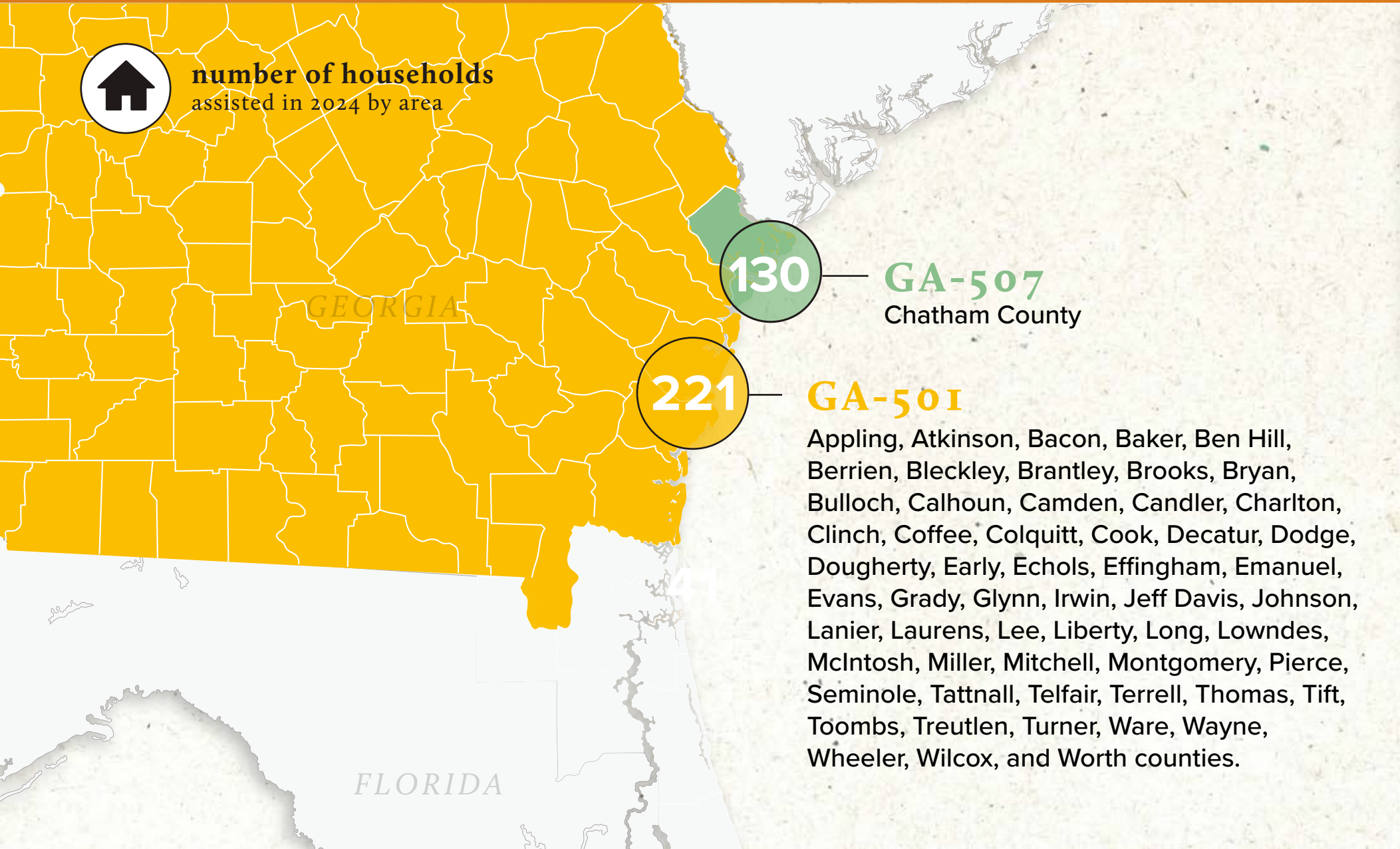
Total number of people experiencing homelessness as reported in annual counts



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



number of households  
assisted in 2024 by area



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



**number of households**  
assisted in 2024 by area

**874**

**FL-510**

Clay, Duval, and Nassau Counties

**41**

**FL-512**

St. Johns County

**204**

**FL-504**

Flagler and Volusia Counties

FLORIDA



Changing Homelessness  
is a CARF Accredited  
Program

# Events

## *Point-In-Time-Count:*

We led the annual Point-in-Time (PIT) Count, a federally required, community-wide census that provides a snapshot of individuals and families experiencing homelessness across Duval, Clay, Nassau, and Baker Counties, whether in emergency shelters, transitional housing, or living unsheltered. Over three days, January 23rd through January 25th, we dedicated one day to each county and worked alongside community partners, elected officials, staff, and volunteers to carry out this critical effort. In total, we identified 1,345 individuals experiencing homelessness through this year's count.



## *Volunteer Appreciation:*

On March 7th, we hosted our 4th Annual Point-in-Time Debrief: Community Update at WJCT. We gave a first look at the data collected from the 2024 Point-in-Time Count and had a wonderful fireside chat with Mayor Deegan and our Ambassador, LeRoy Butler! Our volunteers' dedication and support had been instrumental in our success, and we were honored to have the opportunity to show our appreciation.



## *Dignity Day:*

August 9th, we hosted our annual Dignity Day! This event brought together community partners and agencies to help serve as many of our unsheltered neighbors as possible. Multiple services were offered, along with hot dogs and hamburgers, cold water, a build-your-own hygiene kit, and even a barber offering haircuts! At the end of the day, we served over 100 of our neighbors in need.



## *2nd Annual Make the Call Telethon:*

We hosted our 2nd Make the Call Telethon on October 25th, in partnership with First Coast News! Throughout the day, viewers heard inspiring stories of hope and resilience, recognized our community partners who made this work possible, and highlighted the dedicated volunteers who support our mission.



## *Annual Homeless Memorial Service:*

Every year, we host our community-wide Memorial Service with our partners, City Rescue Mission, as our way of honoring, celebrating, and remembering our neighbors who have passed while out on the streets. In 2024, we honored 42 people.



## *Inaugural Home for All SNKR Ball:*

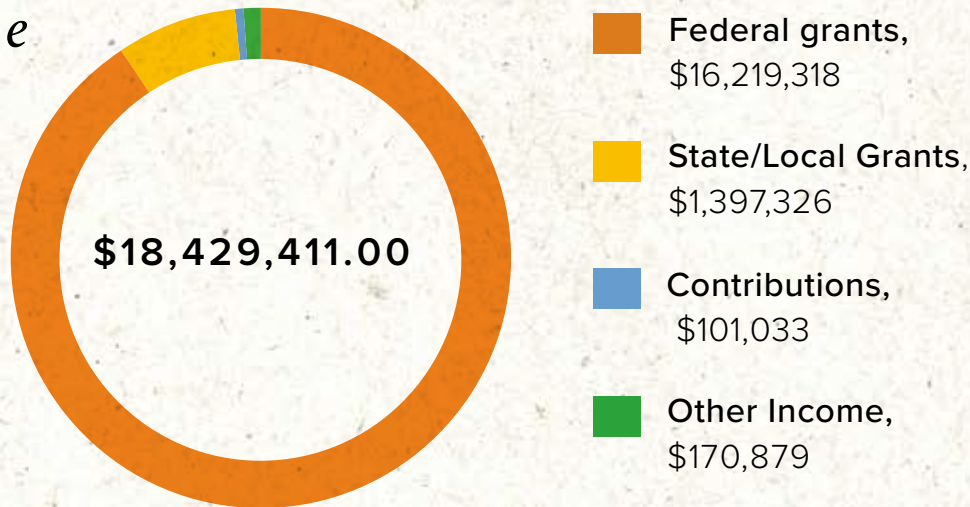
We had our first Home for All Sneaker Ball on June 20th, as part of our 50th Anniversary celebrations! It was truly a magical experience, and the energy and enthusiasm brought by you added so much to the evening. Thanks to everyone's generosity we continue to move forward in our mission to end homelessness.



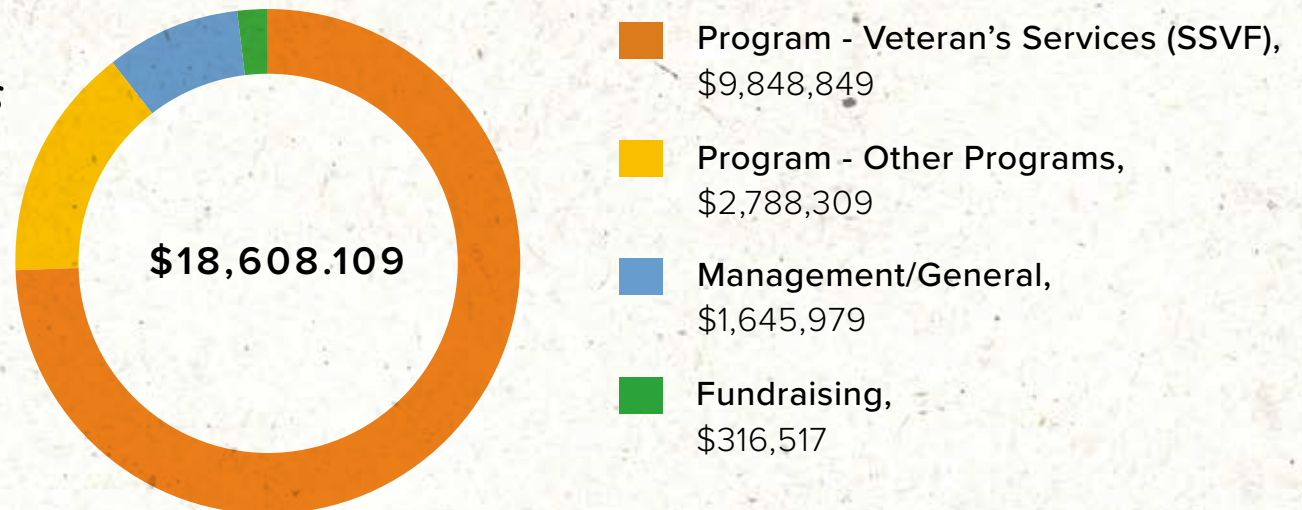


# Financial Data

## Revenue



## Expenses



# Our Partners

## BOARD of DIRECTORS

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

Penny Kievet, Retired  
Amy Wilkerson, Law Office of Jared M. Wilkers  
Patrick Douglas, Douglas & Douglas  
Kia Mitchell, MD, Families First Medical Group

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!

Ascension St. Vincents  
Bezos Day 1 Family Fund  
Beaver Street Fisheries  
Business Valuation  
City of Jacksonville  
Community Solutions  
Crowley  
CSX Transportation  
Delores Barr Weaver Legacy Funds  
Everbank

Florida Department of Children and Families (DCF)  
Florida State College at Jacksonville Foundation  
Home Depot Foundation  
Insperity  
Jacksonville Chamber of Commerce  
Jacksonville Transportation Authority  
Jaguars Foundation  
JEA  
The Jim Moran Foundation

JWB Real Estate  
Mayo Clinic Community Contributions Program in Florida  
Pajcic & Pajcic  
TD Bank  
The Humana Foundation  
U.S. Department of Housing and Urban Development (HUD)  
U.S. Department of Veterans Affairs (VA)  
VyStar Credit Union  
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  
Center for Independent Living Jacksonville  
City of Jacksonville Veteran Services  
City Rescue Mission  
Clara White Mission  
Coalition for the Homeless of Nassau  
Daniel Memorial  
Downtown Ecumenical Services Council  
Downtown Vision  
Dreamweek, Inc.  
Duval County Public Schools  
Family Promise of Jacksonville  
Family Support Services

Feeding Northeast Florida  
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  
LSF Health Systems  
Lutheran Social Services  
Mayo Clinic – Jacksonville  
Mental Health Resource Center  
Mercy Network  
Micah's Place

Mission House  
Northeast Area Agency on Aging  
Northeast Florida AIDS Network  
Northeast Florida Women Veterans  
Operation Lifeline  
Presbyterian Social Ministries  
Quality Life Center of Jacksonville  
Quigley House  
Salvation Army  
Sulzbacher  
Trinity Rescue Mission  
UF Health – Jacksonville  
United Way of Northeast Florida  
Volunteers of America  
WeCareJax  
Youth Crisis Center



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