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On Wednesday, January 22, 2020, the Northeast Florida Continuum of Care (CoC) joined with our community partners and volunteers to conduct the annual Point-In-Time Count (PIT). The PIT is a time-stamped snapshot of homelessness on a given day. It is an event that helps define homelessness at that moment.

As we highlighted in the 2019 PIT report, we are reporting the 10-year trends, recognizing the impressive accomplishments and reductions in homelessness across our community.

This year’s report includes the overall, sheltered, unsheltered, and subpopulations totals. Like many of you, our world changed dramatically on March 14, 2020, and we would be remiss if we did not acknowledge COVID-19’s impact on homelessness and our response to it.

In March, we paused the Youth/Young Adult 100-Day Challenge and many other planned activities such as the 3rd Annual State of Homelessness and Volunteer Appreciation Breakfast. We also refocused our mission of the Built for Zero campaign to include housing the most vulnerable individuals experiencing homelessness, veteran or not, as quickly as possible.

The global pandemic dictated an abrupt and necessary redirection. With our neighbors that are homeless at the heart of our mission, we joined forces with the Shelter Task Force to develop a COVID-19 Shelter Protocol and respond quickly to our new normal. Our community partners at the City of Jacksonville, Shelters, Health Department, and Healthcare providers worked collectively to ensure an effective action plan.

From 2019 to 2020, the TOTAL number of people experiencing homelessness decreased by 7%, while the 10-year lookback shows a significant decrease of 52%.
SUMMARY

TOTAL SHELTERED PEOPLE COUNTED

From 2019 to 2020, the number of people living in shelters decreased by 13%, while from 2010 to 2020, the number of people in shelters decreased by 52%.

TOTAL UNSHeltered PEOPLE COUNTED

From 2019 to 2020, the number of people that were unsheltered and living in places not meant for human habitation increased by 7%, significantly less than the 18% increase from 2018 to 2019. However, from 2010 to 2020, the number of persons living unsheltered decreased by 54%.

TOTAL HOUSEHOLDS COUNTED

From 2019 to 2020, the number of family households increased by 106%, these families are either in emergency shelter or transitional housing. During the PIT, we did not find any families that were unsheltered. From 2010 to 2020, the number of family households decreased by 22%.

FAMILIES # OF PEOPLE COUNTED

From 2019 to 2020, the number of people in families increased by 28%, as noted in Households these family members are either in emergency shelter or transitional housing. From 2010 to 2020, the number of people in families decreased by 59%.
From 2019 to 2020, the number of youth/young adults that were homeless increased by 9%, while from 2013 to 2020, the number decreased by 23%. *Youth-specific counts began in 2013* and in 2020, the community deployed a more thorough youth/young adult count, which included more days and locations.

From 2019 to 2020, the number of Veterans experiencing homelessness increased by 53%. We attribute this temporary surge to increased participation with the Veterans Administration encompassing more potential clients through additional outreach channels.

At the PIT in January, the Veterans By-Name-List included 172 names of known Veterans who were homeless. During a recent check about six months later, the Veterans By-Name-List included 133 names, which is an increase, but a modest one of 13%.

On a positive note, from 2010 to 2020, the number of Veterans experiencing homelessness decreased by 64%.

From 2019 to 2020, the number of chronically homeless people decreased by 39%, while from 2010 to 2020, the number decreased by 82%. People defined as chronically homeless are disabled and homeless for at least 1 year or episodically that totals a year or more.
A Note from Dawn Gilman, CEO

Everything about 2020 challenges us to think differently and with purpose.

Trust, collaboration, and fluidity are fundamental to the work we are doing. The need to respond quickly inspires a greater willingness to modify systems and processes, which drive change and adaptability.

Every day, without fail, I know the work we do is not in vain. We have passionate leaders who guide this work. We get the job done because we have dedicated staff members who execute this work and gracious volunteers who give their time and heart generously.

I consider myself lucky to have the pleasure of seeing, with renewed vision, what 2020 offers us. We have the opportunity to make adjustments and course corrections with the wisdom to build a better system of care.

Together, we can change homelessness.
## APPENDIX A: TEN YEAR TRENDS

### YEAR OVER YEAR POINT-IN-TIME TOTALS

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<tbody>
<tr>
<td>Total</td>
<td>3241</td>
<td>3025</td>
<td>2861</td>
<td>2768</td>
<td>2049</td>
<td>1853</td>
<td>1959</td>
<td>1869</td>
<td>1794</td>
<td>1654</td>
<td>1542</td>
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<tr>
<td>Chronic</td>
<td>998</td>
<td>1104</td>
<td>363</td>
<td>276</td>
<td>399</td>
<td>327</td>
<td>325</td>
<td>319</td>
<td>327</td>
<td>301</td>
<td>185</td>
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<tr>
<td>Veterans</td>
<td>513</td>
<td>345</td>
<td>292</td>
<td>324</td>
<td>224</td>
<td>184</td>
<td>130</td>
<td>125</td>
<td>121</td>
<td>118</td>
<td>181</td>
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<tr>
<td>Families (with child) Households</td>
<td>237</td>
<td>220</td>
<td>202</td>
<td>232</td>
<td>242</td>
<td>170</td>
<td>164</td>
<td>135</td>
<td>126</td>
<td>90</td>
<td>185</td>
</tr>
<tr>
<td>Families (with child) # of people</td>
<td>896</td>
<td>648</td>
<td>567</td>
<td>830</td>
<td>674</td>
<td>513</td>
<td>493</td>
<td>425</td>
<td>384</td>
<td>289</td>
<td>370</td>
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<tr>
<td>Youth</td>
<td>153</td>
<td>120</td>
<td>101</td>
<td>109</td>
<td>106</td>
<td>132</td>
<td>109</td>
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APPENDIX A: TEN YEAR TRENDS CONTINUED

YEAR OVER YEAR SHELTERED AND UNSHELTERED TOTALS

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<tbody>
<tr>
<td>SHELTERED</td>
<td>2069</td>
<td>1593</td>
<td>1542</td>
<td>1671</td>
<td>1756</td>
<td>1427</td>
<td>1518</td>
<td>1437</td>
<td>1365</td>
<td>1146</td>
<td>1001</td>
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<tr>
<td>UNSHELTERED</td>
<td>1172</td>
<td>1432</td>
<td>1319</td>
<td>1097</td>
<td>293</td>
<td>426</td>
<td>441</td>
<td>432</td>
<td>429</td>
<td>508</td>
<td>541</td>
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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:

- Thomas Daly, City of Jacksonville
- Micheal Cochran, Community Member
- Nancy Eisele, LSF Health Systems
- Katie Ensign, Jessie Ball duPont Fund
- Will Evans, City of Jacksonville
- Cindy Funkhouser, Sulzbacher Center
- Matt Galnor, JAX Chamber
- Lili High, Catholic Charities
- Teri Ketchum, Presbyterian Social Ministries
- Shannon Nazworth, Ability Housing
- Doug Orange, Sulzbacher Center
- Bill Rodgers, Veterans Administration
- Karen Tozzi, Florida Department of Health

Changing Homelessness Board of Directors
CHANGING HOMELESSNESS ACKNOWLEDGES THE LEADERSHIP AND SUPPORT OF OUR BOARD OF DIRECTORS:

- Sean Hall
- M. Kevin Woodall, Chair
- Derek Brown
- Ellen Schmitt, Secretary
- Barney Smith
- Brad Russell
- Coretta Hill
- Lee Robert Brown
- Paul Davison, Treasurer
- Terri Lewis
- Wesley Stapp, Vice Chair
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
- BEAM
- Catholic Charities
- City of Jacksonville, Veterans Services
- City Rescue Mission
- Clara White Mission
- Clear Health Alliance
- Coalition for the Homeless of Nassau
- Daniel
- Downtown Vision
- Dreamweek, Inc.
- Duval County Public Schools
- Family Promise of Jacksonville
- Family Support Services
- Five S.T.A.R. Veterans Center Inc.
- Gateway Community Services
- Her Song
- 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
- Presbyterian Social Ministries
- Quality Life Center of Jacksonville
- Quigley House
- Salvation Army
- Sulzbacher Center
- Trinity Rescue Mission
- Volunteers of America
- Youth Crisis Center