



**Sulzbacher Center**

# **ANNUALREPORT**

*The Way Home*

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**Fiscal Year 2016-2017**

### DEAR FRIENDS,

It seems as if this past year has gone by in the blink of an eye, yet it's been filled — actually *overflowed* — with activity, new initiatives, programs and collaborations. In addition, construction began on the new Sulzbacher Village, a permanent housing community for women and families, which is scheduled to be completed and ready for occupancy in the spring of 2018.

Of course, the most important things that happened at the Sulzbacher Center this year were the support, care, guidance and assistance provided to the people who turn to us for help each and every day. Whether they are residents at our downtown campus or patients in our medical health centers downtown or at the beaches, we work with individuals, children and families when they are typically at the lowest points in their lives. Helping them find their value and gain the confidence they need to overcome whatever has been holding them down is possible thanks to the support provided by our sponsors and donors. These contributions directly impact our capacity to provide the programs and services that lead residents and patients to independence and self-sufficiency.

Highlights of the 2016-17 fiscal year include:

- More than 550 individuals and families were moved into permanent housing.
- Our Federally Qualified Health Clinics (downtown and the beaches) provided more than 30,000 unduplicated patient visits for primary care, dental and behavioral health services.
- We served more than 560,000 meals to those hungry in our community.
- Of the 334 individuals and families with children supported by the Sulzbacher Center's Aftercare Program (which follows and provides ongoing support to residents when they leave the Center), none have had to return for emergency housing 18 months after moving to permanent housing.
- We helped 310 homeless adults secure employment.

As we move towards expanding the Sulzbacher organization with the opening of the Village and the further expansion of our health care services, our ability to have a greater impact on a greater number of adults and families is within our grasp. We are committed to helping the homeless and disadvantaged members of our community rise above their circumstances to realize their full potential. Please join us as we continue to vigorously pursue this goal.

**Cindy Funkhouser**  
President & CEO

**M.J. Easterling**  
Chair, Board of Directors

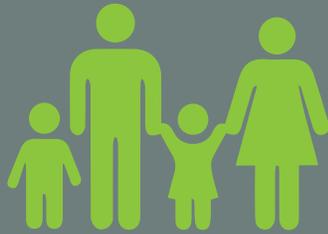


### THE SULZBACHER CENTER STRIVES DAILY TO MAKE A LASTING IMPACT

on Jacksonville and the surrounding community. If **HOPE** were at the heart of our logo, **YOU** were at the  of our Center, making possible every brave, hopeful step our Center's homeless residents take toward achieving self-sufficiency and finding **the way home**. To give back to those who give so much to us, we wish to spotlight our impact in the community by sharing our Annual Report (FY2016-2017).



**1,425**  
HOMELESS  
SHELTERED



**130,467**  
NIGHTS  
OF SHELTER

720 single men, 280 single women & 128 families with 253 children were sheltered by Sulzbacher.



**561,212**  
Nutritious  
**MEALS**

Prepared and served by our state-of-the-art kitchen,  
THANKS to the generous donation of time & treasure  
from over **100** volunteer meal groups.

volunteers  
contributed  
**22,878**  
service hours

**6,718**  
Unduplicated  
**PATIENTS**



**30,548**  
PRIMARY, DENTAL & BEHAVIORAL  
**CLINIC VISITS**



OUTREACH  
support to  
**434**  
homeless  
**MILITARY**  
veterans

**310** Homeless  
ADULTS  
completed special training programs &  
**SECURED**  
**EMPLOYMENT**



**584** transitioned into  
PERMANENT  
HOUSING

**100%** AFTERCARE  
HOUSED  
12 MONTHS LATER

**HOPE**  
OUTREACH  
**4,191**  
people living on the  
**STREETS**



SOURCE OF  
**+ FUNDS**



TOTAL INCOME  
**\$17.414 mil.**

**35.3%** State & Federal  
**31.0%** In-Kind  
**10.1%** Foundations  
**5.7%** Private Donations

**5.6%** City of Jacksonville  
**5.0%** Respite Service Fees  
**3.2%** Special Events  
**1.7%** United Way

**1.1%** Miscellaneous  
**0.9%** Catering  
**0.3%** Corporate  
Donations

USE OF  
**- FUNDS**



TOTAL EXPENSES  
**\$17.412 mil.**

**56.9%** Health Services  
**22.7%** Shelter Services  
**7.3%** Admin. & Fundraising

**6.9%** Housing Program  
**3.0%** Respite Service Fees

**2.4%** Depreciation  
**0.8%** Catering Fees



### SULZBACHER CHANGES LIVES

The men, women and children who come to the Sulzbacher Center for help are typically in crisis — and often have more than just one problem to address.

For Malanese McDonald, Sulzbacher became the lifeline that helped her find the health and home she so desperately longed for. “I was living in Central Florida with my fiancé when he died a month before our wedding. I was trying to get over losing the man I thought would be my husband and came to Jacksonville to stay with my daughter. But that didn’t really work out. I had no place to go. I have bi-polar disorder and HIV. I didn’t have much money. I just didn’t know what to do,” said Malanese.

When she found her way to Sulzbacher, a bed became available within a few days and she moved in. “I felt like I had come home the minute they showed me my bed. It was something of my own and I really needed to feel like I was doing something to help me get independent. When Sulzbacher says it’s ‘The Way Home,’ it really is.”

Malanese availed herself of the classes and optional programs offered at the Center. She volunteered for all types of jobs in the shelter and received the medical services she required, including being seen by the psychiatrist and counselors in the Behavioral Health department. Without the worry of where she would live or where her next meal was coming from, slowly but surely Malanese started to regain her self-esteem.

After spending several months at Sulzbacher, a space became available for her at Liberty House, a transitional housing and independent living center that houses approximately 60 women. It was here that she learned to better manage her fear of crowds by going to the grocery store and doing a lot of the small tasks everyday that many of us take for granted and don’t think about. But for Malanese, they were hurdles she jumped over on her way to self-sufficiency.

A few short weeks after moving to Liberty Center, she was approved for an apartment of her own at Cathedral Towers, a low-income housing building. You can’t miss the pride in her voice when she talks about her beautiful one-bedroom apartment on the 11th floor. “I sit and I watch out my window and feel like I’m on the top of the world,” she said, as she excitedly lists all of the amenities of her new home.

Malanese continues to access healthcare services at the Sulzbacher Health Center and makes it to all of her appointments. And now, she also spends some time volunteering, talking with women new to the Center to assure them that things will get better. “Just look at me,” she says proudly.

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### SENIOR STAFF

Members of our senior staff bring a wealth of experience and dedication to the Sulzbacher Center.

**Cindy Funkhouser**  
President and CEO

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