



SULZBACHER
HOUSING • HEALTHCARE • HOPE

A N N U A L R E P O R T
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DEAR FRIENDS,

In the big scheme of things, some years just stand out far and above others. At Sulzbacher, that's the kind of year we had during fiscal 2017-18. It was a year of expanded and new partnerships, new looks, new relationships, new buildings and new programs. Some of the highlights included:

- Partnered with Wolfson Children's Hospital and Baptist Health to open three school-based clinics.
- Developed a new partnership with Sweet Pete's to create our private-labeled candy products, "Sulzbacher Sweets by Sweet Pete's." A significant portion of online and in-store sales come back to Sulzbacher.
- Launched the IMS Rooftop Society, providing major donors (\$10,000 and more) with an opportunity to socialize and receive regular updates about activity at Sulzbacher.
- Recruited and managed more than 500+ volunteers during a three-week period to assemble all of the IKEA furniture for each apartment in Sulzbacher Village—130 efficiency, studio and two-bedroom units.
- Updated our branding and positioning with a new logo and tagline that better reflects who we are and what we do today.
- The Ribbon Cutting Ceremony and opening of Sulzbacher Village, a Community for Women and Families.
- Opened the Crawford Early Learning Center and the Florida Blue Pediatric Health Center at Sulzbacher Village.

On top of all of these moments and milestones, Sulzbacher managed to help 815 formerly homeless individuals into stable housing... assisted 288 homeless adults secure stable employment... served 561,764 meals to our residents and the hungry of the community, free of charge... and we treated 7,469 homeless and impoverished patients at our medical clinics during 30,548 patient visits.

Everything we do would be impossible without the commitment and support of our donors and volunteers. Their engagement and belief in our work sustain many of the programs and services that help our residents, clients and patients become healthy, independent and self-sufficient. Thank you for all you do to make Sulzbacher a place of Housing, Healthcare and Hope.

Cindy Funkhouser
President & CEO



A PIVOTAL YEAR

Sulzbacher Village was the crowning achievement of a year filled with many accomplishments. Its completion and opening has actually been one of the most important milestones in Sulzbacher's history. It has allowed women and families to move from our urban campus to the new facility in a more residential area, with an elementary school right up the street. It has permitted us to provide permanent, supportive housing to women and families working to become self-sufficient while they receive the case management, job skills training and other support services that will ultimately help them become independent.

Maria G. and her daughter were among some of the first to move to the Village. Having finished her GED while still at the downtown campus, Maria was anxious to take some of the job training classes offered at the Village to improve her chances of gaining employment. Her daughter, age three, was among the first students at the Crawford Learning Center, open to the children of residents, aged birth to five, where she is thriving.

Things didn't always look so hopeful for Maria and her baby. The baby's father was never a consistent presence in her life and hardly contributed to her well-being. He was abusive with Maria but she didn't know how to get herself out of the situation. Fortunately, Maria was spared having to figure that out when he was incarcerated.

But that created other challenges. She couldn't work because she couldn't find affordable childcare. There was little money for rent and her SNAP benefits only went so far to keep food on the table. She kept running out of money before she ran out of month and she struggled and worried about her daughter constantly.

That's when she turned to Sulzbacher and received the help she needed. She had a place to live with three meals a day for herself and her child and Maria got the help she needed to pass her GED exam.

Maria's arrival at Sulzbacher couldn't have been better planned. She arrived in time to be among the last group of women and families to live at the downtown location. Within a few months of arriving at Sulzbacher, her family had the opportunity to move to the Village, where she applied for, and received, the voucher needed to rent one of the two-bedroom apartments.

"It was like a miracle," said Maria. "After so many years of not knowing what the future for me and my family would look like, we were told we could get this beautiful apartment. And it has everything! Plates and forks and spoons and pots and pans and towels and



1,106 HOMELESS SHELTERED  **101,602 NIGHTS OF SHELTER**
 646 single men, 199 single women & 79 families with 167 children were sheltered by Sulzbacher.

 **561,764 Nutritious MEALS**  **volunteers contributed 22,305 service hours**
 Prepared and served by our state-of-the-art kitchen, THANKS to the generous donation of time & treasure from over 100 volunteer meal groups.

7,469 Unduplicated PATIENTS  **30,548 PRIMARY, DENTAL & BEHAVIORAL CLINIC VISITS**



sheets. And it's fully furnished! I can't begin to explain what a tremendous blessing this has been. The people at the Village have been so nice and so helpful. We feel safe. My daughter even got a check-up in the Pediatric Health Center that's right there. We are so grateful."

Many of the women and families living at the Village have similar stories of their own. We knew as we planned, raised money and built the community that it would be a game-changer. Seeing our women, female veterans and children thrive has been even more rewarding than we could have imagined. Each day, someone experiences a success—completing a class, getting a job offer, going back to school, improved grades, etc. And with each accomplishment, an overall "can-do" culture has emerged and spread throughout the campus.

The Board of Directors, leadership and staff are grateful to every donor and supporter who helped make Sulzbacher Village a reality. Along with the support you continue to provide for our downtown campus and healthcare services, you are improving the lives—and futures—of real people every day. Thank you from the bottom of our hearts.

 **OUTREACH support to 480 homeless MILITARY veterans**  **288 Homeless ADULTS** completed special training programs & **SECURED EMPLOYMENT**

 **HOPE OUTREACH 4,127 people living on the STREETS**
815 transitioned into **PERMANENT HOUSING** **100%** **AFTERCARE HOUSED 12 MONTHS LATER** 



SOURCE OF FUNDS  **TOTAL INCOME \$19.733 mil.**

- 36.3% State & Federal
- 27.0% In-Kind
- 16.9% Foundations
- 4.4% City of Jacksonville
- 4.4% Health Service Fees
- 4.2% Private Donations
- 2.2% Corporate Donations
- 2.1% Special Events
- 1.3% United Way
- 1.2% Miscellaneous



USE OF FUNDS  **TOTAL EXPENSES \$19.285 mil.**

- 59.3% Health Services
- 16.5% Shelter Services
- 13.6% Housing Program
- 6.0% Admin. & Fundraising
- 2.4% Respite Service Fees
- 2.1% Depreciation



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