



SULZBACHER
HOUSING • HEALTHCARE • HOPE

ANNUAL REPORT
2019-2020





CELEBRATING YEARS OF HOUSING, HEALTHCARE & HOPE

DEAR FRIENDS,

In December of 1995, Sulzbacher opened its doors for the first time and welcomed in some of our community's most vulnerable citizens—people who were living on the streets, in camps and in cars. What we offered at first was a humble spot on a concrete floor and a hot meal. What we asked was, "How can we help?" One of the things I love most about this agency is that we start where the client is. We believe in the dignity and worth of every person in our community, and in their right to determine their own fate. So, in 1995, how could we help? They told us loud and clear: housing that's safe and that they can afford, a good job, and healthcare that doesn't cost an arm and a leg. We listened, and from that humble beginning, Sulzbacher has responded with programs designed to end their homelessness: Case Management, Healthcare, counseling, Veteran's services, safe and affordable housing, and all the wrap-around programs to support their independence for years to come.

Back then, we never could have imagined what 2020 would bring. It has now been several months since the COVID-19 crisis began and the emergency safety measures we put in place back in March are now routine. Sulzbacher has remained open throughout, despite the risks. Before this, I knew that I was a member of an amazing team, but now, after seeing how they've responded, I find myself truly humbled by their dedication. I wanted to share with you all some pictures of our dedicated team working on the front lines of this crisis that we continue to fight.

The other major event this year, the Black Lives Matter movement, has also affected us all deeply. For the past twenty-five years we have seen how racial inequity causes homelessness and poverty, and we have worked to address the systemic problems that continue to keep a portion of our community poor. The statistics tell a stark story. 67% of people who come to us for meals, shelter and housing are Black, but Blacks make up only 31% of Jacksonville's population. We support a local and national conversation, leading to real change in our institutions and practices so that all Americans have the same opportunities and privileges.

Friends, I am so honored to be a part of Sulzbacher's first twenty-five years, and so thankful for the strong support of the community of Northeast Florida. A lot has changed since we first opened our doors, but what hasn't changed is our mission to end homelessness or the compassion of this community to care for our homeless neighbors. I look forward to seeing the impact Sulzbacher has on our community in the next twenty-five!



Cindy Funkhouser
Cindy Funkhouser,
Sulzbacher President & CEO



SOURCE OF FUNDS

- 42.6% State & Federal
- 17.4% In-Kind
- 9.4% Foundations
- 9.1% Earned Income
- 8.1% Private Donations
- 5.9% City of Jacksonville
- 5.8% Special Events
- 1.4% United Way
- 0.4% Corporate Donations

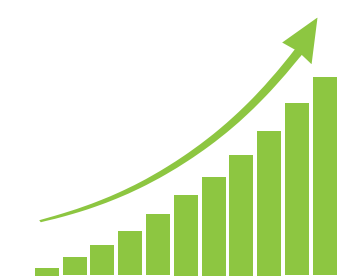
TOTAL INCOME
+ \$18.3mil.



USE OF FUNDS

- 47.6% Health Services
- 17.7% Shelter Services
- 17.1% Housing Program
- 8.7% Admin. & Fundraising
- 3.6% ELC & Children
- 3.0% Depreciation
- 2.3% Respite Service Fees

TOTAL EXPENSES
- \$18.0mil.



SULZBACHER'S BUDGET
Over the past 25 years!
1995 **\$732,592**
2020 **\$18.3mil.**





25 YEARS OF HOUSING...

From 150 spaces painted in yellow lines on a concrete floor... to **164 units of emergency housing, 16 medical respite beds, and 308 permanent housing apartments.** This year we converted the former family dorms at our downtown campus to long-term housing for single men, expanding opportunities for these men to gain their independence in a supportive environment.

70,427 NIGHTS OF EMERGENCY HOUSING FOR **663 HOMELESS MEN, WOMEN & CHILDREN**



100%
remained housed in the
AFTERCARE PROGRAM
12 MONTHS LATER

518 HOMELESS PEOPLE — transitioned into —
PERMANENT HOUSING



25 YEARS OF HEALTHCARE...

From a 350 square foot clinic staffed by volunteer doctors... to **three locations of comprehensive healthcare for both adults and children—providing medical, dental, vision and behavioral health—all under one roof.** And this year we saw the addition of the Sulzbacher Healthmobile, which provides *Health and Hope on Wheels*, going out into the community, into homeless camps and other shelters to break down barriers to healthcare.

7,856 UNDUPLICATED PATIENTS



29,259 PRIMARY, DENTAL & BEHAVIORAL CLINIC VISITS

FOR EVERY DOLLAR INVESTED in Sulzbacher's Health Services, THERE IS AN ROI OF... **181%**



SAVED \$21.4 mil. THROUGH ER DIVERSION & PREVENTATIVE CARE by providing a medical home for people in crisis

\$1,939,603 FREE MEDS through patient assistance programs





25 YEARS OF HOPE...

But in the end, what it comes down to is Hope. **Hope for a brighter future, for families united, for dignity restored, for meaningful work, for strength and health.** Sulzbacher's Outreach Teams go out into the streets, into homeless camps and makeshift shelters, bringing Hope to those who so desperately need it. At the Crawford Early Learning Center, we see Hope every day in the smiling faces of the youngest people we serve, in their eyes eager to learn and grow.

THE
CRAWFORD
EARLY LEARNING CENTER
SULZBACHER VILLAGE

 **112** PREVIOUSLY
HOMELESS
completed special training programs & secured
EMPLOYMENT

 **472,376**
NUTRITIOUS
MEALS
Served to anyone in our community who was hungry.

{ volunteers
contributed
10,702
service hours }

1,024
PEOPLE IN CRISIS
served by our
OUTREACH
TEAMS


1,154
LOADS
OF LAUNDRY


8,115
HOT
SHOWERS


7,031 CONTACTS
MADE WITH PEOPLE
LIVING ON THE STREETS

URBAN REST STOP

"The Urban Rest Stop program is a force multiplier — it's like having additional officers on the streets. People who are homeless are usually the victims of crime. By providing a place for people to go during the day, the Urban Rest Stop has made downtown a much safer place."

— Assist. Chief Jimmy Judge, Commander of Zone 1

 **OUTREACH**
SUPPORT to
488
MILITARY
veterans





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*Sponsored by LSF Health Systems LLC, and State of Florida, Department of Children and Families

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