

ANNUAL REPORT

2020-2021



SULZBACHER
HOUSING • HEALTHCARE • HOPE

BEHIND THE NUMBERS

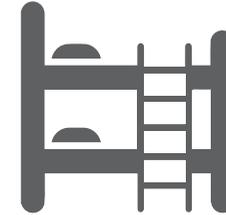


1,385
SERVED BY OUR
**OUTREACH
TEAMS**



445 HOMELESS PEOPLE
— transitioned into —
PERMANENT HOUSING

43,499
NIGHTS
OF EMERGENCY
HOUSING



FOR **396**
HOMELESS
MEN, WOMEN
& CHILDREN



OUTREACH
SUPPORT to
629
MILITARY
veterans



482,594
NUTRITIOUS
MEALS
Served to anyone in our community who was hungry.



289 PREVIOUSLY
HOMELESS
completed special training programs & secured
EMPLOYMENT

7,828
Unduplicated
PATIENTS



24,458
primary, dental & behavioral
CLINIC VISITS



100%
remained housed in the
**AFTERCARE
PROGRAM**
12 MONTHS LATER

183% ROI
FOR EVERY DOLLAR
INVESTED
in Sulzbacher's Health Services



*Source: the Florida Association of Community Health Centers

URBAN REST STOP



1,059
LOADS
OF LAUNDRY



12,122
— HOT —
SHOWERS



3,702 CONTACTS
MADE WITH PEOPLE
LIVING ON THE
STREETS

SOURCE OF
+ FUNDS\$



TOTAL INCOME
\$20.045 mil.

36.1% State & Federal
16.5% In-Kind
12.1% Earned Income
10.8% City of Jacksonville
9.8% Foundations

7.0% Special Events
5.6% Private Donations
1.4% United Way
0.7% Corporate Donations

USE OF
- FUNDS\$



TOTAL EXPENSES
\$19.157 mil.

48.9% Health Services
18.8% Housing Services
16.4% Shelter Services
7.4% Administration

3.2% Children's Programs
2.8% Depreciation
2.4% Respite Service Fees

DEAR FRIENDS,

As I reflect on this past, very extraordinary and very challenging year, I continue to be humbled by the work of our dedicated team here at Sulzbacher. I have seen them rise to meet the moment in an incredible way. The ongoing COVID-19 crisis has affected Jacksonville so severely, and to be very frank, it has tested Sulzbacher and stretched our limits. We are, as I'm sure many of you are, very tired. But yet we persevere. Because when you are in the business of emergency services, crisis is your every day. So as the pandemic continue on, our doors remain open because with all the uncertainty of the last year, the people we serve needed us more than ever. Our dedicated staff responded by providing COVID-19 testing and vaccinations to people who are homeless or at-risk throughout Jacksonville and even into our neighboring counties. Our Healthmobile, equipped with tests and vaccines, is targeting underserved communities in order to reach people where they are.

This year we sorely missed our dedicated volunteers (some of whom have been with us since 1995!), and have had to cover with staff and residents, particularly for our meals program. We hosted our first ever virtual **Transformations**, which was a huge success and a bright spot in an otherwise challenging year. We launched a critically needed new program, the **Mental Health Offender Program**, which identifies repeat misdemeanor offenders who suffer from severe mental health challenges, and places them directly in housing with the right supports, breaking the cycle in and out of jail. And, in the midst of everything else, when a tent city sprung up in downtown Jacksonville, we worked closely with the other area service providers, and the City of Jacksonville to solve the problem in a caring and ethical way that got people the help that they needed.

I continue to be hopeful for the coming year, as we face new challenges, new opportunities and, with your support, extend a caring hand to our struggling neighbors. We appreciate each of you more than you can imagine!



Cindy Funkhouser
Cindy Funkhouser,
Sulzbacher President & CEO

COVID-19's CONTINUED EFFECT

As COVID-19 continued on, **Sulzbacher's team proved to be resilient, creative and caring**—providing testing and vaccines not just to people experiencing homelessness, but to other area nonprofits and their clients as well. We put our Healthmobile to good use providing these services "on the road" and even extending into surrounding counties. Our virtual **Transformations**, hosted by Darnell Smith and Ginny Myrick and chaired by our dear friend Audrey Moran, was a huge success and raised critically needed funding to support our mission.

A NEW & INNOVATIVE PROGRAM

The **Mental Health Offender Program (MHOP)** works closely with the Jacksonville Sheriff's Office to identify people with severe and persistent mental illnesses who are living on the streets and cycling in and out of the jail for minor offenses like sleeping on the sidewalk. These are some of the most vulnerable members of our community—people who are the most in need of help. This innovative program provides them with safe housing and the right supports, including mental health treatment, so that they can heal and live free of the dangers of the streets. Our psychiatrist works directly with these individuals, making sure they have the right treatment to manage their symptoms and give them hope for a better life. This program also represents an amazing cross-sector collaboration—the important partners on this program include its champion, Chief Judge Mark Mahon, the Sheriff, the Public Defender and the State Attorney and all of their teams.



PEDIATRICS IN THE SPOTLIGHT

Sulzbacher Village's Pediatric Health Center expanded in a big way with the addition of its Pediatric Dental program, thanks to lead donor the Gant Family Foundation. Motivated by a passion for the needs of underserved children, and to honor their father, the Gants provided critically needed seed funding to hire a Pediatric Dentist and get the program off the ground. Despite the pandemic, the program grew significantly over its first year, providing dental care not just to children living at Sulzbacher Village, but to any child in the community in need. A huge thank you to the Gants for their partnership!

COLLABORATING WITH THE CITY & OTHER NONPROFITS

The **Pathways to Home Program** was a collaborative effort between Sulzbacher, the other area homeless services providers, and the City of Jacksonville, to respond to a concerning increase in camping in the downtown core. With the help of compassionate city leaders, this group responded to the need by standing up a new bridge shelter within a matter of a week that provided emergency housing and supportive services, including job placements, to the people living in the camp. As other cities struggle with ongoing tent cities, Jacksonville again proved its reputation as a compassionate community that cares about its most vulnerable.

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



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