

# ANNUAL REPORT

2022-2023



**SULZBACHER**  
HOUSING • HEALTHCARE • HOPE

# BEHIND THE NUMBERS



**532**

People placed

## PERMANENT HOUSING

**382,790**

MEALS SERVED  
to the community



**227**

MILITARY  
VETERANS  
Served



**348**

Completed training  
& SECURED  
EMPLOYMENT



**19,390**

CLINIC VISITS  
Primary, Dental &  
Behavioral



**6,713**

PATIENTS  
SEEN  
Unduplicated

## URBAN REST STOP



**12,376**  
Hot  
showers



**1,985**  
Outreach  
contacts made



**347**  
Loads of  
laundry



**2,976**

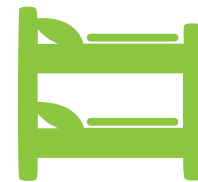
Served by our  
**OUTREACH  
TEAMS**

**100%**

Maintained  
Housing after  
**1 YEAR**

**52,879**

Nights spent



**784**

People served

## EMERGENCY HOUSING

**180% ROI** for  
EVERY DOLLAR INVESTED  
in Sulzbacher's Health Services



Source of  
**+ FUNDS**



Total Income  
**\$20.46 Mil.**

**52.5%** State & Federal  
**15.8%** Earned Income  
**9.0%** City of Jacksonville  
**7.2%** Special Events  
**5.7%** Foundations

**4.8%** In-Kind  
**3.7%** Private Donations  
**0.6%** United Way  
**0.5%** Corporate Donations

Use of  
**- FUNDS**



Total Expenses  
**\$20.03 Mil.**

**43.8%** Health Services  
**24.2%** Housing Program  
**18.3%** Shelter Services  
**8.1%** Gen. Admin. & Fundraising

**3.3%** ELC & Children's Programs  
**2.3%** Respite Services  
**0.0%** Depreciation

DEAR FRIENDS,

Affordable housing is a hot-button issue throughout the country right now, and for good reason. Housing prices are rising everywhere, but Jacksonville has been hit particularly hard, seeing rent increases of almost 35% in the last two years. Over the summer, the median cost of a two-bedroom apartment rose to \$1,750, and the waitlist for public housing surged to a record 147,000 households. Let that sink in for a minute—147,000 households waiting to be able to afford the most basic need—a place to live. It means even middle-income families are struggling, and people who are homeless have no place to go.

Despite this crisis, we have seen some encouraging signs from our local and state elected officials. People are coming together and working toward solutions. Jacksonville City Council's recent report on Critical Quality of Life Issues identified affordable housing and homelessness as priorities. Recommendations included a dedicated funding stream for affordable housing and providing leadership from the City. A special affordable housing subcommittee began meeting over the summer. And in Tallahassee, the Live Local Act will provide over 700 million dollars statewide for affordable housing. While Jacksonville will certainly benefit from these funds, it will not begin to solve a problem that has grown so large.

At Sulzbacher, we are doing our part by continuing to develop affordable housing opportunities for people who are homeless. Our Sulzbacher Village development in Brentwood has become a nationally recognized model for how to provide affordable housing with all the wrap-around supports that women and families need to succeed, including healthcare and jobs. On the horizon, Sulzbacher Enterprise Village (just across I-95 from the first Village) will provide the same for our men. Housing with the right supports, high quality healthcare so people can thrive, and training and jobs to restore dignity—I am hopeful for a future where everyone in our community has all three.

Thank you for being a part of the Sulzbacher family this year, and thank you for caring for your struggling neighbors.



*Cindy Funkhouser*

Cindy Funkhouser, MSW  
Sulzbacher President & CEO



MOBILE OUTREACH STRATEGY & EXPANSION

In February, Sulzbacher cut the ribbon on the latest addition to its fleet of outreach vehicles, the Social Services Bus. Funded in part by the City of Jacksonville, the mobile unit is designed to bring 'Housing and Hope on Wheels' to people still living on the streets through services including case management and housing placements. This bus compliments Sulzbacher's Healthmobile, which provides health outreach services, and its HOPE Team street outreach vehicles. This is the final piece of a larger strategy of expanded outreach services designed to extend to the borders of Duval County. Increasingly, people experiencing homelessness have fanned out to the furthest reaches of Jacksonville, making accessing services difficult.

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EXTREME WEATHER IMPACTS PEOPLE ON THE STREETS

This summer saw record temperatures for NE FL and the first ever excessive heat warning issued by the National Weather Service. While we all heeded the recommendations to drink plenty of water and stay indoors, our homeless neighbors still living on the streets needed extra care. The Urban Rest Stop opened as a cooling center during the day. Sulzbacher's fleet of outreach vehicles mobilized to connect to homeless individuals and camps, assisting with bringing people into the Urban Rest Stop, and providing water and other needed supplies. These essential services are needed to keep vulnerable people safe during times of extreme weather, including excessive heat.

SENIOR STAFF

Cindy Funkhouser, MSW, *President & CEO*  
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Andy Barber, *Vice President of Program Funding*  
Kathy Orr, *Director of Human Resources*  
John Bowls, *Health Services Administrator*



OUR LATEST PRE-K GRADUATES!

We are so proud of this year's Crawford ELC graduating class! They have worked so hard and are ready for Kindergarten!

SULZBACHER RECEIVES ACCREDITATION



Two of Sulzbacher's important healthcare programs, Primary Care and Behavioral Health, both received accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF) for Integrated Health Care for both Adults and Children. Integrated behavioral health care, or 'whole-person care,' is a rapidly emerging shift in the practice of high-quality health care which has been shown to improve outcomes for patients across age groups and health conditions. The accreditation is a public seal of trust based on internationally accepted standards and demonstrates our commitment to exceptional, personalized care for our patients. The achievement represents the work of our dedicated healthcare team over the past two decades building high quality programs, as well as many months of preparation for the audit.



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