

Homeless Services Network
of Central Florida



2025 IMPACT REPORT
Housing The Most
Vulnerable

A WORD FROM OUR CEO

I talk a lot about the statistical evidence for our work — the number of people we helped to find stable housing last year (4,893), the percentage of people seeking help each month who are homeless for the first time (60-75%), the cost savings of getting someone into housing vs. putting them in jail (less than \$83 per night vs. \$180 per night).

But when I close my eyes at night, what sticks with me most isn't the data. It's the people.

People like Wendy: She's widowed, in her mid-50s, uses a wheelchair, and relies on supplemental oxygen.

She's also a survivor.

Before we helped get her back into housing in December, she lived for more than five years on the streets of Central Florida with her teenage daughter. The apartment they had been living in was condemned. They couldn't afford anything else.

Once on the streets, the two of them tried not to sleep at the same time so that one could always be on guard for predators. It didn't always work.

"My daughter woke up a couple of times with a man on top of her," Wendy said, her voice breaking. "She'd been trying to stay awake to protect me."

Repeatedly they had their belongings stolen — including, twice, Wendy's oxygen. Routinely they were forced to relocate under threat of arrest.

Being homeless is brutal at any time, but in 2025 we witnessed a growing number of people who, like Wendy, are older and have chronic health problems. They need wheelchairs, walkers or other specialized equipment and care that our region's handful of emergency shelters are simply not able to provide. And because of the recent change in state laws, for people who can't find shelter, there is literally no legal place for them to exist.

So at a time when federal funding is shifting dramatically, we must be resilient — just like the people we serve. We don't have the luxury of becoming discouraged.

Frankly, we are working harder than ever, using our dollars more strategically than ever, studying what has worked (and what hasn't) in other jurisdictions, developing new programs and services, and seeking the private and public funds to support efforts that we have proved to be successful in getting the most vulnerable citizens back into stable housing.

More than ever, we are nimble, innovative and determined.

Just before Christmas, we were able to help Wendy and her daughter move into an affordable two-bedroom apartment where they can finally sleep through the night, where Wendy's oxygen tank is safe from theft, where Wendy's daughter is working on getting her high school diploma and hopes to get a job in health care.

They are just two of the 4,893 people we helped to return to stable housing last year.

With your support, we hope to help even more in the year ahead.



A handwritten signature in black ink that reads "Martha Are".

President and CEO,
Homeless Services Network of Central Florida



OUR PURPOSE

We help people experiencing homelessness to obtain and maintain stable housing, improving their lives and our community.

OUR FOCUS:

- Families with minor children
- Military veterans
- People with disabilities
- Survivors of domestic violence and human trafficking

In 2025, we helped **4,893** people who were homeless return to safe, stable housing.



OUR WORK

Stable housing is at the core of our mission.
But we do much more.

- ✓ We help people at risk of homelessness find rental assistance, food pantries, legal aid, counseling, job training, education, health care, drop-in centers and case managers.
- ✓ We lead the effort to get people into emergency facilities during extreme heat, freezing cold and looming hurricanes.
- ✓ We operate assistance centers where people can meet one-on-one to discuss their housing needs.
- ✓ We track the data across three counties to find out how many people are homeless, what types of hurdles they face, which programs they qualify for, and how successful those programs are at getting people off the streets and preventing a return to homelessness.
- ✓ We work with local governments and fellow nonprofits on policy.
- ✓ We're the lone nonprofit organization for Orange, Osceola and Seminole counties selected by the federal government to apply for, disburse and monitor grants from the Department of Housing and Urban Development – and we're one of just two designated to work with the Department of Veteran Affairs.
- ✓ We mediate landlord-tenant disputes for people we've helped return to housing to avoid future evictions.

Project Safety Net

Using one-time state funding, we launched Project Safety Net in summer of 2025, helping 144 households (including nearly 200 children) to avoid or escape homelessness. We paid back-due rents and overdue power and water bills, and we covered move-in deposits for apartments and utility connection fees. We did all this in a single 30-day span.



IN ONE YEAR...



We helped **20,356** people with housing and a range of services. They included:

4,462 Children

2,246 Veterans

4,869 Older Adults (55 and up)

12,213 Men and Boys

8,143 Women and Girls



With your
help, we can
do more!



JASON

A survivor's story



It started with a blister on the bottom of his foot.

Jason Sabbath, a 36-year-old concierge at Walt Disney World Resort, had spent a day off visiting all four Disney theme parks – an ambitious venture that requires up to 15 miles of walking.

For most people, the resulting blister would have been no big deal. But Jason has type 1 diabetes, which means he didn't feel the blister at first, and impaired blood flow to his feet slowed his body's natural healing process. The blister became infected.

By the time he reached an emergency room several days later, he was already in kidney failure and spiraling downward. The next three years were marked by long periods of hospitalization and intermittent crises.

Amputation of one leg – then the other.

Triple bypass heart surgery.

Job loss.

Eviction.

Depression so intense he tried to kill himself.

'After having a right leg amputation that nearly killed me and a heart surgery that very nearly killed me, I developed schizoaffective disorder, which is bipolar disorder along with schizophrenia. Separately those are not good illnesses to deal with, but together they can be deadly. And they were almost in my case. I had reached the end of my rope...'

After stints in two in-patient psychiatric programs, he landed in a homeless shelter that only permitted people to stay for 30 days. And no other shelter was equipped to immediately take in someone who was dependent on a wheelchair.

“Having faced death multiple times, I can honestly say that living on the street was the scariest thing I have ever experienced in my entire life,” he says. “Not knowing where you’re going to go to the bathroom, where you’re going to sleep, how you’re going to sleep.... As a disabled person, you’re a target – even more than most. I was never robbed until I became homeless, and then I was robbed three different times.”

Time crawled along at a glacial pace: four years spent in a new shelter... a year and a half to get Medicaid... another two years to qualify for Medicare.

Ultimately, though, his disability meant he qualified for supportive housing – one of the critical programs provided by the Homeless Services Network. With funding and a housing team from HSN, plus a dedicated case manager from Pathway Homes of Florida, Jason was finally able to secure a wheelchair-accessible apartment.

There, he pays a third of his disability check towards rent and spends his days advocating for other people with disabilities who are still living on the streets.



‘It was literally a life-saver. I have no idea where I’d be without the Homeless Services Network... [They] not only get people housed, but they continue to help you after you’re housed. They don’t go away.’

“I cannot stress how important this program has been for people like me – who are homeless, who thought they were going to die on the streets, who had no idea where their insulin was going to come from, who had no idea where their psych meds were going to come from,” he says. “Now, I am not only in my own apartment, but I have the medications I need, I can afford them, and I can live a life that means something.”

WHERE YOUR DOLLARS GO

We take our commitment to financial integrity seriously.

Housing:

Funds cover rent for housing program participants, security and utility deposits, move-in costs

Case Management:

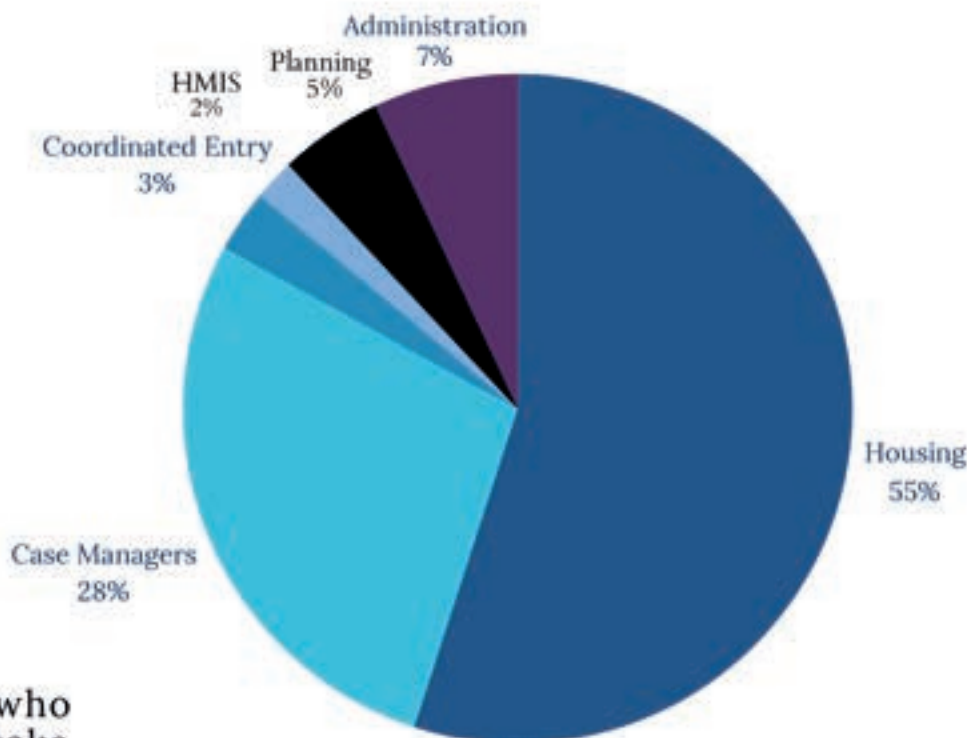
Workers who aid housing program participants in remaining stably housed by helping them to increase their income.

Coordinated Entry:

Behind-the-scenes workers who manage the three-county intake system that enables people experiencing homelessness to apply just once for housing, rather than separately at each partner agency. This also allows us to prioritize those with the most urgent needs.

Planning:

We lead a cohesive housing-response system for the region and support affordable and innovative housing solutions. We also coordinate the opening of weather shelters during heat waves, freezing nights and hurricanes.



HMIS:

The Homeless Management Information System collects and analyses data to measure the extent of homelessness and our success in helping people.

93%

of our funds go directly to help people obtain or maintain housing, access resources, or find refuge during hurricanes and extreme temperatures

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