

Housing The Most **VULNERABLE**



Homeless Services Network
of Central Florida
2024 Impact Report

A WORD FROM OUR CEO

Recently a terrified 65-year-old woman showed up at one of our partner organizations, hoping for a shower. For the first time in her life, she was homeless.

Where on the streets, she asked, should she try to sleep to avoid being attacked or arrested?

I find it heartbreaking that someone at that age should be left outside to fend for herself. Yet over the past year, we have witnessed an increasing number of people 55 and older – especially elderly women – whose fixed incomes could no longer keep pace with fast-rising rents.

More troubling, over half of them were living in their cars, on the streets, or in some structure not intended for human habitation, like a storage shed.

The good news is that, thanks to you and your fellow donors, in 2024 HSN helped 5,132 people, including seniors, escape such traumatic and destitute situations and return to long-term, stable housing.

With your generous support and partnership, we also:

- Launched a new program focused on homeless youth and young adults, ages 16 to 24, to stop a cycle of poverty and desperation and give them hope for a healthy, self-sufficient future.
- Partnered with the Orlando VA to achieve the agency's goal of permanently housing 1,164 U.S. veterans, their spouses, and children. We prevented an additional 690 veterans and their families from falling into homelessness.
- Protected our unhoused neighbors from record-breaking heat, sub-40-degree winter nights, and two hurricanes by coordinating emergency shelter, food and transportation.
- Educated Central Florida policymakers and the public about the harmful impact of the new anti-camping law that took effect in 2024, resulting in increased arrests of people for sleeping in public places because they had nowhere else to go.

We are immensely grateful for your investment in our mission to make homelessness rare and brief in Central Florida. Over 5,000 neighbors have a safe roof over their heads because of you. Together, we will make an even greater impact in 2025!



President and CEO,
Homeless Services Network of Central Florida





OUR PURPOSE

We work to provide stable, long-term housing to people experiencing homelessness and the support they need to remain housed. Our primary focus is on helping U.S. veterans, youth, people with disabilities, victims of domestic violence and human trafficking, and families with minor children.

In 2024, we helped **5,132** people who were homeless return to stable, safe, long-term housing.

But housing is not all we do. We also 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.

In 2024, the Homeless Services Network brought together youth who had experienced homelessness and community advocates to help create a safety net for homeless youth and young adults. The program provides housing, drop-in centers, mental health resources and educational and vocational opportunities.



How many people did we help?

Total: 16,544

Children: 3,884

Veterans: 1,942

People with disabling conditions: 6,270

Survivors of domestic violence: 1,295

55 and older: 3,848

Black: 9,355

White: 5,359

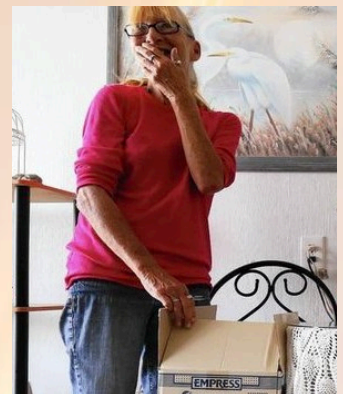
Hispanic (any race): 3,179

Male: 9,645

Female: 6,493



With your help, we can do more!





YASMINE

A survivor's story

“This is where I used to live,” Yasmine says, gesturing toward an aging sedan with blistering paint, a fickle starter, and stuttering acceleration. “I would lie down across the seats to sleep, but I had to be careful about where I parked. I didn’t want anyone to know I was homeless.”

Yasmine dropped out of school at 16 to help care for her mother, who was battling cancer at the time.

Two years later, the teen had to survive on her own, working at a fast-food restaurant to pay for food, auto insurance and a cell phone. Though she earned a promotion to shift manager, she could never save enough to cover the deposit needed for an apartment.

“A lot of people think that being homeless is, like, your fault, like you’re less human than everybody else,” she says. “It takes a toll on your mental health.”

Yasmine spent six years in and out of homelessness, until the Homeless Services Network’s new “Brighter Days” youth initiative helped her move into her own apartment. The program empowers 16- to 24-year-olds through housing, educational and career resources, and other wrap-around services. Participants typically pay an increasing share of their rent as their lives become more stable.

On the November day she unloaded her car of the few possessions she’d been able to accumulate, the 24-year-old literally spun around her new home, pointing out all the amenities she had lacked those long nights in the sedan.

“This is *my* refrigerator! This is *my* closet! This is *my* shower!” she announced. “Do you know how long I’ve wanted this? I almost can’t believe it’s real.”

In January 2025, Yasmine started college, found a receptionist job, and became co-chair of an advisory group of young people with lived experience who help inform homelessness policy.

Her role? Advocate for those who come after her.

“No one should have to live in a car,” she says, “especially when they’re trying to do everything right.”

WHERE YOUR DOLLARS GO

We take our commitment to financial integrity seriously.

Housing - 52%

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

Case Management - 33%

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

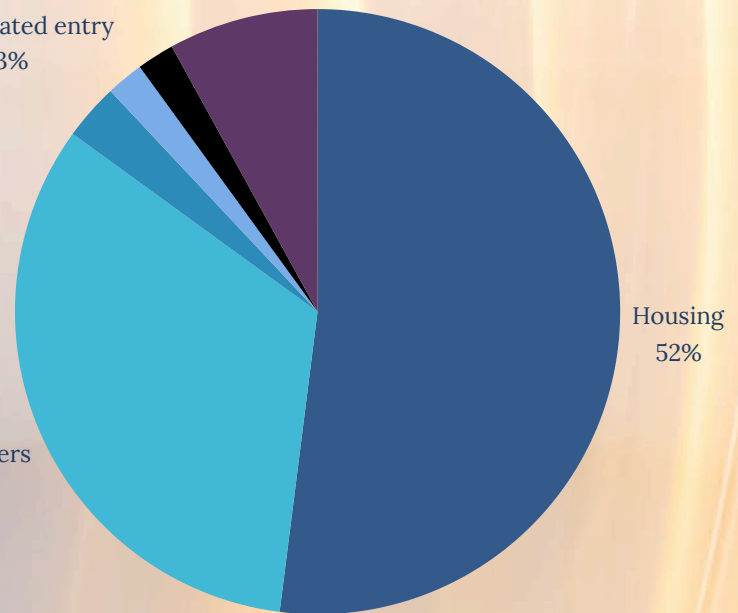
Coordinated Entry - 3%

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.

Business expenses
8%

Coordinated entry
3%

Case managers
33%



HMIS - 2%

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

92%

of our funds go directly to help people obtain or maintain housing

OUR BOARD OF DIRECTORS

The people who help steer the ship.



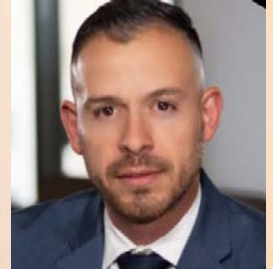
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