



Palm Beach County

HOMELESS AND HOUSING ALLIANCE ANNUAL REPORT

October 1, 2023 - September 30, 2024



Palm Beach County
Board of County Commissioners



Palm Beach County
**COMMUNITY
SERVICES**

Helping People Build Better Communities

A MESSAGE FROM OUR PRESIDENT



This past year has brought both challenges and opportunities in our efforts to strengthen Palm Beach County's Continuum of Care. (CoC) The growing demand for services was evident, with our homeless navigation center receiving over 123,000 calls from individuals and families in need of safe, supportive, and sustainable housing. In response, the Homeless and Housing Alliance (HHA) has worked tirelessly to expand and enhance programs that apply best practices and deliver effective services to meet this need.

Key developments in housing services include the opening of the 74-bed Central County Housing Resource Center II, the construction of 17 Cottage Homes for families, and the planning of additional medical respite beds. Across the Continuum, both short- and long-term housing programs have seen success, with 62% of individuals exiting residential and shelter programs securing stable housing.

Collaboration remains at the heart of our work, with an increased focus on improving care coordination, strengthening landlord relationships, and expanding homelessness prevention efforts. Additionally, the HHA convened the Unsheltered Legislation Task Force, bringing together CoC members and the broader community to develop strategies that ensure individuals experiencing homelessness have access to safe places to stay and are not unfairly impacted by laws restricting public camping and sleeping.

Ending homelessness requires a collective commitment, and we remain dedicated to creating and sustaining coordinated, effective services alongside expanded access to supportive and affordable housing. Together, we are making meaningful strides toward breaking the cycle of homelessness in our community.

Cristina Lucier, PhD
HHA President

2023-2024 HHA GOVERNANCE BOARD

Karen Abbott,
Veterans Administration

Aleshia Coleman,
School District of Palm
Beach County

Steven Coufal,
The Lord's Place

Robbriannia Johnson,
Vita Nova

Ezra Krieg,
Community Activist

James Mackey,
Palm Beach Sheriff's
Office

Cristina Lucier,
The Lord's Place

Josh Maddock,
Stand Down/ Faith,
Hope, Love Charity Inc.

Jo Miller,
PBC Housing and
Economic Development

Lyndsey Morrell,
Adopt-A-Family

Gibbie Nauman,
CROS Ministries

Jennifer Sellars,
Mental Health America
of the Palm Beaches

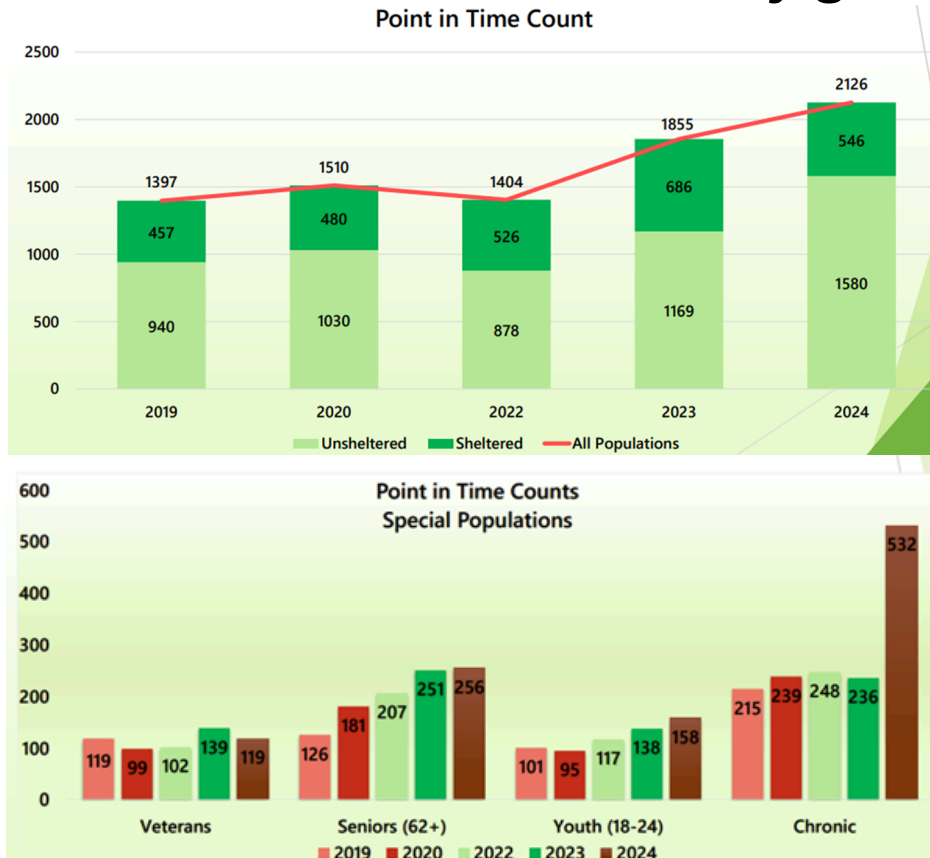
Nydia Sabugo-Marrou,
Adopt-A-Family

Shelby Swiderski,
Mental Health America
of the Palm Beaches



HOMELESSNESS STATISTICS: 2024 POINT IN TIME COUNT (SCAN THE QR CODE BELOW FOR 2025 POINT IN TIME COUNT DATA)

2,126 Homeless Individuals on any given night.



19%

Decrease in
Family
Homelessness

125%

Increase in
Chronic
Homelessness

15%

Increase in
Youth
Homelessness

2%

Increase in
Senior
Homelessness

14%

Decrease in
Veteran
Homelessness



For information and assistance
visit [TheHomelessPlan.org](https://www.thehomelessplan.org)

To reach the Call Center dial
833-HHA-WILL

To view the **2025 PIT Count**, visit
https://www.thehomelessplan.org/pdf/2025/2025_PIT_Presentation.pdf or
scan the QR Code:



2023-2024 HIGHLIGHTS



Increase in HUD Funding: Our CoC received the fourth-largest HUD grant award in the State of Florida.

Increased Capacity:

- Opened the Housing Resource Center II (74 beds)
- Supported Medical Respite Beds
- Constructed 17 Cottage Homes at Prosperity Village



Enhanced Coordination:



- Engaged in Multidisciplinary Case Conferences
- Mental Health Positions Added to Homeless Outreach Teams and Shelters
- Expanded Parks to Work & Parks to Culinary Initiative

Robust Homeless Prevention Initiatives :

- Launched Affordable Housing Relocation Initiative
- Eviction Prevention Workgroup/ Policy Recommendations
- Relunched the Rapid Response Eviction Assistance Program
- Expanded Roommate Matching



Continued Advocacy:



- Supported Legislative Priorities to Expand Affordable Housing
- Developed Incentives for Affordable Housing
- Advocated for Full Funding of Homeless Challenge and Staffing Grants

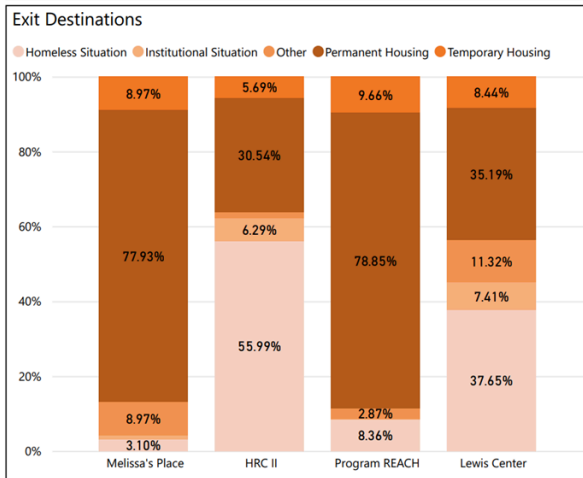
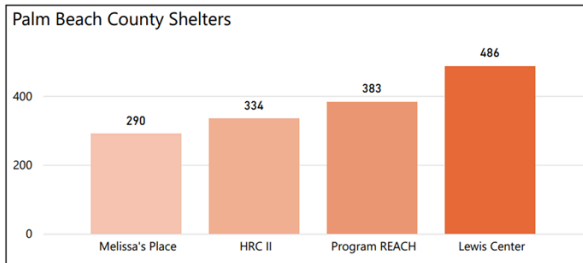
Reduced Public System Costs:

- 49.5% Reduction in Public System Costs
- 44% Return on Investment with Housing First Programs

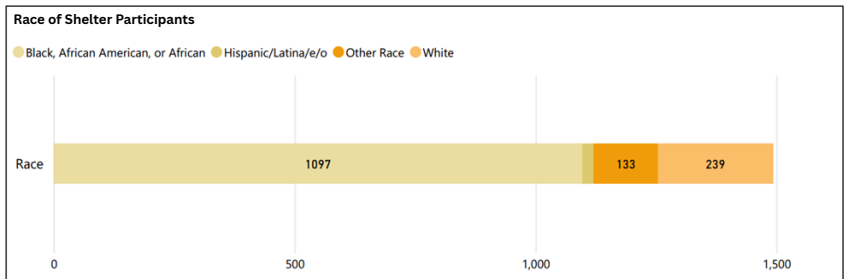
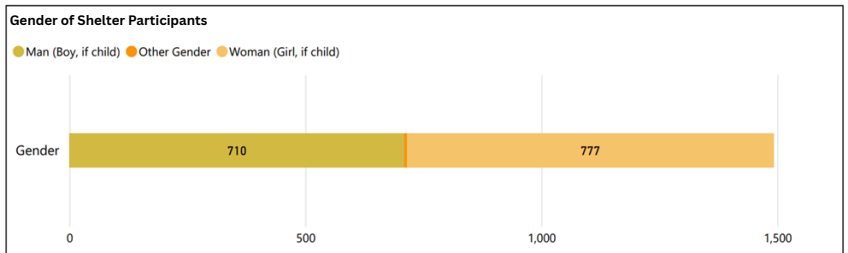
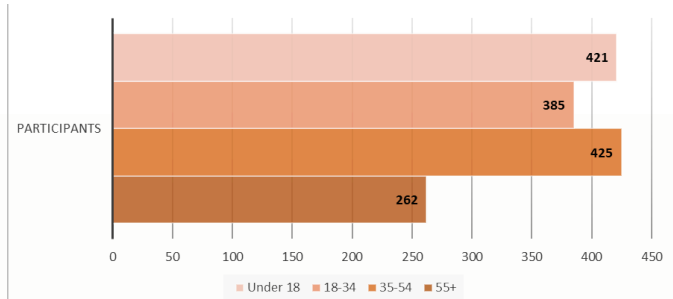


2023-2024 DEMOGRAPHICS

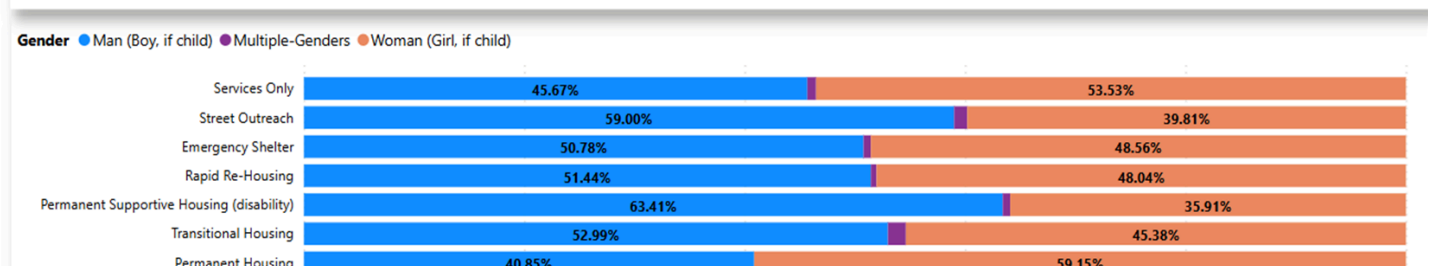
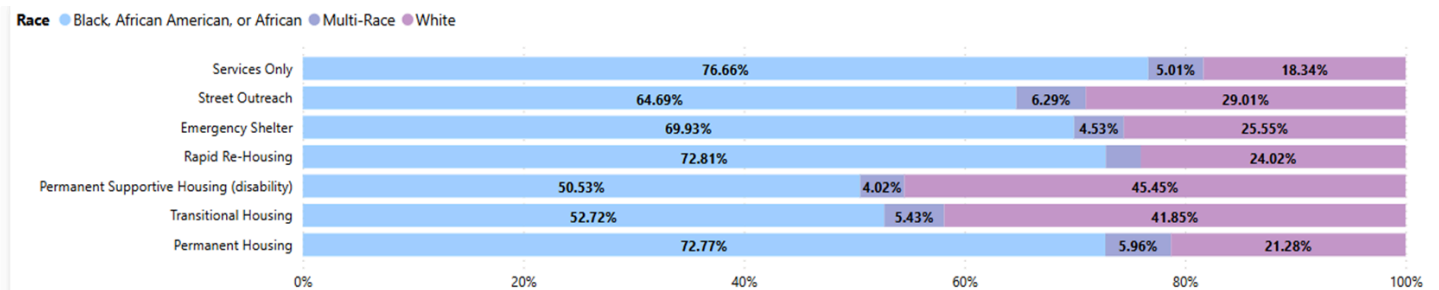
Fiscal Year 2024 (October 1, 2023- September 30, 2024)
Program REACH, Melissa's Place, Lewis Center, and HRC II
Shelter Beds



Age of Participants in Emergency Residential Shelter Programs



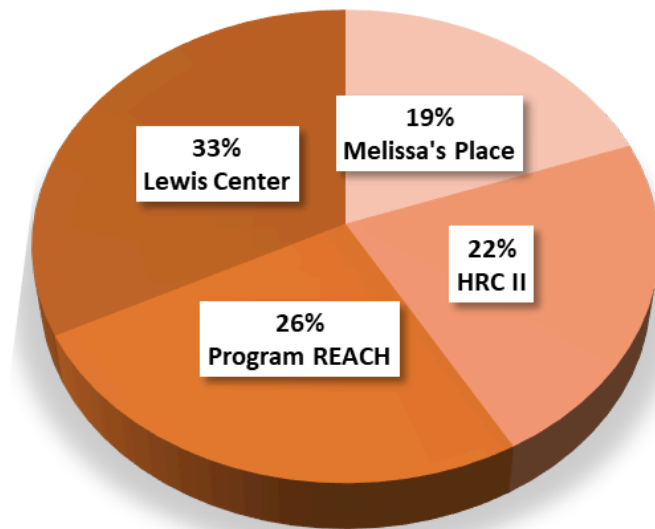
2023-2024 Total Clients Served



N= 14,263 duplicated clients across all programs.

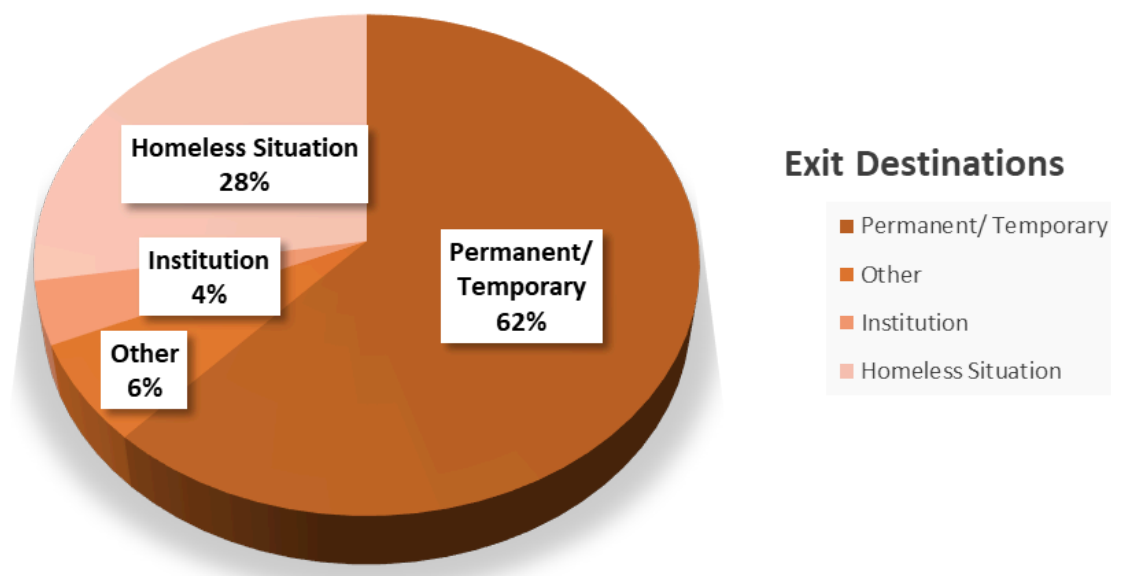
2023-2024 RESIDENTIAL SHELTER BED DATA

Palm Beach County Shelters

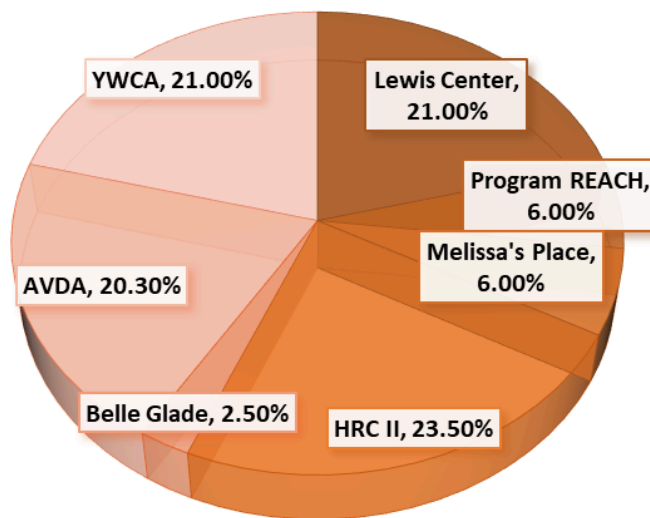


Residential shelter beds shown by location.

61.89% of all people exiting residential shelter beds resulted in successful exits.



2023-2024 EMERGENCY SHELTER UNIT/BED DATA



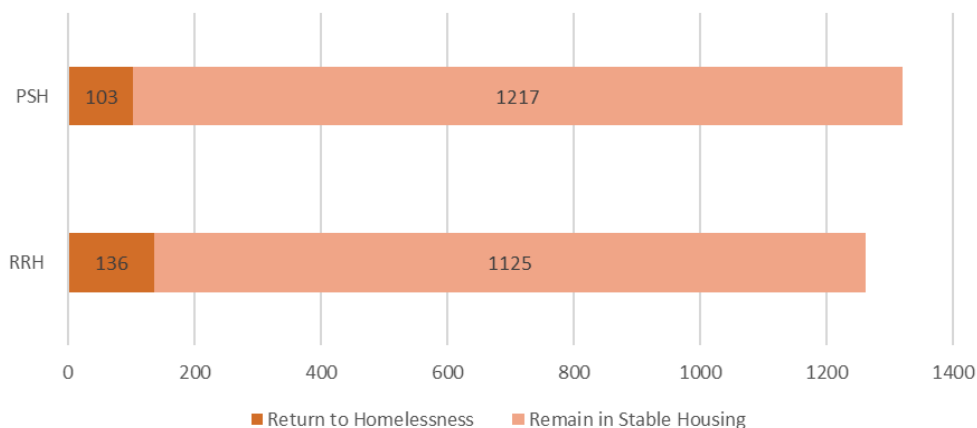
Total Households Served: 1,464

Total Persons Served: 2,328

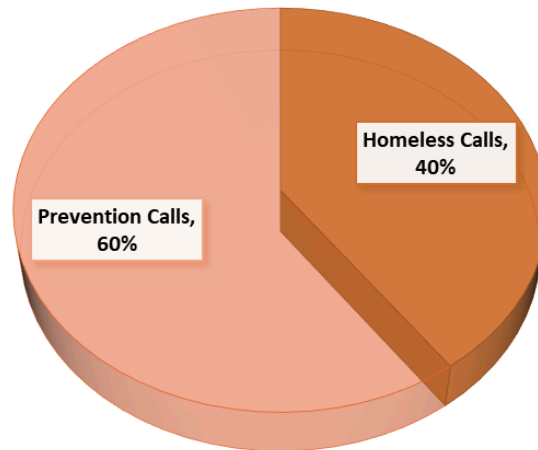
2023-2024 PERMANENT HOUSING DATA

- **Rapid Rehousing** services were provided to **1,732** individuals and families.
- **Permanent Supportive Housing** services were provided to **1,320** individuals with disabilities.
- **235** individuals and families entered into **permanent housing**.
- **92.17%** did **not** return to homelessness 13 - 24 months after exit.

Persons Remaining Stably Housed 13 - 24 Months After Program Exit



CALL CENTER DATA



Total Calls: **123,669**
10,352 unique callers were assisted.

Total Households Served: **1,300**
Total Persons Served: **1,833**

60% of all calls were for homeless prevention.

862 referrals sent on the new Resource & Referral portal.

2,184 applications processed for homeless prevention services through the Community Services Department of Palm Beach County.

To reach the Call Center dial
833-HHA-WILL

To access the Assistance
Portal, scan the QR Code





2023-2024 HOMELESS PREVENTION INITIATIVES

Eviction Prevention

- Partnerships with **Legal Aid Society of Palm Beach County** and **Florida Rural Legal Services**
- Relaunch of the Rapid Response Eviction Assistance Program (**RREAP**): 99 Served (2022-2023)
- Continued advancement of **legislative efforts** for tenant protections
- **738 households** were provided with assistance to prevent eviction at a cost of \$2,695,720 (PBC Community Services).
- According to AffordableHousing.com, only 172 units meet Fair Market Value for a two-bedroom rental in Palm Beach County.¹
- The **SMART Landlord Program** has increased participants, units, and landlord recruitment events.



134

**New Landlords
Registered in the SMART
Landlord Program**

For eviction prevention
strategies visit
TheHomelessPlan.org

Did you know...The fair market value (FMR) for a two-bedroom unit in Palm Beach County is \$2,187. There are only 26 affordable and available rental units for every 100 extremely low-income renter households.²



¹ <https://www.affordablehousing.com/palm-beach-county-fl/> (4/1/2025)

² <https://nlihc.org/gap>

COMMUNITY INITIATIVES

Medical
Respite Beds
Expansion

Low Acuity/
Bridge
Program

Multidisciplinary
Case
Conferencing

Mental Health
Services
Added to
Homeless
Outreach

County-Wide
Trainings



LOOKING FORWARD

The landscape of housing and homelessness services continues to face significant challenges that threaten the well-being of vulnerable populations in Palm Beach County. Economic pressures, legislative changes, and federal policies have created a climate where housing affordability and accessibility remain out of reach for many. In particular, **47% of households in Palm Beach County fall below the ALICE (Asset Limited, Income Constrained, Employed) threshold¹**, struggling to afford basic necessities such as housing, food, healthcare, and transportation.

Housing for All:
PBC's Housing
Action Plan



Want to see how PBC is
moving forward?
Scan the QR codes to
learn more.



Current and 10-
Year Affordable
Housing Demand
Report

Key Challenges

1. Shortage of Affordable Housing Units
2. Legislative and Policy Barriers: HB 1365, Grants Pass v. Johnson (U.S. Supreme Court Decision), & Federal Housing Policy and Funding Challenges
3. Economic Pressures and Rising Cost of Living

¹ <https://www.unitedforalice.org/national-overview>

2023-2024 ADVOCACY AND POLICY POSITIONS

The HHA legislative and advocacy efforts are aligned with Palm Beach County's 2025 State Legislative Agenda¹, the Homeless Advisory Board's recommended Eviction Prevention Strategies², and the PBC HB 1365 Community Response Plan³

Supporting state incentives for local governments to have implemented a dedicated funding source for affordable and workforce housing

Advocating for additional State resources allocated for use by local governments to expand access to services and housing opportunities

Advocating for full funding of the State Apartment Incentive Loan (SAIL) program from the State Housing Trust Fund

Advocating for the continued funding of the recurring Homeless Staffing and Challenge Grants at current levels

Supporting Affordable Housing Task Force recommendations

Developing eviction prevention strategies in partnership with the Homeless Advisory Board

Supporting Mental Health funding



Scan the above QR Code for the 2024 PBC Legislative Session Final Report

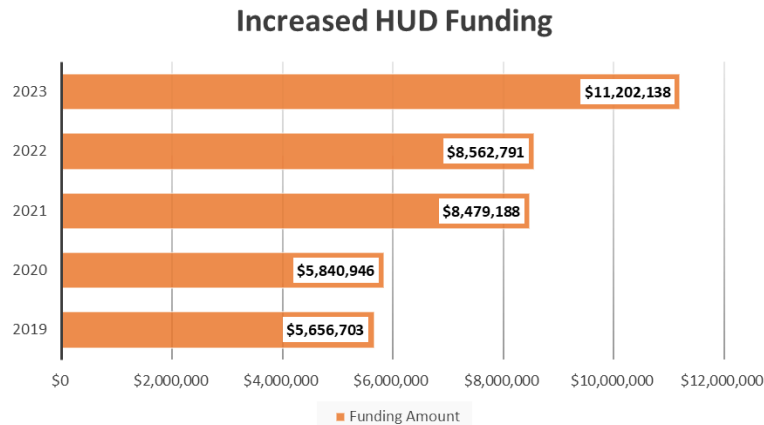
1 https://discover.pbc.gov/legislativeaffairs/State_Legislative_Issues/2025-State-Legislative-Agenda.pdf

2 https://thehomelessplan.org/pdf/Human_Eviction_resource_Brochure.pdf

3 https://thehomelessplan.org/pdf/Community_Response_Plan%E2%80%93Public_Camping_Bill_1365.pdf

COC FUNDING

**98%
Increase
in HUD
Funding
since
2019**

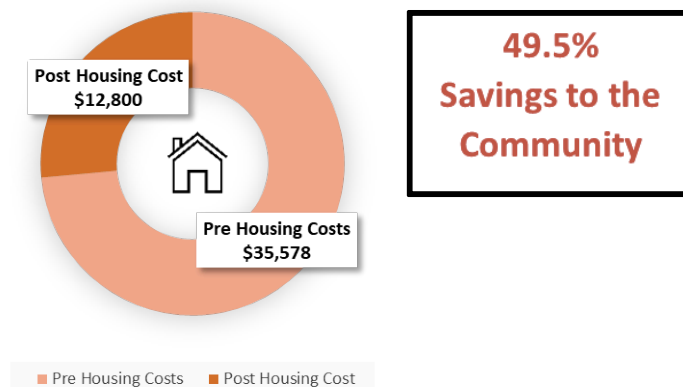


2023-2024 COMMUNITY IMPACT

\$1.44 saved for every \$1 spent on Housing First programs (Source: National Low Income Housing Coalition).¹

49.5% reduction in public system costs when individuals transition to permanent supportive housing (Source: National Alliance to End Homelessness).²

Costs of Pre and Post Housing



To reach the Call Center dial
833-HHA-WILL

For more information or to
access assistance, visit
TheHomelessPlan.org



¹ <https://nlihc.org/sites/default/files/Housing-First-Key-Facts.pdf>
² <https://endhomelessness.org/wp-content/uploads/2024/10/Cost-Savings-from-PSH.pdf>
 Fact Sheet: Cost of Homelessness, National Prevention Science Coalition, January 2016.

HOMELESS AND HOUSING ALLIANCE

The Homeless and Housing Alliance (HHA) of Palm Beach County provides a comprehensive and coordinated system of care to address homelessness. Its core services include prevention, outreach and assessment, emergency shelter, transitional housing, rapid rehousing, permanent supportive housing, and supportive services. The HHA is a collaborative network of community partners, including government agencies, businesses, individuals with lived experience, law enforcement, financial institutions, housing service providers, faith-based organizations, educators, veterans' groups, healthcare providers, and concerned citizens. Since its establishment in January 2006, the Palm Beach County Division of Human Services and Community Action has served as the lead entity, ensuring a strategic and effective response to homelessness in our community.

Adopt-A-Family
American Association of Care-Giving Youth
Aid to Victims of Domestic Abuse (AVDA)
Boynton Beach Faith-Based CDC
Carville Housing Solutions
Carrfour Supportive Housing
Catholic Charities
Center for Child Counseling
Changing Lives of Boca Raton
Children's Home Society of Florida
ChildNet
City of Palm Beach Gardens
City of West Palm Beach
CILO
Communities in Schools PBC
Community Partners of South Florida
CROS Ministries
Delray Beach Housing Authority
Delray Beach Police Department
El Sol
Families First of Palm Beach County
Family Promise of SE Florida
Farmworker Coordinating Council
Feeding Hope Village
Florida Rural Legal Services
For the Children
Gulfstream Goodwill Industries
Habilitations Center for the Handicapped, Inc.
Hanley Foundation
Health Council of South East Florida
Heart, Health and Healing Ministries
Holy Ground of Palm Beach County
Integrated Health Care Systems
Interfaith Committee for Social Services
Lake Okeechobee Rural Health Network
Legal Aid Society

McCurdy Senior Housing Corporation
Mental Health America of the Palm Beaches
NAMI
No Child Left Behind Coalition
Palm Beach County Food Bank
Palm Beach County Housing and Economic Development
Palm Beach County Human Services and Community Action
Palm Beach County Medical Society Services
Palm Beach County Parks and Recreation
Palm Beach County Sheriff's Office
Rebel Recovery, Florida
Ruth and Norman Rales Jewish Family Services
Sally Chester
Southeast Florida Behavioral Health Network
Speak Up For Kids
Stand Down
The ARC of Palm Beach County
The Glades Initiative
The Homeless Coalition
The Lord's Place
The Palm Beach County HUB
The Salvation Army
The School District of Palm Beach County
True Fast Outreach Ministries
True Mission Church
United Way of Palm Beach County
Urban League of Palm Beach County
Village of Wellington
Vita Nova
We Second Chance LLC
West Palm Beach VA Health Care Systems
Women's Health and Education Network of PBC
Youth Advisory Board
YWCA

To join the HHA, please contact Gloria Rodriguez at (561) 355-4642 or via email at GRodrigu@pbc.gov.



To learn more about *Leading the Way Home*, Palm Beach County's Plan to end homelessness, visit **TheHomelessPlan.org** or scan the QR Code.



To reach the Call Center dial
833-HHA-WILL



Palm Beach County
Board of County Commissioners

