



Palm Beach County
Board of County Commissioners



2025 Annual Report

PALM BEACH COUNTY CONTINUUM OF CARE HOMELESS AND HOUSING ALLIANCE



A MESSAGE FROM OUR PRESIDENT



In 2025, the Homeless and Housing Alliance (HHA) remained focused on strengthening and building upon proven strategies to break the cycle of homelessness in Palm Beach County. As Palm Beach County's Continuum of Care, HHA works to ensure that individuals and families experiencing homelessness can efficiently access coordinated, high-quality housing and supportive services that meet their needs. This year, our work has been grounded in a consistent emphasis on quality and accountability, as well as the strategic use of data and collaborative partnerships to maximize resources.

In 2025, these system-wide coordination efforts contributed to meaningful progress. Palm Beach County experienced an overall reduction in homelessness, including notable decreases among veterans, older adults, and individuals experiencing chronic homelessness. These outcomes reflect the impact of targeted housing interventions, strengthened supportive housing programs, and effective use of existing housing resources to move people more quickly from homelessness to stability.

At the same time, we recognize that housing affordability challenges continue to place individuals and families at risk. In response, HHA and its partners have prioritized flexible, data-informed interventions that address both long-term homelessness and those newly at risk, ensuring that resources are directed where they can have the greatest impact. For example, we have broadened the use of rental and short-term financial assistance to facilitate rapid returns to stable housing for those who have recently experienced financial hardship. For individuals with more complex needs, we have developed cross-sector forums that bring together the homeless services, medical, behavioral health, and emergency services systems to support care coordination, resource sharing, and continuous improvement.

Looking ahead, we remain committed to improving system performance, sustaining collaboration, and expanding access to supportive and affordable housing. Together, we are making meaningful strides toward ending homelessness in our community.

Cristina Lucier
President, Homeless and Housing Alliance

2024-2025 HHA GOVERNANCE BOARD

Karen Abbott,
Veterans Administration

Alesia Coleman,
School District of Palm
Beach County

Joey Nieves,
The Lord's Place

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Community Activist

Cristina Lucier,
The Lord's Place

James Mackey,
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Lyndsey Hodil,
Adopt-A-Family

Gibbie Nauman,
CROS Ministries

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Beach

Melanie Chen,
The Lord's Place

Kerri-Ann Brown,
Gulfstream Goodwill

Howard Rogers,
The Lord's Place

Wendell Jackson,
Integrated Healthcare
Systems

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EXECUTIVE SUMMARY

The Palm Beach County Continuum of Care (CoC), designated by the U.S. Department of Housing and Urban Development (HUD) as FL-605 and locally known as the Homeless and Housing Alliance (HHA), coordinates a countywide response to homelessness focused on making homelessness rare, brief, and nonrecurring. Through strong partnerships, data-driven decision-making, and a shared commitment to housing stability, the CoC aligns resources across housing, services, and healthcare to meet the needs of individuals and families experiencing homelessness. Collectively, the CoC supports a network of housing and service providers working across the full spectrum of homelessness response, from prevention to permanent housing.

Over the past year, the CoC strengthened system coordination and expanded access to housing and services. Key efforts included continued improvements to the Coordinated Entry System, expanded outreach and engagement, and targeted housing interventions for populations with specific needs. The CoC also advanced cross-sector collaboration through medical respite care, syndemic approaches to housing and health, and strategic landlord engagement to increase housing availability.

These investments produced meaningful and measurable outcomes. The 2025 Point-in-Time (PIT) Count identified just over 1,500 individuals experiencing homelessness in Palm Beach County—a **28.5 percent decrease from the prior year and the first countywide decline following three consecutive years of growth**. Targeted housing strategies contributed to a 10 percent reduction in Veteran homelessness, a 21 percent reduction among older adults, and a 30 percent reduction in chronic homelessness by prioritizing housing placement for individuals with the highest needs.

At the same time, the CoC continued to leverage key housing infrastructure investments, including the 74-bed Housing Resource Center and the Cottage Homes, which play a critical role in stabilizing individuals and connecting them to permanent housing. Together, these resources strengthened the community’s capacity to respond to both acute and long-term housing needs and contributed to a strong return on investment for taxpayers by reducing costly emergency room visits, jail stays, and crisis response utilization.

Looking ahead, the Palm Beach County CoC remains focused on continuous improvement and system performance. Through ongoing training, enhanced data integration, and innovative housing and service models, the CoC will continue to strengthen a responsive and effective homeless response system that meets the diverse needs of Palm Beach County residents.

Data-Driven Progress, Community-Powered Impact

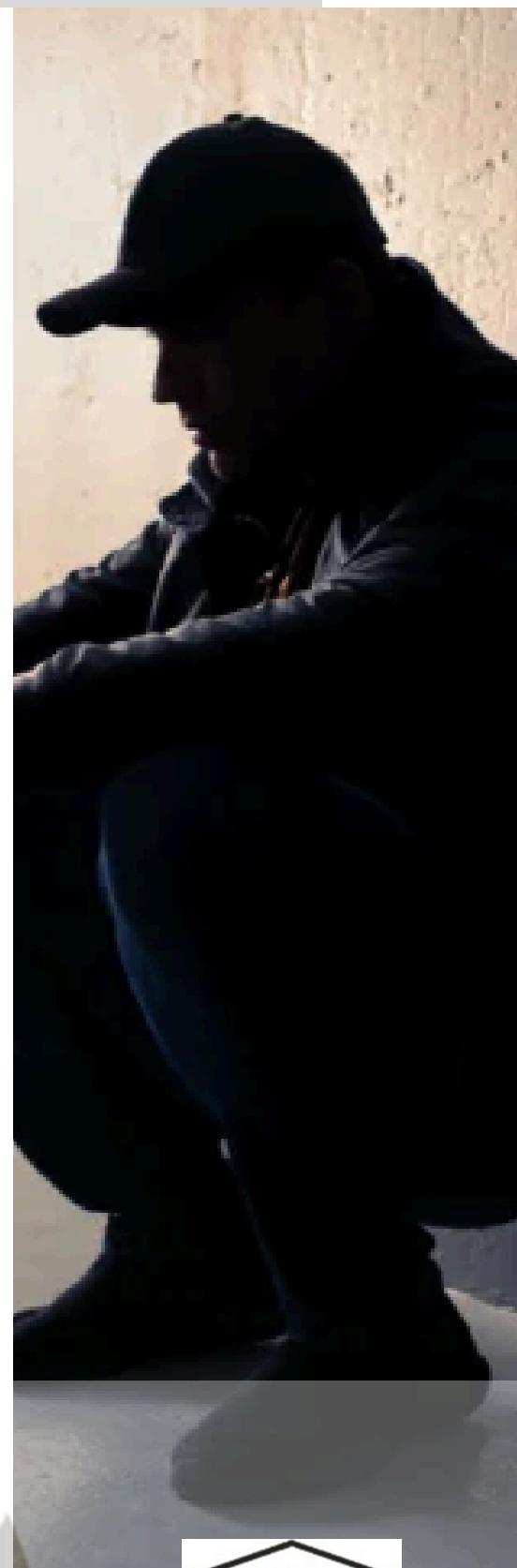
CONTINUUM OF CARE OVERVIEW

The Palm Beach County Continuum of Care (CoC), known locally as the **Homeless and Housing Alliance (HHA)**, serves as the community-wide framework for planning, coordinating, and evaluating the county's homeless response system. Established in 2006, the HHA aligns housing, services, data, and partnerships in support of Palm Beach County's Community Plan to Break the Cycle of Homelessness, *Leading the Way Home*.

The CoC encompasses a full continuum of services designed to address homelessness at every stage, including prevention, outreach and assessment, emergency shelter, transitional housing, supportive services, permanent housing, and permanent supportive housing. Its membership reflects broad community representation, bringing together local government, nonprofit service providers, healthcare and behavioral health systems, housing and funding partners, law enforcement, veterans' services, faith-based organizations, education, business leaders, individuals with lived experience, and concerned community members. The Palm Beach County Division of Human Services and Community Action (HSCA) serves as the CoC's lead entity, providing administrative coordination and system leadership.

Central to the CoC's operations is the **Homeless Management Information System (HMIS)**, which collects and analyzes data on services provided to individuals and families experiencing homelessness. HMIS supports coordinated entry, reduces duplication across agencies, and captures information on unmet needs, enabling the CoC to assess system performance and identify service gaps.

Through the integration of HMIS, a centralized **Coordinated Entry System**, and strong cross-sector collaboration, the Palm Beach County CoC ensures that individuals and families experiencing homelessness are identified, assessed, and connected to appropriate housing and supportive resources as efficiently and effectively as possible. This coordinated infrastructure forms the foundation of a sustainable and accountable homeless response system.



WHY THE CONTINUUM OF CARE MATTERS

Homelessness is a complex challenge shaped by housing affordability, income instability, health conditions, and gaps in access to services and supports. No single agency or program can address these issues alone. The CoC provides the structure that allows Palm Beach County to respond collectively—ensuring that individuals and families experiencing homelessness are identified quickly, assessed, and connected to the most appropriate housing and support services.

Through the CoC, Palm Beach County:

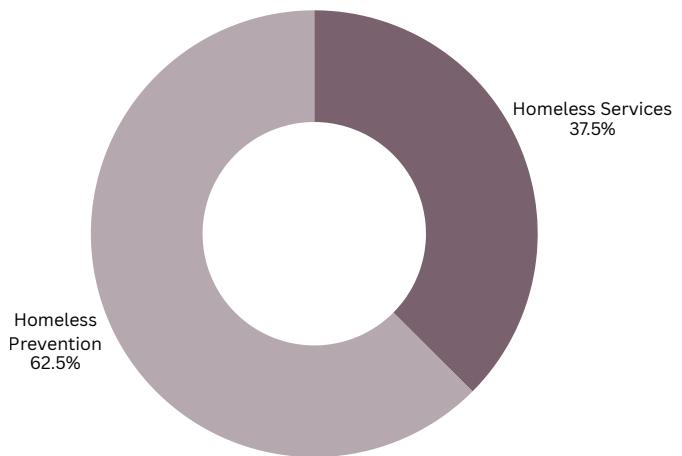
- Coordinates housing and service programs to reduce duplication and gaps in care
- Establishes a Coordinated Entry System to prioritize access based on need
- Collects and analyzes data to track outcomes and inform policy and funding decisions
- Aligns community partners around evidence-based practices and system-wide goals
- Leverages federal HUD funding alongside local and philanthropic resources

Coordinated Entry as the System Front Door

The Coordinated Entry System (CES) serves as the front door to Palm Beach County's homeless response network. CES provides a centralized process for individuals and families seeking housing stability and related services, ensuring that access to housing resources is guided by need, vulnerability, and system priorities rather than by where or how someone seeks help.

Through the integration of a dedicated Call Center and close collaboration with CoC community partners, CES ensures that residents facing homelessness are promptly identified, assessed, and connected to appropriate housing and support resources. Outreach teams, shelter providers, housing programs, and behavioral health partners work together under the CoC framework to streamline access, reduce barriers, and advance a person-centered approach across the county.

Call Center Total Duplicated Calls in FY 2025: 92,651



To reach the Call Center
dial 833-HHA-WILL

COC HIGHLIGHTS

Throughout the year, the Palm Beach County Continuum of Care strengthened its coordinated response through expanded outreach, targeted housing programs, and strategic partnerships. Outreach Teams engaged thousands of individuals and families, while initiatives such as Parks to Work and the Bridge Program provided structured pathways to housing stability and self-sufficiency.

A key system achievement has been the establishment of monthly **interdisciplinary case conferencing meetings**, convening CoC partner agencies in collaboration with the Healthcare District of Palm Beach County. These highly collaborative sessions focus on identifying solutions for the most complex and vulnerable cases, effectively bridging the homeless response system with healthcare providers and enhancing both housing and health outcomes.

The CoC continued to advance integrated care through **medical respite services** and a syndemic approach that addresses the intersection of homelessness, behavioral health conditions, substance use disorders, and chronic health challenges. Complementary investments in landlord engagement, professional development, and technology-enabled resource coordination further strengthened system capacity and responsiveness.

Collectively, these efforts demonstrate the pivotal role of the Palm Beach County Continuum of Care in delivering a comprehensive, data-informed, and collaborative response to homelessness, with housing serving as the foundation for stability and well-being.



Housing is the foundation for stability and well-being in Palm Beach County's homeless response system.



SYSTEM PERFORMANCE & OUTCOMES

During the past year, the Palm Beach County Continuum of Care strengthened system performance through coordinated strategies that emphasize access and housing outcomes. Across the homeless response system, partners worked collaboratively to reduce barriers to entry, improve service navigation, and expand housing opportunities for individuals and families experiencing homelessness.

A central focus of system performance was the continued refinement of **Coordinated Entry** as the foundation of a unified response. Through the Call Center, outreach teams, shelters, housing providers, and behavioral health partners, residents were connected to services through a centralized, person-centered process. During the year, **1,458 referrals** from community partners were made to the Lewis Center shelter, where providers delivered **4,742 health service treatments**, strengthening access to coordinated care and stabilization supports.

Outreach and engagement efforts expanded significantly over the year. The homeless outreach teams throughout Palm Beach County engaged 3,265 duplicated individuals and families (2,699 unduplicated), an increase over the prior year. These efforts played a critical role in identifying unsheltered residents, conducting assessments, and linking individuals to shelter, housing, and supportive services.

The system also advanced innovative pathways to stability. Programs such as **Parks to Work** and the Community Services Department's **Bridge Program** provided targeted supports to individuals and families at varying levels of need, including providing services for low-acuity and no-acuity households. **Medical respite services**, delivered in partnership with healthcare providers, strengthened coordination between hospitals and the homeless response system while supporting recovery and reducing avoidable hospital readmissions.

Capacity building remained a priority throughout the year. The **CoC Training Calendar** offered a robust series of professional development opportunities focused on best practices, emerging trends, and cross-sector collaboration. In parallel, housing supply efforts through the **SMART Landlord Program** expanded access to private-market units, adding 133 new landlords and surpassing 1,000 active participating property owners countywide.

Together, these system-level investments reflect a coordinated approach to improving performance, strengthening partnerships, and advancing the CoC's shared goal of housing stability for Palm Beach County residents.

System investments in coordinated entry, outreach, housing pathways, and capacity building strengthened performance and improved housing outcomes across Palm Beach County.

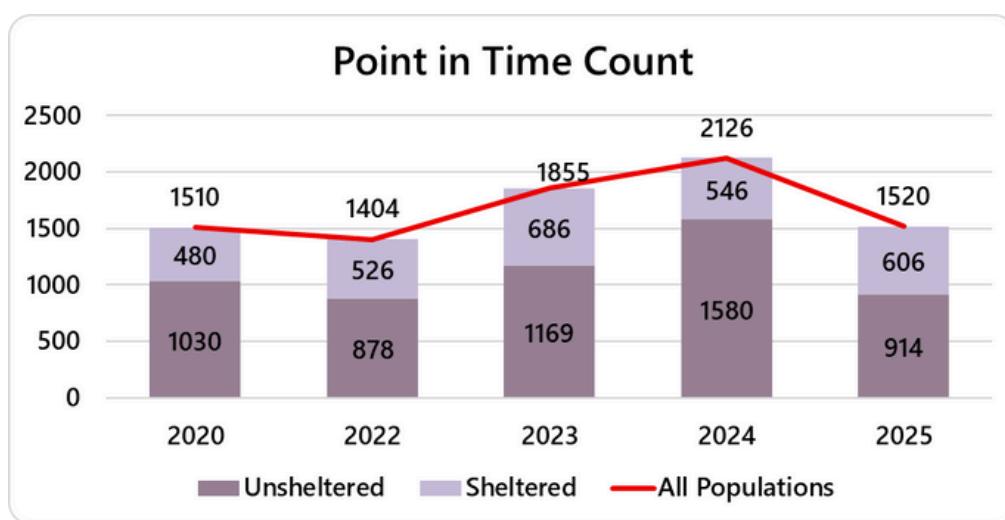
POINT IN TIME COUNT 2025

2025 Point-in-Time (PIT) Count

The 2025 Point-in-Time (PIT) Count provides a critical snapshot of homelessness in Palm Beach County and serves as a key data source for system planning, performance monitoring, and resource allocation. Conducted over a 24-hour period in January 2025, with the help of over 30 partner agencies and 260 volunteers, the PIT Count identified 1,520 individuals experiencing homelessness countywide.

This represents a 29 percent decrease from the 2,126 individuals identified during the 2024 PIT Count, signaling meaningful progress across the homeless response system. Of those counted in 2025, 606 individuals were sheltered in emergency shelter or transitional housing, while 914 individuals were unsheltered.

While the PIT Count reflects a single point in time, the results underscore the impact of expanded outreach, coordinated entry, housing navigation, and prevention strategies. At the same time, the number of unsheltered individuals highlights ongoing challenges related to housing affordability, system capacity, and the need for continued investment in outreach, shelter, and permanent housing solutions.



1,520 Homeless individuals on any given night in Palm Beach County.

The PIT Count is one of several tools the CoC uses to understand homelessness. While it captures a single night, system performance is measured year-round through outreach, housing placements, and service engagement.

**To reach the Call Center dial
833-HHA-WILL**



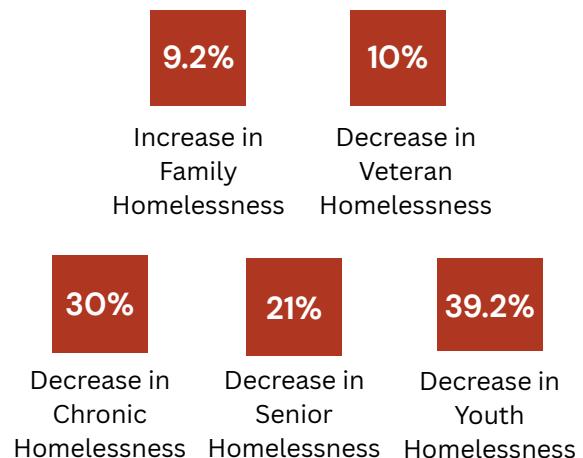
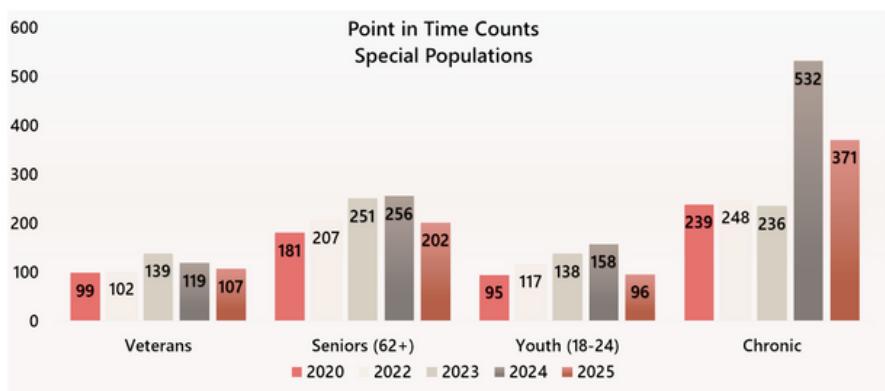
For information and assistance visit
TheHomelessPlan.org



POINT IN TIME COUNT 2025

2020 -2025 PIT Special Populations

The bar graph below shows how many individuals and families experiencing homelessness are represented by special population categories (Veterans, Seniors, Youth, Chronic) within the last five PIT Counts.



HUD 2024 Continuum of Care Homeless Assistance Programs Housing Inventory Count Report

The Housing Inventory Count (HIC) provides a point-in-time snapshot of housing resources available to people experiencing homelessness within the Palm Beach County Continuum of Care (CoC). Reported annually to the U.S. Department of Housing and Urban Development (HUD), the HIC documents the number and types of beds and units dedicated to serving individuals, families, veterans, youth, and other priority populations.

The HIC reflects the full range of housing interventions, including emergency shelter, transitional housing, rapid rehousing, and permanent supportive housing. Together, these programs address both immediate safety needs and long-term housing stability, particularly for individuals and families with higher service needs.

While the HIC measures system capacity rather than utilization, it plays a critical role in assessing gaps, informing planning and funding decisions, and tracking progress toward expanding access to stable, permanent housing across Palm Beach County.

CoC Number: FL-605

CoC Name: West Palm Beach/Palm Beach County CoC

	Family Units ¹	Family Beds ¹	Adult-Only Beds	Child-Only Beds	Total Yr-Round Beds	Seasonal	Overflow / Voucher	Subset of Total Bed Inventory		
								Chronic Beds ¹	Veteran Beds ¹	Youth Beds ¹
Emergency, Safe Haven and Transitional Housing	91	170	497	0	667	0	0	n/a	36	63
Emergency Shelter	76	150	361	0	511	0	0	n/a	20	20
Transitional Housing	15	20	136	0	156	n/a	n/a	n/a	16	43
Permanent Housing	788	1,135	619	0	1,754	n/a	n/a	n/a	747	145
Permanent Supportive Housing*	690	832	221	0	1,053	n/a	n/a	406	623	40
Rapid Re-Housing	76	232	350	0	582	n/a	n/a	n/a	124	105
Other Permanent Housing**	22	71	48	0	119	n/a	n/a	n/a	0	0
Grand Total	879	1,305	1,116	0	2,421	0	0	406	783	208

COMMUNITY IMPACT AT A GLANCE

Increased Funding



Increased Capacity



Enhanced Coordination



Robust Homeless Prevention Initiatives

Continued Advocacy for Additional Homeless Resources



Reduced Public System Costs



PROGRAM HIGHLIGHTS

Outreach & Engagement

3,265 total engagements
(2,699 unduplicated individuals)

Housing Pathways

Targeted initiatives: Parks to Work, Bridge Program
SMART Landlord: **133 new** landlords (1,012 active total)

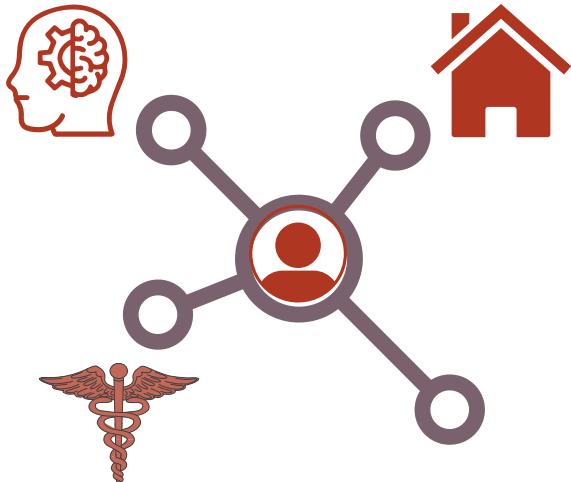
Access & Navigation

92,651 calls answered
1,458 referrals from community partners



Integrated Health Supports

4,742 health service treatments at Lewis Center
Multidisciplinary case conferencing



Syndemic Approach to Care

Through collaboration across the Continuum of Care, partners apply a syndemic approach that integrates housing, healthcare, and behavioral health supports for individuals with complex needs. Multidisciplinary case conferencing strengthens coordination for the most vulnerable clients. Through strategic partnerships and resource alignment, the CoC maximizes available dollars and services to reduce duplication, strengthen outcomes, and improve long-term stability.

The SMART Landlord Program

The SMART Landlord Program expanded affordable housing opportunities by engaging local property owners to support individuals and families experiencing homelessness. During the fiscal year, the program added 133 new landlords, bringing participation to **1,012 active landlords**, and increased community engagement through five major housing and outreach events across Palm Beach County.

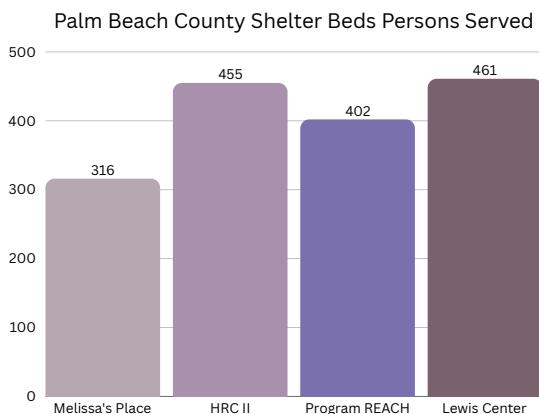
To learn more or to connect with the SMART Landlord program, scan the QR code.



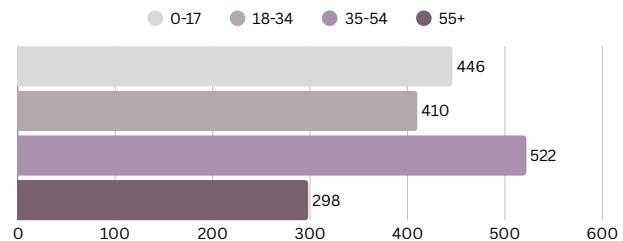
DATA & COMMUNITY IMPACT

2024-2025 Demographics

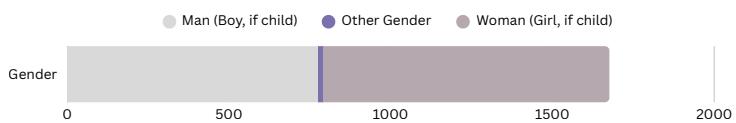
Fiscal year 2025 (October 1, 2024- September 30, 2025)



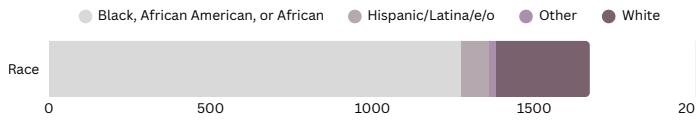
Age of Participants in Shelter Programs



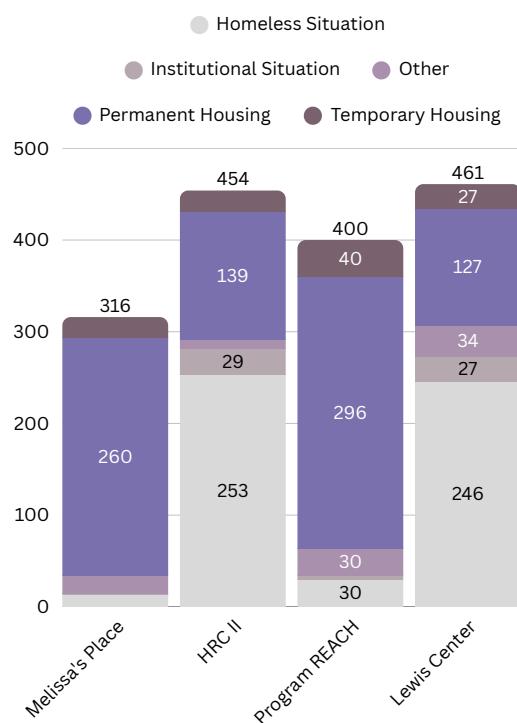
Gender



Race



Exit Destinations



During the fiscal year, a **total of 1,676 individuals** received shelter services. Households served through shelter programs primarily included adults between the ages of 35 to 54, with slightly smaller proportions of adolescents and older adults. The average length of stay across all shelters was 57 days.

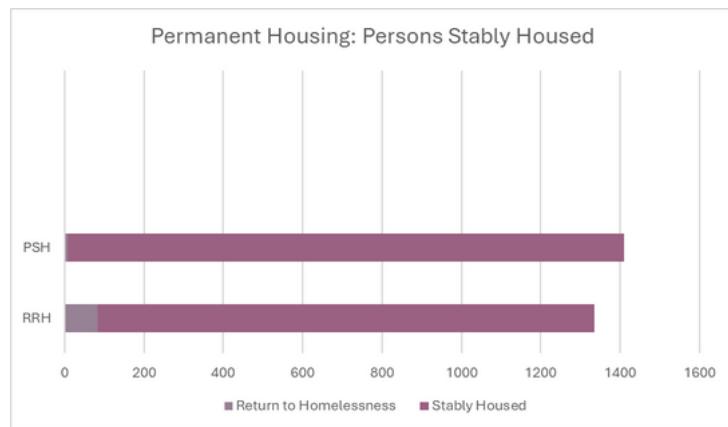
The majority of program exits resulted in placement into stable housing, with comparatively fewer exits to temporary arrangements or destinations with unknown housing status.



DATA & COMMUNITY IMPACT

2024-2025 Permanent Housing

Fiscal year 2025 (October 1, 2024- September 30, 2025)



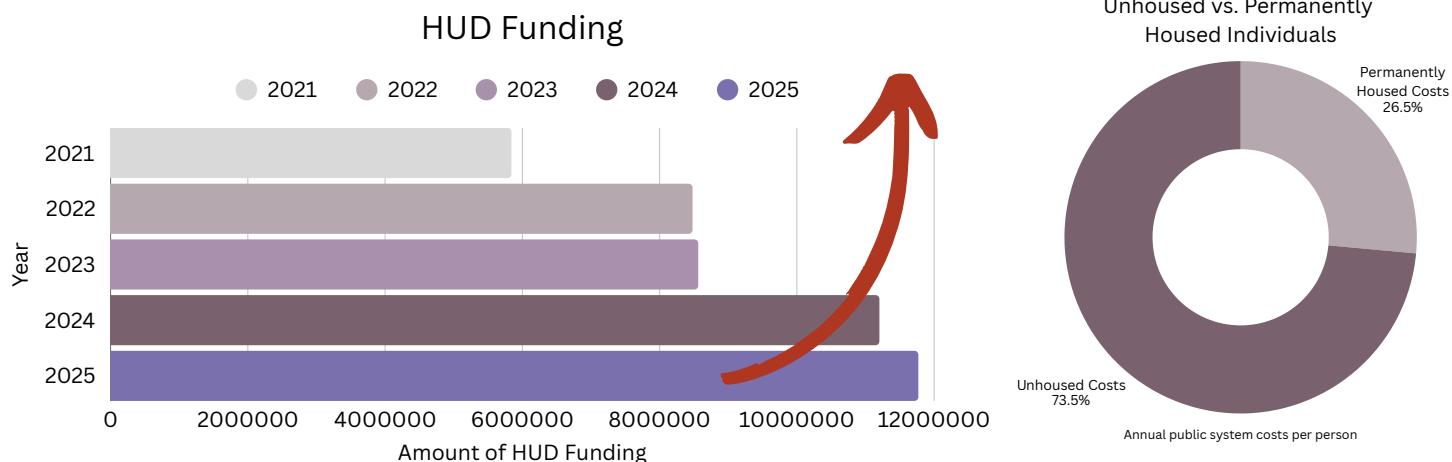
Permanent Housing Outcomes

Permanent housing programs continue to play a critical role in supporting long-term housing stability across the Continuum of Care. During the reporting period, 2,122 individuals received Rapid Re-Housing assistance, helping households quickly exit homelessness and stabilize in permanent housing. In addition, 1,409 individuals and families with disabilities were served through Permanent Supportive Housing (PSH).

These programs demonstrated strong housing retention outcomes, with 99.4 percent of individuals in PSH remaining housed and fewer than 1 percent returning to homelessness,¹ underscoring the effectiveness of targeted, supportive housing interventions.

2024-2025 Funding and Return on Investment

Fiscal year 2025 (October 1, 2024- September 30, 2025)



Providing permanent housing significantly reduces reliance on costly public systems—such as emergency room visits and incarceration—**cutting taxpayer costs by nearly 50%** and yielding \$1.44 in savings for every \$1 invested (National Low Income Housing Coalition; National Alliance to End Homelessness).^{2;3}

¹ Returns to homelessness are calculated measuring recidivism occurring between 13 and 24 months after program exit.

² <https://nlihc.org/sites/default/files/Housing-First-Key-Facts.pdf>

³ <https://endhomelessness.org/wp-content/uploads/2024/10/Cost-Savings-from-PSH.pdf>

WHAT'S HAPPENING IN OUR COMMUNITY...



During the year, **The Lord's Place** expanded permanent supportive housing through the launch of **Operation Home Ready V**, adding 25 new scattered-site units and serving more than 80 individuals experiencing chronic homelessness. Infrastructure upgrades at Mann Place and Alexander Place enhanced safety, functionality, and long-term housing stability.

Through a HUD-funded contract, **Integrated Healthcare Systems** housed 12 residents at its new **Dignity Village** campus, providing fully furnished apartments, coordinated healthcare, and supportive services. In addition, two peer specialists earned Community Health Worker certification, strengthening IHCS's integrated, person-centered approach to supporting individuals experiencing chronic homelessness.



Speak Up For Kids partnered with the Homeless and Housing Alliance, Palm Beach County Community Services, and local shelters to support families moving into Prosperity Village and children in shelters during the holiday season. These collaborative efforts provided furnishings and gifts, reinforcing dignity, stability, and a sense of belonging for families in transition.

Adopt-A-Family operates 112 housing units across five programs, supporting families from permanent supportive to affordable housing. During the year, adults advanced employment and training outcomes, while the new **Gen2 Education Partnership** strengthened educational supports for 185 children. The Housing Stabilization Program assisted 177 families, with **94% remaining housed** one year later.



LOOKING AHEAD: PRIORITIES FOR THE COMING YEAR

As Palm Beach County continues to make progress, the Continuum of Care recognizes that homelessness remains a complex and evolving challenge. Building on system performance data, community feedback, and lessons learned, the CoC is focused on strategic priorities that strengthen the system's ability to respond effectively, equitably, and sustainably.

Updating the Community Plan to Break the Cycle of Homelessness

In 2026, the CoC will actively engage community partners, individuals with lived experience, elected officials, and regional leaders in updating Palm Beach County's Community Plan to Break the Cycle of Homelessness. This effort will provide an opportunity to reflect on progress, reassess goals, and align strategies with current housing market conditions, demographic trends, and emerging community needs.

The updated plan will emphasize cross-sector collaboration, measurable outcomes, and alignment with federal, state, and local priorities. Community engagement will be central to this process, ensuring that both data-driven insights and lived experience inform the county's path forward.

Advocacy, Policy, and Systems Change

The CoC will continue to advance advocacy and policy priorities that support housing affordability, homelessness prevention, and system capacity. Key focus areas include expanding the supply of deeply affordable housing, strengthening prevention and diversion strategies, improving access to behavioral health and substance use services, and addressing structural barriers that contribute to homelessness.

These efforts build on advocacy positions outlined in prior annual reports and reflect a commitment to systemic change alongside direct service delivery. Scan the QR code to read Palm Beach County's 2025 Legislative Session Final Report.



Addressing Challenges

Despite progress, persistent challenges remain—including limited housing availability, workforce capacity constraints, and continued unsheltered homelessness. In the coming year, the CoC will focus on solutions that balance immediate system needs with long-term investments in housing and support infrastructure.

Through continued partnership, innovation, and alignment of resources, the Palm Beach County Continuum of Care remains committed to advancing a coordinated, equitable, and effective response to homelessness—one that builds on momentum while addressing the realities facing residents and service providers alike.

HOMELESS AND HOUSING ALLIANCE

Thank you to our partner agencies.

Adopt-A-Family
A Heart of Gold Supportive Living
Area Agency on Aging of Palm Beach/
Treasure Coast
Aid to Victims of Domestic Abuse
(AVDA)
Boynton Beach Faith Based Community
Development Corp.
Career Source of Palm Beach County
Careville Housing Solutions, Inc.
Carrfour Supportive Housing
Catholic Charities of Palm Beach, Inc.
Center for Child Counseling
Changing Lives of Boca Raton, Inc.
Children's Home Society of Florida
CILO
City of Palm Beach Gardens
City of West Palm Beach
Community Partners of South Florida
CROS Ministries
Delray Beach Housing Authority
Delray Beach Police Department
El Sol
Extraordinary Kids Foundation, Inc.
Faith, Love, Hope Charity, Inc.
Families First of Palm Beach County
Family Promise of SE Florida
Feeding Hope Village, Inc.
Florida Rural Legal Services
Gulfstream Goodwill Industries
Habilitations Center for the
Handicapped, Inc.
Hanley Foundation
Health Council of Southeast Florida
Heart, Health and Healing Ministries,
Inc.
Henderson Behavioral Health
Holy Ground of Palm Beach County
Integrated Health Care Systems Riviera,
Inc.
Interfaith Committee for Social
Services
Jewish Federation of Palm Beach
County
Lake Okeechobee Rural Health Network
Legal Aid Society
McCurdy Senior Housing Corporation
Morse Life Health Systems, Palm Beach
PACE
Mental Health America of the Palm Beaches
NAMI
Palm Beach County Food Bank
Palm Beach County Housing and Economic
Development
Palm Beach County Medical Society
Services
People of Purpose
Palm Beach County Parks and Recreation
Palm Beach County Sheriff's Office
Rebel Recovery, Florida
Ruth and Norman Rales Jewish Family
Services
Safe Haven ILF, LLC
Southeast Florida Behavioral Health
Network
Speak Up For Kids of Palm Beach County,
Inc.
St. Ann Place Outreach Center
St. Mark's Church
The ARC of Palm Beach County
The Glades Initiative
The Homeless Coalition of PBC
The Lord's Place
The Recovery Community HUB of PBC
The Salvation Army
The School District of Palm Beach County
The Victory Program, Inc.
Town of Haverhill
Trinity Counseling Center of Florida, Inc.
True Mission Church
United Way of Palm Beach County
Urban League of Palm Beach County
Vet's Place, Inc.
Vita Nova
We Second Chance LLC
West Palm Beach VA Healthcare Systems
Women's Health and Education Network of
PBC
YWCA

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





To learn more about the Community Plan to Break the Cycle of Homelessness in Palm Beach County, *Leading the Way Home*, visit **TheHomelessPlan.org** or scan the QR code.



Need Help or Know Someone Who Does?

Experiencing Homelessness? Call 833-HHA-WILL

Experiencing Instability? Call 833-CSD-WILL



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