



# First Step Shelter

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DECREASING HOMELESSNESS IN  
VOLUSIA COUNTY, ONE PERSON AT A  
TIME





















# Client Demographics

Average age of residents is 50+

Residents are 40% female, 60% male

Approximately 35% of residents are black, 65% white

Approximately 90% have medical/psychiatric conditions

Average length of stay is 61 days



# Medical Concerns

The Average Lifespan of an unhoused person is 57 years

65% - 80% have diagnosed mental illness including PTSD, schizophrenia, depression, bipolar disorder, and schizo-affective disorder

84% have history of drug or alcohol addictions

90% have medical issues including: Chronic disorders such as hypertension, seizure disorders, diabetes, and asthma

Other medical conditions include HIV, cancer, multiple sclerosis, chronic kidney, liver, and heart conditions



# First Step Shelter Inc. Programs

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## Health and Housing Program

Opened Dec. 16, 2019

Rose Ann Tornatore Safe Zone (jail  
diversion program)

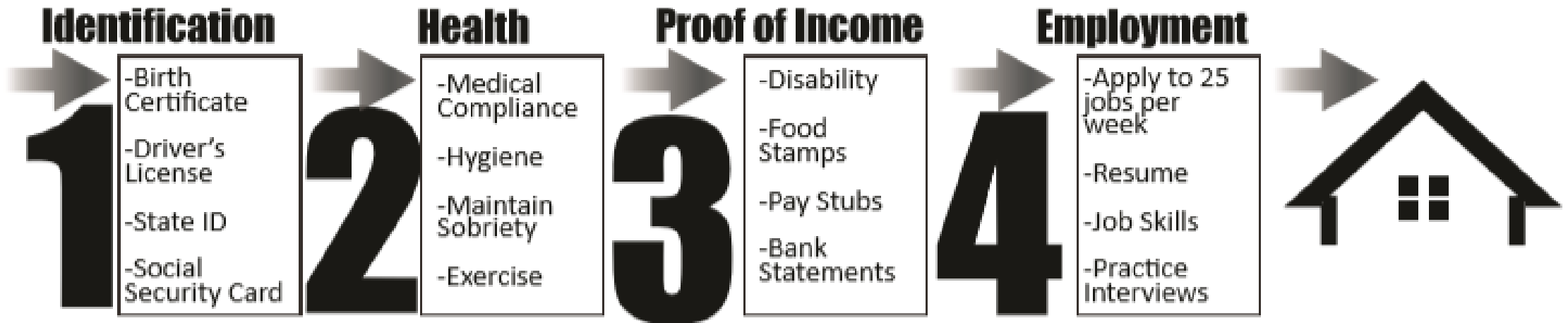
Opened Nov. 23, 2020

Cold/Heat Weather & Hurricane Shelter



# Health and Housing Program

## Path to Housing

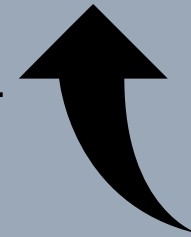




Dec. 2019 – August 2025

2111 People Sheltered

388,313 Meals Served



**1050 residents housed (50%) 93% of those housed at least two years ago are still in housing ★★★★★**

697 residents with SSI or SSDI (33%)

597 residents with jobs (28%)

1294 residents w/income (61%)

1131 residents with Medicare/  
Medicaid/other insurance (54%)

1081 residents with food stamps  
(52%)

166 received birth certificates (8%)

All residents receive access to  
medical and mental health services



# Veterans

Over the last five years, 8% of residents in the First Step Shelter program have been veterans.

We have assisted 175 veterans and 98 (56%) have gone into housing so far.



# Other Services Provided

Legal Services	Resume Help/Job Assistance
Computer Training	ID assistance
Alcoholics Anonymous	HIV Screenings/Services
Life Skills Course	Addiction Treatment
In-House Health Unit	Transportation



# Local Government Partners

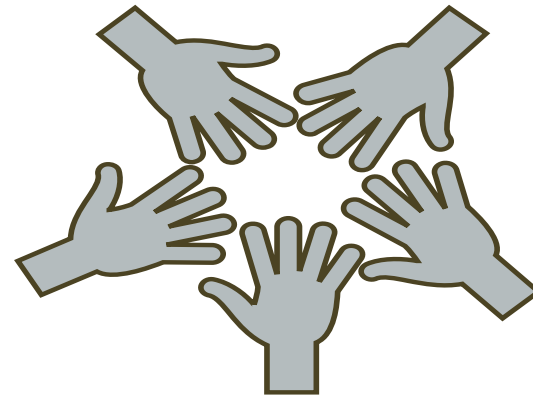
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Daytona Beach	Daytona Beach Shores
Deland	Holly Hill
Ormond Beach	Oak Hill
Ponce Inlet	Port Orange
New Smyrna Beach	Volusia County

# Human Service Partners

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- Halifax Health and Advent Health
- Department of Public Health
- Alcoholics Anonymous
- Veteran's Administration
- Volusia Volunteers in Medicine (medical care)
- Outreach Community Care Network (mental health)
- Volusia Recovery Alliance
- Tax Collectors Office (ID's)





**THANK YOU**

A stylized graphic consisting of two parallel blue wavy lines that sweep from the left side of the 'THANK' text down towards the right, ending under the 'YOU' text.

**For your support of  
First Step Shelter  
[www.firststepshelter.org](http://www.firststepshelter.org)**