

Makenna Maldonado,
Shadeville Elementary School,
led a book drive that donated
over 700 books to HOPE

Building Healthy Communities, One Family at a Time

ANNUAL REPORT 2025

LETTER FROM THE CHAIR



*Shamarial Roberson
DrPH, MPH, Board Chair*

Dear Friends,

As we close out 2025, I am filled with gratitude for the continued transformation happening across Family Promise of the Big Bend. This year has been one of expansion, innovation, and an unwavering commitment to the health and wellbeing of the families and veterans we serve.

In October 2024, we embarked on an ambitious restoration of the two Balkin Buildings, which will serve formerly homeless veterans. These buildings, like HOPE before them, had experienced nearly 20 years of deferred maintenance. I am thrilled to report that we expect to complete this project in February 2026, creating thoughtfully designed spaces that prioritize both dignity and accessibility.

The newly renovated Balkin Buildings feature beautiful washed concrete floors, lowered electrical outlets, and other accessibility features designed with our disabled veterans in mind. Every design choice reflects our commitment to creating not just housing, but homes where our veterans can thrive.

As a nationally recognized public health leader with expertise in epidemiology, biostatistics, health equity, and community health systems, I understand deeply that homelessness is not just a housing crisis - it's a public health crisis. Our residents face higher rates of chronic disease, mental health challenges, and barriers to healthcare access. When we provide safe, healthy housing, we're not just giving people a roof over their heads; we're giving them the foundation to address the underlying health issues that may have contributed to their housing instability.

This year, our focus has been ensuring all of our sites are in safe and healthy positions. From the completion of HOPE's renovation last year to the Balkin Buildings expected in 2026, we are creating environments that support healing, recovery, and long-term stability. These are spaces where children can play safely, where veterans can age in place with dignity, and where families can focus on building their futures rather than worrying about their immediate safety.

The intersection of housing and health extends beyond physical structures. We've seen firsthand how stable housing enables our residents to maintain medication routines, attend medical appointments, and access mental health services. For our veterans, many of whom carry the invisible wounds of service, having a safe, stable home is often the first step toward comprehensive wellness.

Looking ahead, our commitment to health and housing remains stronger than ever. We continue to advocate for policies that recognize housing as healthcare, and we're working to strengthen partnerships with local health providers to ensure our residents have seamless access to the care they need.

I invite you to visit our renovated facilities and see these transformations firsthand. Whether you're a long-time supporter or just learning about our work, we would welcome the opportunity to show you how your support is creating healthy, safe communities for those who need it most.

With deep gratitude for your partnership,

Shamarial Roberson, DrPH, MPH
Board Chair



*Balkin Buildings Interior
with Accessibility Features*

MESSAGE FROM OUR CEO



*Nick Maddox
Chief Executive Officer*

Dear Community,

In 2025, we set an ambitious goal: to become one of the best places to work in Tallahassee. This might seem like an unusual priority for a homeless services organization, but I believe it's essential to our mission. The quality of care we provide to our residents is directly connected to the wellbeing and dedication of our team.

Operating 24 hours a day, 7 days a week is no small feat. It takes people with kind hearts and keen abilities to support individuals and families in crisis. This work is demanding, emotionally intensive, and requires unwavering commitment. Yet it is also deeply meaningful work. Every day, our team members have the privilege of being part of someone's journey from crisis to stability, from homelessness to home.

This year, we took significant steps to support our staff and recognize the critical work they do. We implemented paid family leave, acknowledging that our staff members have families and lives that deserve support and attention. These aren't just benefits - they're investments in the people who make our mission possible every single day.

But our commitment to excellence extends beyond our team to those we serve. In 2026, we plan to leverage technology to improve our responsiveness to community members in crisis. We receive hundreds of emails and phone calls from people seeking assistance to find low-income housing. These aren't just data points - they're parents trying to keep their children housed, veterans looking for affordable options, and individuals reaching out in their most vulnerable moments.

To better serve these individuals in the future, we are exploring technological solutions that will help us respond more quickly and efficiently to requests for assistance. When someone calls or emails us in an emergency position, every hour matters. Enhanced systems will help us triage requests, connect people with appropriate resources faster, and ensure that no one falls through the cracks because we couldn't respond quickly enough.

This technological advancement won't replace the human touch - it will enhance it. By improving our response systems, our team can spend more time on the complex, relationship-based work that truly makes a difference in people's lives. They can focus on case management, problem-solving, and building the connections that help families achieve long-term stability.

As someone who experienced homelessness as a child, I understand intimately what it means to be on the other side of this work. I know the fear, the uncertainty, and the desperate hope that someone will be there to help. That lived experience drives my commitment to creating an organization where both staff and clients are treated with dignity, respect, and compassion.

When we invest in our team, we invest in our mission. When our staff members feel valued, supported, and equipped with the tools they need, they provide better care to our residents. When we respond quickly and effectively to crisis calls, we prevent more people from falling into homelessness. It's all connected.

I'm proud of what we've accomplished in 2025, and I'm excited about where we're headed. We're not just providing services - we're building a culture of excellence, innovation, and compassionate care. Together, we're proving that meaningful work and workplace excellence can go hand in hand.

With gratitude and determination,

Nick Maddox
Chief Executive Officer



*CEO Nick Maddox Gardening
with Children at HOPE*

OUR MISSION & IMPACT

About Family Promise of the Big Bend

Family Promise of the Big Bend was founded in 1989, formerly named the Big Bend Homeless Coalition. As part of the national Family Promise network of 200 providers, we are committed to helping families achieve sustainable independence through a community-based response.

We operate 24 hours a day, 7 days a week, providing emergency shelter, permanent supportive housing, veteran services, and youth programs across the Big Bend region spanning 12 counties from Leon to Bay County.



HOPE Community - The Big Bend's only emergency shelter for families

OUR MISSION

To end homelessness in the Big Bend through leadership, education, advocacy, and the provision of quality services and affordable housing.

2025 Major Accomplishments

- **Secured \$850,000 Grant from Department of Children and Families:** Major funding to renovate Balkin properties serving formerly homeless veterans
- **Launched Hope & Healing Program at HOPE:** Groundbreaking new counseling program for children and families at our emergency shelter
- **Expanded Veteran Services:** Hired Viki Butler to lead enhanced veteran services, serving over 370 veteran households through our SSVF program
- **Implemented Paid Family Leave:** Added comprehensive paid family leave benefits to support our 24/7 workforce
- **Continued HOPE Excellence:** Maintained operations at our fully renovated emergency shelter serving families with children



Child selecting holiday gift

HOPE & HEALING: A NEW ERA OF FAMILY SUPPORT

Transforming Lives Through Comprehensive Care

In 2025, Family Promise launched the Hope & Healing program at HOPE Community, marking a historic milestone in our commitment to supporting children and families experiencing homelessness. Thanks to funding from the Children's Services Council of Leon County, this critical new position allows us to provide comprehensive support that extends far beyond a family's stay at our shelter.

What Hope & Healing Provides

Educational Assessments for Every Child: We ensure that every child receives a comprehensive educational assessment to identify learning needs and connect them with appropriate school resources. Education is a pathway out of poverty, and we're committed to removing barriers to academic success.

Family Counseling: All families meet with our counselor to address trauma, develop coping strategies, and build stronger family connections. We recognize that homelessness affects every member of the family, and healing must be comprehensive.

Art and Play Therapy for Children: Children process their experiences differently than adults. Through creative expression and play, our counselor helps children work through difficult emotions in age-appropriate ways that promote healing and growth.

Continued Support After Shelter: Perhaps most importantly, our Hope & Healing counselor stays in contact with families after they leave our shelter to help them navigate their new journey. This continuity of care is critical for long-term stability and success.

Why This Matters

Research shows that children who experience homelessness face significant challenges: disrupted education, trauma, anxiety, and difficulty forming healthy attachments. Without intervention, these early experiences can have lasting impacts on mental health, academic achievement, and future stability.

The Hope & Healing program represents our commitment to breaking this cycle. By providing trauma-informed counseling, educational support, and ongoing connection, we're not just helping families find housing—we're helping children heal and families thrive.

More Than Shelter: Healing for the Whole Family

For the first time in our history, we're providing dedicated counseling services for children experiencing homelessness. Through art therapy, play therapy, and evidence-based counseling approaches, we're helping children process trauma, build resilience, and imagine brighter futures.



Makenna Maldonado, Shadeville Elementary School, led a book drive that donated over 700 books to HOPE



Movie Night with FSU volunteers

2025 IMPACT BY THE NUMBERS

388

Family Members Served at HOPE Emergency Shelter

367

Individuals Served Through Diversion Program

100

Veteran Children Supported

64

Individuals in Permanent Supportive Housing

370

Veteran Households Served Through SSVF

516

Individual Veterans & Family Members Served

58

Young Adults Served in Youth Launch Program (Ages 18-24)

1,363

Total Lives Impacted in 2025

Programs Overview

HOPE Emergency Shelter: 24/7 emergency shelter for families with children, providing safe housing, case management, and pathways to permanent housing.

Diversion: Rapid intervention services to prevent homelessness through creative problem-solving and short-term financial assistance.

Supportive Services for Veteran Families (SSVF): Comprehensive services for veterans and their families, including housing assistance, case management, and connections to VA benefits.

Permanent Supportive Housing (PSH): Long-term housing with supportive services for individuals and families experiencing chronic homelessness.

Youth Launch: Housing and support services for young adults ages 18-24 who are experiencing homelessness, helping them build independent lives.



Lt. Governor Jeantte Nunez and Florida Veteran Foundation at Homefront, our apartments for formerly homeless veterans



LEADERSHIP

Board of Directors 2025

Shamarial Roberson, DrPH, MPH
Chair

Brice Google
Vice Chair

Dr. Trey Blake
Secretary

Amy Bradbury
Treasurer

Jamie Forrest
Chair of Development

Dr. Steve Beasley
Board Member

Khari Harrison
Board Member

Miron Richardson
Board Member

David Vincent
Chair, Nominations
and Governance

Michael Yaworsky
Chair, Finance

Executive Leadership Team

Nick Maddox - Chief Executive Officer
Tamika Fields - Chief Operating Officer
Tara Hall - Chief Financial Officer
Tim Griffith - Property Manager



Nick Maddox, CEO



Tamika Fields, COO



Tara Hall, CFO



Tim Griffith, Property Mgr



Board members Shamarial Roberson and David Vincent with State Representative Allison Tant during toy drive



Our Commitment to Excellence

Family Promise of the Big Bend is committed to operating with transparency, efficiency, and accountability. We maintain low administrative costs while delivering high-quality services to our community's most vulnerable populations. Our leadership team brings decades of combined experience in nonprofit management, public health, government, and community development.

FEATURED PARTNER: FL DEPT OF VETERANS AFFAIRS

A Partnership That Honors Those Who Served

In 2025, we were honored to strengthen our partnership with the Florida Department of Veterans Affairs, led by Deputy Executive Director Bob Asztalos. This partnership represents a shared commitment to ensuring that those who served our nation have access to safe, stable, affordable housing.



*Bob Asztalos, Deputy Executive Director,
Florida Department of Veterans Affairs*

Why This Partnership Matters

Florida is home to approximately 1.5 million veterans—the third largest veteran population in the country. Our Supportive Services for Veteran Families (SSVF) program has become a model for how to effectively transition veterans from homelessness to stability.

The Florida Department of Veterans Affairs supports our work because we're effective (over 85% of veterans remain housed one year later), efficient (maximizing every dollar invested), and expanding our reach to rural communities.

Featured Volunteer Partner: A Bag For HOPE

Now celebrating over 16 years of service, A Bag For HOPE creates handmade items with all proceeds supporting children at HOPE. Founded by Libby Penrod and Lynne Corbett, this dedicated group has funded playground equipment, educational materials, and countless enrichment opportunities.



*Libby Penrod and Lynn Corbett,
founders, Bag for HOPE*

2025 Award Recipients

Marie Vandenberg: For 13 years, Marie was the heart of our HOPE Community.

Florida Veterans Foundation: Critical support for roof repairs at Homefront.

A Bag for HOPE: Transforming children's lives through incredible acts of kindness.

INVESTMENT IN INFRASTRUCTURE 2023-2025

Building for the Future

Over the past three years, Family Promise of the Big Bend has made unprecedented investments in our facilities, ensuring that every person we serve has access to safe, dignified, and modern housing.

\$1.9M

HOPE Emergency Shelter Renovation
(Completed September 2024)

\$850K

Balkin Buildings Restoration for Veterans
(Expected February 2026)

\$60K+

Roof Repairs at Homefront
Veterans Apartments

\$2.8M+

Total Infrastructure Investment

HOPE Community: A Complete Transformation

In September 2024, we completed a comprehensive \$1.9 million renovation of HOPE, the only emergency shelter for homeless families in the Big Bend region. This transformation touched every aspect of our facility - from modernized dining halls and dormitories to an updated basketball court and children's playground.

Balkin Buildings: Housing for Heroes

With an \$850,000 grant from the Florida Department of Children and Families, we began restoration of two Balkin Buildings in October 2024. The newly renovated buildings feature beautiful washed concrete floors, lowered electrical outlets, accessible bathroom facilities, and other design elements specifically created for veterans with disabilities. Expected completion is February 2026.

Homefront: Maintaining Quality Housing

Thanks to support from the Florida Veterans Foundation, we invested over \$60,000 in roof repairs and repainting at Homefront, our 52-unit apartment complex serving formerly homeless veterans.

WAYS TO GET INVOLVED

Join Us in Making a Difference

Whether you have a few hours a month or want to become a long-term partner, there are many ways to support families and veterans in our community.



VyStar Credit Union volunteers



Junior League volunteers – 7 years of commitment to HOPE

Volunteer Opportunities

At HOPE Community: Support families by volunteering at our emergency shelter—help with meals, activities for children, or facility maintenance.

At Our Housing Communities: Assist with property improvements, landscaping, or community events.

Share Your Professional Skills: Offer workshops in job training, financial literacy, or career development.

Host a Donation Drive: Organize collections of needed items such as toys, books, hygiene products, school supplies, food, and baby supplies.

In-Kind Donations for New Homes: Follow us on social media for wish lists of household items, furniture, and essentials that help families moving into new homes.

Sponsor Special Events: Partner with us to sponsor holiday celebrations or birthday parties.

Get Creative!

Contact us: volunteer@familypromisebigbend.org

FINANCIAL OVERVIEW & DONORS

Financial Stewardship

Family Promise of the Big Bend is committed to responsible financial management. We maintain low administrative costs, ensuring that the vast majority of every dollar donated goes directly to serving families and veterans in need.

\$6.4M

Total Assets
(FY 2022-23)

92.2%

Program
Services

7.8%

Administrative &
Fundraising

\$6.3M

Annual Revenue
(FY 2022-23)

Major Funding Partners

- U.S. Department of Housing and Urban Development
- U.S. Department of Veterans Affairs
- Florida Department of Children and Families
- Florida Department of Veterans Affairs
- Florida Veterans Foundation
- Children's Services Council of Leon County
- Community Human Service Partnership
- Big Bend Community of Care
- United Way of the Big Bend
- City of Tallahassee
- Leon County
- Community Foundation of North Florida
- And hundreds of individual donors

A Message from Our Treasurer

"The stable leadership of our CEO, CFO, and COO for the past three years has allowed our organization to significantly improve our systems, strengthen our financial position, and expand our capacity to serve. This consistency and expertise at the executive level has been instrumental in securing major grants like the \$850,000 for Balkin Buildings renovation and successfully launching new programs like Hope & Healing. When leadership is stable, the entire organization can focus on growth and impact rather than transition and uncertainty. Your continued support enables us to build on this strong foundation."

- Amy Bradbury, Board Treasurer

WAYS TO GIVE

Your Support Changes Lives

Every gift to Family Promise of the Big Bend directly impacts families and veterans in our community. Whether you give once or become a sustaining donor, your generosity provides hope and stability to those who need it most.

Ways to Make an Impact

Become a HOPE Champion

Join our monthly giving circle with a gift of \$83.33/month (\$1,000 annually).

Sponsor Our Annual Event

Purchase a ticket or become a sponsor for our signature fundraising event.

Support Holiday & Birthday Celebrations

Partner with us to bring joy to children and families at HOPE.

Host a Donation Drive

Organize collections of toys, books, hygiene products, school supplies, food, and baby supplies.

Unrestricted Giving

Unrestricted gifts provide crucial flexibility to address emerging needs and gaps that grants don't fully cover.

Legacy Giving

Consider including Family Promise in your estate planning to create lasting impact for future generations.

How to Give

Online: familypromisebigbend.org/donate

By Mail:

Family Promise of the Big Bend
c/o Tara Hall, CFO
2729 W Pensacola St
Tallahassee, FL 32304

Questions: volunteer@FamilyPromiseBigBend.org

THANK YOU

For your partnership in ending homelessness in the Big Bend

Contact Us

Main Office:

1203 Governor's Square Blvd
Suite 600
Tallahassee, FL 32301

Phone:

(850) 576-5566

Email:

info@familypromisebigbend.org

Website:

familypromisebigbend.org

Together, we are building a community where every family has a safe place to call home, where veterans receive the support they deserve, and where children can dream without fear.

Big Bend Homeless Coalition Inc.
DBA Family Promise of the Big Bend
501(c)(3) Tax ID: 59-2898810