2019 ANNUAL REPORT

“Because of my determination and your trust and guidance, I was able to find the perfect job.”
- Nise, graduate of the Success Training Employment Program
Dear Cherished Supporter,

You may be familiar with The Hippocratic Oath that doctors take to uphold ethics and standards in the medical field…but have you heard of The Oath For Compassionate Helpers? Created by Philanthropist, Urban Activist and Author Dr. Bob Lupton, The Oath For Compassionate Helpers is a vow that nonprofit workers can take to ensure your generous gifts are put to work in a way that is dignified, effective, and encourages accountability. In this annual report, I am excited to share with you ways in which your investments helped others help themselves while upholding The Oath in 2019.

Limit one-way giving to crises and seek always to find ways for legitimate exchange. Throughout the year, your support and compassion helped lift the lives of 11,067 unique households. Families participated in our Member Share Grocery Program 157,870 times and retained $5.03 million that they could redirect to other basic necessities all while maintaining dignity by contributing a small handling fee. Those in difficult situations turned to our Crisis Stabilization team a total of 15,065 times—not for a handout, but rather a hand up, as they worked to find stability and regain the confidence needed to build a prosperous life for themselves.

Never do for others what they can do for themselves. Your investment helped 54 individuals overcome their barriers to employment and secure jobs through our Success Training Employment Program. These participants completed 120 hours of classroom instruction in the areas of emotional intelligence, workplace skill development and job acquisition training. Throughout the year, a total of 43 families successfully lifted themselves above the poverty line, 22 of which went on to achieve self-sufficiency with household income above 200% of the federal poverty level.

Put the interests of our neighbors in need above our own self-interest. In 2019, our community came together to give selflessly. Individuals, foundations, community partners and corporations gave $1,538,435 in Annual Fund support—helping empower our neighbors in need to break the cycle of poverty. Above and beyond these financial gifts, hardworking volunteers invested 58,890 hours of time and talent. Valued at $1.4 million, these volunteer hours kept our operating costs down and helped to maintain a low 11.7% administrative rate.

Thank you for investing in those who are motivated to transform their lives. We could not do this important work without you.

Gwendolyn Butson
Chief Executive Officer

Nancy Robbinson
Executive Director, Orlando Campus
BREAKING THE CYCLE OF POVERTY

A LOOK BACK AT 2019

11,067 Unique Households Served

15,065 Units of Stabilization Services Provided in our Life Enrichment Center

Our Member Share Grocery Program Helped Families Retain $5.03 Million

An Average of 104 New Individuals Enrolled in our Programs Each Week

54 STEP Graduates Employed

43 Families Lifted Out of Poverty
YOUR IMPACT

Through the generous resources you entrusted to us, we were able to reach out and lift the lives of 1,067 families who would otherwise go unnoticed. Whether it’s an investment of wealth, talent or product, we pride ourselves in putting your gift to work in the most efficient way possible—right here in Central Florida.

YOUR MONETARY GIFTS

For every $1 you donated in 2019, 88.3¢ went directly to programs and activities designed to help lift our neighbors from poverty to economic self-sufficiency. This is among the best ratios nationwide for a social service organization.

In 2019, Volunteers Served 58,890 Hours

YOUR GIFTS OF TIME & TALENT

Total Value of Volunteer Service in 2019

$1,415,716

*According to Independent Sector’s Florida Value of Volunteer Time Report:

4,705 incredible individuals gave a HAND UP in 2019

YOUR GIFTS OF PRODUCT

More than 80 generous Product Partners from across 125 locations donated a total value of

$2,402,922

in food and household items to our Orlando UP Center in 2019.

Our Product Partner Committee helps ensure we can deliver enough nutritious food directly into the hands of those who need it.
Financial Statement

FISCAL YEAR JANUARY 1 – DECEMBER 31, 2019

To maintain the highest level of fiscal responsibility, Kmetz, Ewell, Graham & Associates Certified Public Accountants conducts an Independent Audit of our entire organization each year. The below Revenue and Expense summary reflects financial information for the Orlando UP Center only.

Revenue

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member Share Grocery Program &amp; Redistribution</td>
<td>$2,935,377</td>
</tr>
<tr>
<td>Public Support</td>
<td>$1,538,435</td>
</tr>
<tr>
<td>Other Income</td>
<td>$121,933</td>
</tr>
<tr>
<td>TOTAL REVENUE</td>
<td>$4,595,745</td>
</tr>
</tbody>
</table>

Expenses

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Activities</td>
<td>$3,778,897</td>
</tr>
<tr>
<td>Management &amp; General</td>
<td>$235,379</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$265,336</td>
</tr>
<tr>
<td>TOTAL EXPENSES</td>
<td>$4,279,612</td>
</tr>
</tbody>
</table>

11.7% ADMINISTRATIVE RATE

We are proud to operate well below the BBB Wise Giving Alliance™ Recommended Standard 35% Administrative Rate

The below Net Assets summary is reflective of our entire organization, including the Indian River, St. Lucie and Orlando locations.

Net Assets

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beginning of Year</td>
<td>$9,751,602</td>
</tr>
<tr>
<td>Change in Net Assets</td>
<td>$2,225,256</td>
</tr>
<tr>
<td>END OF YEAR</td>
<td>$11,976,858</td>
</tr>
</tbody>
</table>
DEMographics
100% of the households served fall at or below 200% of the Federal Poverty Level.

Participant Ethnicity
- 36.5% Hispanic
- 28% African American
- 17.7% Caucasian
- 4% Haitian
- 1.8% Asian
- 0.6% Arabic
- 0.3% Native American
- 0.3% Pacific Islander
- 7.2% Other
- 3.6% Not Reported

Participant Age
- 0.1% 0-18
- 12.6% 19-34
- 19.6% 35-44
- 23.1% 45-54
- 23.5% 55-64
- 20% 65+
- 1.1% Not Reported

Participant County
- 88.6% Orange
- 5% Osceola
- 2.8% Seminole
- 0.9% Lake
- 0.6% Polk
- 0.4% Volusia
- 1% Other
- 0.7% Not Reported
“United Against Poverty Orlando goes above and beyond to provide vital services to our Central Florida community. I am so grateful for their dedication to lifting families out of poverty and helping them achieve self-sufficiency in a dignified way.”

- U.S. Congresswoman Stephanie Murphy
Florida’s Seventh Congressional District

“St. Margaret Mary Church has supported the work of United Against Poverty in different ways for many years now. We have found UAP to be the best source of a broad spectrum of assistance serving both Orange and Seminole Counties. When we refer someone there, we are always confident their needs will be appropriately addressed.”

- W. Scott Lindeman
Director, Christian Service
St. Margaret Mary Church

“The Chesley Magruder Foundation’s mission is to support organizations that provide various forms of assistance, with the ultimate goal of improving the quality of life of Central Floridians. United Against Poverty has proven to be an effective and accountable partner in that mission.”

- Scott Greenwood
President
Chesley Magruder Foundation

“United Against Poverty is making a positive difference in the lives of individuals and families across Central Florida who face food insecurity, barriers to workforce opportunities and healthcare challenges. Bank of America was proud to honor them with our 2019 Neighborhood Builder Award including $230,000 in unrestricted funding and leadership training.”

- Jodie Hardman
SVP, Market Manager
Bank of America
EVENT HIGHLIGHTS

More than 1,000 runners, joggers, and walkers gave back to their community at the 6th Annual Quack Attack on Poverty 5k on February 16 — raising $43,911.

On June 21, attendees of our 4th Annual Central Florida Poverty Conference heard from respected leaders on the topics of housing and eviction.

More than 400 friends and advocates joined us in the fight against poverty at our 13th Annual Hand Up Luncheon on October 4, raising an incredible $166,120 and an additional $69,265 in future pledges.

Our annual Hopeful Harvest Thanksgiving event took place on November 25, creating the opportunity for 450 families to make Thanksgiving memories in their own home with a 10 lb. turkey and all the fixings.

Throughout the year, countless compassionate community members engaged with our mission in unique and meaningful ways as part of our special events. Thank you to our enthusiastic attendees, hardworking volunteers, and generous sponsors for making our 2019 events such a success!

Women from all over Central Florida joined together to raise $31,728 at the 5th Annual Hope in Heels event hosted by the Women of Hope on April 3.

Our Back-to-School Clothing Swap on August 10 made it possible for 130 children to start their school year with confidence, taking home gently used, age-appropriate clothing.

On November 9, 115 attendees came out in their denim chic attire for our 2nd Annual Bubbly & Blue Jeans Gala, raising $103,150 to help inspire and empower our neighbors in need.

The Women of Hope blessed 293 families at the 10th Annual UP Orlando Christmas Mall on December 14, offering a dignified shopping experience featuring more than 2,500 toys.
OUR 2019

COMMUNITY BOARD OF DIRECTORS

Paul DePalma
Community Board Chairman
ADEPT Leadership

Leon Camarda
Community Poverty & Prosperity Council Chair
Project Management Advisors, Inc.

Jamie Poulos
Community Long Range Planning Chair
Poulos & Bennett

Vicki Case
Adventist University of Health Sciences

Steven Lau & Pauline Ho
Lau Consulting Services

Dr. Marc Otu
Complete Care

Monica Smith
Potoson Communications

Dan Pugh
Corporate Board Chairman
Residential Building Supply

Jeff Chandler
Community Relations Chair
Community Volunteer

Nick Archer
AdventHealth

Hollie Croft
Nelson, Mullins Broad & Cassel

Cleve Loveland
Loveland Properties

Michael Parks
Hear Construction

Jim Tharp
Tharp Plumbing

Frank Wan
Corporate Finance
Committee Chair
BCA Investment Advisors

Sara Delk
Community Operations
Committee Chair
ProActive Technologies

Dick Batchelor
Batchelor Management Group

Karl Francetic
Equity Capital Investors, Inc.

Dan & Glena Morris
MEI Civil

Bill Robbinson
Zimmerman Kiser Sutcliffe P.A.

Cheryl Bollinger
Community Organizational Leadership Chair
Just Think About It

Susan Makowski
Community Advocacy Committee Chair
Community Consultants Orlando

Alicia Bechtel
Orlando Health

Dwayne Gray
Zimmerman Kiser Sutcliffe P.A.

Donna Myers
Community Volunteer

Jose Roces
Florida Blue
Thank you to our generous investors for giving a hand up in 2019!

$100,000+
Bank of America
Complete Care
The Estate of Donald and Ursula Crull

$50,000 - $99,999
Heart of Florida United Way

$25,000 - $49,999
Central Florida Women’s League
Jeff and Debbie Chandler
City of Orlando
Donald and Cindy Diebel
Elizabeth Morse Genius Foundation
Florida Blue
Doug Keger
Orlando Health
The Joe & Sarah Galloway Foundation

$10,000 - $24,999
ADEPT Leadership, LLC
AdventHealth Orlando
Chuck and Vesna Allison
Scott and Terri Bates
Minter Byrd
Chesley Magruder Foundation, Inc.
Scott and Sherry Grossman
Dwayne and Lynette Gray
Gordon Family Giving Foundation
Legal Aid Society of the Orange County Bar Association
Sam and Leila Lupfer

$10,000 - $24,999, Continued
Miller Charitable Foundation Inc
Modular Building Systems International
Craig and Lauren Poore
Speaker Wealth Management
The Father’s Table Foundation
WellCare Health Plans
Westgate Resorts Foundation

$5,000 - $9,999
Tommy and Barbara Beck
Patty Berk
Central Florida Hotel & Lodging Association Foundation
For Giving Foundation, Inc
Karl Francetic
Joseph E. & Ronda B. Miller Foundation, Inc.
Massey Cadillac of Orlando
MEI Civil, LLC
Donna and Paul Myers
Bill and Beth Neidlinger
Orlando Regional Realtors Association
Michael and Angela Parks
Jamie and Terri Poulos
Dan and Tina Pugh
Mark and Shirley Robinson
Rotary Club of Dr. Phillips Foundation
St. Margaret Mary Church
Jim and Ann Tharp
The Chialos Foundation
The Mark and Sunnie Wang Foundation
$5,000 - $9,999, Continued
The Martin Andersen-Gracia Andersen Foundation, Inc.
The Reinbold Family Foundation
Steve and Jackie Tye
Wells Fargo Foundation
Robert Whorf

$1,000 - $4,999, Continued
Will and Rosemary Gates
Madison Gay
Jay and Gloria Gebhard
Mark and Kathy Gibbons
Donald and Andy Goodman
Grace Covenant Presbyterian Church
Tom and Joanne Graham
Granny Nannies
Harry and Brenda Gray
Guys Wish Ties
Keith and Molly Haskell
Robert and Katherine Heath
Dr. Jo Hewell, C.E.O.
Herbert and Katherine Heath
Joan, Arlene, and Glenn Koonce
Koontz Construction, Inc.
LaRue and Nancy Lusk
LeBron James
Lois and John McLaughlin
Lois and John McLaughlin
Morgan Stanley
Northeastern University
Owens & Minor, Inc.
PepsiCo Foundation
Shawn and Kristine Pilch
Sharon and Bob Ploch
United Way of Wake County
Virginia & Hugh Pritchard
Wills and Rosemary Gate Owen Foundation
Owen Foundation
Pharmacy Board of Directors
SBC Capital Markets
St. Paul's Episcopal Church
Robert and Barbara Scudder
Tom and Janet Elrod
Martha Emerson
Greg and Angela Engeman
Matt and Shelley Finnegibbons
Jim and Robbie Ford
Lamont and Lynda Garber

$1,000 - $4,999
A.D. Lockhart & Associates, Inc.
Keith and Eleanor Ackerman
Alliance for Strong Families and Communities
Oliver Ames
Annunciation Catholic Church
Robert and Megan Baptista
Harry and Leslie Barley
James and Cindy Barron
Jody and Nickie Barry
Stacey Berg
Gail and Michael Bittman
Bob Boeche
Jerry Janeick and Cheryl Boldinger
Burgess Chambers & Associates
Trent and Marie Burke
Leon and Brini Camarda
Camp Gladiator
Brian Casey
Catalyst Community Church
City of Alamance Springs
Patrick and Jean Ciullo
Susan Cochran
Charles and Amy Cook
Mike and Maria Cooper
Community Service Center of Orange County
D.C. Jager Corporation
Silva Deakins
DeArrigoa & Co., PA
Josh and Katie DeScasainis
Sara Delk
DePrince, Race & Zollo, Inc.
Linda Derringer
Brent Dewar
Disney VoluntEARS
Brenda Duffy
Todd and Addie Ehinger
Tom and Janet Elrod
Martha Emerson
Greg and Angela Engeman
Matt and Shelley Finnegibbons
Jim and Robbie Ford
Lamont and Lynda Garber

IBM
Jack Jennings & Sons Construction Services
Mark Jager
Jeff and Suzelyn Johnson
Jim and Dagmar Kilp
Kiwanis Club of Orlando
Jens and Tonya Klingen
Brian and Brenda Kouwenhoven
Zed and Pam Layson
Howard and Joyce Lee
Lois and Tye
Lucky's Market
Macy's and Bloomingdale's
Raymer Maguire
Jim and Debby Manuel
Margaret & R. Parks Williams Charitable Foundation
Martha-Ellen Tye Foundation
Rye and Sheri Merriam
Sally Milton
Anonymous Donor
Jack and Sharon Myers
KJ Nana
Nelson Mullins Broad & Cassel
Chad and Danielle Newbold
Bruce and Leigh ODonoghue
Worth Oechsler
Park Lake Presbyterian Church
PepsiCo Foundation
Stan and Kathy Pietkiewicz
Kristin Pilgrim
Pinnacle Property Management Services
Eddie and Melanie Pipkin
$1,000 - $4,999, Continued

Randall Mechanical
Jeanie Redmon
Regions Bank
Rhodes & Brito Architects
Scott and Krystal Ritchey
Bill and Nancy Robinson
Anonymous Donor
Rotary Club of Maitland
Rick Ruby
Randy and Susie Rush
John Russell
Ray and Kitty Scott
Joseph and Eugenia Sefcik
Stephen and Ava Simms
Jeremy and Monica Smith
Kyle and Kelsey Smith
Andy and Sarah Snyder
Brendon Snyder
Sonana Systems
St. Luke’s United Methodist Church at Windermere
Ryan and Mandy Stahl
Mary Ann Stead
Sun Trust Foundation
SuperChannel 55
TD Charitable Foundation
The Group for Neuroscience Research and Education Inc.
The LaRue Law Firm
Brian and Ashley Vann
Trey Vick
Vista Del Lago
Anonymous Donor
Brendy Waelti
Frank and My Hanh Wan
Richard and Louise Weiner
John and Betsy West
Greg and Pam Wilson
Workday
Wurtzel Law, PLLC
Nina Yon
Julie Zaitack
Gregory and Vicki Zeichman

$500 - $999, Continued

Arthur’s Catering
Debra Barron
Walter and Sarah Beaver
Alicia Bechtel
Linda Beck
Jeff Cohen and Luci Belnick
Winfred and Carolyn Beltran
Lisa Blackwelder
Jacques and Teresa Blais
Bob and Kate Byrne
Charlie and Lauren Carter
Cipparone & Cipparone, P.A.
Max and Wendy Crumit
Paul and Tess DePalma
Renee Dietzel
Perry and Eileen Dworkin
Bardey Ehrhardt
Cathy Engelman
First United Methodist Church of Winter Park
Rob Fuehrer
Penny Fye
Deborah Gale
Anonymous Donor
Glenn Gutek
Rick and Sandy Havron
Stephen Lau and Pauline Ho
Renee Holderbach
Rod Jones
Garrett and Laura Jones
Thomas and Eileen Kane
Mary Ellen Kerber
Tom and Brenda Kincaid
Michael and Chris Kirchner
Graham and Deborah Ann Kolerjohn
Carol Kropp
Laus Consulting Services
Don and Cindy Lawson
Bill and Tamra Leary
Mark Leggett
Tim and Debra Lemons
Liselotte Lindgren
Cleve and Brenda Loveland
Alexander and Meaghan Mannella
Ann Martin
Martin and Mary McAndrew
Jason and Ronni Mendelsohn
Scott Michael
Russell Bruce Moncrief
Michael and Renee Mueller
Neil and Joan Okun
$500 - $999, Continued
Bart Opsahl
Clay and Emily Osbourne
Nancy Patterson
Sean and Kara Paul
Henry and Judith Pfingstag
Charles and Conni Puckett
Anonymous Donor
Nancy Rapport
J. Paul Reynolds
Randle Richardson
Jordan Ross
David and Winnie Runnels
Mitch and Rhonda Schrenk
Derek and Teresa Scott
Dennis Severance
Bob and Renee Shoemaker
Robert and Diane Smedley
Jay and Lisa Snyder
Colleen Tanzy
Kelly Tatro
Ricky and Susan Tayloe
Matt and Stacie Taylor
Phillip and Sigrid Tiedtke
Anthony and Heather Toft
Damy Treanor
Jerry and Gail Van Scoter
JacQuie Walker
Walmart #7023
Chip Waterman
Robert Wilson
Diana Wong-Millette
Bruce Woodburn
Our Purpose
To inspire and empower people living in poverty to lift themselves and their families to economic self-sufficiency.

Our Mission
To serve those in poverty by providing crisis care, transformative education, food and household subsidy, employment training and placement, personal empowerment training and active referrals to other collaborative social service providers.

Our Vision
Communities where every family has access to basic needs, nutritional food, crisis care, education and employment training, and where everyone has the opportunity to achieve a future filled with hope and possibilities.

407-650-0774 • www.uporlando.org
150 W. Michigan Street • Orlando, FL 32806

United Against Poverty is a registered 501(c)3 nonprofit. Our Federal Tax ID is 11-3697936.