



**UNITED AGAINST POVERTY**  
*Orlando*



# 2020 ANNUAL REPORT

*"No one accomplishes anything in this life on [their] own. Even when we stare in awe at what might appear to be a solitary feat - like climbing to the top of a mountain alone - there is invisible support." -- Allan Hamilton*

Dear Cherished Supporter,

It's been said countless times: 2020 was an unprecedented year. No one was left untouched by the global COVID-19 pandemic. Like every year, 2020 began with the promise of renewal, growth, and forward motion. When March arrived, our collective reality changed seemingly overnight. Businesses shut down, quarantine commenced, and many of us began to feel the weight of isolation. Our friends and neighbors were faced with a loss of jobs, income, and homes. Our organization was similarly affected in many challenging ways, but our mission always came first. We were needed more than ever before, as many faced uncertain circumstances and the brink of poverty for the first time in their lives. ***We are proud to say we never closed our doors or ceased operations at any point in 2020.***

Our four **Member Share Grocery Programs**, which provide dignified food and household assistance across the state, were desperately needed as food insecurity began to rise in our communities. In Orange County, we saw more than 3,500 new households apply and receive a free membership to the program, helping them save up to 70% off their monthly grocery budgets. More than 8,500 members saved a collective \$4.06 million in 2020 by using the Member Share Grocery Program, and were able to use their savings for other vital household expenses.

The word of the year was “pivot,” and pivot we did with our **Success Training Employment Program** going virtual for the very first time. Keeping all of our participants and team members safe was vitally important to us, and we were still able to advance 66 new Orange County students from Phase I of the program. These participants completed 120 hours of virtual classroom instruction in the areas of emotional intelligence, workforce development, and job acquisition training. We are proud to say 72 Phase II participants gained employment through our valuable network of Employer Partners. Throughout the year, a total of 28 Orange County families successfully lifted themselves out of poverty.

Our **Life Enrichment Center** also saw an elevated level of foot traffic, as individuals sought assistance applying for benefits such as SNAP and navigating the state's unemployment system. Our Orange County **Crisis Stabilization Team** helped 1,427 households with 12,767 different services, including assistance with housing, emergency food, education, and counseling throughout the year.

None of the above would have been possible without our network of individual donors, foundations, community advocates, and volunteers who stepped UP to the challenges we faced last year and selflessly gave of their time, talent, and treasure.

**Thank you** for your dedication and unwavering commitment to our neighbors in need who are looking for a hand UP, not a handout. Our mission would not be possible without YOU!



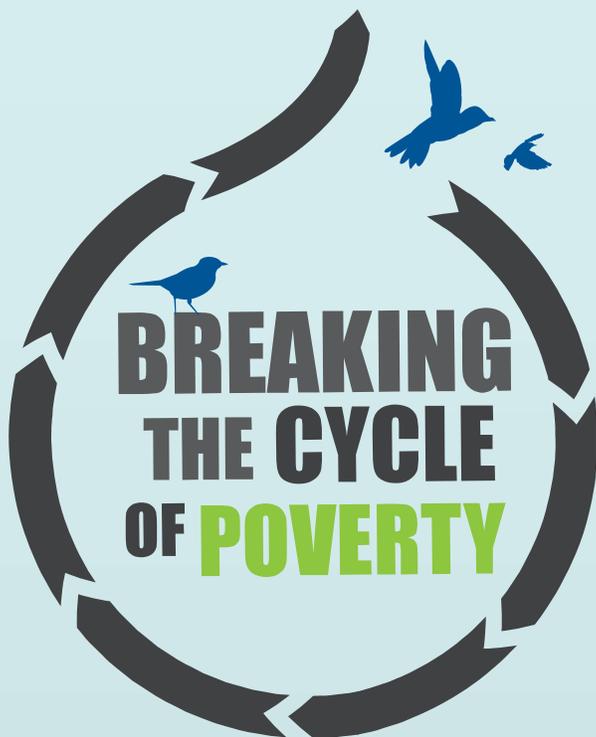
A handwritten signature in blue ink that reads "Gwendolyn Butson".

Gwendolyn Butson  
Chief Executive Officer



A handwritten signature in blue ink that reads "Nancy Robinson".

Nancy Robinson  
Executive Director, Orlando Campus



## A LOOK BACK AT 2020

**10,008**  
Unique Households  
served by all  
UP Orlando Programs



Our Member Share  
Grocery Program  
Helped Families Retain  
**\$4.06 Million**



**12,767**  
Units of Stabilization  
Services Provided  
in our Life  
Enrichment Center



An Average of  
**48**  
New Individuals  
Enrolled in our  
Programs Each Week



**72**  
STEP Graduates  
Employed



**56**  
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 10,008 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 Orange County.

## YOUR MONETARY GIFTS

For every \$1 you donated in 2020, 86.2¢ 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 2020, Volunteers Served  
**51,392 Hours**

## YOUR GIFTS OF TIME & TALENT



Total Value of  
Volunteer Service in 2020

**\$1,352,637**

According to Independent Sector's  
Florida Value of Volunteer Time Report

*2,232 incredible individuals  
gave a HAND UP in 2020*

## YOUR GIFTS OF PRODUCT

More than 115 generous  
Product Partners from across  
170 locations donated a total value of

**\$2,198,351**

in food and household items to our  
Orlando UP Center in 2020.



# Financial Statement

FISCAL YEAR JANUARY 1 – DECEMBER 31, 2020

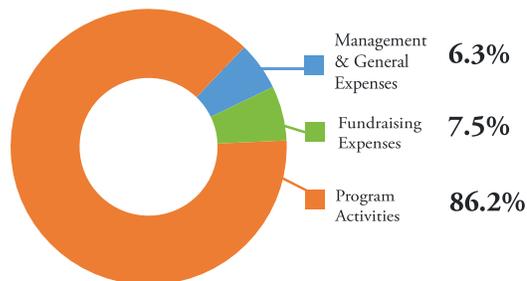
## Operating Revenue

Member Share Grocery Program & Redistribution	\$2,359,017
Public Support	\$1,752,114
Grant Revenue	\$799,762
Other Income	\$34,708
<b>TOTAL OPERATING REVENUE</b>	<b>\$4,945,601</b>

## Operating Expenses

Program Activities	\$3,440,781
Management & General	\$254,724
Fundraising	\$298,355
<b>TOTAL OPERATING EXPENSES</b>	<b>\$3,993,860</b>

**13.8%**  
**ANNUAL FUND  
ADMINISTRATIVE  
RATE**



*We are proud to operate well below the BBB Wise Giving Alliance<sup>SM</sup> Recommended Standard 35% Administrative Rate*

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

## Net Assets

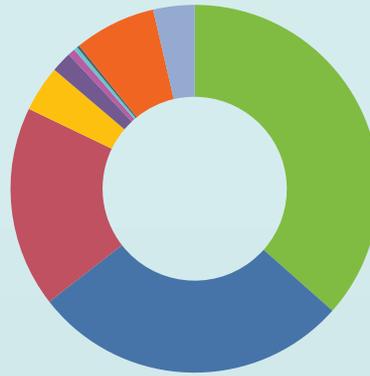
Beginning of Year	\$11,976,858
Change in Net Assets	\$2,069,001
<b>END OF YEAR</b>	<b>\$14,045,859</b>

# DEMOGRAPHICS

100% of the households served fall at or below  
200% of the Federal Poverty Level.

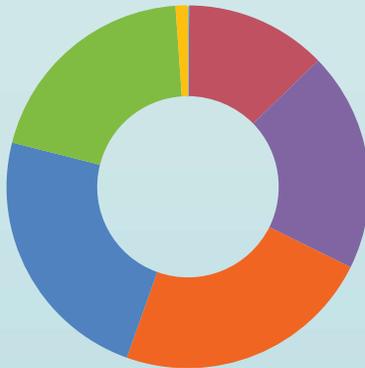
## PARTICIPANT ETHNICITY

- 37.63%** ■ Hispanic
- 30.71%** ■ African American
- 19.17%** ■ Caucasian
- 3.94%** ■ Haitian
- 2.76%** ■ Asian
- 0.65%** ■ Arabic
- 0.44%** ■ Native American
- 0.15%** ■ Pacific Islander
- 4.32%** ■ Other
- 0.23%** ■ Not Reported



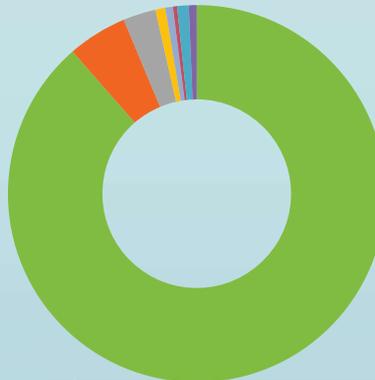
## PARTICIPANT AGE

- 0.07%** ■ 0-18
- 11.66%** ■ 19-34
- 18.99%** ■ 35-44
- 23.75%** ■ 45-54
- 24.61%** ■ 55-64
- 20.61%** ■ 65+
- 0.31%** ■ Not Reported



## PARTICIPANT COUNTY

- 88.16%** ■ Orange
- 5.31%** ■ Osceola
- 2.55%** ■ Seminole
- 0.79%** ■ Lake
- 0.83%** ■ Polk
- 0.43%** ■ Volusia
- 1.59%** ■ Other
- 0.34%** ■ Not Reported



"When residents are equipped with the skills and knowledge necessary to earn a living and improve their quality of life, they become empowered. Earning income through employment or by starting a business is essential because earning income is the first step towards ending poverty. When people feel that they have value, they march forward instead of standing still. Since 2003, United Against Poverty has provided a hand up to those in need, helping them move out of poverty. The City of Orlando supports this empowerment model."

**- Julie D. Tindall, MPA, Office of Community Affairs, Office of the Mayor, City of Orlando**



"AdventHealth values our partnership with United Against Poverty. Their commitment to support the local community reflects our mission of Extending the Healing Ministry of Christ. The employment skills and training they provide produce valuable candidates."

**- Angie Duplis, Community Sourcer AdventHealth**



"Britni and I have continued to support UAP for over a decade now because of our strong belief in its mission and the people who fulfill the mission on a daily basis. We've always been proponents of the "A Hand Up not A Hand Out" philosophy which allows UAP's clients to maintain dignity while providing much needed support in so many areas of care. We continue to give because we know every penny is being used to do God's work through the hands of talented, professional, loving people."

**- Britni and Leon Camarda**



"Summit loves to partner with UP Orlando because they make the dignity of each person they serve a priority. They listen well to the needs of the community and are willing to adjust to meet those needs. In 2020, we saw this willingness to listen and respond happen quickly in many ways. Through their Mobile Market program, we were able to partner and reach so many families that might not be able to make it to their location. Their creativity, compassion, and ability to listen to the community makes them extraordinary!"

**- Elizabeth Cronlund, CNP  
Community Development Coordinator  
Summit Church**



# EVENT HIGHLIGHTS

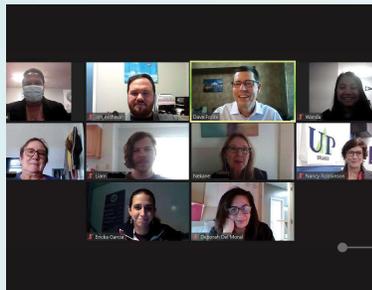
Throughout the year, countless compassionate community members engaged with our mission in unique and meaningful ways. Thank you to our team members, hardworking volunteers, and generous donors for supporting our community during this challenging year.

Our **Mobile Markets** hit the road in April to ensure underserved areas had access to fresh produce and groceries during COVID lockdown. We held 48 Mobile Markets across Central Florida in 2020.



**MOBILE MARKET**

LIFTING LIVES THROUGHOUT FLORIDA



When COVID hit in March, our STEP teams brainstormed the best way to carry on the program, and we began **virtual STEP classes** in the summer.

Our annual **Hand UP Orlando** fundraiser went virtual this year, exceeding our expectations, thanks to YOU and a match campaign by Florida Blue!



Our annual **Hopeful Harvest Thanksgiving** event created the opportunity for 450 families to make Thanksgiving memories in their own homes with a turkey and all the fixings.

On February 15th, more than 700 runners came out for a quacking good time for our 7<sup>th</sup> Annual Quack Attack on Poverty.



NFL Wide Receiver and UCF Football Alumnus Kamar Aiken joined us on our campus for a Day of Kindness in August, distributing food vouchers to the first 500 Grocery members that walked through the door. Smiles were had by all that day!

We are so grateful to the Summit Church congregation for donating their entire Christmas Eve tithe to support United Against Poverty's Orlando campus!



To show our appreciation for our Grocery Members during such a difficult year, we held drawings in November and December for \$100 worth of food and merchandise. A winner was drawn before Thanksgiving and Christmas. Pictured here is Ms. Coates with her December win.

# OUR 2020

**Paul DePalma**  
*Advisory Board Chair*  
ADEPT Leadership

**Dan Pugh**  
*Corporate Board Chair*  
*Advisory Board Vice Chair*  
Residential Building Supply

**Cheryl Bollinger**  
*Organizational Leadership Committee Chair*  
Just Think About It

**Jeff Chandler**  
*Community Relations Committee Chair*  
Community Volunteer

**Mike Kepner**  
*Operations Committee Chair*  
Valencia College

**Ty McCormack**  
*Poverty & Prosperity Committee Chair*  
Alesala Wealth

**Jamie Poulos**  
*Campus Redevelopment Committee Chair*  
Poulos & Bennett

**Frank Wan**  
*Corporate Finance Committee Chair*  
BCA Investment Advisors



# COMMUNITY ADVISORY BOARD

**Nick Archer**  
AdventHealth

**Alicia Bechtel**  
Orlando Health

**Arden Buchanan**  
Florida Blue

**Hollie Croft**  
Nelson, Mullins Broad & Cassel

**Karl Francetic**  
Equity Capital Investors, Inc.

**Steven Lau & Pauline Ho**  
Laus Consulting Services

**Kristen King**  
Community Volunteer

**LaSonia Landry**  
American Heart Association

**Dan & Glenna Morris**  
MEI Civil

**Donna Myers**  
Community Volunteer

**Dr. Marc Ott**  
Complete Care

**Michael Parks**  
Hoar Construction

**Deputy Chief Eric Smith**  
Orlando Police Department

**Monica Smith**  
Poston Communications



# THANK YOU TO OUR GENEROUS DONORS FOR GIVING A HAND UP IN 2020!

## **\$100,000+**

*Bank of America  
Orange County Government*

## **\$50,000 - \$99,999**

*Complete Care  
Elizabeth Morse Genius  
Foundation  
Fifth Third Bank  
Florida Blue  
Doug Kegler  
Orlando Magic Youth Foundation*

## **\$25,000 - \$49,999**

*ABC Fine Wine and Spirits  
City of Orlando  
Dan and Jackie Devine  
Donald and Cindy Diebel  
First Presbyterian Church  
For Giving Foundation, Inc  
Heart of Florida United Way  
Prologis  
Robin and Wayne Roberts  
Ray and Kitty Scott  
The Mark and Sunnie Wang  
Foundation  
Dayne and Stephanie Williams*

## **\$10,000 - \$24,999**

*Chuck and Vesna Allison  
Annunciation Catholic Church  
Minter Byrd  
Debbie and Jeff Chandler  
Scott and Sherry Crossman  
Disney Worldwide Services  
Dr. Phillips Charities  
Dwayne and Lynette Gray*

*Sam and Leila Lupfer  
Miller Charitable Foundation Inc.  
Donna and Paul Myers  
PNC Foundation  
Bill and Nancy Robinson  
Spraker Wealth Management  
Summit Church  
The Father's Table  
The Martin Andersen-Gracia  
Andersen Foundation, Inc.  
Truist  
Westgate Resorts Foundation  
Robert Whorf  
Winderweedle, Haines, Ward,  
and Woodman, P.A.*

## **\$2,500 - \$9,999**

*John and Dianne Andersen  
Tommy and Barbara Beck  
Beck Brothers Blueberries  
Leon and Britni Camarda  
Camden  
Cemex  
DeArrigoitia & Co., PA  
Linda Derringer  
Disney VoluntEARS  
Divine & Estes, P.A.  
Brenda Duffey  
Duke Energy  
Elevation Financial Group  
Tom and Janet Elrod  
Martha Emerson  
First Baptist Orlando  
Robert and Joan Fisher  
Matt and Shelley Fitzgibbon  
Dr. Jo Hewell, C.E.O.  
Greg and Louise Holzhauser*

**\$2,500 - \$9,999, Continued**

*Joseph E. & Ronda B. Miller  
Foundation, Inc.*  
*Chris and Kristen King  
Kiwanis Club of Orlando*  
*Zed and Pam Layson*  
*Bill and Tamra Leary*  
*Tim and Debra Lemons*  
*Jim and Debby Manuel*  
*Margaret & R. Parks Williams  
Charitable Foundation*  
*Michael and Jessica Mears*  
*MEI Civil, LLC*  
*Sally Milton*  
*Modular Building Systems  
International*  
*Jack and Sharon Myers*  
*Bill and Beth Neidlinger*  
*Bryan Nicholson*  
*Joe and Janice Nisbett*  
*John and Rhonda O'Brien*  
*Worth Oelschlager*  
*David and Cynthia Parker*  
*Nancy Patterson*  
*Lauren Poore*  
*Jamie and Terri Poulos*  
*Dan and Tinna Pugh*  
*Quakers of Orlando*  
*Regions Bank*  
*Rhodes & Brito Architects*  
*Scott and Krystal Ritchey*  
*Rotary Club of Dr. Phillips  
Foundation, Inc.*  
*Rotary Club of Maitland*  
*Randy and Susie Rush*  
*Joe and Eugenia Sefcik*  
*Robert and Diane Smedley*  
*Donna Spencer*  
*Ryan and Mandy Stahl*  
*TD Charitable Foundation*  
*Jim and Ann Tharp*  
*The Elder Law Center of  
Kirson & Fuller*  
*The Legal Aid Society of the Orange  
County Bar Association*  
*The Sakonyi Wade Family Fund*  
*Steve and Jackie Tye*  
*Greg and Shannon Vandergrift*  
*Myhanh Nguyen & Frank Wan*  
*WellCare*  
*Wells Fargo Foundation*

**\$1,000 - \$2,499**

*Keith and Eleanor Ackermann  
Alive Church*  
*Oliver Ames*  
*Anderson-Devitt Foundation*  
*Dave and Dottie Arms*  
*Associated Christian Television  
System, Inc.*  
*Chas and Kim Bailes*  
*Harry and Leslie Barley*  
*Winfred and Carolyn Beltran*  
*Paige Blackwelder and  
Warren Lockeby*  
*Jerry Janesick and  
Cheryl Bollinger*  
*Lucas Boyce*  
*Breaking Bread Beyond Inc*  
*Frank and Cindy Brough*  
*Burgess Chambers & Associates*  
*Bob and Kate Byrne*  
*Karen Castellones*  
*Judy Clark*  
*Allan and Jane Clayman*  
*Jeff Cohen and Luci Belnick*  
*Charles and Amy Cook*  
*Mike and Maria Cooper*  
*Kim Darin*  
*Silva Deakins*  
*Josh and Katie DeAscanis*  
*Sara Delk*  
*John Dowless*  
*Matthew Draper*  
*Will and Shannon Dukes*  
*Perry and Eileen Dworkin*  
*Todd and Addie Ehinger*  
*Marlyn Felsing*  
*Florida Association of Public  
Insurance Adjusters*  
*Karl Francetic*  
*Rich and Barbara Fulton*  
*Madison Gay*  
*Mark and Kathy Gibbons*  
*Jason and Sarah Gonder*  
*Donald and Andy Goodman*  
*Grace Covenant Presbyterian  
Church*  
*Tom and Joanne Graham*  
*Harry and Brenda Gray*  
*Antoinette Hargrove*  
*Robert and Katherine Heath*  
*Herbert and Sherrie Hill*

*Stephen Lau and Pauline Ho  
Mark Jager*

**\$1,000 - \$2,499, Continued**

*Jeff and Suellyn Johnson  
Garrett and Laura Jones  
Bernie and Linda Kastory  
Jim and Dagmar Kilp  
Tom and Brenda Kincaid  
Marilyn King  
Graham and Deborah Ann  
Kolterjohn  
Carol Kropp  
Alexis Kuck  
Jack and Cindy Kuykendall  
Loop and Tie  
Rita Lowndes  
Jim and Deb McKillop  
Joe and Terrie Mitchell  
Charlie and Debbie Mitchell  
Cedric and Tina Nakamura  
Lou and Lee Nimkoff  
Chad Nye  
John and Nelia Pacheco  
Michael and Angela Parks  
Marsee Perkins  
Piedmont W. Wayne Woody  
Foundation  
Stan and Kathy Pietkiewicz  
Eddie and Melanie Pipkin  
Chris Rapp  
Judith Reddle  
Benjamin Rupp  
John Russell  
Derek and Teresa Scott  
Katherine Scott  
Steve and Ava Simms  
Smiley Face Braces  
Jay and Lisa Snyder  
Dan and Ana Stapleton  
Mary Ann Stead  
Allen and Kerri Sterchi  
Ricky and Susan Tayloe  
The LaRue Law Firm  
Universal Orlando Foundation  
Brian and Ashley Vann  
W.G. Rush and Associates  
Waypoint Real Estate Group  
Richard and Louise Weiner  
John and Betsey West  
Gregory and Vicki Zechman*



"United Against Poverty is really making a difference in our community. UP equips people to LIVE life, not just survive. We love to support them in their endeavors!"

**Dayne and Stephanie Williams**

"Fifth Third Bank has supported UP Orlando since 2019 to help empower individuals and families for economic self-sufficiency and to help build stronger and more sustainable communities. The impact UP Orlando has made and continues to make throughout Central Florida is inspiring, and we are proud to be a partner in their mission."

**Greg Dryden**  
**Orlando City President, Fifth Third Bank**

"When residents are equipped with the skills and knowledge necessary to earn a living and improve their quality of life, they become empowered. Earning income through employment or by starting a business is essential because earning income is the first step towards ending poverty. When people feel that they have value, they march forward instead of standing still. Since 2003, United Against Poverty has provided a hand up to those in need, helping them move out of poverty. The City of Orlando supports this empowerment model."

**Buddy Dyer, Mayor of Orlando**

# LIFTING LIVES

## 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](http://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.