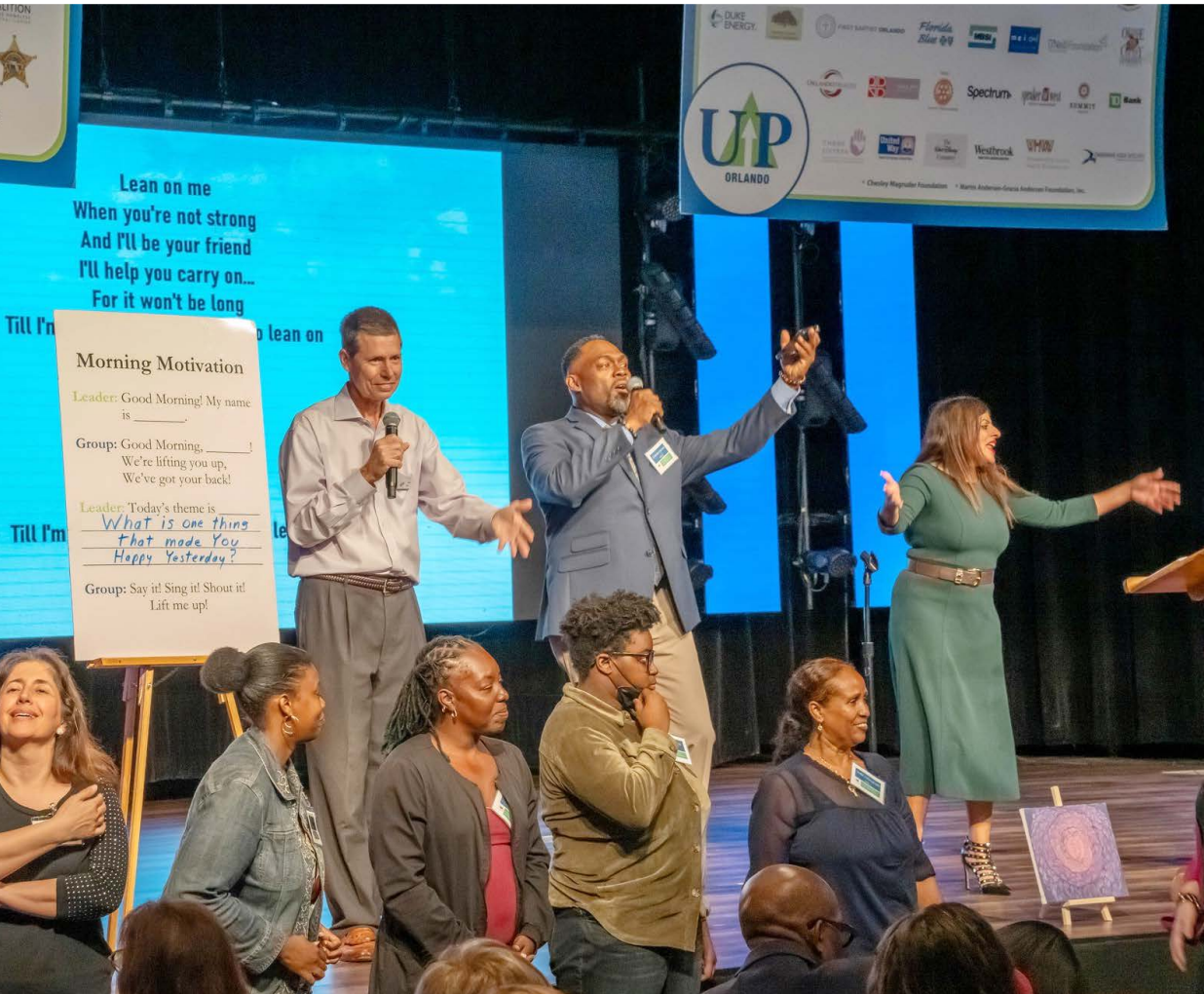


2023 ANNUAL REPORT





TO OUR CHERISHED SUPPORTERS



Anjali Vaya

Anjali Vaya
Executive Director,
Orlando Campus

As we report on our challenges and accomplishments for 2023, I cannot help but look back at our over 20-year history and stand in awe of how far we have come. I am so grateful for our stakeholders: our generous financial donors and volunteers (the business leaders who help prepare our STEP participants to enter the workforce; community members who stock our grocery shelves, clean our grounds, or serve on our advisory board); and all who give of their time, talent and treasure to United Against Poverty and the individuals and families we serve.

Our impact on poverty is only possible through the financial investment, partnership and guidance of forward-thinking individuals, businesses, government agencies and charitable foundations that have embraced our dream to be a source of strength and support for our neighbors who are in need, many of whom have not had the opportunities that many of us have had, or by a twist of fate, have found themselves in precarious situations. We aim to be a place where people can come when facing crisis – from hunger, being unhoused, food and financial insecurity, health issues, or problems accessing needed benefits or services – or when they are struggling to make ends meet and avoid crisis, a place where they can find support, education, and resources, and always, kindness, respect, and belief in their potential.

In 2023, your support and compassion helped restore a sense of dignity through our member share grocery program, crisis navigation, and workforce development. There were 8,416 unique families who utilized the UP Orlando Member Share Grocery Program (MSGP), our onsite low-cost grocery center, and they accessed the center 119,987 times, retaining \$5.5 million in savings. Every dollar saved allows them to direct funds to other necessities. Our MSGP model empowers individuals and families through the opportunity to personally select fresh, healthy items they need and the ability to visit as often as they like, with our seven-day-a-week open hours.

The UP Orlando Crisis Navigators delivered 8,291 units of essential crisis services to 1,373 unique households, from healthcare via our onsite clinic, in partnership with Downtown Primary Care; to emergency food from our pantry and housing referrals or utility vouchers.

The UP Orlando Workforce Development Team, who delivers the core Success Training Employment Program (STEP), helped 37 low-income individuals obtain job skills training, gain long-term employment, and increase their household income. By increasing their household income, you helped these 37 STEP graduates add an aggregate amount of \$1 million+ back into our local economy. These stories aren't just feel-good tales, they are the impact of your contributions and represent well-established and well-documented practices that we replicate every day, every month, and every year.

Throughout the year, we celebrated several meaningful milestones I want to share. Our hardworking volunteers dedicated a total of 56,961 hours of their time and talent, which kept operating costs down and helped us maintain a low 9.1% administrative rate. At the end of December, we successfully completed the installation of brand-new freezers and coolers to replace those damaged in Hurricane Ian in 2022 – \$986,000 upgrade. This upgrade ensures our community has access to a wide variety of nutritious products.

In addition, generous donors gave an unprecedented \$2.1 million in annual fund support, helping more families find dignity, support, and stability than ever before.

Thank you for recognizing the potential in our neighbors, and sharing our vision of empowering our community, by helping people lift themselves and their families to economic self-sufficiency, one family at a time.



MEMBER SHARE GROCERY PROGRAM

United Against Poverty's Member Share Grocery Program is an accessible, dignified, worry-free food assistance program where you can personally select food and household products suited toward you and your family's needs.

Membership is free and available to households that fall at or below 200% of the Federal Poverty Level. Members contribute a small handling fee per item to help offset fuel, freight, warehouse, and overhead costs, which allows the MSGP to be self-sustainable. This meaningful exchange is part of our Hand-Up model that is designed to restore dignity and teach empowerment rather than entitlement.



MEMBERSHIP IS FREE TO THOSE WHO QUALIFY!



Offers a wide range of fresh produce, proteins, freezer and cooler products, pantry and household items.



Members can save up to two-thirds on their average grocery and household product purchase.



In 2023, United Against Poverty served 8,416 families who utilized the Member Share Grocery Program (MSGP).

A LOOK BACK AT 2023

8,416

Unique Members Utilizing MSGP

\$5.5M

Member Resources Retained

We are focused on making healthy food more accessible and affordable, which is the goal of the Member Share Grocery Program. We are proud to work together with UAP to improve the health and well-being of children, families, and communities.

~ Susan Towler
Executive Director
of Florida Blue Foundation



2023 POVERTY GUIDELINES

48 Contiguous States (all except Alaska and Hawaii)

Qualified **families at or below the 200% poverty level** must fill out an application. Upon qualification, individuals become members and can begin to utilize the program.

Household Size	Annual Household Income At/Below
1	\$29,160
2	\$39,440
3	\$49,720
4	\$60,000

For households with more than 4 people, add \$10,280 for each additional person.

Source: U.S. Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation.



SUCCESS TRAINING EMPLOYMENT PROGRAM

STEP is a three-phase adult workforce training program designed to help individuals overcome barriers to employment.

STEP is made up of 85 hours of in-class coursework in the areas of emotional intelligence, workplace skill development and job acquisition training. Participants are supported in a group setting where they learn the hard and soft skills that make them desirable to employers.

Participants meet with a Workforce Development Specialist who focuses on creating individualized career plans, interview preparation and connections to employment opportunities that align with their desired career path.

Once participants have obtained employment, they are paired with a personal Success Coach. Together, they develop a Success Plan to ensure they excel in their current position and become strong candidates for future career advancement opportunities.

A LOOK BACK AT 2023

66 

STEP Graduates

37 

Graduates became
successfully employed

\$1M 

Annualized income
of actively employed
graduates

PHASE 1: JOB TRAINING

- Interview Prep
- Resume Building
- Free Certifications
- Emotional Intelligence
- Opportunity to Meet Top Employers

PHASE 2: CAREER CONNECTION

- Connect with your career coach
- Create a career plan
- Connections to job opportunities
- Land in-demand high-paying jobs

PHASE 3: SUCCESS COACHING

- One-on-one financial improvement
- Assists with job retention and promotions
- Ongoing coaching for professional and personal growth

OUR TOP EMPLOYERS

WALT DISNEY WORLD®

ROSEN HOTELS & RESORTS

extended
STAY
AMERICA

TopTalent
STAFFING

At 28 years old, Natasha found herself disabled and unable to work due to an injury and surgery. Natasha drifted into homelessness due to her inability to work. She was referred to the Success Training Employment Program (STEP) from the Coalition for the Homeless where she was living. Natasha completed the STEP program with the skills and confidence that landed her a job as a Shift Lead at a leading hotel. Natasha lifted herself to economic self-sufficiency and we couldn't be prouder!

~ Natasha, STEP Graduate



In a perfect world there would be no need for organizations like UP Orlando. Unfortunately, life isn't perfect and sometimes, many of us may need a hand UP. We were struck by how UP Orlando responds to the needs of the community and provides so many needed services, from the grocery program to helping with job placement and directing people to other agencies where they can get the appropriate help, just to mention a few. We are honored to be able to help support such a vital organization.

~ Dr Donald and Cindy Diebel



HOW YOU MAKE A DIFFERENCE

When individuals are employed, their lives improve. The income they earn and the confidence they gain means employed STEP graduates can start saving money, move into stable housing and do their part to make our communities better for all.

YOUR help transforms lives!





CRISIS STABILIZATION PROGRAM

The Crisis Stabilization Program is intended to provide support for individuals facing instability in their lives whether that be physical, financial or emotional.

ONE-ON-ONE MEETINGS



Our Crisis Navigator meets with individuals as part of the intake process to discuss and assess current situation and needs.

CUSTOMIZED CARE PLAN



Our case management team creates a customized action plan and determines the programs and services best suited for an individual's needs.

LONG TERM ROADMAP



Develop a detailed case plan, which provides an achievable step-by-step roadmap that outlines immediate and long-term goals to stabilize their life and set them up for success.



Through our partnership with UP Orlando, we have reached thousands of individuals and families across Orange County, helping them to overcome various barriers and transition from crisis to self-sufficiency. We are committed to collaborative efforts that ensure every person has access to the necessary resources to thrive. Together, we can build a community where everyone has the opportunity to achieve a future filled with hope and possibilities.

- Mayor Jerry L. Demings

A LOOK BACK AT 2023

8,291

Crisis Services Delivered

1,373

Unique Households Served

OUR DIFFERENCE

We go beyond mere referrals; we collaborate with other nonprofit and community resources to create tangible impact.

Our approach involves delivering wraparound services tailored to each individual's unique needs. We accompany them throughout their journey, standing alongside individuals, empowering them, facilitating their path to success, and offering continuous guidance and support.

VOLUNTEER



It is only through generous investment of time and talent that we can lift the lives of struggling families in our community. Our volunteers ensure the smooth daily operation of our campus, so that our financial resources can be utilized in the most effective way possible.

In 2023, a remarkable 56,961 hours of service valued at \$1.80M were recorded by our volunteers. We simply could not operate without the help of our dedicated volunteers! Individual United Against Poverty volunteers assist with everything from stocking shelves in our Member Share Grocery Program to organizing the food pantry and staffing our welcome desk.

Supporting United Against Poverty is more than a commitment to a cause; it's a pledge to uplift our communities and empower those in need. At Farah & Farah, we believe in standing up for those who find themselves facing challenging circumstances, not just through legal representation, but by ensuring they have access to the resources they need to thrive. United Against Poverty's mission resonates deeply with our firm's values of compassion, justice, and community support. Together, we can create a future where poverty is not a barrier to opportunity and success.

A LOOK BACK AT 2023

56,961

Service Hours

\$1.80M

Value of Service

~ Ricky Favors
Farah & Farah



Source: Independent Sector Resources, Value of Volunteer Time 2023



A LOOK BACK AT 2023

BREAKING THE CYCLE OF POVERTY



Our Member Share
Grocery Program
Helped Families Retain

\$5.5M

Our Member Share
Grocery Program helped

8,416

Unique Members



66

STEP Graduates



37

STEP Graduates
Employed



\$1M

Annualized Income
of Actively Employed
Graduates



8,291

Units of Stabilization
Services Provided in
Our Life Enrichment
Center

1,373

Unique Households
Served



16

Classes and
Workshops

101

Participants



29

Families Lifted
Out of Poverty

MONETARY GIFTS

For every \$1 you donated in 2023, 90.9¢ 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.

YOUR IMPACT

90.9¢

Program Activities

3.6¢

Management &
General Expenses

5.5¢

Fundraising
Expenses

GIFTS OF PRODUCT

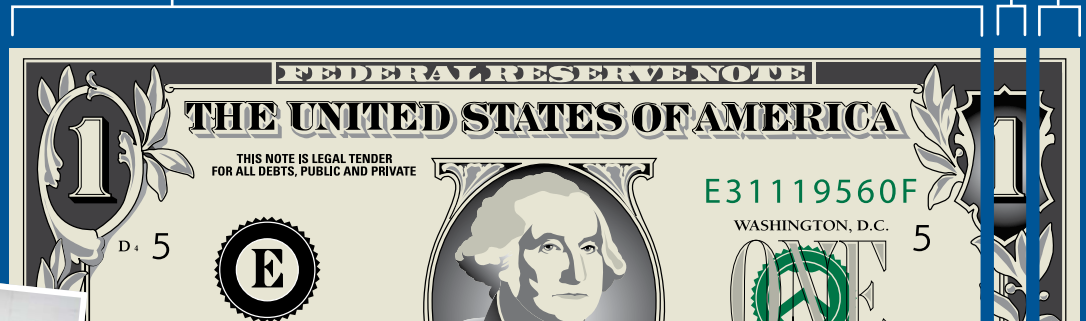


144

Product Partners

\$1,537,650

Food & Household Items



GIFT OF TIME & TALENT



15,954

Individuals Volunteered

56,961

Volunteer Hours Served

\$1.80M

Total Value of Service

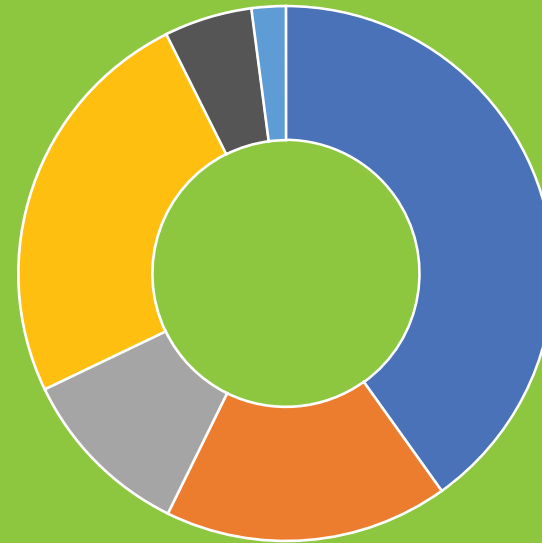
FINANCIAL STATEMENT

FISCAL YEAR JANUARY 1 – DECEMBER 31, 2023

To maintain the highest level of fiscal responsibility, Kmetz, Elwell, 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.



OPERATING REVENUE



Member Share Grocery Program & Redistribution	\$2,492,082
Public Support	\$1,066,845
Grant Revenue	\$658,603
In-kind contributions from Product Partners	\$1,537,650
Event Income	\$330,139
Other Income	\$126,784
Gain on disposal of fixed assets	\$513
TOTAL OPERATING REVENUE	\$6,212,616

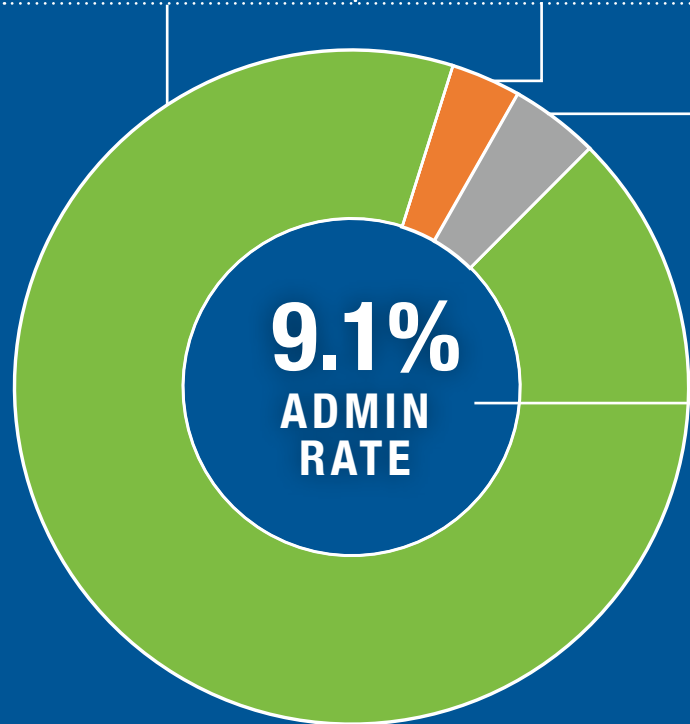
OPERATING EXPENSES

Program Activities	\$5,334,756
Management & General	\$208,262
Fundraising	\$321,203
TOTAL OPERATING EXPENSES	\$5,864,221

90.9%
Program Activities

3.6%
Management
& General Expenses

5.5%
Fundraising Expenses



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



NET ASSETS

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

Beginning of Year **\$16,162,096**

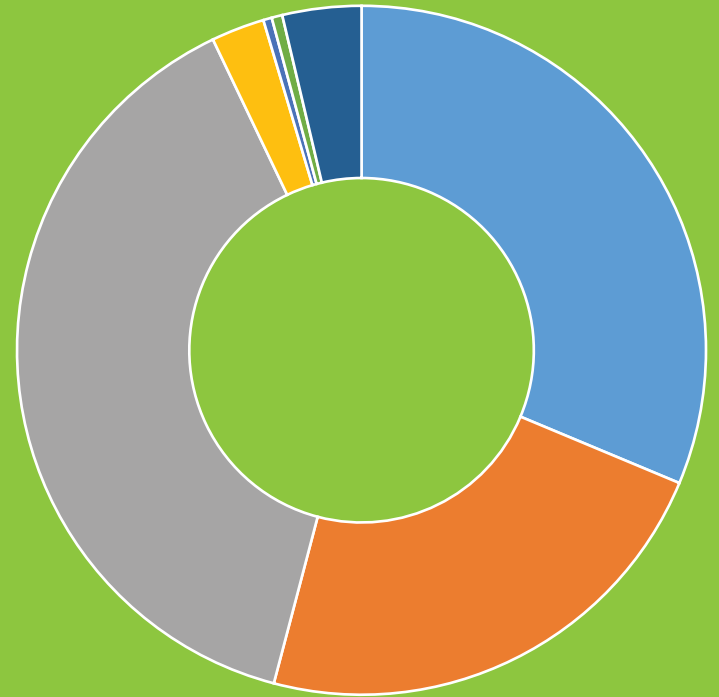
Change in Net Assets **\$1,085,929**

END OF YEAR **\$17,248,025**

DEMOGRAPHICS

100% OF THE HOUSEHOLDS SERVED FALL AT OR BELOW
200% OF THE FEDERAL POVERTY LEVEL.

PARTICIPANT ETHNICITY

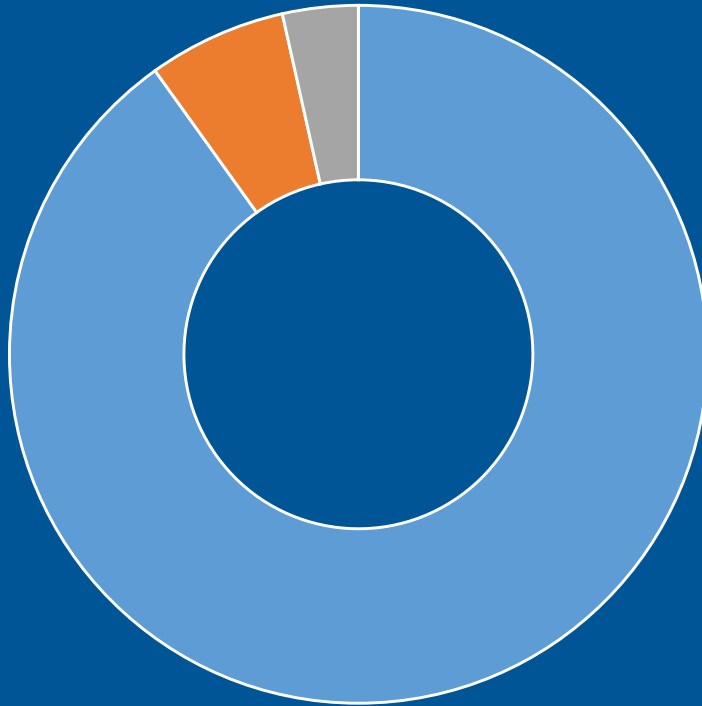


31.3%	African American
22.8%	Caucasian
38.8%	Hispanic
2.5%	Asian
0.4%	Native American
0.5%	Other
3.7%	Not Reported



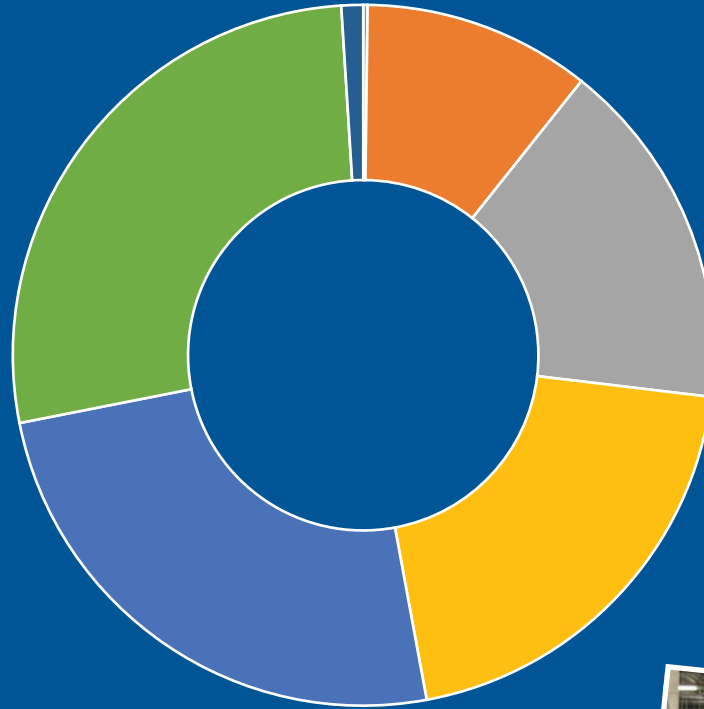
LOCAL COUNTY PARTICIPANTS

90.1%	Orange
6.4%	Osceola
3.5%	Seminole



PARTICIPANT AGE

0.2%	0-18
10.5%	19-34
16.2%	35-44
20.2%	45-54
24.8%	55-64
27.1%	65+
1.0%	Not Reported



EVENT HIGHLIGHTS

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 2023 events such a success!

CHAMPION SOIRÉE

Our gathering with donors, partners and community members to celebrate the work that United Against Poverty does throughout the year and raise awareness for our mission. This event also serves as a fundraising event for the Thanksgiving meals that we provide for “Hopeful Harvest”.



VOLUNTEER INCOME TAX ASSISTANCE (VITA)

Since 2016, UP Orlando has been one of the few sites offering the VITA Program coordinated through Heart of Florida United Way. Over the past seven years, families have received more than \$500,000 in tax refunds.



7/8 - 20TH ANNIVERSARY COMMUNITY EVENT

July 8th, we welcomed hundreds of our members and their families for a day of fun to celebrate 20 years of lifting lives out of poverty. We had a blast having live entertainment, food, stilt walkers and activities for the community to enjoy. A big thank you to Seacoast Bank for sponsoring this event!



8/24 - PATHWAY TO HOPE Breaking the Cycle of Poverty Forum

On August 24, 2023, the “Pathway of Hope - Breaking the Cycle of Poverty” forum was held at United Against Poverty in Orlando, serving as a significant convening for community leaders, policymakers, non-profits, and those directly affected by poverty to explore and share actionable strategies towards eradicating economic disparities.

10/6 - HAND UP LUNCHEON

On Friday, October 6th, we had the honor of hosting our Annual Hand UP Luncheon. With more than 500 major donors, volunteers, and community partners coming together for awareness and raising \$315,000 in funds for a great cause.

11/20 - HOPEFUL HARVEST

November 20th, 2023. Thanks to community support, we hosted our annual Hopeful Harvest event and distributed a complete Thanksgiving meal and sides to 450 UP families.





12/12 - HOPE FOR THE HOLIDAYS Light UP the Knight

On December, 12, 2023, we partnered with the Jackson Family Foundation for a special night dedicated to raising funds for children's toys. These funds were instrumental in supporting the 'Hope for the Holidays' event.



12/15 - HOPE FOR THE HOLIDAYS

The 2023 Hope for the Holidays event was held on Friday, December 15, 2023. Thanks to our generous donors and volunteers, over 150 children received a bag full of toys and a box of items to make a breakfast meal that serves 5-8 family members.



NEXT GEN (ONGOING)

In 2023, we introduced our Next Generation Committee. United Against Poverty started by hosting Next Gen Happy Hours around the community to bring awareness to young professionals in Central Florida. We have now put together a committee of young people who are invested in the UAP mission and moving it forward. We meet monthly and host professional development workshops for our members.

2023 COMMUNITY ADVISORY BOARD MEMBERS

Dan Pugh
Community Board Chair

Joyce Boudoin
Community Board Vice Chair

Renee DeRouin-Jessen

Alicia Bechtel

Lucas Daniel Boyce

Hollie Croft

Edward DeAguilera

Robert Deininger

John Dowless

Katy Eld

Jennifer Englert

Lamonte Gwynn

Rajan Joshi

Keith Landry

Jack Myers

Sharon Myers

Tracey Nguyen

Eric Smith

Erik Weiner



THANK YOU TO OUR GENEROUS INVESTORS FOR GIVING A HAND UP IN 2023

\$100,000+

Orange County Government Housing
& Community Development Division
City of Orlando Housing
and Community Development
Robin and Wayne Roberts

\$25,000–\$99,999

Heart of Florida United Way
The Mark and Sunnie Wang Foundation
Spectrum
Elizabeth Morse Genius Foundation
DeVos Foundation
Dr. Donald and Cindy Diebel
The Joe & Sarah Galloway Foundation
City of Orlando Office
of Community Affairs
Seacoast National Bank
Dan and Tinna Pugh
Orlando Magic Youth Foundation
First Baptist Orlando

\$10,000–\$24,999

PNC Foundation
Chesley Magruder Foundation, Inc.
Dwayne and Lynette Gray
Farah & Farah Personal Injury Lawyer
Florida Blue
Spine and Injury Associates
Dr. Phillips Charities
AdventHealth
Orlando Health
Ray and Kitty Scott
Dan and Jackie Devine
George Masterson
Miller Charitable Foundation Inc
Minter Byrd
Modular Building
Systems International
RJ Sonomo Family Giving Fund
Spraker West Wealth
Management, Inc.
Chuck and Vesna Allison



\$2,500–\$9,999

Joshua Hurtado
Jens and Tonya Klingen
De Arrigoitia & Co.
Robert Whorf
Scott and Krystal Ritchey
TD Charitable Foundation
Publix Super Markets Charities
Matthew Draper
Jim and Robbie Ford
ABC Fine Wine & Spirits
Allen and Kerri Sterchi
Bill and Beth Neidlinger
CareSource
Cigna Healthcare
City National Bank of FL
Clara Shannon
David and Cynthia Parker
John and Gale Hillenmeyer
John Phillips
Joshi Law Firm PA
Karma Roofing
Bernard and Linda Kastory
Medtronic
Quakers of Orlando
Ronnie Smith
Steven and Jackie Tye
The Jeno and Lois Paulucci
Family Foundation
The Martin Andersen-Gracia
Andersen Foundation, Inc.
The Naomi & James Fitzgibbon
Family Foundation
John and Victoria Myers
Anne Abeel
Renee DeRouin-Jessen
Disney VoluntEARS
Greg and Shannon Vandergrift
Jim and Deb McKillop

Lorin Sullivan
Mary Ann Stead
Martha Emerson
Robert and Diane Smedley
Acahand Foundation
The Elder Law Center of Kirson
& Fuller
Nancy Patterson
Anderson-Devitt Foundation
Boeschen Family Charitable Fund
Frangakis Family
Charitable Foundation
Greg and Louise Holzhauser
Orange County Comptroller
Jack Myers
Jim and Debby Manuel
Dr. Jo Hewell, C.E.O.
Joseph E. & Ronda B. Miller
Foundation, Inc.
Julie Zaiback-Aldinger
Karina Herrera
Laura Alexander
Leary Management Group
Linda Derringer
Martin Aquatic Design & Engineering
Massey Services
Michael and Renee Mueller
Regions Bank
Sally Milton
Spring of Life UMC
TBone and Zoobin Fund
The National Society of Leadership
and Success LLC
Reinhold Foundation
Tom and Janet Elrod



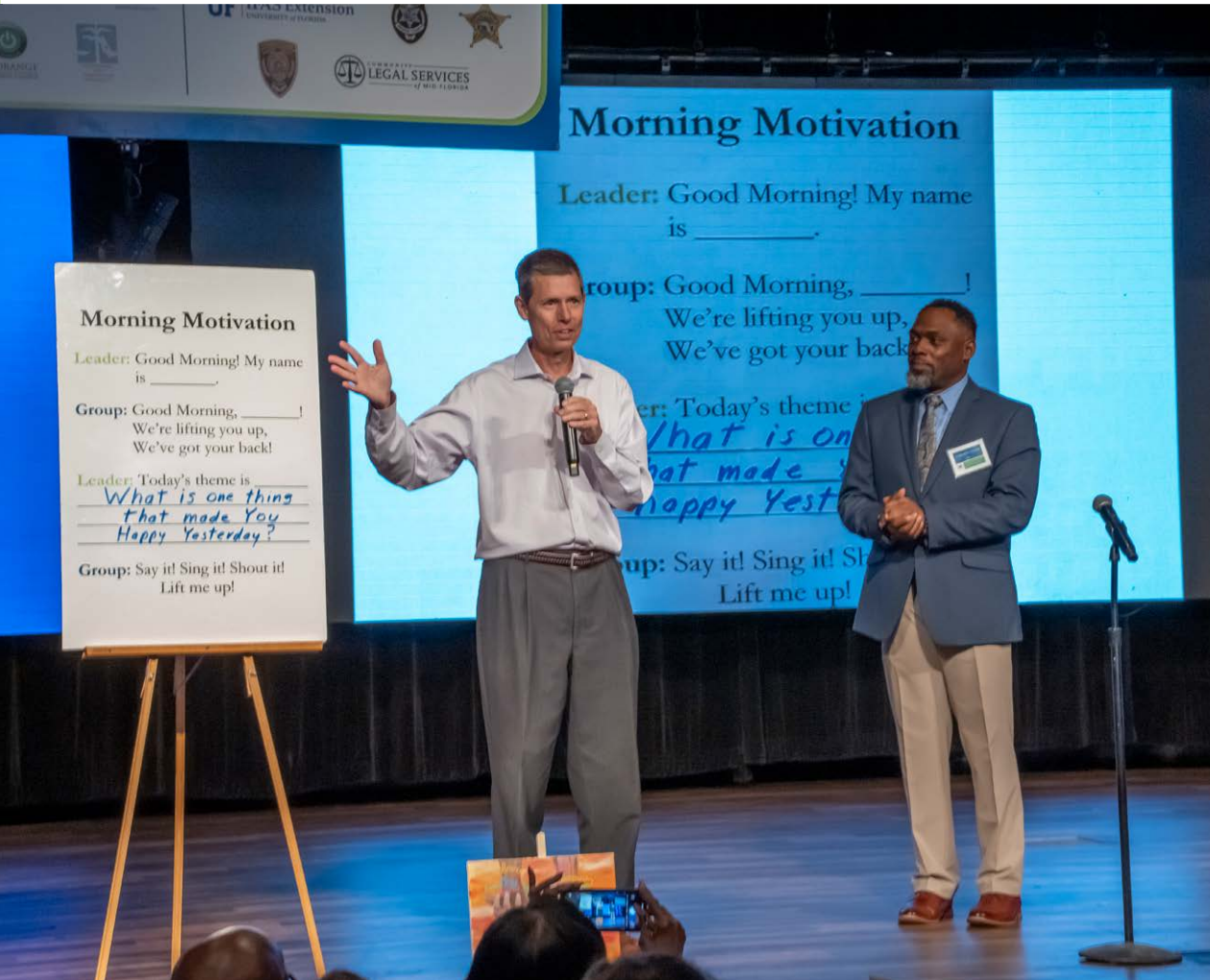
\$1,000–\$2,499

Cheryl Powers
Leon and Britni Camarda
Matthew Boggs
Adam Rosenberg
Aetna
Charles Veurink
Donna Spencer
For Giving Foundation, Inc
Greg and Pam Wilson
Jeff Cohen and Luci Belnick
Jim and Ann Tharp
John Jenkins
Nations Church
Stan and Kathy Pietkiewicz
Todd Andrew
Vazquez & Poudat
Randy and Susie Rush
Colleen Brost
Belle Isle Community Church
Cedric and Tina Nakamura
Eliza Juliano
Hoke Maroon Foundation
Joe and Janice Nisbett
Michael and Angela Parks
Rotary Club of Maitland
Tom and Joanne Graham
Kiwanis Club of Orlando
Alisa Gardner
In Bloom Florist, LLC
Associated Christian
Television System, Inc.
Barbara Martin
Dale Biggins
Modern Woodmen Chapter
Savannah Hipes
Winfrid and Carolyn Beltran
Zach Hoover

Eric LaRue
Mark and Roxane Jager
Robert Jankowski
Ron and Kathy White
Will and Shannon Dukes
Burgess Chambers & Associates
MEI Civil, LLC
Bill and Leigh Ann Rush
Bill and Tamra Leary
Charles Pilgrim
Charline Kennedy
Craig and Jody Maughan
Dave and Dottie Arms
David Schiller
Eddie and Melanie Pipkin
Fidelity Charitable Fund
Grace Covenant Presbyterian Church
Greg and Angela Engeman
Herbert and Sherrie Hill
Hope Presbyterian Church
at Lake Nona
J.Tyler and Kendall Wayland
Jamie Poulos
Jeff and Suellyn Johnson
John Russell
Julie Duncan
Keith and Eleanor Ackermann
Kim Darin
Madison Gay
Marjorie Largura
Michael and Jessica Mears
Pearson Doyle Mohre & Pastis LLP
Rhodes+Brito Architects
Richard and Louise Weiner

Robert and Joan Fisher
Rod Jones
Shawn and Lorri Barrow
St. Luke's United Methodist Church
at Windermere
Starbucks Foundation:
Neighborhood Grants Fund
Steve and Karen Rubin
Synovus
Tommy and Barbara Beck
Vista Del Lago
NRECA
Wells Fargo Community Care Grants
Westgate Foundation Inc





OUR PURPOSE

To empower families and individuals to lift themselves to sustainable economic self-sufficiency.

OUR MISSION

To serve families and individuals by providing crisis care, case management, 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 and individual 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.

