



2024 ANNUAL REPORT



TO OUR CHERISHED SUPPORTERS

I am incredibly grateful for our stakeholders, including our generous financial donors and volunteers—business leaders who help prepare our STEP participants for the workforce, community members who stock our grocery shelves, clean our grounds, or serve on our advisory board—and everyone who contributes their time, talent, and resources to United Against Poverty and the individuals and families we serve. Our impact on poverty is made possible by the financial investment, partnership, and guidance of forward-thinking individuals, businesses, government agencies, and charitable foundations. These supporters have embraced our vision to be a source of strength and support for our neighbors in need.

Many of those we assist have not had the same opportunities as others or, by a twist of fate, have found themselves in challenging situations. We aim to be a haven for those facing crises—hunger, homelessness, food and financial insecurity, health issues, or difficulties accessing necessary benefits or services. We also strive to support those who are working hard to make ends meet and want to avoid future crises. At our organization, individuals can find assistance, education, resources, and—above all—kindness, respect, and belief in their potential.

In 2024, your support and compassion helped restore dignity to thousands of families. A total of 10,873 unique families utilized the UP Orlando Member Share Grocery Program (MSGP), our on-site grocery center. They visited the center 149,000 times, collectively saving \$5.3 million. Every dollar saved allowed these families to redirect funds toward other essential needs.

Our MSGP model empowers individuals and families by enabling them to choose the fresh, healthy items they need and visit as often as they like—seven days a week. Meanwhile, the UP Orlando Crisis Navigators provided 8,855 units of essential services to 1,444 unique households. These services included healthcare through our on-site clinic in partnership with Downtown Primary Care, emergency food assistance, and referrals for housing and utility support.

Additionally, the UP Orlando Workforce Development Team—overseeing the Success Training Employment Program (STEP)—helped 60 low-income individuals gain job skills, secure long-term employment, and increase their household income. These 60 STEP graduates contributed over \$1.7 million back into our local economy. These aren't just feel-good stories—they represent the real, measurable impact of your contributions and highlight proven practices that we replicate every day, month, and year.

In 2024, our community also faced significant challenges. A crisis occurred when the roof of our Life Enrichment Center collapsed, causing severe leaks to our facility. Repairs totaled over \$100,000. Thanks to generous donors like you, we completed the repairs and raised an incredible \$2.3 million in annual fund support. This funding allowed us to empower more families than ever—helping them achieve dignity, stability, and hope.

Throughout the year, our dedicated volunteers donated over 70,000 hours of their time and talents, helping to reduce operating costs and maintain a low administrative rate of just 9.2%.

We are deeply grateful for your continued commitment to recognizing the potential in our community members and supporting our vision of empowerment. Together, we are making a meaningful impact—helping individuals lift themselves and their families to economic self-sufficiency, one family at a time.



Anjali Vaya

Anjali Vaya
Executive Director,
Orlando Campus



MEMBER SHARE GROCERY PROGRAM

United Against Poverty's Member Share Grocery Program (MSGP) 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 budget.



In 2024, United Against Poverty served **10,873** unique families who utilized the Member Share Grocery Program (MSGP).

A LOOK BACK AT 2024

10,873

Unique Members Utilizing MSGP

\$5.3M

Member Resources Retained

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 Personal Injury Attorneys, 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.

~ Ricky Favors
Farah & Farah Personal Injury Attorneys



2024 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	\$30,120
2	\$40,880
3	\$51,640
4	\$62,400

For households with more than 4 persons, add \$5,380 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

The **Success Training Employment Program (STEP)** is a **three-phase workforce training program** designed to help individuals overcome employment barriers and achieve long-term success.

The journey begins with **85 hours of classroom learning**, where participants build **emotional intelligence**, **workplace readiness**, and **job search strategies** in a supportive group environment. This collaborative approach helps them gain both the **skills and confidence** to stand out to employers.

Participants then work **one-on-one with a Workforce Development Specialist** to create a **personalized career plan**, practice **interview preparation**, and connect with **job opportunities** that align with their goals.

Once employed, individuals are matched with a **dedicated Success Coach** who provides **ongoing support**, helping them thrive in their roles and pursue **career advancement**.

STEP is **more than a workforce training program** — it's a **partnership for empowerment**, helping individuals build **bigger, brighter futures**.

A LOOK BACK AT 2024



90

STEP
Graduates



60

Graduates became
successfully employed



\$1.7M

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



WESTGATE
RESORTS

When Leslina moved to the U.S. from St. Kitts/Nevis, she feared driving — yet she held onto a bold dream: to drive semi-trucks. Years of instability, near homelessness, and a difficult marriage didn't stop her. She pushed through fear and failure, taking her CDL permit test nine times, fueled by determination and her daughters' encouragement. After struggling to find work, she discovered UP Orlando's Success Training Employment Program (STEP), which became the turning point she needed.

Taking three buses a day to attend STEP, Leslina gained structure, confidence, and essential skills. STEP helped Leslina reconnect with her daughters, prepare for interviews, and believe in herself again. Just as STEP wrapped up, Leslina landed her dream job with Mears Transportation — and today, she's no longer in survival mode. She's building savings, planning for her future, and thriving.



You don't know what's on the other side — you have to just keep going. Don't be afraid to ask for help and go for what you want.

~ Leslina, STEP Graduate



HOW YOU MAKE A DIFFERENCE

Employment is a powerful turning point. For STEP Graduates, a job means more than just a paycheck — it's the beginning of independence, stability, and self-worth. With steady income and renewed confidence, they can start saving for the future, secure safe and stable housing, and step fully into their role as empowered, contributing members of the community.

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.

A LOOK BACK AT 2024

8,855

Crisis Services Delivered

1,444

Unique Households Served

ONE-ON-ONE MEETINGS



Our Crisis Navigator conducts an intake meeting to assess each individual's current situation and needs.

CUSTOMIZED CARE PLAN



The Case Management team develops a personalized action plan, connecting individuals to the most suitable programs and services.

LONG TERM ROADMAP



A detailed case plan is created, outlining clear, achievable steps, to address immediate challenges and establish long-term stability and success.

OUR DIFFERENCE

At United Against Poverty, we go beyond simple referrals — we foster deep **collaborations** with other nonprofits and community resources to drive **meaningful change**. Our commitment is reflected in our **wrap around services**, personalized to meet each individual's unique needs. This **tailored approach** ensures that we stand beside those we serve every step of the way, **empowering** them, **facilitating** their journey to success, and providing continuous guidance and support.

Together, we're not just addressing immediate challenges — we're creating **lasting impact** and building stronger, more resilient communities.

VOLUNTEER



Volunteers are the heart of the UP Center, playing a vital role in helping us fulfill our mission to support and empower individuals in our community. Their time, energy, and passion make a profound impact on the lives of those we serve. Whether they're assisting with programs and events, stocking shelves in our grocery program, or sharing their valuable knowledge, our volunteers help create a welcoming, inclusive space for all.

At the UP Center, we believe that together, we can build a stronger, more compassionate community, and volunteers are essential to making that vision a reality. Their dedication allows us to continue providing critical services, and we are deeply grateful for each and every volunteer who joins us in this mission.

In 2024, we welcomed a record-breaking **2,266 volunteers** on-site, with **70,092 hours** contributed throughout the year. We are truly blessed and beyond grateful for the incredible support from our community!



Volunteering at UP Orlando was such a meaningful experience for our team. It was even more special as we celebrated reaching 100,000 volunteer hours as an organization alongside rookie, Tristan Da Silva. From sorting and stocking the Member Grocery Center to seeing firsthand the impact of UP's mission, we left feeling inspired and grateful to be part of something bigger than ourselves. The staff made us feel so welcome, and it was incredible to work together in a way that truly benefits the community. We can't wait to come back!

~Rachel Engelman, Orlando Magic

A LOOK BACK AT 2024

70,092
Service Hours

\$2.3M
Value of Service*

*Source: Independent Sector Resources, Value of Volunteer Time 2024



A LOOK BACK AT 2024

BREAKING THE CYCLE OF POVERTY



Our Member Share
Grocery Program
Helped Families Retain

\$5.3M

Our Member Share
Grocery Program
helped

10,873

Unique Members



90

STEP Graduates



60

STEP Graduates
Employed



\$1.7M

Annualized Income
of Actively Employed
Graduates



8,855

Units of Stabilization
Services Provided in
Our Life Enrichment
Center

1,444

Unique Households
Served



36

Classes and
Workshops

1,010

Participants



58

Families Lifted
Out of Poverty

YOUR IMPACT

GIFTS OF PRODUCT



145

Product Partners

\$1,915,242

Food & Household Items

MONETARY GIFTS

For every \$1 you donated in 2024, 90.8¢ 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.

90.8¢

Program Activities

3.6¢

Management & General Expenses

5.6¢

Fundraising Expenses



GIFT OF TIME & TALENT



2,266

Individuals Volunteered

70,092

Volunteer Hours Served

\$2,258,543

Total Value of Service

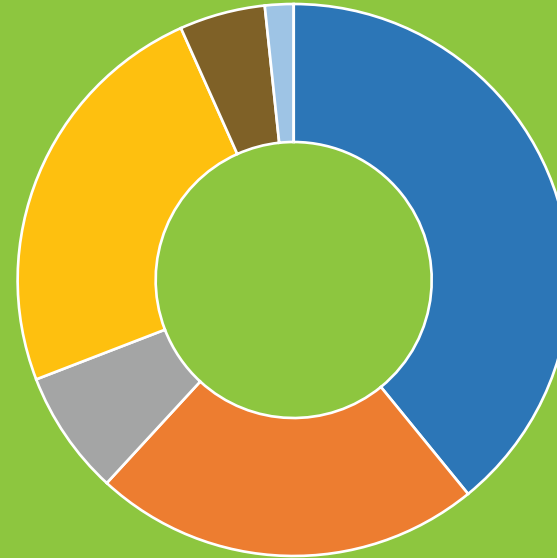
FINANCIAL STATEMENT

FISCAL YEAR JANUARY 1 – DECEMBER 31, 2024

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	\$3,098,872
Public Support	\$1,795,512
Grant Revenue	\$573,505
In-kind contributions from Product Partners	\$1,915,242
Event Income	\$395,576
Other Income	\$130,119
Gain on disposal of fixed assets	\$1,495
TOTAL OPERATING REVENUE	\$7,910,321

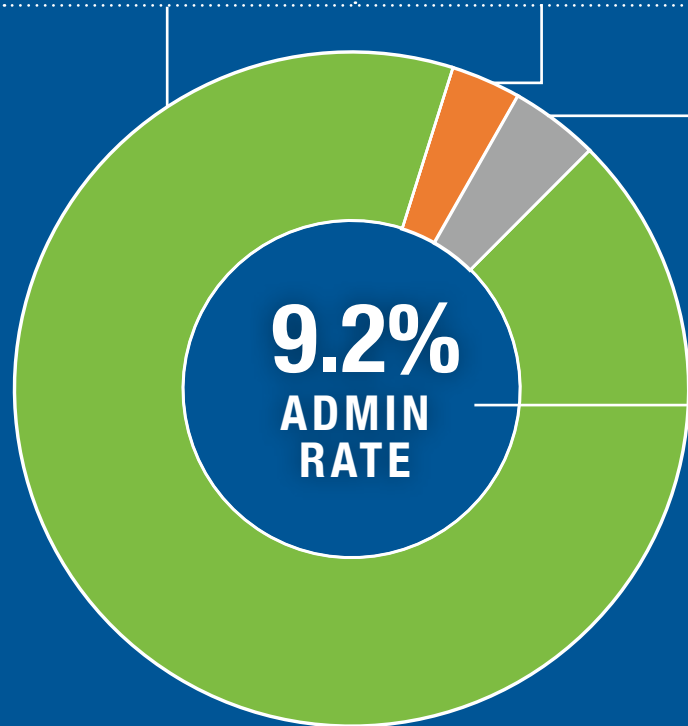
OPERATING EXPENSES

Program Activities	\$6,298,432
Management & General	\$248,951
Fundraising	\$385,901
TOTAL OPERATING EXPENSES	\$6,933,284

90.8%
Program Activities

3.6%
Management
& General Expenses

5.6%
Fundraising
Expenses



9.2%
**ADMIN
RATE**

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 **\$17,248,025**

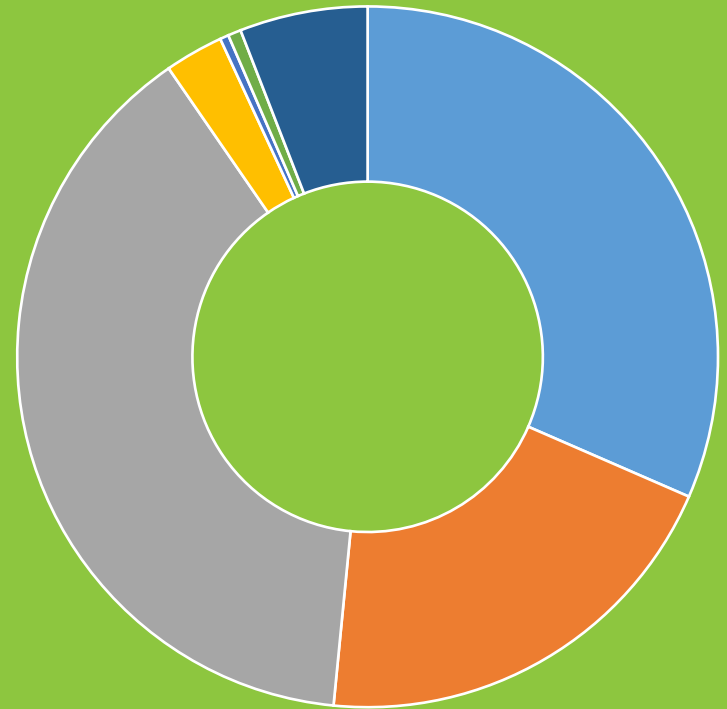
Change in Net Assets **\$1,491,443**

END OF YEAR **\$18,739,468**

DEMOGRAPHICS

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

PARTICIPANT ETHNICITY

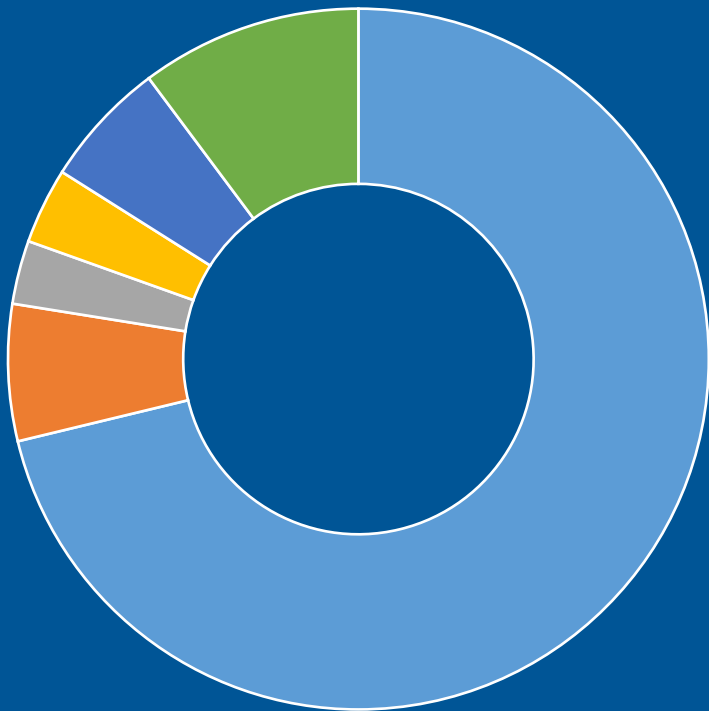


31.5%	African American
20.0%	Caucasian
38.8%	Hispanic
2.7%	Asian
0.4%	Native American
0.6%	Other
6.0%	Not Reported



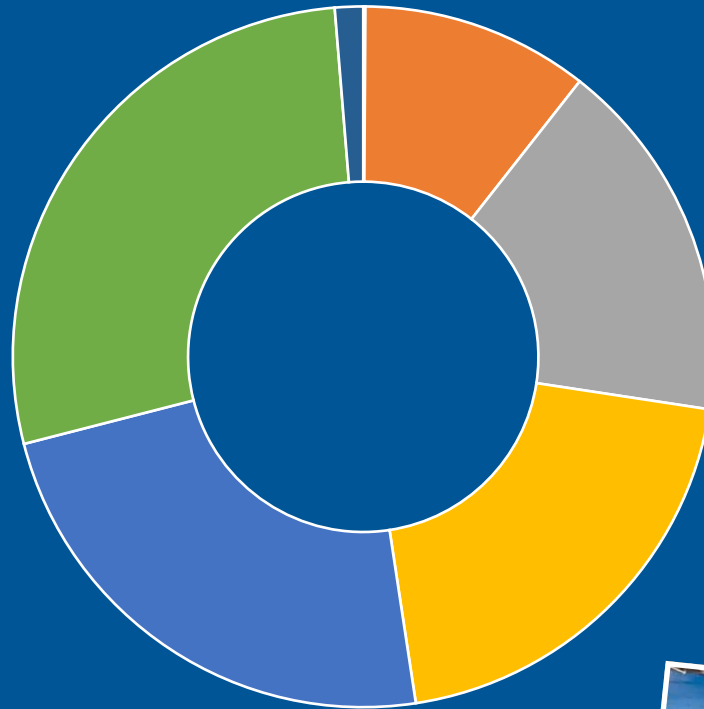
LOCAL COUNTY PARTICIPANTS

71.2%	Orange
6.3%	Osceola
2.9%	Seminole
3.5%	Indian River
5.8%	St. Lucie
10.3%	Not Reported/Other



PARTICIPANT AGE

0.1%	0-18
10.5%	19-34
16.8%	35-44
20.2%	45-54
23.4%	55-64
27.7%	65+
1.3%	Not Reported



EVENT HIGHLIGHTS

CELEBRATING COMMUNITY & COMMITMENT

Throughout the year, compassionate community members came together in inspiring ways to support our mission through a variety of special events. From educational lunch-and-learns and 5K walk/runs to evening gala receptions, each event played a vital role in fueling our programs and services and expanding our impact.

We extend heartfelt gratitude to our enthusiastic attendees, dedicated volunteers, and generous sponsors — your support made our 2024 events a resounding success. Together, we are building a stronger, more connected community.

1/31 - COOLER & FREEZER RIBBON-CUTTING



On January 31, 2024, we proudly hosted a ribbon cutting ceremony to celebrate the installation of our new commercial cooler and freezer units. Thanks to the generous support from the City of Orlando and Orange County, we can now extend the shelf life of perishable food items, ensuring our families have increased access to fresh products. This vital addition enhances our capacity to serve the community with greater efficiency, helping us reduce food waste, and provide more consistent, nutritious options to those we serve.

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.



9/10 - CHAMPION SOIRÉE

Our private gathering with donors, partners, and community members to raise awareness of United Against Poverty's mission, acknowledge our donors and partnerships, and celebrate the work and impact we make together.



PATHWAY TO HOPE Breaking the Cycle of Poverty Forum

In 2024, we hosted three impactful forums as part of our ongoing “Pathway of Hope – Breaking the Cycle of Poverty” series. The first forum, held at the University of Central Florida Downtown campus on February 28, centered on the urgent issue of affordable housing. The second, hosted on August 28 at our UP Orlando campus, focused on workforce development. The third forum held on December 4, explored the intersection of housing and workforce challenges, and also took place at UP Orlando. Each forum served as a meaningful gathering for community leaders, policymakers, nonprofit organizations, and individuals directly impacted by poverty to collaborate and share actionable strategies for addressing economic disparities and building a more equitable future.

10/4 - HAND UP LUNCHEON

On Friday, October 4th, we had the privilege of hosting our annual Hand UP Luncheon. More than 500 major donors, volunteers, and community partners came together to increase awareness, hear personal stories of impact and goals, as well as raise over \$300,000 towards our mission.

11/23 - QUACK ATTACK ON POVERTY 5K

On November 23, 2024, we proudly relaunched the Quack Attack on Poverty 5K, raising over \$50,000 to provide Thanksgiving meals for 450+ local families. With more than 350 runners participating, the event was a huge success—thanks to the incredible support from our community!





11/25 - HOPEFUL HARVEST

On November 25th, 2024, thanks to community support, we hosted our annual Hopeful Harvest event and distributed complete Thanksgiving meals to over 450 of our UP member families.



HOPEFUL HARVEST, MOBILE PROSPERITY TRUCK

UP Orlando partnered with Commissioner Shan Rose to bring our Mobile Prosperity Unit to the Parramore area community center, where we hosted a Hopeful Harvest event. Through this initiative, we served 167 families with thanksgiving meals, helping to make the season brighter for families in need.



12/13 - HOPE FOR THE HOLIDAYS

On December 13th, UP Orlando hosted our annual Hope for the Holidays initiative when families were welcomed to campus. Our STEP auditorium was transformed into a festive, holiday experience where families could pick up breakfast bundles and select toys for their children.

2024 COMMUNITY ADVISORY BOARD MEMBERS

Alicia Bechtel

Joyce Boudoin

Edward DeAguilera

Robert Deininger

John Dowless

Katy Eld

Jennifer Englert

Rajan Joshi

Keith Landry

Sharon Lastrapes Myers

Luis M. Martinez

Jack Myers

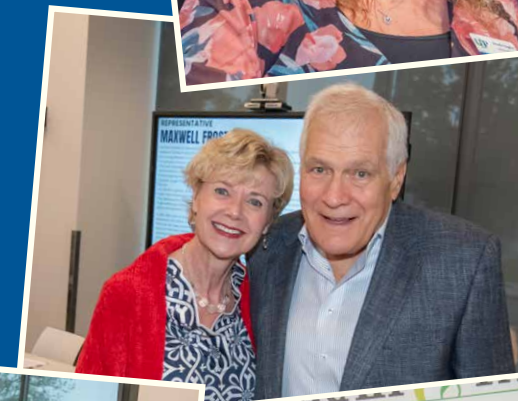
Tracey Nguyen

Dan Pugh, Chair

Eric Smith

Erik Weiner

Stephen Sprinkles



THANK YOU TO OUR GENEROUS INVESTORS FOR GIVING A HAND UP IN 2024

\$100,000+

City of Orlando
Farah & Farah Personal Injury Attorneys
Robin and Wayne Roberts
Walt Disney World Resort

\$25,000–\$99,999

AdventHealth Foundation
Bainum Family Foundation
Central Florida Foundation
Dan and Tinna Pugh
Dr. Donald and Cindy Diebel
Dr. Jo Hewell, C.E.O.
Elizabeth Morse Genius Foundation
Eric Froom Declaration of Trust
KPMG Foundation, Inc.
Orange County
Orlando Health
Orlando Magic Youth Foundation
Spectrum
The Mark and Sunnie Wang Foundation
Westgate Foundation

\$10,000–\$24,999

ABC Fine Wine and Spirits
Addition Financial Foundation
Bank of America Charitable Foundation
Central Florida Women's League
Chesley G Magruder Foundation Inc.
Chuck and Vesna Allison
Dr. Phillips Charities
Duke Energy Foundation
Dwayne and Lynette Gray
FAIRWINDS Foundation
First Orlando
Florida Blue Foundation
HIMSS Foundation
John and Rhonda O'Brien
Kastory Family Foundation
Miller Charitable Foundation Inc
Minter L Byrd
Robert H Whorf
Ronnie Smith
Southwest Airlines
Spraker West Wealth Management, Inc.
The Cigna Group Foundation
The Joe & Sarah Galloway Foundation
The Pink House Fund
TRUIST Foundation
Wells Fargo Foundation



\$2,500–\$9,999

Alisa Gardner
Allen and Kerri Sterchi
Anderson-Devitt Foundation
Anne S Abeel
Balaji Bala
BB Americas Bank
Bob Boesch
CDM Foundation
Charles Veurink
Cheryl Powers
City National Bank of Florida
Dan and Jackie Devine
DeVos Family Foundation
deArrigoitia CPA
Donna Spencer
Faith Assembly
Frangakis Family Charitable Foundation
Golden Grove Foundation, Inc.
Greg and Louise Holzhauer
Greg and Shannon Vandergrift
Goodwill Industries of Central Florida
Jack Myers
James & Diana Barnes Foundation Inc.
Jamie Poulos
Jeffrey Jennings
Jens and Tonya Klingen
Jim and Deb McKillop
Jim and Debby Manuel
John C Jennings
John and Victoria Myers
Joseph Miller
Josh Martin
Joshua Hurtado
Julie Zaiback
Kiwanis Club of Orlando Charities, Inc.
Kuehne & Nagel
Lauren Poore
Lineage Foundation for Good
Lorin Sullivan

Martin Andersen-Gracia Andersen
Foundation, Inc.
Mary Ann Stead
Matthew Draper
Michael and Jessica Mears
Michael Finkell
Nancy Patterson
Orange County Comptroller
Orlando Magic
Orlando Regional Realtors Association
Publix Super Markets Charities, Inc.
Ray and Kitty Scott
Regions Bank
Sally Milton
Scott and Krystal Ritchey
Sea Breeze Ventures Inc
Sharon Lastrapes
Shelley Maguire
TD Charitable Foundation
The Allen Family Foundation
The Orlando Law Group PL
The Town of Windermere
Tom and Janet Elrod
Visit Orlando
VyStar Credit Union
Zimmerman, Kiser & Sutcliffe P.A.



\$1,000–\$2,499

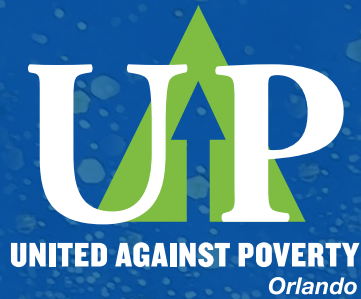
Adam Rosenberg
AGPM, LLC
Amy Cunningham
Annunciation Catholic Church
Barbara Martin
Bill and Nancy Robinson
Bill and Tamra Leary
CareSource
Cedric and Tina Nakamura
Cemex
Charles and Kristin Pilgrim
Charles E Godfrey
Charles Schwab
Charline Kennedy
Colleen Brost
Dale Biggins
Dave and Dottie Arms
Debbie and Jeff Chandler
Disney VoluntEARS
Eliza Juliano
Extra Space Storage
Fidelity Charitable Fund
Grace Covenant Presbyterian Church
Graham and Deborah Ann Kolterjohn
Greg and Pam Wilson
Insurance Office of America Inc.
Jeff and Suellyn Johnson
Jeff Cohen and Luci Belnick
Jeffrey Kiser
Jim and Robbie Ford
Joe and Janice Nisbett
John and Janine Russell
John Dowless
Joyce Boudoin
K2 Medical Research South Orlando
Keith and Eleanor Ackermann
Kevin & Amanda Phillips
Kim Darin

Lake Nona High School
Leon and Britni Camarda
Linda Merbler
Madison W Gay
Marjorie Bernadel
Mark and Roxane Jager
Mark Smithberger
Martha Emerson
Massey Services Inc.
MEI Civil, LLC
Michael and Angela Parks
Michael and Renee Mueller
NASCAR Foundation
New York and St. Lucie
Mets Booster Club
Orlando Neighborhood
Improvement Corporation
Patricia Loy
Randy and Susie Rush
Renaissance Charitable Foundation
Ricardo Hudson
Robert and Joan Fisher
Robert Smedley
Rod Jones
Rotary Club of Maitland
Savannah Hipes
Shawn and Lorri Barrow
SNA Software
SoDo District
Stan and Kathy Pietkiewicz
Stephen Sprinkles

Stuart Jackson
Suncoast Credit Union
Superchannel Worship Ministries Inc
The Harris Rosen Foundation
The RKRA Charitable Fund
The Sakonyi Wade Family Fund
Tom and Joanne Graham
Tommy and Barbara Beck
Venue Construction Group LLC
Vista Del Lago
Will and Shannon Dukes
Winfred and Carolyn Beltran
Zachary B Hoover
Zed and Pam Layson







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.