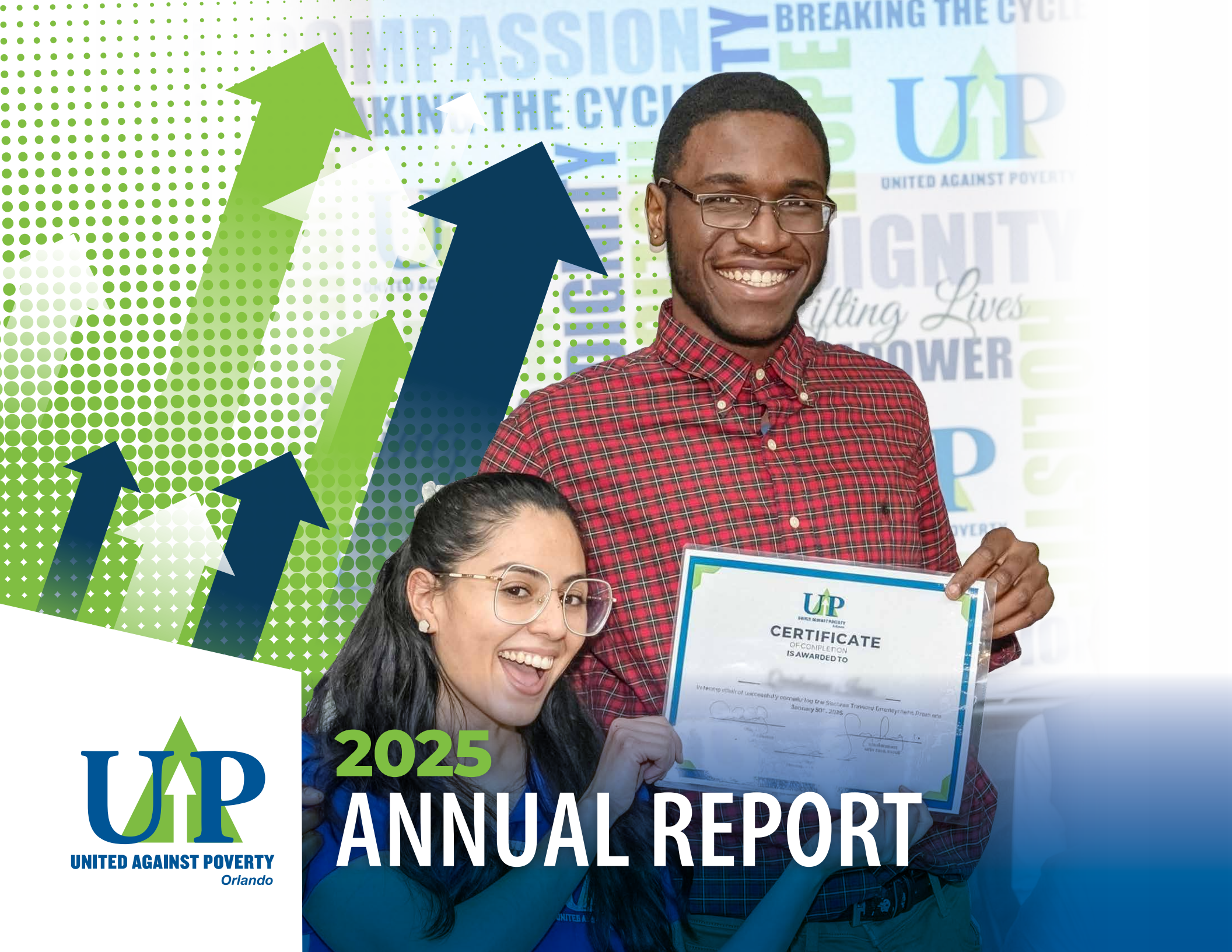


UNITED AGAINST POVERTY
Orlando

2025 ANNUAL REPORT

COMPASSION
BREAKING THE CYCLE
BREAKING THE CYCLE
UP
UNITED AGAINST POVERTY
DIGNITY
CERTIFICATE

OUR IMPACT

DEAR FRIENDS & PARTNERS,

As I reflect on 2025, I am filled with overwhelming gratitude and a profound sense of purpose. From the start of United Against Poverty and throughout its journey, success has never been measured solely in numbers — we measure success in people, in lives lifted. We see success on the faces of our neighbors: parents choosing fresh, healthy food for their children with dignity, individuals walking through our doors uncertain but leaving with renewed hope, and workers taking courageous steps toward new careers and brighter futures.

Because you chose to believe in their potential, 14,753 households experienced more than just assistance this past year—they experienced dignity restored, hope renewed, and empowerment through a pathway forward.

OUR IMPACT

Your support made tangible, life-changing outcomes possible:

- **Empowerment:** Through our Grocery Program, **12,161** families saved a combined $5.8 million — transforming daily survival into a foundation for stability and long-term progress.
- **A Lifeline:** Our Crisis Navigators delivered **11,210** critical intervention services, offering guidance, relief, and reassurance to individuals and families facing the overwhelming realities of hunger and homelessness.
- **Transformation:** Our STEP program celebrated **72** graduates who secured long-term employment, demonstrating that with the right tools and support, people can rewrite their stories.

Each of these numbers represents lives changed — and none of it would be possible without you.

Thank you for your trust, your generosity, and your partnership. Thank you for being the strength our neighbors lean on each and every day.

With deep gratitude, respect, and hope,
Anjali Vaya

FROM TEMPORARY SOLUTIONS TO LASTING CHANGE

For too long, UP Orlando has worked with limitations — an aging facility requiring us to repair what we can, shut off areas deemed unsafe, and stretch every dollar to remain operational and focus funds on delivering services. In 2025, I came to the daunting but necessary realization: too much of your generosity was being spent on temporary fixes — “bandaids” — and our community deserves better. Our clients deserve something permanent, something worthy of their resilience and potential.

Today, I am honored — and yes, excited! and committed — to share the next chapter of our journey.

PROJECT UPLIFT is a bold and transformative vision: a $21 million, 38,000-square-foot facility set to open in 2029. It is much more than a new building — it is a commitment, a commitment to creating a space that reflects the dignity and aspirations of those we serve. It is a commitment to serving more clients more efficiently, and holistically, to achieve greater impact.

Most importantly, it is a commitment to ensuring that no one in Central Florida has to face some of life’s most difficult moments alone.

Project UPLift will allow us to expand access, improve the client experience, and create an environment where individuals and families are not just supported — they are uplifted and empowered to thrive.

A LEGACY WE ARE BUILDING TOGETHER

As we move closer to breaking ground, I am reminded that our work has never been just about programs or services. It is about kindness, respect and a shared, unwavering belief that every person — regardless of circumstances — has value and potential.

As our friends and partners in our work, you stood with us when all we had was a vision for an empty lot and a rough sketch. You believed before there was proof. And because of that, we are boldly embarking on creating something that will stand for generations.

Together, we are not just constructing a facility — we are building a foundation where hope can take root, human potential can grow, and lives can truly transform. A place where the cycle of poverty can be broken.

MEMBER SHARE GROCERY PROGRAM

MEMBER SHARE GROCERY PROGRAM

UNITED AGAINST POVERTY'S MEMBER SHARE GROCERY PROGRAM (MSGP) is an accessible, dignified, worry-free food assistance program where members can personally select food and household products best suited for their household.

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!

MSGP offers a wide range of fresh produce, proteins, freezer items, pantry staples and more.

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

In 2025, United Against Poverty served 12,161 families through the Member Share Grocery Program (MSGP).

A LOOK BACK AT 2025

12,161
Unique Members Utilizing MSGP

$5.8M
Member Resources Retained

2025 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	$31,300
2	$42,300
3	$53,300
4	$64,300

For households with more than 4 persons, add $11,000 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, communication, job search and application skills, along with financial literacy, 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 and prepare for interviewing, 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 2025

104
STEP Graduates

72
Graduates became successfully employed

$2.4M
Annualized income of actively employed graduates

PHASE 1: JOB TRAINING

- Resume Development
- Skills Certifications
- Emotional Intelligence Training
- Opportunities to Meet Top Employers
- Financial Literacy Education

PHASE 2: CAREER CONNECTION

- Working with a career coach
- Creating a career plan
- Connecting to job opportunities
- Landing in-demand, good-paying jobs

PHASE 3: SUCCESS COACHING

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

OUR TOP EMPLOYERS

Disney
Universal Orlando Resort
Westgate Resorts
Spectrum
Rosen Hotels & Resorts
The Home Depot

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!

Juan came to United Against Poverty Orlando in 2024 at one of the lowest points in his life. After moving to the United States from Venezuela and working hard to build a future, the loss of his grandmother led him into despair, and addiction, costing him his stability, relationships, and basic needs. When he first walked through our doors with just $20 to his name, finding affordable, reliable food in our Grocery Program gave him a renewed sense of hope. Through our Crisis Navigation Center and the Success Training Employment Program (STEP), Juan began rebuilding his life step by step.

Determined to keep moving forward, Juan volunteered 784 hours in our Grocery Program, rediscovering purpose and community along the way. He was later hired as a cashier and, even after facing health challenges, persevered with the support of our UP family. Today, he proudly works two jobs — at Home Depot and Walmart — and inspires others by sharing his journey. Juan's story is proof that with support, perseverance, and a hand UP, transformation is possible.

MOBILE PROSPERITY PROJECT

In 2025, we launched the **MOBILE PROSPERITY PROJECT**, UP Orlando's new mobile outreach initiative designed to meet families where they are. By bringing fresh, and shelf-stable groceries and critical support services directly into underserved neighborhoods across Central Florida, we're addressing two of the biggest barriers many families face: access and affordability.

Focused on communities identified as USDA-designated food deserts, the program delivers nutritious groceries through our mobile truck for a small handling fee, reinforcing dignity, choice, and empowerment through our Hand UP model.

But it goes beyond food. On-site Crisis Navigators connect individuals and families to essential resources like housing assistance, healthcare, and employment support helping stabilize today while building a stronger tomorrow.

In 2025, the Mobile Prosperity Project reached **1,049 individuals and families**, expanding access to food, resources, and opportunities where it's needed most.

We proudly served the communities of Eatonville, Parramore, Tangelo Park, West Orange, Apopka and others, bringing hope, support, and a pathway forward directly to their neighborhoods.

I have seven people in my household and I try to feed them healthy food. I used to come out of the grocery store with six grocery bags; with food costs rising, now I leave with two. This program is a life saver.

Eatonville Resident

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 2025

11,210
Crisis Services Delivered

2,592
Unique Households Served

ONE-ON-ONE MEETINGS

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

CUSTOMIZED CARE PLAN

A personalized action plan for success is developed with clients, connecting them to the most suitable programs and services.

LONG TERM ROADMAP

A case management action 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 **wraparound 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 UP Orlando, 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 UP Orlando, 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 2025, we welcomed a record-breaking **19,113 volunteers** on-site, with **70,777 hours** contributed throughout the year. We are truly blessed and beyond grateful for the incredible support from our community!

A LOOK BACK AT 2025

70,777
Service Hours

$2.3M
Value of Service*

**Source: Independent Sector Resources, Value of Volunteer Time 2025*

In 2025 BBA teams volunteered at UP Orlando many times, and it was always an incredibly rewarding experience, allowing us to connect with our community. Whether stocking groceries or goods in the Member Share Grocery and Member Marketplace or helping set-up and organize events like the annual Hand UP luncheon or Quack Attack on Poverty 5K, our volunteer teams report feeling a strong sense of purpose and fulfillment. UP Orlando's impact on the community is inspiring, and we are grateful to contribute through our small actions. We look forward to participating again... and again."

~Luiz Pisanelli, VP CRA Services & Small Business Lending Officer at BB Americas Bank

BREAKING THE CYCLE OF POVERTY

A LOOK BACK AT 2025

Our Member Share Grocery Program Helped Families Retain

$5.8M

Our Member Share Grocery Program helped

12,161

Unique Members

104

STEP Graduates

72

STEP Graduates Employed

$2.4M

Annualized Income of Actively Employed Graduates

11,210

Units of Stabilization Services Provided in Our Life Enrichment Center

2,592

Unique Households Served

80

Families Lifted Out of Poverty

YOUR IMPACT

GIFTS OF PRODUCT

164
Product Partners

$2.7M
Food & Household Items

MONETARY GIFTS

For every $1 you donated in 2025, 91.2¢ 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.

91.2¢
Program Activities

3.6¢
Management & General Expenses

5.2¢
Fundraising Expenses

GIFT OF TIME & TALENT

19,113
Individuals Volunteered

70,777
Volunteer Hours Served

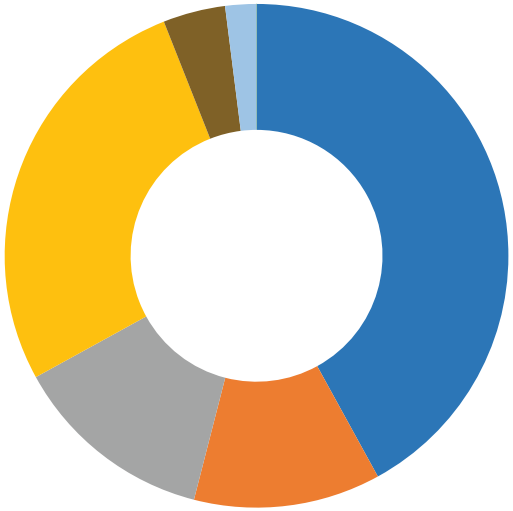
$2.3M
Total Value of Service

FINANCIAL STATEMENT

FISCAL YEAR JAN 1 – DEC 31, 2025

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 following summaries of Operating Revenue and Expenses are for UP Orlando 2025.

OPERATING REVENUE



Member Share Grocery Program & Redistribution	$3,399,929
Public Support	$1,006,108
Grant Revenue	$1,014,377
In-kind contributions from Product Partners	$2,179,473
Event Income	$335,144
Other Income	$134,976
Gain on disposal of fixed assets	$6,056
TOTAL OPERATING REVENUE	$8,076,062

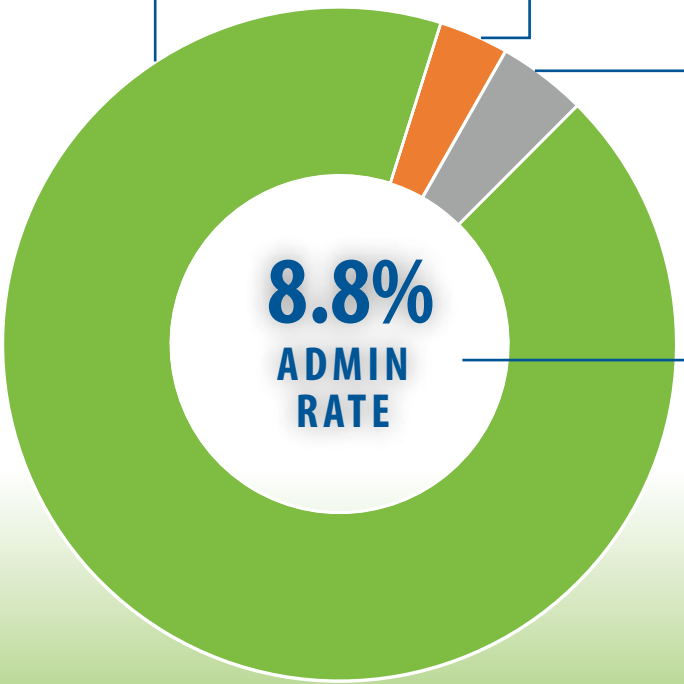
OPERATING EXPENSES

Program Activities	$6,986,948
Management & General	$276,301
Fundraising	$400,833
TOTAL OPERATING EXPENSES	**$7,664,082**

91.2% Program Activities

3.6% Management & General Expenses

5.2% Fundraising Expenses



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

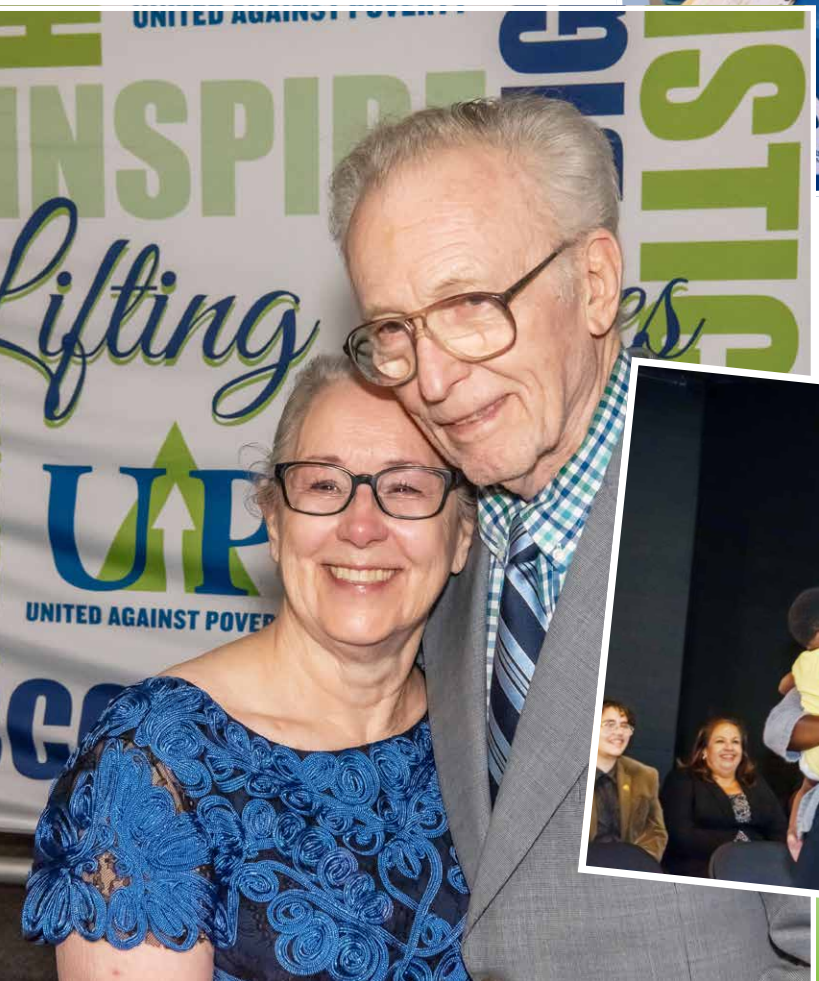
NET ASSETS

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

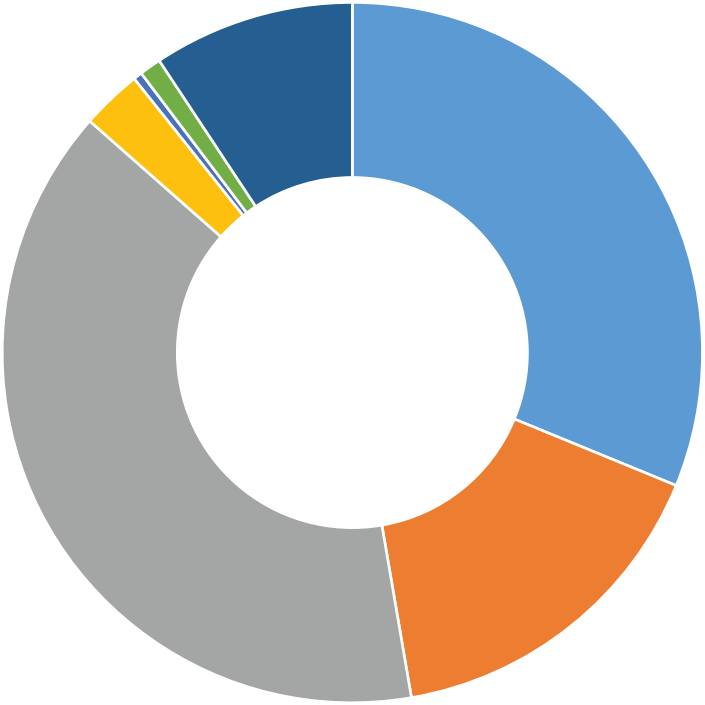
Beginning of Year	$18,739,468
Change in Net Assets	$844,620
END OF YEAR	**$19,584,088**

DEMOGRAPHICS

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



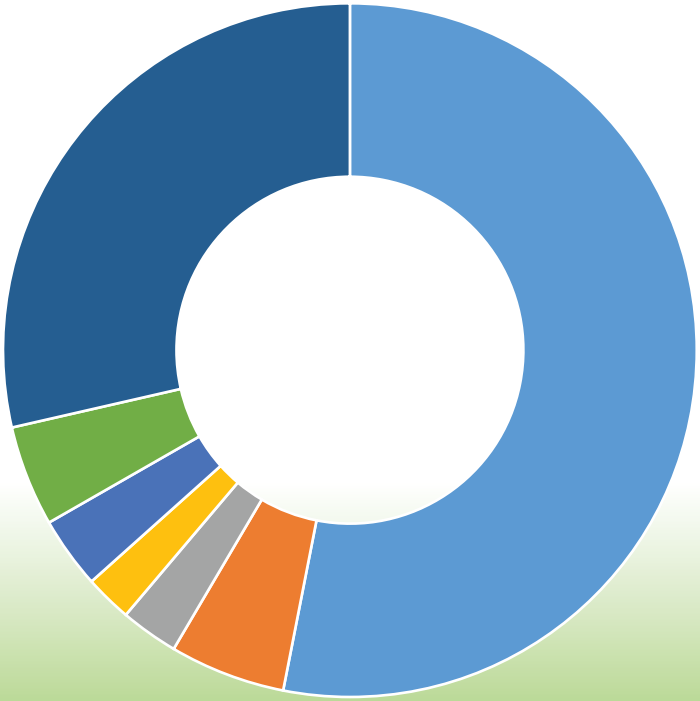
PARTICIPANT ETHNICITY



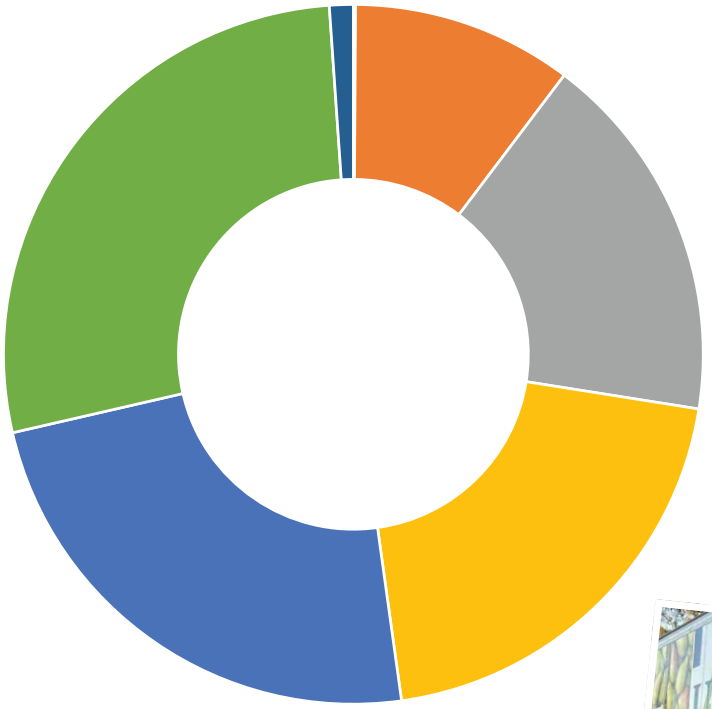
39.2%	Hispanic
31.2%	African American
16.1%	Caucasian
2.8%	Asian
0.4%	Native Amercian
1.0%	Other
9.3%	Not Reported

PARTICIPANTS BY COUNTY

53.1%	Orange
5.4%	Osceola
2.7%	Seminole
2.2%	Indian River
3.3%	St. Lucie
4.7%	Other
28.6%	Not Reported



PARTICIPANT AGE



0.1%	0–18
10.2%	19–34
17.2%	35–44
20.3%	45–54
23.6%	55–64
27.5%	65+
1.1%	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 community forums to a 5K run/walk, a gala luncheon, and an intimate soiree, 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 2025 events a resounding success. Together, we are building a stronger, more connected community.

HAND UP LUNCHEON

On Friday, October 3rd, we had the privilege of hosting our Annual Hand UP Luncheon, once again, in person. 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.

PATHWAY TO HOPE - BREAKING THE CYCLE OF POVERTY FORUM

In 2025, we hosted two impactful forums as part of our ongoing Pathway of Hope – Breaking the Cycle of Poverty series. The first forum, held on March 27 at Rollins College, Rice Family Pavilion, focused on housing and homelessness in Central Florida. The second forum, held on August 19 in partnership with the Orlando Regional Realtor Association, centered on workforce development. 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.

QUACK ATTACK ON POVERTY 5K

On November 23, 2025, the Quack Attack on Poverty 5K run raised over $50,000 to provide Thanksgiving meals for more than 450 local families. With over 350 runners participating, the event was a great success, made possible by the incredible support of our community.

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.

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, participating families have received more than $1 million in tax refunds.

HOPEFUL HARVEST, MOBILE PROSPERITY TRUCK

UP Orlando partnered with City of Orlando Commissioner Shan Rose, Orlando Magic, and Florida Blue to provide Thanksgiving meals to local families as part of our Hopeful Harvest initiative. Through this effort, we served over 450 families, helping make the season brighter for those in need.

UPLIFT SUMMER CELEBRATION

In 2025, we hosted our first UPlift Summer Celebration, a vibrant community event designed to connect families with essential resources, educational support, and wellness information. The celebration featured interactive games, giveaways, and meaningful opportunities for community engagement. More than 40 community vendors participated, providing valuable resources and services, and free food was offered to ensure a welcoming and inclusive experience for all attendees.

HOPE FOR THE HOLIDAYS

On December 15, UP Orlando hosted our annual Hope for the Holidays initiative, in which families were welcomed onto our campus. Our STEP auditorium was transformed into a festive, holiday experience where families could pick up breakfast bundles and select toys for the children.

2025 COMMUNITY ADVISORY BOARD MEMBERS

Dan Pugh, Chair
Joyce Boudoin
Lori Boardman, MD
Edward DeAguilera
John Dowless
Jennifer Englert
Keith Landry
Kaori Kuahara
Luis M. Martinez
Jennifer McMahon
Sharon Lastrapes Myers
Jack Myers
Jessica Otero
Luiz Pisanelli
Eric Smith
Stephen Sprinkles
Erik Weiner

THANK YOU TO OUR GENEROUS INVESTORS FOR GIVING A HAND UP IN 2025

$100,000+

Robin and Wayne Roberts
Publix Super Markets Charities, Inc.
Orange County
Farah & Farah Personal Injury Lawyer
Walt Disney World Resort
Lowe's Hometowns Grant Program

$25,000–$99,999

KPMG Foundation, Inc.
Central Florida Foundation
Bank of America Charitable Foundation
John and Rhonda O'Brien
Orlando Magic Youth Foundation
Westgate Resorts Foundation
Cara Smith
The Joe & Sarah Galloway Foundation
Dr. Jo Hewell, C.E.O.
Elizabeth Morse Genius Foundation
Dr. Donald and Cindy Diebel
FAIRWINDS Foundation
Dan and Tinna Pugh
City of Orlando
D G & Leeds LLC
Florida Blue Foundation
Universal Orlando Foundation, Inc.
The Mark and Sunnie Wang Foundation
Orlando Health Foundation
Heart of Florida United Way
Elinor and T.W. Miller, Jr. Foundation

$10,000–$24,999

Chuck and Vesna Allison
Duke Energy Foundation
Miller Charitable Foundation Inc.
Minter L Byrd
The Harris Rosen Foundation Inc.
Spraker West Wealth Management, Inc.
Orlando Utilities Commission
Invesco
Mark and Roxane Jager
Wells Fargo Foundation
Spectrum
BB Americas Bank
George Masterson
AdventHealth Foundation
PNC Charitable Foundation
BNY
Chesley G. Magruder Foundation, Inc.
VyStar Credit Union

$2,500–$9,999

Anderson-Devitt Foundation
Golden Grove Foundation, Inc.
John and Gale Hillenmeyer
John Dowless
Joseph Miller
Lauren Poore
Lou and Lee Nimkoff
Regions Foundation
Rick and Deborah Crouch
Velux Group USA Inc.
Josh Martin
Christian Keller
Cheryl Powers
Carolyn Dixon

The MAFI Fund
CDM Foundation
Coca-Cola Beverages Florida
Eliza Juliano
Greg and Shannon Vandergrift
International Association of Rehabilitation Professionals
John T Graham
Junius & Jacquelin E Matthews
Linda Merbler
Community Care Plan
Linda Meyer
Reachback Foundation Inc
Tom and Janet Elrod
Nancy Patterson
Jim and Deb McKillop
Adam Rosenberg
deArrigoitia CPA
Renaissance Charitable Foundation
Valerie Collado
Brown Girls on a Mission Inc
City National Bank of Florida
Greg Giles
Jeff Cohen and Luci Belnick
Linda Derringer
Martha Emerson
Mary Ann Stead
PulteGroup, Inc.
Ray and Kitty Scott
Ronnie Smith
The Orlando Law Group
Venue Construction Group LLC
Bernard and Linda Kastory
Bob Boeschen
Suncoast Credit Union
Joshua Hurtado
Fidelity Charitable Fund
Annunciation Catholic Church
Randolph Rush

Anne S Abeel
First Horizon Foundation
Matthew Draper
Kemper Corporation
Varian Medical Systems - Siemens Healthineers
Allen and Kerri Sterchi
Donna Spencer
Sharon Lastrapes
Dave and Tina Larue
Martin Andersen-Gracia Andersen Foundation
Orlando Soccer Foundation, Inc.
American Legal Claim Services, LLC
Mary & Charles Veurink
Jack Myers

$1,000–$2,499

Bill and Nancy Robbinson
Carolyn Bankston
Carrie Schulz
Charlie and Debbie Mitchell
Craig and Jody Maughan
Dave and Dottie Arms
Diane Smedley
Grace Covenant
Presbyterian Church
Greg and Louise Holzhauer
Harvey Kobrin
Henry and Judith Pfingstag
Highwoods Realty
Jacques Fu
Jeffrey Jennings
Johnson Family Fund
K2 Medical Research South Orlando
Keith and Eleanor Ackermann
Madison W Gay
Mark Blair
Marlyn Felsing
Martin Wuethrich
MEI Civil, LLC
Michael and Renee Mueller
Michael Donzanti
Orlando Regional
REALTOR Association
Sheron Merriam
The Elder Law Center of
Kirson & Fuller
Tommy and Barbara Beck
William C Erdam
Winfrid and Carolyn Beltran
Stephen Sprinkles
Zachary Garavuso
Mahendra Samaroo
Patricia Loy
Barbara Martin
Zachary B Hoover
Savannah Hipes
Equitable Advisors
Richard Zajac
Tristan Ishtar
United Clothing Distribution Services
Be On Park Fine Jewelry
Superchannel Worship Ministries Inc
Madeleine Jahr
John Popehn
Daniel and Judy Watson
Kuehne + Nagel Inc.
Thomas & Valerie Thompson
Bill and Tamra Leary
Cedric and Tina Nakamura
Hoke Marron Foundation Inc
Joe and Janice Nisbett
John C Jennings
Rotary Club of Maitland
SoDo District
Pam Layson
Ricardo Hudson
Sally Milton
Randy and Susie Rush
Amy Cunningham
Orkan Arat
The Temple Hebrew
Benevolent Congregation
Alisa Gardner
AAA Northeast
Charles Schwab
Greg and Pam Wilson
Jim and Ann Tharp
Kim Darin
Leon and Britni Camarda
Michael and Angela Parks
Michael and Jessica Mears
Pineloch Management Corporation
Robert Smedley
Stan and Kathy Pietkiewicz
William Sefton
Cufflinks Depot
Shawn and Lorri Barrow
Colleen Brost
The Blackbaud Giving Fund
IBuild Central Florida
Kiwanis Club of Orlando Charities, Inc.

Hand U
Lund
CITY OF ORLANDO, FLORIDA
OFFICE OF THE MAYOR

Proclamation

1867
CANADA

I Can make an IMPACT

ORLANDO
Suite B
UP ORLANDO
BNY VOLUNTEER

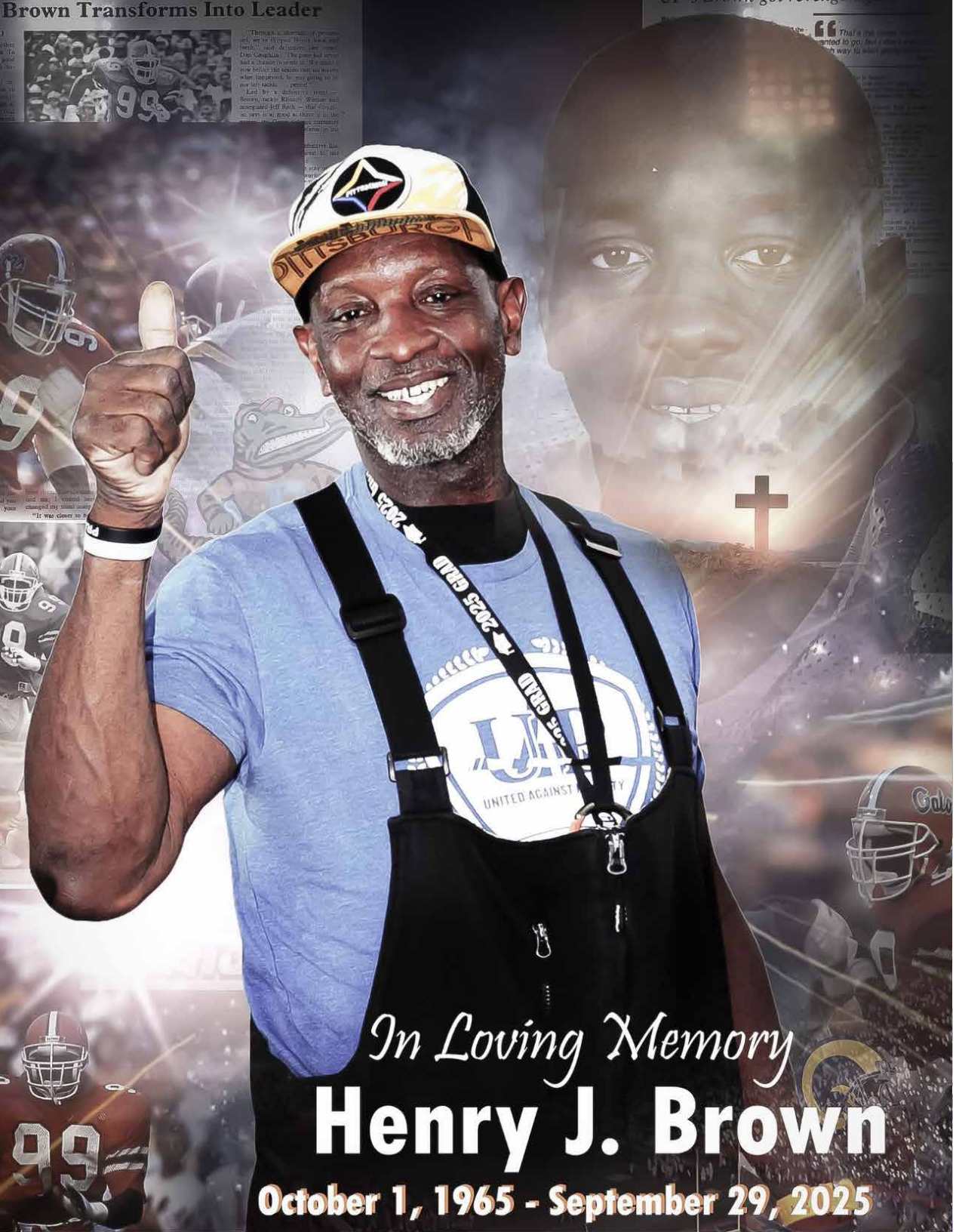
COMPASSION
BREAKING THE CYCLE
BREAKING THE CYCLE
UP
UNITED AGAINST POVERTY

UP
UNITED AGAINST POVERTY

UNITED AGAIN
FOOD ASSISTA

COMPASSION
BREAKING THE CYCLE
BREAKING THE CYCLE
UP

Brown Transforms Into Leader



UNITED AGAINST POVERTY
Orlando

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 • https://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.