



..preventing homelessness Since 2007 through
HOUSING • **O**UTREACH • **P**REVENTION • **E**DUCATION
www.hopehelps.org

ANNUAL REPORT

2013



Preventing Homelessness Through
Housing • **O**utreach • **P**revention • **E**ducation



HOPE's Mission is to prevent and reduce homelessness in Central Florida by equipping individuals and families to become self-sufficient through Housing, Outreach, Prevention and Education.

We envision a world where people know that there is HOPE.

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"I never thought I'd be the one to have to come to an organization like HOPE for assistance. I was a volunteer and gave to my community, and then it was me who needed help. I don't know what our family would have done without HOPE, they made us feel like family..."

Lisa lived in Oviedo where she had a 3-bedroom, 2-bath home that she shared with her husband and three young children. She took part in PTA, donated her time to help with children-focused non-profits, and helped with her children's sport activities. Sound familiar?

Lisa's husband lost his job last year. They didn't have family locally to help them get through very tough times. Lisa worked part-time, but earned too much to qualify for other assistance and not enough to pay the bills. Lisa came to HOPE after her power was turned off and her house was about to go into foreclosure. HOPE was able to assist her family, preventing them from losing their home, and

securing food for the entire family through HOPE's Pantry and enrolling in the Kids of HOPE program. Additionally, HOPE provided job search opportunities and resume assistance as well as a listening ear for a family who had never been in crisis before. This is the type of family HOPE encounters every day.

In this community report, you'll learn more about HOPE Helps' community impact, data-driven innovation, and more importantly, how you can become a part of this important movement.



Message from the CEO

As we reflect back on 2013, for HOPE it was a year of awareness, successes and challenges as we continue our mission in serving those experiencing crisis in our community. HOPE continued to address the issues of poverty and homelessness by identifying and responding to changing trends for those in need, securing a new database to accurately track client progress/measures, enhancing existing programs and reaping the rewards of a community garden for our Food Pantry clients, all to meet the needs of those we serve. Our challenge continues into 2014, with a need for a larger space to meet the growing need for services in southeast Seminole County.

I continue to be amazed by, and am extremely grateful for, the continued support of our community. We continue to feel embraced by our Interfaith Coalition and partner service agencies who help in providing crucial resources, working in unison to help those in need... knowing we can't do it alone. I am honored by the continued generosity of those who provide gifts and grants that directly impact our critical need programs. I recognize HOPE's staff and volunteers... those who have committed their talents, time, patience, caring nature and energy to make our community a little brighter. If you are part of the HOPE Helps community - whether through financial contributions or volunteer hours - thank you! Partnerships like yours are imperative to our work. I hope the information within this report will compel you to join us as we **Focus in 2014**.

Joan Faulkner, CEO



~ Joan Faulkner, Chief Executive Officer

Program Update

Food Pantry This year, HOPE's Food Pantry focused on researching and providing healthy eating options for all pantry clients, including **Kids of HOPE** which serves free lunches to underprivileged children while they are on school breaks, and gives their families access to resource services. In December, HOPE's Food Pantry served a record number of families in one week: 349 (a typical week sees 300 unduplicated families in the Pantry). **HOPE's Emergency Network Services (HENS)** provided food and other services to 15 homebound or elderly families who cannot travel to the Pantry. Recently, all HENS clients were identified as diabetic, therefore HOPE seeks increased donations of healthy and sugar-free food items to accommodate these special needs.

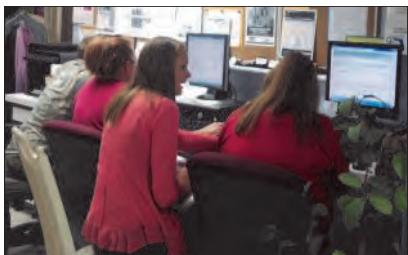


Resource Center In 2013, HOPE saw many individuals and families who do not have the funds to pay their rent due to job loss, cutback of work hours, or

unemployment benefits becoming exhausted. One trend HOPE's Resource Center has identified is more older adults and senior citizens seeking assistance with food, food stamps, electric bills, and housing. HOPE continues to work alongside housing specialists and through local grants to prevent homelessness by assisting disadvantaged families and senior citizens who are staying in hotels, with friends or relatives, or in the woods due to lack of

affordable housing. This year HOPE utilized the HMIS (Homeless Management Information System) database, which allowed staff to track and respond to current trends in needs, and also monitor client progress and report accurate outputs/measures. With HMIS software and ongoing communication between partner agencies, we've been able to avoid duplication of services and better serve those in need. HOPE is excited to provide current statistics to generous funders such as Bank of America, Chesley Magruder Foundation, VNA, Orlando Sentinel Family Fund, a McCormick Foundation Fund and more, who have allowed HOPE to continue addressing critical needs.

Thrift Store HOPE's Community Thrift Store is the bread and butter of HOPE, providing funding to operate the facility as well as essential products for those in need. HOPE was blessed to secure a new Operations Supervisor to take over the day-to-day operations and spearhead new efforts such as recycling programs for cardboard and metal. HOPE continued to support the community by providing an opportunity for 164 Seminole County students to earn 2,884 Bright Futures Scholarship hours. The Thrift Store is conscious of safety and aware of recalled items. They watch for special treasures including everything from high-end jewelry to beautiful home furnishings. The store has also been fortunate to receive regular in-kind donations from Walt Disney World to help increase funding for HOPE's mission.



HOPE Intern, Samantha, assisting clients at the Resource Center



HOPE's Thrift Store Staff

Impact & Testimonial

Nichole is a client who works two jobs to support her family, while also going to school. She didn't earn enough to own a car, so she rode a bike to work every day. Nichole was surprised when HOPE told her that a car had been donated, and that because of her need and her accountability as a client, she was chosen as the recipient. She told her story at HOPE's annual Vision of HOPE Breakfast Fundraiser last fall.

"Hope: what does it mean? The definition of "hope" on dictionary.com says it's the feeling that what is wanted can be had or that events will turn out for the best. We all have hopes and dreams of a better future for ourselves and our family, but what if we lost everything, including hope? Where would we turn? Who could help instill that hope in our lives again?"

To this day, I still struggle on the rise to success. I am trying to find a better job, and I'm working on graduating with good grades. I would love to be in a house with my whole family within 6 months or so. But I take pride in all that I have accomplished this far. I know that it has been my own determination and motivation that have helped me to rise as quickly as I have, but without the help of HOPE Helps, I may not have kept that determination or motivation. And I know beyond a doubt, it would have taken me much longer to accomplish my goals without them.

HOPE Helps is more than a food pantry, resource aid, and referral program. It is a support system and now, to me, family. They are part of my family's lives and our way of life. Without them, life as a single mother would be a lot more difficult and I may have given up. Now my family and I are living together, and I am working hard and remaining strong in trying to get ahead. Without HOPE, I don't know where I'd be today."

~ Nichole, client of HOPE Helps, Inc.



Above: L-R: Nichole with Resource Coordinator, Christine.



Right: Nichole with her three sons, ages 3, 5 and 6.

Above:
Nichole
speaking at
Vision of
HOPE 2013.

Board of Directors



Left to Right: R. Betancourt, K. Traschel, J. Wright, C. Stewart, J. Faulkner, K. Goss, R. Hartnett, N. Rach, J. Gordon and A. Iversen. Missing from photo G. Smith & C. Parker.

Ralph Betancourt, Chairman
Market President
Florida Bank of Commerce

Dr. James Wright, PhD., Vice Chair
Department of Sociology
University of Central Florida

Christine Stewart, Secretary
Health Data Insights

Angela Iversen, Treasurer
Housing Compliance Specialist,
AHC Specialists

Karen Traschel
Regional Business Coordinator
Digi-Key Corporation

Jim Gordon
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Beers and Gordon Law

Robert Hartnett
President/CEO
TEAMFL

Cameron Parker
Sr. Manager Advisor Services
Trading & Operations
Charles Schwab

Nikki Rach
Chief Communications &
Development Officer
St. Luke's Lutheran Church

Greg Smith
Executive VP/CFO/COO
Citizens Bank of Florida

Joan Faulkner
Chief Executive Officer
HOPE Helps, Inc.

Krissy Todd-Goss
Founder / Emeritus
HOPE Helps, Inc.

Message from the Chairman of the Board

On behalf of the Board of Directors, I am pleased to share our 2013 Annual Report. This organization is making an important impact on the lives of thousands of individuals and families here in Central Florida. For a grassroots organization, I am constantly amazed to see how much HOPE Helps is accomplishing, especially in its current facility. This success is attributable to the hard work and dedication of our small staff and many volunteers that come to help every day and at every event. Yes, we accomplished a lot in 2013, but there are so many more families that we want to help in 2014 and beyond, and we can only do that with your support. Please consider how you can further support HOPE Helps, and on behalf of the board, thank you!

~ Ralph Betancourt, Chairman of the Board of Directors



Ralph Betancourt,
Chairman of the
Board of Directors

Statistics and Financials

2013 AT A GLANCE

\$522,504 worth of volunteer hours donated.

250,000 pounds of food distributed.

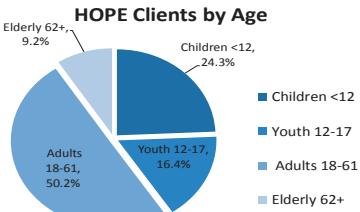
\$172,000 worth of clothing, furniture & other necessities given to families-in-crisis through HOPE's Thrift Store Voucher Program.

9,100 lunches distributed through Kids of HOPE program.

Over **3,600** individuals received services through HOPE's Resource Center.

663 children-in-need registered for HOPE's Back to School Bash.

350 families received services at Christmas in the City.

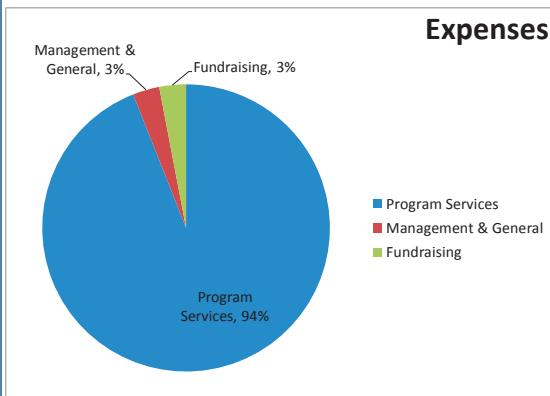
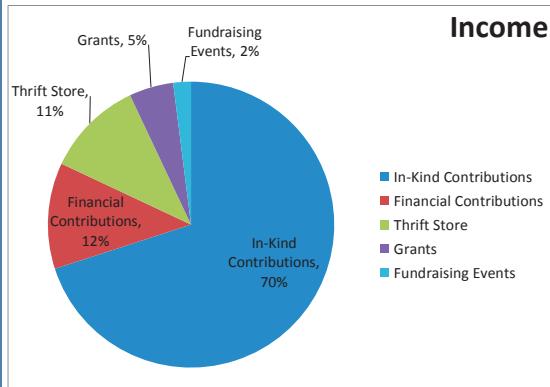


In its 7th year, HOPE is still able to keep management and general costs to 3% and fundraising expenses to 3%. This means that **94 cents of every dollar donated goes directly to supporting the programs that assist our clients**. Our financial outlays are kept low at just over \$500,000 because of the generous \$1.5 million in community support we receive through in-kind donations consisting of food, clothing, housewares, school supplies and Christmas gifts, to name a few.

~ Janis Williams, Director of Finance



Janis Williams,
Director of Finance



HOPE Events



At HOPE's annual **Sham Rock N Run 5K**, hundreds of Central Floridians run, walk, skip, or hop through a 5K course in their St. Patty's Day best. This family-friendly 5K is full of Irish fun, with a costume contest, shamrock shirts, Irish dancers, and a lively after-party.

Right before school starts each year, HOPE hosts the **Back to School Bash**, where over 600 pre-registered children of families in crisis are able to pick out everything they need to start their school year "just like any other kid." On the day of the event, each child chooses a backpack, all school supplies they need, a pair of new shoes, a first day of school outfit, a set of toiletries, and receives a vision screening and free glasses if required. Over 15 partner service agencies provide additional resource information in a family friendly atmosphere.



Community Nights for HOPE



HOPE partners with local restaurants to host **Community Nights for HOPE** on a monthly basis. Community Nights occur at Jersey Mike's Winter Springs, Flippers Pizzeria UCF, and Tijuana Flats Oviedo. When you tell the cashier that you're eating for HOPE, a percentage of the purchase is donated to HOPE. Check HOPE's website for details about locations and hours.

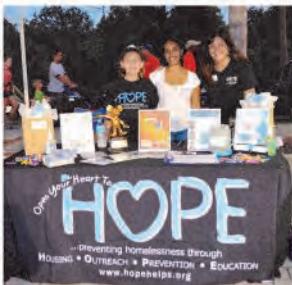
Each fall at **Vision of HOPE**, guests gather to hear an informative and inspirational program while enjoying a delicious breakfast. Attendees of the free event meet and mingle with HOPE's board members, supporters and clients, and learn about HOPE's triumphs from the past year and vision and goals for the future. The community is encouraged to get engaged to support HOPE's mission of serving individuals in crisis in our community.



Christmas in the City is a celebration where people of all faiths come together to eat, sing worship songs and to share and participate in the spirit of Christmas. The event is aimed at meeting the real needs of those in crisis in our community who may not be as fortunate as ourselves, by providing them with toys, gift cards, socks and underwear, blankets, books, school supplies, jeans, and access to resource services. HOPE unites with its Interfaith Coalition and local businesses to provide over 300 local families with everything they need to celebrate the holiday season in a way that every family deserves.

You can also find us at Winter Springs' **Hometown Harvest** & Oviedo's **Great Day in the Country**!

Snapshots of HOPE



Partnerships

2013 brought new collaborative partnerships. HOPE spearheaded fundraising efforts in the first Central Florida's BBQ Blowout, working alongside the Oviedo-Winter Springs Regional Chamber of Commerce.

The most meaningful and impactful collaborative effort was between HOPE Helps and The Christian Sharing Center. We were the first agencies to simultaneously use a module of HMIS software called Activity Point to register families-in-need for an outreach event. The 5th Annual Back to School Bash (an arm of the Kids of HOPE lunch program) provided underprivileged children with everything they need for the start of school. By working with mutual donors and resources, HOPE and The Sharing Center were successful in preventing access to duplication of services.

"HOPE's effort to share event registration information with The Sharing Center... represents an important first step in a regional effort to use the HSN HMIS database to improve collaboration among service providers who recognize that by working together, they can maximize the reach of their resources into the community and increase the number of people they serve."

~ Joel Remigio, Homeless Services Network



HOPE and The Sharing Center team up at Kids of HOPE Back to School Bash 2013

HOPE also partners with other critical resource agencies which provide services in-house for convenience to clients and alleviate the hardship of traveling across town to receive services. This includes: PUP Medical, WellCare, ACCESS Florida (Food Stamps and Medicaid applications), HCCH H.O.P.E Mobile Medical Unit, Seminole County Health Pre-natal Class, UCF School of Social Work.

Due to lack of space at HOPE's facility, many resource service agencies work outside. HOPE envisions having sufficient space to provide these client services under one roof.



Health Care Center for the Homeless H.O.P.E. Mobile Medical Unit



UCF School of Social Work conducting a Point-in-Time Survey

Interfaith Coalition

HOPE's Interfaith Church Coalition has been working hand-in-hand addressing issues of poverty and homelessness since 2008. The Coalition refers potential clients to HOPE's qualified Case Managers who collaborate to assist individuals and families in need. The Coalition members provide individual and group support throughout the year by volunteering in HOPE's Food Pantry and Thrift Store, coordinating clothing and food drives, providing monetary support for direct services to clients, and participating in several outreach programs throughout the year.

Antioch Missionary Baptist Church
Church of the Incarnation
FaithDome of Fellowship
First Baptist Church of Chuluota
First Baptist Church of Oviedo
First United Methodist Church
Oviedo
Most Precious Blood Catholic Church
New Covenant Anglican Church
Northland, A Church Distributed

River Run Christian Church
St. Alban's Anglican Church
St. Luke's Lutheran Church
St. Matthews Episcopal Church
St. Stephen Catholic Community
The Church of Jesus Christ of
Latter-day Saints
TuskaWillia Presbyterian Church
Unity Center For Positive Living
University Carillon United
Methodist Church



Meeting with Christmas In The City Leaders.



Christmas in the City 2013
Host church, University
Carillon, collects donations
for those in need.

HOPE'S COMMUNITY GARDEN

HOPE is blessed to have two community gardens run by two churches in the Interfaith Church Coalition: St. Alban's Anglican Cathedral and First United Methodist Church of Oviedo. These community gardens provide fresh produce for HOPE's Food Pantry, giving HOPE clients healthy eating options. This year, Master Gardeners Don Fielding and Wayne Walworth have helped provide HOPE with bountiful crops of tomatoes, squash, kale, collards, green beans and more. Community volunteers take part in the planting and harvesting of produce valued at over \$15,000. Part of the

gardens' success is attributed to receiving a grant from the Department of Agriculture. In 2014, HOPE is seeking additional funding to continue to support the gardens.



Yellow Squash



UCF Volunteers at FUMCO Garden



Tomato Plants



Staff & Volunteers

HOPE is run by a staff of 16 and supported by hundreds of dedicated volunteers.

On behalf of the Board of Directors, staff and those we serve, **thank you** to our amazing volunteers who donated more than **23,600 volunteer hours in 2013!**



HOPE Volunteers at the Annual Volunteer Picnic during National Volunteer Week 2013

"It is humbling to see families who are so gracious to receive anything. More people need to see and know what happens in our community. There are people in need right here! They're our neighbors, friends, parishioners, coworkers. I believe that those we serve will then serve others. That's how it works, kindness and compassion are contagious."

~ Volunteer, Christmas in the City 2013



Volunteers, Alice and Albert on Pantry Day



Volunteer Coordinator, Karol, with a group of UCF Cornerstone Students



Mission Interact Volunteers



IT Manager, Bill, with volunteers (he does it all!)

Thank You to our Volunteers!

800+ hours

John Sylvia

799—400 hours

JoAnn Root

Nancy Williams

Ray Labant

399—200 hours

Joyce Johnson

Chris Whitehead

Albert Valladares

Linda Thornbrugh

Hector Wright

Peggy Harwood

199—100 hours

Micheal Beall

Suzanne Labant

Alice Beall

Angel Bermudez

Frederic Krueger

Charlene Green

Dawnmarie Samuel

James Riley

Gordon Sayre

Brenda Kosiba

Dave Metz

Norma Mattsson

Richard Mattsson

Diane Wolf

Linda Cluxton

Marjory Williams

Jacob Firmin

Laurie Rodriguez

Maria Cantor

Rita Indresano

Gloria Riley

Kelly Lilly

Bonnie Thomas

Elaine Falls

John Bently

Carmen Campusano

Knappy Connors

Alex Rodriguez

T.J. Lane

Pat Stronka

Frankie Hyman

Patrick Flanagan

"HOPE is the best place to volunteer! I love the joy & happiness I see each time I'm here, both from my co-workers and the customers who have a great time shopping."
~ Sharon

99—50 hours

Jocelyn Carpenter

Donna Beever

Mary Hargrave

W. Walworth

Judy Saunders

Barbara Reichley

Maria Rosado

Rita Bakke

Elenor Ferrer

Kamil Janek

Dave Bless

Sharon McLaughlin

Stacey Thompson

Margie Hoffman

J. Heinrich

Leslie Cherson

Gene Haran

C. Youmans

C. Kunkle

Samantha Whitham

Sherry Conley

Gavin Harper

Chuck Hollis

David Lanphear

Pat Stronka

Linda Birbeck

Gary Birbeck

Christiane Dotson

Yaneth Bareto

Carrie Christensen

Debbie Sackett

Gail Ghilieri

Kevin Grzegorczk

J. Black

Hope Carter

49—25 hours

Shannon Leary

Aaron Smith

Patricia Cates

Rebecca Young

Patricia Worrell

Rose Krantz

Waunita Espino

Brianna Brown

Gloria Driggers

Donna Sanchez

Karen McClellan

P.R. Roskowski

Lee Logan

Durwood Howell

Monica Cullen

Rochelle Wheeler

Maxine Tomlinson

J. Freire

June Trickler

James Steinmetz

M. Tyrie

Shelly Dumas

Dave Staymates

AnnMarie Sargent

D. Boley

Margie Espaillat

Kevin Hollis

L.K. Morton

Simone Adjah

Ben Ebaugh

Naomi Bomotano

M. Valentine

Carol Steinmetz

Stanley Terplivetz

George Burmester

Ashley Kerby

Kaley Wilburn

Catherine Tendl

B. Littlejohn

Maria Sylvia

William Foster

Charlotte Bentley

We want to thank every single person who has donated his/her time to HOPE. We also want to recognize ALL of the Event Volunteers, Groups, Bright Futures Students and Community Service Volunteers.

We have made every attempt to ensure the accuracy of this list, and apologize for any errors or omissions.

Thank You to our Donors!

On behalf of HOPE's Board of Directors, Staff and those we serve, thank you to our generous donors, including foundations, churches, businesses, individual and private financial donors, as well as in-kind donors.

Your contribution makes a huge impact on the lives of those in need.

Your financial and in-kind gifts allow us to continue to serve individuals and families in crisis in our community.

Grants & Foundations

Bank of America
Charles Schwab Foundation
FL Department of Agriculture
Disney Worldwide Services
Fidelity Charitable Gift Fund
GlaxoSmithKline Foundation
Hardin Construction Associates
Charitable Foundation Inc.
Macy's Foundation
Owens Charitable Foundation
Renaissance Charitable Foundation, Inc.
Second Harvest
The Chesley G. Magruder Foundation, Inc.
VNA Foundation, Inc.

Churches

Church of Jesus Christ Latter-Day Saints
Faithdome of Fellowship
First Baptist Church of Chuluota
First United Methodist Church of Oviedo (FUMCO)
FUMCO - Tuesday AM Bible Study
FUMCO - United Methodist Women
Grace Lutheran Church
Hope Presbyterian Church at Lake Nona
Most Precious Blood Catholic Church
New Covenant Anglican Church Inc
Preceptory of Hugh de Payens
River Run Christian Church
Spirit of Praise Apostolic Church
St. Luke's Evangelical Lutheran Church
St. Matthews Episcopal Church
The Chapel @ The Tremont
Tuskawilla Presbyterian Church
University Carillon United Methodist Church
University Unitarian Universalist Society

Carrot & Peas in front of HOPE Sign

Organizations

Advanced Cabinetry & Millwork Enterprises, Inc.
Allied-THA
Aptima, Inc.

Autism Independence
Baldwin-Fairchild Funeral Home-Oviedo
Bazooka Digital
Beers and Gordon PA
Benevolent, Patriotic Order of DOES
Black Hammock Airboat Ventures
Boat Tune, Inc.
Brightway Insurance of Oviedo
Central Florida Regional Hospital
Chef Scott's Creative Catering
Citizens Bank of Florida
Comprehensive Health Management
Creative RT LLC
Fishing Ammo
Flippers Pizza, Inc.
Gray's College Bookstore at UCF
Hagerty High School
Legacy Land Surveying, LLC
Mels BGC Corp
Metro Orlando Juniors
Mid Florida Mustang Club
Orlando Orthopaedic Center
Oviedo Booster Club
Oviedo Car Care
Oviedo High School
Oviedo Historical Society, Inc.
Oviedo Optimist Club, Inc.
Oviedo Woman's Club
Physicians United Plan
Prestige Worldwide S&A LLC
RC Software
Roger Owen Realty
Rotary Club of Winter Springs Inc.
Shell Creek LLC
Sports Authority
Synergy Family Health
Talon Marine Services, Inc.
The Oviedo Preservation Project
Tickled Pink Brides
Truly Nolen of America, Inc.
Wegmann USA, Inc.
Wines for Humanity
WJRR 101.1
Wootsun Machinery & Software Solutions. Inc.

History of HOPE



Krissy Todd
Founder &
Former CEO
(2007-2011)

In 2006, Krissy Todd was approached by a couple who were homeless and pregnant. By using their contacts and resources, the Todd family, along with their community, were able to rebuild this couple's lives.

In the process of assisting this family, it was discovered that despite the fact that there are resources available, services are limited and difficult to gain access to, *especially for families.*

It was at this time that the vision became clear and **HOPE** was established. In 2007, HOPE officially became a 501c3.

Krissy continues to support HOPE's mission by volunteering her time, talents and contacts.



HOPE Food Pantry 2008

Action: Focus in 2014

What will **YOU** do to make a difference in 2014?



Volunteers at HOPE in Oviedo

- Host a food drive
- Help a family
- Sponsor an event
- Volunteer
- Donate monthly
- Join a committee or board
- Feed a child
- Give a single mother hope
- Share your time with an elderly person
- Share your talents
- Spread the word

Thank you for all that you do to make a difference!

Open Your Heart To

HOPE

...preventing homelessness *Since 2007* through
HOUSING • **O**UTREACH • **P**REVENTION • **E**DUCATION
www.hopehelps.org



Thank you to our friends at Citizens Bank of Florida
for being our printing sponsor, proud supporter of HOPE since 2007.



www.mycbfl.com



Left: Citizens Bank of Florida employees collect toys for HOPE's Christmas in the City.

HOPE Helps, Inc.
Resource Center • Food Pantry • Thrift Store
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407-366-3422 • www.hopehelps.org