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## A HOME FOR HOPE



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## ANNUAL REPORT 2014

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**HOPE Helps, Inc.**

Resource Center • Food Pantry • Thrift Store

812 Eyrie Dr. Oviedo, FL 32765

407-366-3422 • [www.hopehelps.org](http://www.hopehelps.org)



**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 wish that we could do what we teach our children to do, which is to give away our best and the best of ourselves – not just expect a child to do it, but expect to be that way when we grow up.*

*I think HOPE tries to do just that because that's what they did for us.”*

~ Jodi, former client

# Message from the CEO

Friends of HOPE,

Thank you to those who have been alongside us on our journey of growth at HOPE over the past 8 years. On behalf of everyone at HOPE, I am thrilled to announce our much needed move to a larger space to better serve our community! For those new to HOPE, we look forward to sharing our new endeavor with you in 2015.

For years, **HOPE** has been challenged by limited space and couldn't grow or expand our programs. In 2014, HOPE's Board and staff evaluated several properties, determined to find the appropriate location for this grassroots organization to move to the next level of service. In late 2014, not one, but two locations were identified in Oviedo; a highly-visible location for our Thrift/Boutique, and a more private location for our Resource Center/Food Pantry, both less than 2 miles from our original facility.



Joan Faulkner, CEO



*HOPE Helps, Inc.'s original building— Resource Center, Food Pantry, and Thrift.*

The strength from the Board of Directors, talented and qualified staff and dedicated volunteers, has allowed HOPE to reach goals that have been sought after for so long. We are truly appreciative of the continued generosity and support from everyone involved in the planning phases, and honored you can now witness our success. We look forward to the day in the near future that we can address the needs of our community more effectively and efficiently.

There is still a lot of work ahead. HOPE will continue to need help in the coming year with our move / expansion. Please contact me to find out how you can get engaged. **Thank you** for having faith in our work, and continuing to support HOPE's mission in preventing homelessness and helping us keep families in their homes.

*~ Joan Faulkner, Chief Executive Officer*



HOPE Food Pantry 2008

The future Resource Center, will include an expanded Food pantry with back stock area, private Case Management and partner agency satellite offices, and resource access center.

On behalf of everyone at HOPE, we look forward to your continued support as we transition and reach new milestones in 2015!

Thank you!

## How can you give HOPE?



For those who are not subcontractors and cannot offer those type of in-kind services, we are graciously accepting donations to help us with our building effort. Please contact [joan@hopehelps.org](mailto:joan@hopehelps.org) to discuss your gift, or visit our website at [www.hopehelps.org](http://www.hopehelps.org) to donate immediately (leave a note in the "send acknowledgement" section to direct your gift).

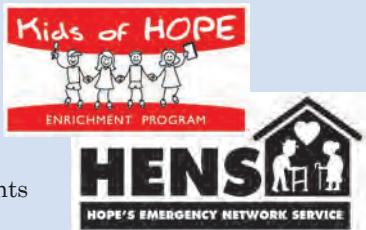
The first 100 gifts at \$1,000 will receive name recognition on a "brick" that will be placed at the new facility. You will also be given a special reusable grocery bag which reflects the ongoing need for food in our pantry. You can encourage others to join our campaign by telling your friends...

**"I Give HOPE, Ask Me How!"**

# Program Update

## Food Pantry

In 2014, the pantry expanded its food drive program with the addition of a Volunteer Food Drive Coordinator. HOPE continued to build strong relationships with weekly and monthly scheduled donations from local restaurants. Clients received fresh produce donated from individuals, small farms, TOPPS grant, HOPE's Community Gardens, and more. This was especially important when providing food to HENS (HOPE's Emergency Network Services) and Kids of HOPE. HENS provided food and other services to homebound (elderly/disabled) families who cannot travel to the pantry. Since all HENS clients were identified as diabetic, the pantry has been focused on providing healthy, sugar free, low salt items to accommodate these special needs. Kids of HOPE served free lunches to underprivileged children while they were on school breaks, and gave access to their families to HOPE's resource services.



Fresh veggies from HOPE's  
Community Gardens



Oviedo vs. Sanford Food Drive



Food cans from Pantry donations

## Resource Center

In addition to the acquisition of the future resource center, HOPE received state-wide recognition for exemplary usage of HMIS (Homeless Management Information System) implemented in 2013. The system allowed staff to track and respond to current trends in needs, and monitor client process and report accurate outputs/measures.

Through this software, the HOPE resource center saw many types of individuals and families who struggled to pay their rent and other bills, including single mothers, extended family households, the elderly, and the unemployed in 2014. Many families fell into crisis due to job loss, cutback of work hours, medical expenses, or limited government funds (social security, unemployment) to make ends meet. With the increase in rental rates, clients faced difficulty finding and keeping affordable housing in the area. HOPE played an essential role in preventing homelessness and keeping these households in their homes in 2014.

## The HOPE Chest—Thrift / Boutique

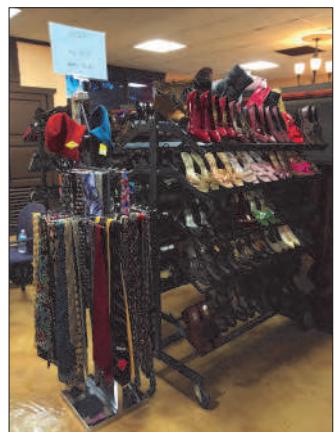
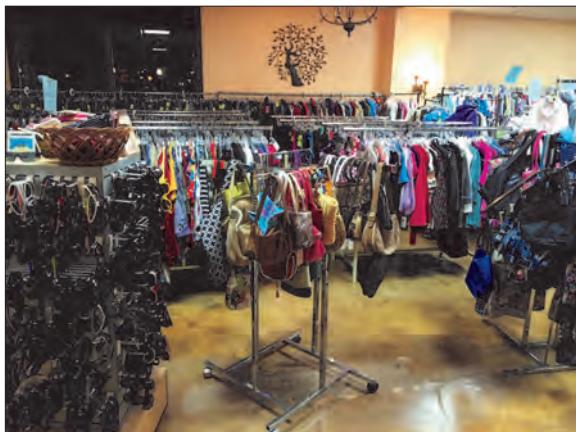


**HOPE's new Thrift / Boutique, The HOPE Chest will continue to sell new and gently used items to the general public, and also provide basic necessities to those in need.**

*"It's like a thrift store,  
but different."*

*It's much better!*

*~ Satisfied HOPE  
Chest customer*



# Impact & Testimonial

Bryen was facing a true crisis when he came to HOPE as a last resort. After years of coping with a partner with personal struggles, he was forced to move out of his home and became a single father of six children. *"With nothing else to do, I loaded up all of my six kids and moved in with my friend's mom. But I couldn't stay there for long."* Like many of HOPE's clients, he was trying his best to get back on his feet, but the low income from his job wasn't enough. All he wanted was a comfortable house and meals for his family.

*"I searched everywhere [for a place to live]. I even tried to get Section 8 housing, but they told me that Section 8 wasn't even taking applications [because there was a 3 to 5 year waiting list]. I didn't know what to do and started to cry."*



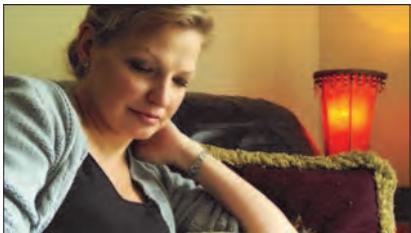
Luckily for Bryen, one home became available because no one in the waiting list was qualified.

*"...I was in the door, but I had no money to move in and get started. Again, I was in a place where I started to lose hope, but then I found HOPE Helps. They not only paid my rent and*

*security deposit, but they got with local churches and got me furniture and beds for me and the kids [from HOPE's thrift store]. And if that wasn't enough, they also got me set up at the Food Pantry."* HOPE was also able to provide clothing and household items, and his children became a part of the Kids of HOPE program.

Since Bryen's initial visit to HOPE 3 years ago, his story has taken a turn for the better. *"I am still in the same house, but I have a great job now, the kids are doing well, and I haven't been to the food pantry in a year because I didn't need to. I really owe HOPE Helps more than I could ever repay. I don't know where my kids and I would be without them."*

This is a great example of our mission at work through our homeless prevention services. Bryen remains in his home, his family doesn't suffer from food insecurity and he has the strength and tools to be successful! Bryen recently came to visit HOPE...not for services, but to personally thank everyone for his success.



*friend in the world. But then, someone (HOPE) started to listen.”*

*“We were destitute and hungry without electricity or plumbing. The ironic thing is that we lived in an absolute mansion.*

*On the surface, we seemed like an absolutely perfect family.”*

*In 2006, I was the Marketing Director of a very large corporation and I made a lot of money. I spent a lot of time donating and trying to give back, or what I thought was giving back. We had lost everything because of a series of unfortunate events, and here we were, upstanding citizens who no longer had a*



*“My mantra became ‘There is a future, there is a hope. A future and a hope.’ Jeremiah 20:11 echoed in my brain, but I got to the point where I couldn’t even say the entirety of the verse. It’s ironic to me that my mantra (a future and a hope) is actually so sweetly the people who helped us. It was HOPE.”*

*“The very first step to getting assistance and help was actually finding someone who was willing to hear our story and not tell us that we weren’t eligible. What HOPE also gave us was the ability to pay our rent by helping us to get our bills paid.*



*I think if HOPE had more, so would I. And, they would have given it to me with the love of a child.”*



Left to right: Jodie Hardman from Bank of America, Joan Faulkner, CEO of HOPE Helps, and Jodi, former HOPE Helps client at Vision of HOPE Fundraising Breakfast 2014.

# Board of Directors 2014



*Left to Right:* Ralph Betancourt, Krissy Goss, Greg Smith, Joan Faulkner, Karen Trachsel, Cameron Parker, Jim Wright, Jim Gordon, Nikki Rach, Bobby Hartnett.

**Jim Gordon, Chairman**

Managing Partner  
Beers and Gordon Law

**Dr. James Wright, PhD., Vice Chair**

Department of Sociology  
University of Central Florida

**Christine Stewart, Secretary (not pictured)**

Health Data Insights

**Karen Trachsel**

Regional Business Coordinator  
Digi-Key Corporation

**Ralph Betancourt**

Market President  
Florida Bank of Commerce

**Robert Hartnett**

President/CEO  
TEAMFL

**Cameron Parker**

Sr. Manager Advisor Services  
Trading & Operations  
Charles Schwab

**Greg Smith**

Executive VP/CFO/COO  
Citizens Bank of Florida

**Nikki Rach**

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

**Joan Faulkner**

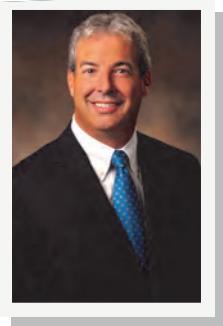
Chief Executive Officer  
HOPE Helps, Inc.

**Krissy Todd-Goss**

Founder / Emeritus  
HOPE Helps, Inc.

## Message from the Chairman of the Board

2014 was an exciting year for HOPE as our organization took big steps that will enable our staff and volunteers to better serve our community and families that need our help as we go into the new year. We are so thankful for all the support that we receive from our staff, volunteers, individual donors and the numerous organizations throughout Central Florida that rewards HOPE with their generous grants each year. With this support, we are excited to be moving our Resource Center and Food Pantry into our new building and were thrilled to open The HOPE Chest in 2015. Thank you for your continued support of HOPE Helps.



Ralph Betancourt,  
2014 Chairman of the  
Board of Directors

~ Ralph Betancourt, 2014 Chairman of the Board of Directors

# Statistics and Financials

## 2014 AT A GLANCE

**21,132** worth of volunteer hours donated.

**\$945,708** worth of food distributed.

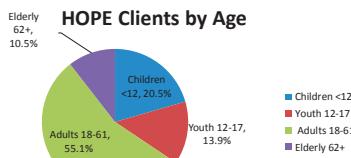
**8,700** lunches distributed through Kids of HOPE program.

**4,067** individuals received services through HOPE's Resource Center.

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

**334** families registered, received services at Christmas in the City, supported by Interfaith Coalition and **500** volunteers.

**Highlight:** ClearChannel/WJRR Pay-for-Play on-air, all-day fundraiser brought in record **\$10,000!**



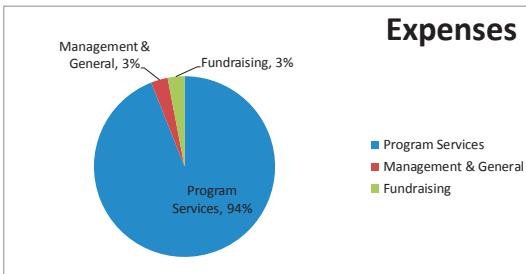
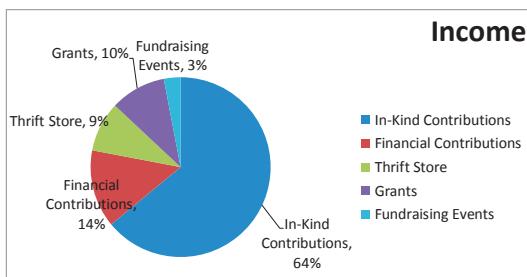
2014 was a record year for revenue at HOPE with the receipt of over \$140,000 from just two local donors. These donations allowed HOPE to purchase the Resource Center/Food Pantry location with owner financing and renovate the new thrift store location



Janis Williams,  
Director of Finance

which will open in March of 2015.

Additional grants also allowed HOPE to hire a Program Case Manager with a Masters of Social Work and a second case manager for the first time. The generous spirit of our community will allow us to improve the lives of those around us with more adequate facilities and qualified staff. We also look forward to increased revenues from The HOPE Chest with its larger space, better parking and more visible location.



# HOPE Events



**March 7th, 2015**—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 themed costume contest, shamrock shirts, Irish dancers, and a bag pipe performance.

**Aug. 1st, 2015**—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 first day of school outfit, a set of toiletries, and receives a vision screening and free glasses if required. Partner service agencies provide additional resource information in a family friendly atmosphere.



**Nov. 5th, 2015**—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. In 2014, nearly 200 guests joined us at St. Albans to hear keynote speaker Mr. David Duda.



**Dec. 12th, 2015—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 an average of 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



# Community Partnerships



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

HOPE partners with other critical resource agencies which provide services in-house for convenience to clients to alleviate the hardship of traveling across town to receive services. Due to lack of space at HOPE's facility, many resource service agencies worked outside.

In 2015, HOPE will have sufficient space for client services under one roof. This includes private meeting spaces for HOPE staff and partner agencies.



Local businesses, organizations, civic groups, and churches host drop off locations to support our outreach events and food drives to fill our pantry shelves as well.



Faulkner, CEO, presenting a certificate for Lukas Nursery for their ChariTree Benefit.



Oviedo vs. Sanford Food Drive hosted by Palm Tree Tech Center presented at Oviedo Business Alliance.

# 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



Interfaith Coalition Meeting



Christmas in the City Leaders

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  
FaithDome of Fellowship  
First Baptist Church of Chuluota  
First United Methodist Church of Oviedo  
Most Precious Blood Catholic Church  
Northland, A Church Distributed  
River Run Christian Church

St. Alban's Anglican Church  
St. Luke's Lutheran Church  
The Church of Jesus Christ  
of Latter-day Saints  
Tuskawilla Presbyterian Church  
University Carillon United  
Methodist Church



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.



Yellow Squash



Collard Greens from FUMCO



UCF Volunteers at FUMCO Garden



Tomato Plants

# Volunteer Spotlight



Volunteer Appreciation Picnic at Lake Mill's Park to honor everyone who donated their time in 2014.



## Happy Retirement, Karol!

Karol Ludaescher started as a volunteer when HOPE began in 2006, becoming a non-profit in 2007. She has been our only Volunteer Coordinator to-date, managing a database of 1,800. In 2014, a value of over 21,000 hours of volunteer hours were donated.

Karol is an inspiration to all and has one of the most giving hearts at HOPE. She is always a pleasure to work with and gives the best of herself to HOPE and our clients every day. Karol coordinated thousands of volunteers during her tenure at HOPE.

At our Vision of HOPE Breakfast in November 2014, Karol was recognized with HOPE's first "**Outstanding Leadership Award**" sponsored by a private donor.

Although retiring, Karol will continue with HOPE...you guessed it... as a volunteer! Best wishes Karol!



## In loving memory of volunteer, Carol Perry...

Carol was a fun, outspoken, loving, caring volunteer that had an amazing heart for the work HOPE does for families in need. She always worked a smile and was a joy to work with. She visited HENS clients on a regular basis, gave them emotional support, and brought them needed items from our thrift store and food pantry. She was always willing to step up to help in any way needed. She will be missed greatly by many.



# Thank You to our Volunteers!

HOPE is run by a staff of 18 supported by hundreds of dedicated volunteers.

**Thank you to our volunteers** who donated **21,132 volunteer hours in 2014!**

## **500—400 hours**

Linda Thornbrugh  
Rafaela Silva  
JoAnn Root  
Seana Mohr  
Sue York  
Ray Labant

Judy Saunders  
Maria Rosado  
Sally Lukens  
C. Kunkle  
Joyce Johnson  
Maryann Lehman  
Spencer Pike  
Sam Uddin

George Burmester  
Wendy Benton  
M. Tyrie  
Frankie Hyman  
Kevin Hollis  
Daivd Munford  
Ghousia Hussain  
Elsa Molina

## **399—200 hours**

Gordon Sayre  
Nancy Williams  
John Sylvia  
Laurie Rodriguez  
Ron Dotson  
Albert Valladares  
Hector Wright  
Ineita Dingus

Linda Birkbeck  
Gretchen Woods  
Gene Haran  
David Lanphear  
Mary Goodman  
Dave Metz  
Jessica Hellein  
Joan Kozierowski  
Maxine Tomlinson  
Pat Stronka  
Matt Curless  
Gary Birkbeck  
C. Youmans  
Monique Roney  
Carol Darling  
Anthony Howard  
Maria Cantor  
Kevin Grzegorczk  
P/R Roskowski  
Lauren Vickers  
Gloria Driggers

B. Littlejohn  
Amber Ravenall  
Rose Krantz  
M. Valentine  
Dave Staymates  
Linda Schmid  
Michael Melendez  
D. Boley  
Manuel Valdes  
Laura Shafer  
Gianna Paniagua  
Kappy Connors  
Doug Fray  
Donna Sanchez

## **199—100 hours**

Frederic Krueger  
Charlene Green  
Kelly Lilly  
James Riley  
Suzanne Labant  
Joe Rodriguez  
Gloria Riley  
Chris Whitehead  
Peggy Harwood

Matt Curless  
Gary Birkbeck  
C. Youmans  
Monique Roney  
Carol Darling  
Anthony Howard  
Maria Cantor  
Kevin Grzegorczk  
P/R Roskowski  
Lauren Vickers  
Gloria Driggers

*"I can't think of a better place to volunteer your time that has such a profound impact in our community."*

*~ Linda C.*

## **99—50 hours**

Kamil Janek  
Norma Mattsson  
Mary Hargrave  
Eleanor Ferrer  
W. Walworth  
Patrick Flanagan  
Debbie Sackett  
Patricia Worrell  
T/J Lane  
Michele Furman  
Marjory Williams  
Barbara Reichley  
Linda Cluxton  
Stacey Thompson  
Sherry Conley  
Sharon McLaughlin  
Samantha Whitham  
Dave Bless

Rochelle Wheeler  
Jolene Morris  
Alex Rodriguez  
Shelly Dumas  
Lee Logan  
Emma Ouellette  
Carrie Christensen  
James Steinmetz  
Lewis Motomori  
William Foster  
Carol Steinmetz  
Naomi Bomotano  
J. Heinrich  
Margie Espaillat  
Karen McClellan  
Monique Lee  
William Foster



*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, civic groups, and individual and private donors.

## Grants

Bank of America  
BJ's Restaurant & Brewhouse  
BJ's Wholesale  
Charles Schwab Foundation  
Disney Worldwide Services  
Fidelity Charitable Gift Fund  
Just in Queso Foundation  
My Father's Table  
Orlando Sentinel Family Fund  
Renaissance Charitable Foundation, Inc.  
Second Harvest  
The John & Katherine Duda Foundation, Inc.  
The Ryan Foundation  
Wal-Mart Foundation

## Churches

Antioch Missionary Baptist Church  
Faith Assembly of God—The Voice  
FaithDome of Fellowship  
First Baptist Church of Chuluota  
First United Methodist Church Oviedo  
Most Precious Blood Catholic Church  
New Covenant Anglican Church Inc.  
Northland Church of Oviedo  
Palmwood Church  
River of Life Church  
River Run Christian Church  
Rock Hill Baptist Church  
St. Alban's Anglican Cathedral  
St. Luke's Evangelical Lutheran Church  
St. Matthews Episcopal Church  
Tuskawilla Presbyterian Church  
University Carillon United Methodist Church  
University Unitarian Universalist Society

## Organizations

A. Duda & Sons, Inc.  
AGS Exposition Services, Inc.  
Alafaya Family Dentistry  
Aloma Title Company  
Average Joes  
AVNET  
Beers & Gordon  
Benevolent, Patriotic Order of DOES  
Best Family Foundation  
Boyle & Associates LLC  
Black Hammock Airboat Ventures  
Central Florida Regional Hospital  
Christmas for Children, Inc.  
Cida's  
Citizens Bank of Florida  
Claims Management Service, Inc.  
CNS Healthcare  
Comprehensive Health Management  
Coulombe Enterprises  
Crum & Forester  
CVS Orlando Distribution Center  
Earl & Bettie Fields Automotive Group Fn

Evans Elementary  
Flipper's Pizza  
Gentiva Home Health  
GlaxoSmithKline Foundation  
Graffiti Junction  
Hagerty High School  
IHeartMedia Management Services, Inc.  
Jackson Heights Middle School  
Jared's Farm  
JHMS Jr. Beta Club  
Job Masters, Inc.  
Joy Performing Arts  
Julia's School of Dance Inc.  
JZM' Inc, Dba Miranda's Towing  
Karen Copeland & Associates, PA  
Knights Helping Knights Pantry  
Leidos Inc.  
Lukas Nursery & Garden Shop  
Macey's / Bloomingdales  
Mel's BGC Corporation  
Metro Orlando Juniors  
Mid Florida Mustang Club  
Moms Club of Downtown Oviedo  
Orange County Medical Society Alliance  
Orlando Water Sports Complex  
Out of Love Ministry  
Oviedo Babe Ruth  
Oviedo Car Care  
Oviedo Women's Club  
Partin Elementary School  
Premier Pools of Central Florida, Inc.  
Prestige Worldwide S&A LLC  
Primrose School of Oviedo  
Primrose School of Waterford Lakes  
Publix  
RE/MAX Select  
Rini Technologies  
RL Haines Construction LLC  
Roger Owen Realty  
Rotary Club of Winter Springs Inc.  
Seminole County Parks  
Shell Creek LLC  
Shotski's  
Synergy Family Health  
The Chapel at Tremont  
The Glass Slipper  
The Oviedo Preservation Project  
Tuscawilla Women's Club  
Waterstone  
Winter Park Elks Lodge 1830  
Womens Amateur Invitational Tennis League  
Women's Club at UCF

Care of HOPE Sign

# Action: Focus in 2015



Jim Gordon  
2015 Chairman of the  
Board of Directors

## Message from the Chairman of the Board 2015

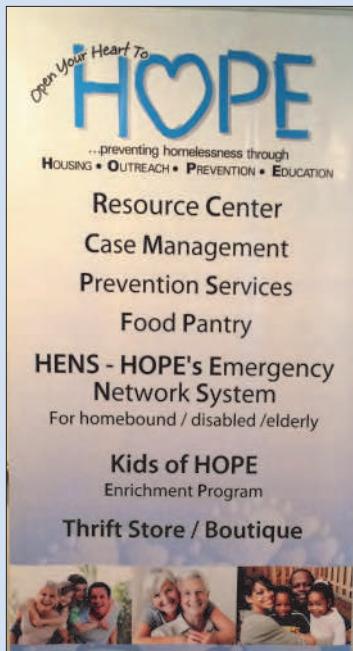
2015 will be a year of growth for HOPE, and I am honored to lead as incoming Board Chair during this long-awaited expansion. Everyone on the board, including our 6 new members, share the same dedication and passion for HOPE's mission.

Together, we plan to reach new heights with our service on the board, participation with volunteers, and support to improve HOPE's client services.

The board is excited to see HOPE move to two new locations, allowing HOPE to touch more hearts and help as many people possible in the Central Florida community.

~ Jim Gordon, 2015 Chairman of the Board

## What will YOU do to make a difference in 2015?



- Host a food drive
- Help a family
- Sponsor an event
- Volunteer
- Donate monthly
- Join a committee
- 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!**



...preventing homelessness *Since 2007* through  
**H**OUSING • **O**UTREACH • **P**REVENTION • **E**DUCATION  
[www.hopehelps.org](http://www.hopehelps.org)



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



**HOPE Helps, Inc.**  
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