



*Open Your Heart To*

# HOPE

**Annual Report  
2018**

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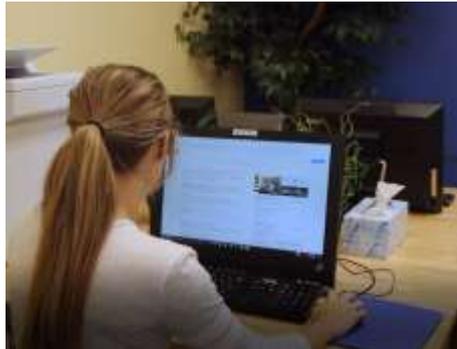
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Resource Fair



Budgeting and savings class



Computer Classes—Basic Skills hosted by  
Paradigm IT



University of Florida Expanded Food  
and Nutrition Education Program



Oviedo Medical Research



A Home for HOPE Donor Walkway



Dear Friends of HOPE,

On behalf of everyone at HOPE, thank you for your continued support over the years and especially in 2018. You have helped make an impact on the hundreds of lives of individuals, families and children in need in our community.

With HOPE now 12 years old we continue to see successes in assisting individuals and families in need in our community.

In addition to the successful end of our Capital Campaign, another highlight in 2018 was the successful initiation of HOPE providing on-site access to other resource agencies. HOPE addressed issues of individuals and families not being able to access other resources around Central Florida, therefore HOPE's vision of providing these services on-site became a reality.

Many clients not only signed up for HOPE's budgeting and savings classes but also for personal one-on-one financial counseling as well.

We opened our doors to more opportunities and collaborative partnerships on-site including:

- DCF / ACCESS (food stamp assistance)
- Oviedo Medical Research
- UCF Marriage and Family Institute
- University of Florida / Expanded Food and Nutrition Education Program (EFNEP)
- Computer Classes – Basic Skills hosted by Paradigm IT

We took a deeper dive to identify needs and track progress of those we serve – confirming that we are fulfilling our mission of our prevention model... and successfully keeping families in their homes.

Because of the increase in individual unrestricted donations and pledges in 2018, we were able to direct those funds to the people that needed it the most...those needing help with rental and utility assistance, on the brink of homelessness.

53 Families were at high risk of losing their homes. Although many individuals and families are short-term clients (*needing assistance due to job loss or medical issue*), we don't see them frequently, therefore took time year-end to check in to see how they're doing. Of the 53 families contacted:

- 33% of those families we helped with rental assistance and did not lose their home. Some individuals/households are still receiving personalized budgeting counseling and food while working with a case manager to get back on their feet.
- Others contacted did not return the call
- 7% were evicted and didn't follow-up with HOPE for further assistance

As we prepare for 2019, we will be initiating goals in our Strategic Plan, building our Board of Directors and look forward to reviewing our processes and effectiveness of all of HOPE's programs, and continuing to strengthen the talents of our team.

Thank you for taking time to review our Annual Report. Please feel free to contact me any time if you would like additional details or just to stop by for a visit.

Sincerely,  
Joan Faulkner  
President / CEO  
HOPE Helps, Inc.



*"There's always something interesting to find here. Terrific variety, fair prices for both sides and a great cause."*

-The HOPE Chest  
Customer  
Shopper

## The HOPE Chest Thrift Store/Boutique

The HOPE Chest Thrift Store/Boutique enables HOPE to meet the needs of the community in many ways. Blessed with many quality donations from the community, customers can find amazing bargains while they support our mission. Individuals and families in crisis can be given a voucher to receive necessities from The HOPE Chest without charge.

- In 2018, The HOPE Chest sales increased 37% over the prior year
- Members of the community donate gently used or new items that are then resold with proceeds benefiting HOPE's programs
- Disney donates lost and found items which may include cameras, sunglasses, tablets, bags and more
- In 2018, The HOPE Chest had two Eagle Scout projects donated and completed, providing cabinets and sheds for HOPE's intake yard
- A private donor provided funds for the installation of a concrete slab
- Proceeds from The HOPE Chest support 44% of HOPE's Budget

**\$4,554**

Worth of vouchers  
given to individuals  
and families in crisis

## Resource Center

HOPE serves the working poor, many clients who have never been in crisis before, and the homeless. We believe in equipping individuals and families with the tools necessary to get them through their crisis by offering case management, financial assistance and access to additional resources.

- 1,330 referrals to other agencies for additional resources
- \$43,000 paid in financial assistance for things like rent, shelter, utilities, transportation, vehicle repairs and more
- Financial Literacy courses are offered to clients throughout the year with one-on-one financial counseling available
- HOPE's Case Managers meet with clients to identify needs and create a plan to help clients return to self-sufficiency
- Collaborative partnerships on-site include:
  - DCF / ACCESS (food stamp assistance)
  - Oviedo Medical Research
  - UCF Marriage and Family Institute
  - University of Florida / Expanded Food and Nutrition Education Program (EFNEP)
  - Computer Classes—Basic Skills
  - hosted by Paradigm IT

2,582

Individuals received services through HOPE's Resource Center in 2018

When the world says give up  
*Hope whispers...*  
try it one more time.



Clients waiting to meet with a case manager.

## Food Pantry

HOPE's Food Pantry is a choice pantry that provides nonperishable food, produce, meat and fresh bread, 4-days per week, all at no charge for those in need in Seminole County. The pantry is supported by local businesses, individuals donors, faith groups and food drives. 2018 included:

- 10,526 visits to the pantry in 2018
- Over \$12,000 worth of emergency food distributed
- \$15,000 donated for fresh produce by a special donor
- Clients are led through the pantry by a Shepherd to pick out their food each week including items like fresh produce, bread, meat, and more
- Supported by a large team of dedicated volunteers and faith, civic, business, and individual groups that participate in Pantry Takeover Days
- Partner of Second Harvest Food Bank, purchasing food at \$0.19 per pound
- Dozens of food drives held by community members, churches, schools, civic groups, and businesses throughout the community

**\$726,294**

Worth of food  
distributed in 2018



CARRABBA'S  
ITALIAN GRILL



Thank you to our supporters!



Publix



*“We really didn’t have enough money to cover everything so the one thing we had to cut on was food. At HOPE we get fruits and vegetables and grains. We don’t have to go hungry.”*

## Adam's Story

Adam is an elderly client who has been utilizing HOPE's food pantry for several years. Retired, he lives off a limited fixed-income. He is a very kind person and all of HOPE's volunteers enjoy seeing Adam each week. Case managers and volunteers began noticing he was having increased difficulty coming to the pantry and offered him HENS services where a volunteer could deliver his food to him on a weekly basis. Adam declined at the time, noting that he enjoyed visiting with the volunteers each week when picking up food. However, his health started to decline to the point that Adam was no longer able to drive himself to the food pantry. Because of this, he agreed to start receiving HENS services. Adam is so appreciative of the services from HOPE and he sent a thank you to his HENS volunteers stating *"you...have kept me stocked with healthy and rich foods that have kept me going...and I shall never be able to convey my thankfulness enough."* HOPE will continue to serve Adam and other home-bound clients with similar situations through the HENS program.





HOMEWORK SERVICE



## HENS

HOPE's Emergency Network Service, HENS, provides outreach to those who are elderly, disabled, or suffering from medical issues, and are home-bound and unable to access HOPE's Services on site.

- Over 600 home deliveries made to elderly or disabled home bound clients
- Volunteers help with basic repairs
- Case Mangers meet with clients at their homes to learn about their needs and pair them with a volunteer
- Volunteers pick out food from HOPE's Food Pantry and deliver it to clients' homes each week

**\$46,600**

Value of food distributed to HENS clients in 2018





## Kids of HOPE Enrichment Program

Karen and Jeff have been struggling to get by on a single income and Jeff's Veteran's benefits were recently reduced. He is going to school so he will eventually earn a better income, while Karen is having a hard time finding work while juggling the schedules of her two children, one with special needs.

The Kids of HOPE program has provided her children (ages 8 and 11) with nutritious lunches throughout the summer, to replace the meals they would typically get in school. Through Kids of HOPE, the children also received a full set of school supplies to ensure they have everything they need for a great school year.

*"Kids of HOPE helped our family during a difficult financial period. We were able to receive school supplies, backpacks and even a pocket bible to remind us of the love and kindness expressed through this wonderful program. Without Kids of HOPE, we would not have been prepared for the new school year. Kids of HOPE also helped us make ends meet with providing lunches for the kids during the summer. This helped our family's overall budget tremendously."*

The Kids of HOPE program provides registered children with free lunches during the thirteen weeks of school break throughout the calendar year. When families come to HOPE to pick up their children's week of food, which includes fresh fruit and easy open items for children who may be home alone while their parents work, the parents have the opportunity to meet with a case manager to discuss their personal situation and create a personalized plan to get back on their feet.

- In 2018, the Kids of HOPE Enrichment Program provided more than 2,000 lunches to children or nearly \$60,000 worth of food during the 13 weeks a year children are out of school.
- This program is supported by private foundations, community grants, churches, and individuals from the community.
- Lunch bags are decorated by volunteers and include healthy, easy-to-open items for children.



Kids of HOPE



BACK TO SCHOOL BASH

## Back to School Bash

HOPE's Back to School Bash, hosted by our Interfaith Coalition, provides disadvantaged children with everything they need to start their school year off right.

- During the event, preregistered children received backpacks, pencils, pens, glue, notebooks, paper, socks, underwear, jeans and more
- In 2018, 200 Children received free vision screenings from HOPE's partner, Vision Quest
- More than 300 volunteers helped put on this event at the First United Methodist Church of Oviedo
- Area businesses and churches hosted school supply collection boxes to provide over \$30,000 worth of school supplies for children in Seminole County
- Nearly \$12,000 worth of clothing was distributed

*"If we weren't able to attend this event, I don't know how I would have been able to prepare my children for school."* -

HOPE Client 2018

397

Children received  
everything they  
needed for school in  
2018

## Christmas in the City

Each year, HOPE staff, our Interfaith Coalition and hundreds of volunteers host Christmas in the City for registered clients with the help of local businesses and churches who sponsor the event and host donation boxes.

- More than 1,000 volunteers were needed to host this event at University Carillon United Methodist Church in 2018 with some volunteering to sort and organize donations prior to the event
- Children received toys, games, books, clothes, holiday meals, blankets, socks and underwear, jeans, family portraits and more
- Over \$170,000 worth of clothing, toys and food distributed
- Nearly 100 families had professional family Christmas photos taken and printed on site
- All families received holiday meals to take home and were welcome to enjoy a hot fresh meal at the event

700

Children and families received gifts and necessities for a happy holiday

11TH ANNUAL  
*Christmas in the City*



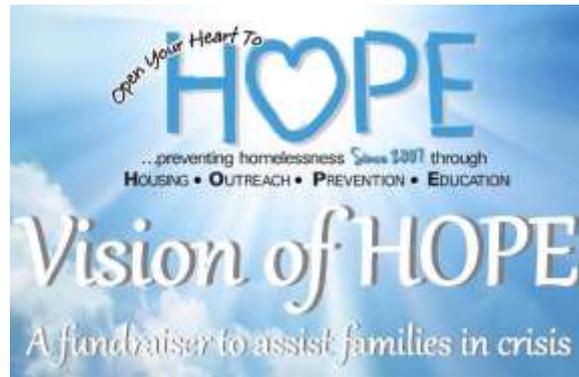
## Vision of HOPE

Each fall, HOPE supporters gather for an informative and inspirational hour-long program to hear a recap of HOPE's prior year and vision for the future of HOPE. Attendees not only enjoy a delicious breakfast, but meet and mingle with HOPE's Board members, staff, community leaders and some clients who have been

served by HOPE. This year's Vision of HOPE fundraising breakfast was held at St.

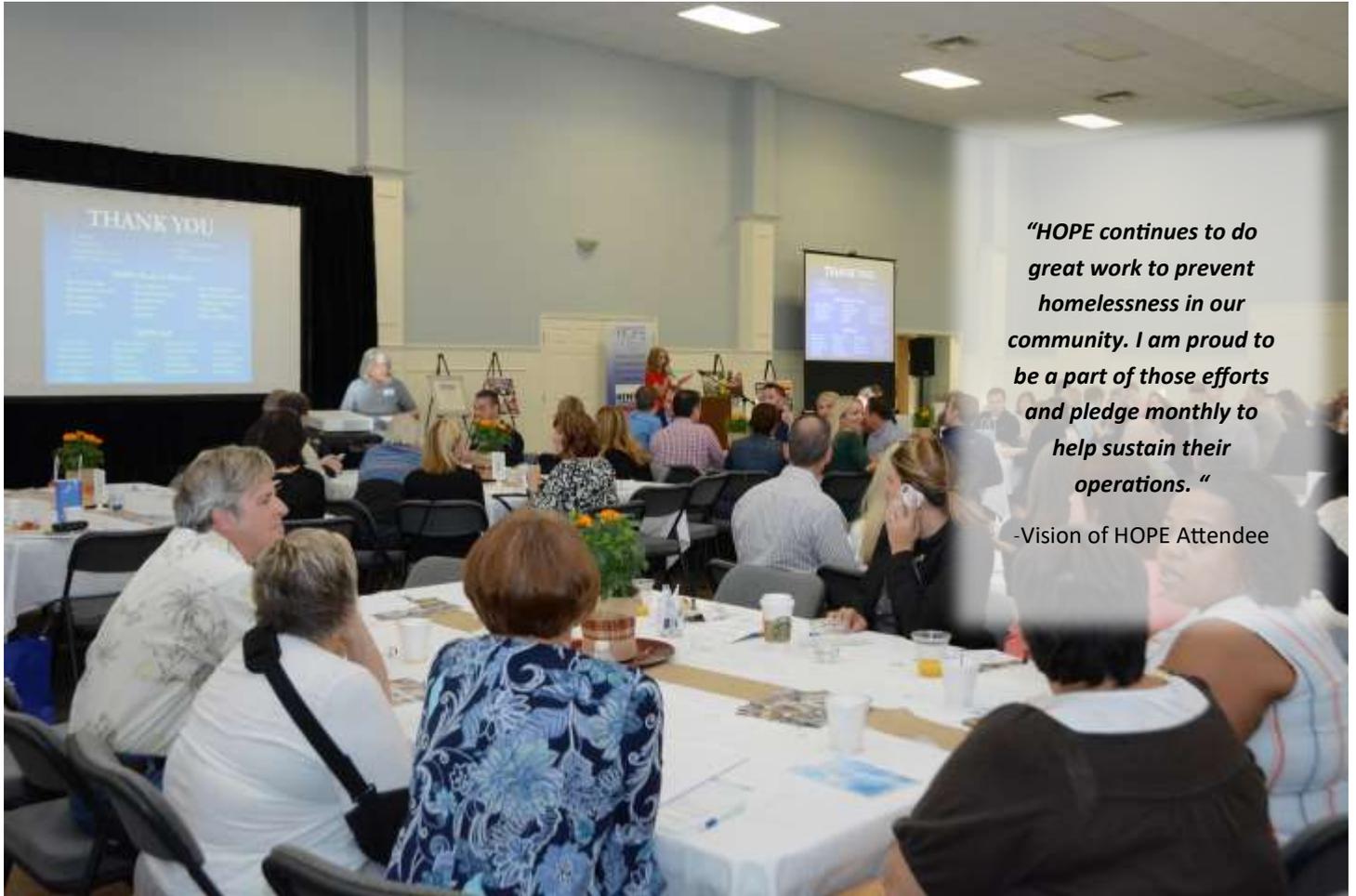
Alban's Anglican Cathedral and was emceed by Allison Walker Torres, Reporter/Anchor for Spectrum News 13. Attendees learned of HOPE's progress through the years, how HOPE is settling, partnerships with the community and heard from one of HOPE's clients, JoAnne. JoAnne is retired on disability with children at home. Her husband is a handyman and works independently so there are times he does not have a paycheck and JoAnne's fixed income does not cover the necessities alone.

It is with HOPE's help that this retired nurse and her family are able to stay in their home and have food on the table. It is through events like Vision of HOPE that we are able to raise funds, make connections with local leaders and share HOPE's mission, all to be able to help those in need.



***“If HOPE wasn’t here,  
I don’t know what we  
would do. It is a  
blessing to have this  
phenomenal resource  
to go to.”***

***-JoAnne***



***“HOPE continues to do great work to prevent homelessness in our community. I am proud to be a part of those efforts and pledge monthly to help sustain their operations.”***

**-Vision of HOPE Attendee**



## Sham Rock N Run 5k

On Saturday, March 10th, 2018, HOPE's 7th Annual Sham Rock N' Run 5k took place at St. Luke's Lutheran Church. This event raises funds to help families in crisis in our community.

- All finisher's received custom Sham Rock N' Run medals and t-shirts
- Virtual and "Snooze for HOPE" options available for participants who could not make it on race day
- The 3.1 mile course was updated but still wound through St. Luke's Lutheran Church and School and Lutheran Haven, where residents cheered on racers
- The Little Leprechaun Lap continued for young children to promote a family-friendly event
- Contests and prizes for best costume and largest team
- More than 30 local businesses and churches sponsored the event
- To learn more about sponsorships for future events, email [development@hopehelps.org](mailto:development@hopehelps.org).

581

Registered  
participants  
in 2018

## Volunteer Appreciation

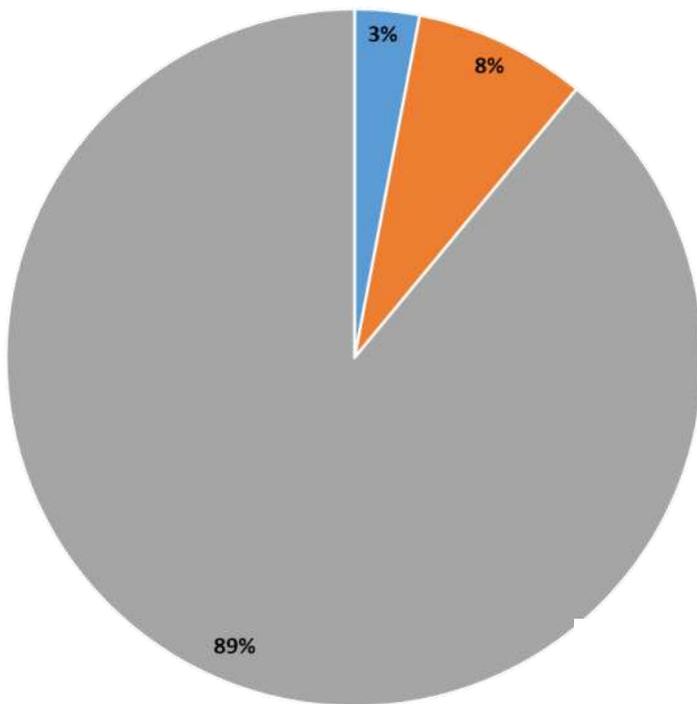
HOPE is supported by thousands of volunteers each year. At our annual volunteer appreciation event, we honor their dedication to preventing homelessness.

- HOPE's 11th Annual Volunteer Appreciation event was a picnic at Lake Mills Park with food, games, and awards
- Volunteers were awarded certificates of appreciation for their hours of service in 2018
- \$982,390 worth of volunteer hours were donated in 2018
- Volunteers support HOPE's Food Pantry and Resource Center, The HOPE Chest, events, outreach, and programs
- 2018 Volunteer of the Year award winners: Jacquie & Dave Dunbar, Suzanne Carbone, Dave Bless, Charlene Green, Linda Cluxton, Carter Kaplan, Julie Van Wagoner, Patrick Goergen, Tracie Hanberg, Jackie Melley
- The People's Choice award voted on by HOPE volunteers was awarded to Joyce and Gene Washburn
- HOPE's Founder's Award was awarded to long-time volunteer, Jim Riley

31,000

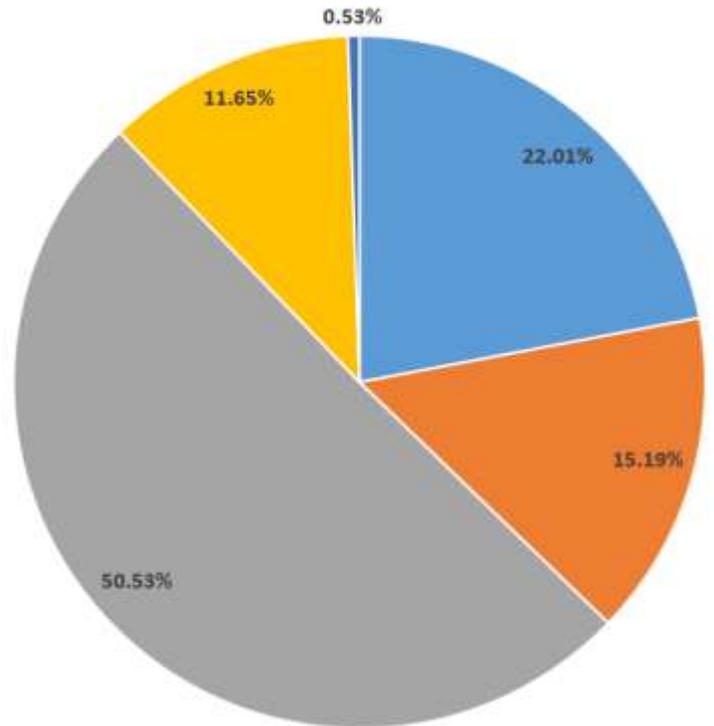
Worth of volunteer  
hours donated in  
2018





- Management & General
- Fundraising
- Program Services

- Children 0-12
- Youth 13-17
- Adult 18-61
- Elderly 62+
- Age Not Available

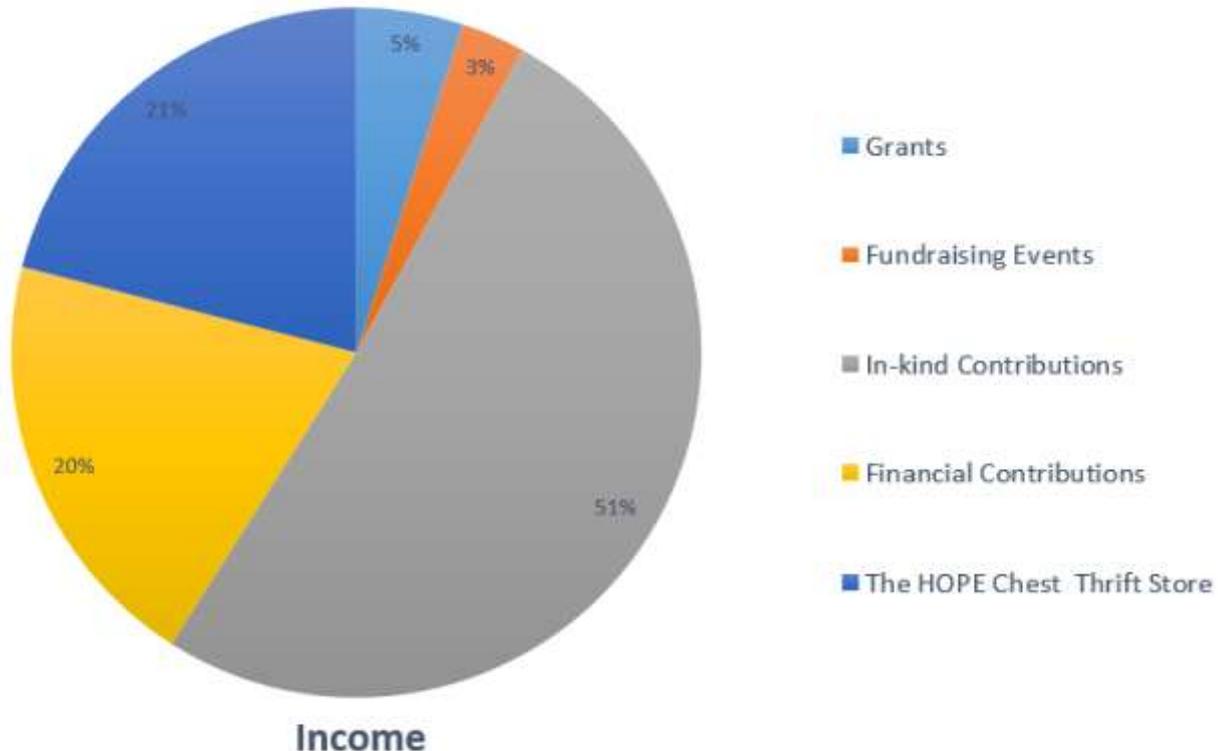


**Clients by Age**

HOPE's financial diversity continues to be the greatest reason for HOPE's strong financial position. Of course, none of it would be possible without the overwhelming generosity of our community! The chart below shows the percentage each revenue source represents. The in-kind donations (primarily food) are recognized as pass-through revenues and expenses. If in-kind donations were excluded the percentages of each financial revenue source would be as follows: The HOPE Chest Sales (44%), Contributions (40%), Grants (9%) and Fundraising Special Events (7%). Contributions come from private individuals, businesses, foundations and churches.

The HOPE Chest's sales continue to increase and in 2018 surpassed Contributions as HOPE's greatest source of revenue when in-kind donations are excluded. For the year ended December 31, 2018, The HOPE Chest's sales increased 37% over the same period in 2017. The volume of merchandise being sold required additional staffing hours in the store, but with the help of volunteers, most of the increased sales are available for funding the mission of HOPE.

**-Janis Williams  
CFO**





Dear Friends of HOPE, on behalf of the Board of Directors, thank you for your support in 2018. This past year has been another blessing for HOPE and our clients. Your generosity through donations and financial support has been overwhelming and appreciated. The 11th annual Vision of HOPE Breakfast was another success for the organization, along with the special “Let Us Entertain You” event/fundraiser for HOPE. Additionally, HOPE worked hard to obtain new corporate donors throughout the year that also allowed us to develop additional programs and staff to better serve our communities. I encourage you to continue your support by joining the Hearts for HOPE Club or by making a one-time donation. Join us by volunteering at one of the many outreach programs that HOPE puts on throughout the year. Volunteering with HOPE is “Food for the Soul.” Through your support HOPE will continue to thrive, expand our relationships in the community and build on our vision while supporting our clients.

- Dave Kutlenios , 2019 Chairman of the Board

# Board of Directors 2018

**Karen Copeland, Treasurer**

Owner  
Copeland CPA

**Christopher Coventry**

Corporate Director of Safety,  
Security and Engineering  
Orlando Health

**Joan Faulkner**

President/CEO  
HOPE Helps, Inc.

**Stephen Fussell\*, Secretary**

Administrator—Office of  
Organizational Excellence  
Seminole County Government

**Jim Gordon**

Managing Partner  
Beers & Gordon Law

**Dave Kutlenios, Chairman**

Solutions Engineer  
Sprint

**Teresa Nardontonia, MSN, RN**

Chief Nursing Officer  
Oviedo Medical Center

**Sean Newman**

Senior VP for Operations  
Aon

**Lisa Prieto**

Vice President - Owner  
P3 Electrical Services LLC

**Jim Riley\***

Retired Educator, Community  
Volunteer

**Rev. Brian Roberts**

Pastor – Director of Outreach and  
Human Care Ministries  
St. Luke’s Lutheran Church and  
School

**Kelly Sue Stonebreaker\***

Realtor  
The Stonebreaker Home Team

**Stephanie Vollrath, Vice Chair**

Owner  
Vollrath Law

**Patye Weil**

Managing Director  
Charles Schwab

**Madison Wilkinson**

Financial Advisor  
Edward Jones

**INCOMING**

**Megan Almasi**

Community Relations Manager  
Orlando Health

**Steve Chihos**

Change Adoption Consultant  
theBigRocks, LLC

**Sabrina Deshner**

Manager, Employee  
Communications Engagement  
Seminole State College

**Dana Lightfoot**

Founder  
Circle of Hands Chair Massage,  
LLC

*\* Denotes Outgoing Board Members*



# Financial and In-kind Donors

The list denotes \$500 and up in contributions

## Churches

Antioch Missionary Baptist Church  
Church of the Incarnation\*  
Core Faith Church\*  
Crosslife Church\*  
East Coast Believers Church  
First Baptist Church of Chuluota  
First United Methodist Church of Oviedo  
Mission Road Church\*  
Most Precious Blood Catholic Church  
New Covenant Anglican Church Inc.  
Northland Church\*  
Palmwood Church\*  
River Run Christian Church  
St. Alban's Anglican Church\*  
St. Luke's Evangelical Lutheran Church  
St. Matthew's Episcopal Church  
St. Stephen Catholic Church\*  
The Chapel at The Tremont  
The Church of Jesus Christ of Latter-day Saints  
Tuskawilla Presbyterian Church  
Unity Center for Positive Living\*  
University Carillon United Methodist Church

## Foundations

Florida Blue Foundation  
Harper Family Charitable Foundation, Inc.  
J. William & Mary Helen Straker Charitable Foundation  
Second Harvest Grant  
The Chelsey G. Magruder Foundation, Inc.  
The Father's Table Foundation  
The Joe & Sarah Galloway Foundation  
The John & Katherine Duda Foundation, Inc.  
The TJX Foundation  
Walmart Foundation

Remediation Specialists, Inc.  
Renovation Project, Inc.  
Re/Max Town & Country, The Stonebreaker Home Team  
Rini Technologies  
RLH Construction, LLC.  
Rotary Club of Oviedo  
Rotary Club of Winter Springs, Inc.  
Seminole County Board of Commissioners  
Steven's Kitchen  
The Barrett Spray Team\*  
TheBigRocks.com  
The Nation Foundation  
The Oviedo Preservation Project  
The Women's Club of Casselberry  
Trinity Pavers & Outdoors, LLC\*  
Vollrath Law  
WastePro\*  
Waypointe Realty  
Wieland, Hilado & Delattre, P.A.  
Your Oviedo Dentist



St. Luke's Lutheran Church A Night in Bethlehem benefiting HOPE Helps, Inc.



Private Donor	Dennis & Renee Fruhwirth
Ralph & Kristen Betancourt	Jim & Marci Gordon
Mark & Karen Boardman	Ron & Jean Gordon
Dave & Cathy Borowski	Private Donor
Mike & Amy Bosley	Private Donor
Carrie & Bryce Christensen	Craig & Sandy Leiss
Kim Coburn	Matthew & Dana Lightfoot
Karen Copeland	Mitchell & Marilyn Lustig
Justin Cough	Pamela Martinez
Private Donor	Private Donor
Richard & Susan Dandrow	Susan McMahan
David & Carolyn Duda	Lisa & Rob McNabb
Cheryl Fitch	Bryan & Sheila Morens

The Hearts for HOPE club is for those who give the gift of a monthly pledge totaling a minimum of \$1,000 a year. By pledging monthly, you are allowing HOPE to better plan, sustain and consistently meet the needs of HOPE's programs that support our clients. In honor of your pledge, you will:

- Be formally recognized at HOPE's Vision of HOPE annual fundraiser in November
- Be recognized in HOPE's Annual Report
- Be invited to a private recognition event in 2019 where we look forward to your input on how we can work together to shape HOPE's future
- Receive a commemorative pin to recognize your commitment to HOPE Helps and improving the lives of those in need

# HOPE's INTERFAITH COALITION



HOPE Help's Interfaith Coalition, founded in 2008, is a grassroots initiative that cooperatively and compassionately addresses poverty, hunger and homelessness in our community. The coalition provides volunteers, coordinates food and clothing drives and provides financial support for individuals and families in crisis. As an Interfaith Coalition, we set aside theological differences to focus on solutions to challenges that affect our community. Meetings are held monthly with guest speakers on the third Tuesday of each month. For more information, email [events@hopehelps.org](mailto:events@hopehelps.org).

Antioch Missionary Baptist Church  
The Church of Jesus Christ of Latter-Day Saints  
Church of the Incarnation  
Corefaith  
Crosslife  
East Coast Believers  
First Baptist of Chuluota

First United Methodist Church of Oviedo  
Mission Road Church  
Most Precious Blood Catholic Church  
New Covenant Anglican Church  
Northland  
Palmwood Church  
River Run Christian Church

St. Alban's Anglican Church  
St. Luke's Lutheran Church  
St. Matthew's Episcopal Church  
St. Stephen Catholic Community  
Tuskawilla Presbyterian Church  
Unity Center for Positive Living  
University Carillon United Methodist Church

## HOPE Staff



Third row, from left to right: Gloria Beekman, Joan Faulkner , DeAnn Gurney, Courtney Smith, Tyrone Jones, Diana Elenz Second row: Jackie Nitti, Linda Smart, Tammy Lennox, Nancy Pantano, Susan Leamy, Brandon Santullo , Riana Sukhu, Carmella Nichols First row: Aleika Arboleda, Shay Anderson, Sue Shoemaker, Janis Williams, Heather Goergen, Diane Isla

HOPE has a staff of 20 highly talented and educated individuals who work together to prevent homelessness in Central Florida. The staff have opportunities for growth and development with continuing education, quarterly staff meetings, job shadowing and more. It's not all work and no play here though. HOPE's annual staff retreat is an all day session of team-bonding, fun, informational games and a chance to discuss and give input on HOPE's direction and future.





The HOPE Chest  
Thrift Store/Boutique  
1802 W. Broadway Street  
Oviedo, FL 32765  
407-367-2989



HOPE Helps, Inc.  
Resource Center | Food Pantry  
812 Eyrie Drive  
Oviedo, FL 32765  
407-366-3422

