



**2023  
ANNUAL  
REPORT**



**UNITED AGAINST POVERTY**  
*Indian River County*

# Leo and Peggy Pierce Family Foundation Member Share Grocery Program



# TO OUR CHERISHED SUPPORTERS

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Matt Tanner  
Executive Director,  
Indian River Campus

Dignity, Integrity, Respect, Compassion, Empowerment, Personal Responsibility, Collaboration and a Holistic Approach. These are the core values at United Against Poverty. For far too many nonprofits, core values are nothing more than words on a wall or buried in an obscure section of their company website. Not here. If you spend one day on our campus, you will see each of these values in practice, and when you look at our programmatic impact spread out over 2023, it is clear that our staff, our board and our volunteers embody our values in how we approach service to our community.

Approximately 48%\* of Indian River County residents are not earning enough income to meet their household survival budget. The solution requires a holistic approach. A handout bag of food once a month is not a solution. Giving our families the respect to have selection and access seven days a week to fresh, healthy food and household essentials and an experience at the UP Center that restores their dignity and empowers them to change their family's trajectory is a solution. 13,800 households utilized our Member Share Grocery Program last year, helping them retain \$7.5 million in resources to allocate towards other essential costs.

Former incarceration, being in and out of homelessness, substance misuse, a lack of educational attainment, mental health challenges and low self-esteem are some of the various obstacles to employment the adults who participate in our Success Training Employment Program (STEP) experience. The staff at UP frequently asks, "If not us, who?" In the case of workforce development for the demographic we serve, the answer is no one. Knowing that, we take the responsibility seriously, and we treat our participants with compassion and patience; but also equal parts tough love. If we do for them what they can ultimately do for themselves, we have done them a disservice. Our work is done with integrity, and it ignites in our STEP participants a sense of purpose, and a responsibility to their families and future generations. In 2023, we set all-time STEP records across the board with 128 graduates, 86 of whom became successfully employed with an annualized income surpassing \$2.1 million.

Last year alone, our Crisis Stabilization Program worked hand in hand with 1,043 households. We also collaborated with over 100 nonprofits, under just one roof. All combined, community impact of this magnitude can only come from a place unlike any other. That place is the UP Center.

As always, your support means the world to us and allows our dedicated team to walk the talk and make a profound impact on our beloved community. We are deeply grateful to everyone who calls this community home.

We're Going UP!

Matt Tanner  
Executive Director

*\*Source: United Way ALICE Report*



# MEMBER SHARE GROCERY PROGRAM

United Against Poverty's Member Share Grocery Program is an accessible, dignified, worry-free food assistance program where you can personally select food and household products suited toward you and your family's needs.

Membership is free and available to households that fall at or below 200% of the Federal Poverty Level. Members contribute a small handling fee per item to help offset fuel, freight, warehouse, and overhead costs, which allows the MSGP to be self-sustainable. This meaningful exchange is part of our Hand-Up model that is designed to restore dignity and teach empowerment rather than entitlement.



**MEMBERSHIP IS FREE TO THOSE WHO QUALIFY!**



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

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



In 2023, United Against Poverty served 13,800 families who utilized the Member Share Grocery Program (MSGP).

## A LOOK BACK AT 2023

**13,800**

Unique Members Utilizing MSGP

**\$7.5M**

Member Resources Retained

I am a retired nurse. I worked in Vero Beach after I moved here in 2014. I fully retired at age 72, but I still found myself on a tight month-to-month budget. A neighbor began sharing food from UP because of the large quantities. I immediately became a regular member. I have found the staff friendly and helpful and the social interaction in the aisles a lot of fun. The handling fees not only help with my personal budget but provides me snacks that I'm able to share at my church each Sunday. I so appreciate UP and all you do for my new community!

~Sandi



## 2023 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	\$29,160
2	\$39,440
3	\$49,720
4	\$60,000

For households with more than 4 people, add \$10,280 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

STEP is a three-phase adult workforce training program designed to help individuals overcome barriers to employment.

STEP is made up of 85 hours of in-class coursework in the areas of emotional intelligence, workplace skill development and job acquisition training. Participants are supported in a group setting where they learn the hard and soft skills that make them desirable to employers.

Participants meet with a Workforce Development Specialist who focuses on creating individualized career plans, interview preparation and connections to employment opportunities that align with their desired career path.

Once participants have obtained employment, they are paired with a personal Success Coach. Together, they develop a Success Plan to ensure they excel in their current position and become strong candidates for future career advancement opportunities.

## A LOOK BACK AT 2023

 **128**

STEP Graduates

 **86**

Graduates became  
successfully employed

 **\$2.1M**

Annualized income  
of actively employed  
graduates

## PHASE 1: JOB TRAINING

- Interview Prep
- Resume Building
- Free Certifications
- Emotional Intelligence
- Opportunity to Meet Top Employers

## PHASE 2: CAREER CONNECTION

- Connect with your career coach
- Create a career plan
- Connections to job opportunities
- Land in-demand high-paying jobs

## PHASE 3: SUCCESS COACHING

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

## OUR TOP EMPLOYERS



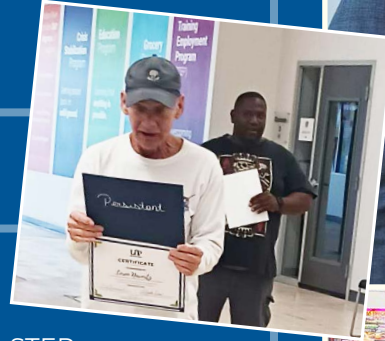






STEP has broken barriers for me that I could not do by myself! The program is an anomaly that I have only seen one other time in my life, and I am 66 years old! They are the most upbeat, positive, honest and persevering people that I know. Fantastic Program!

~ Lonnie / STEP Graduate



I'm Megan and I came to Vero Beach in 2023 to live at the Samaritan Center, a shelter for families. My three children and I were experiencing homelessness. I was referred to the STEP program by my case manager and I can say it was the best decision I've made. I was working a dead-end job at that time making only \$100 a week, which was a real struggle for me and my kids. I received knowledge from the STEP program, a great resume and I am now a Teacher's Aide at Suncoast Primary Schools making steady pay. I am proud to share that we are no longer homeless. If I didn't get the help that I needed from STEP, I don't know where I would be. My family and I are forever grateful to the UP Center.

~Megan / STEP Graduate



## HOW YOU MAKE A DIFFERENCE

When individuals are employed, their lives improve. The income they earn and the confidence they gain means employed STEP graduates can start saving money, move into stable housing and do their part to make our communities better for all.

**YOUR help transforms lives!**





# CRISIS STABILIZATION PROGRAM

The Crisis Stabilization Program is intended to provide support for individuals facing instability in their lives whether that be physical, financial or emotional.

## A LOOK BACK AT 2023

7,232

Crisis Services Delivered

1,043

Unique Households Served

### ONE-ON-ONE MEETINGS



Our Crisis Navigator meets with individuals as part of the intake process to discuss and assess current situation and needs.

### CUSTOMIZED CARE PLAN



Our case management team creates a customized action plan and determines the programs and services best suited for an individual's needs.

### LONG TERM ROADMAP



Develop a detailed case plan, which provides an achievable step-by-step roadmap that outlines immediate and long-term goals to stabilize their life and set them up for success.



## OUR DIFFERENCE

We go beyond mere referrals; we collaborate with other nonprofit and community resources to create a tangible impact.

Our approach involves delivering wraparound services tailored to each individual's unique needs. We accompany them throughout their journey, standing alongside individuals, empowering them, facilitating their path to success, and offering continuous guidance and support.



# VOLUNTEER



It is only through generous investment of time and talent that we can lift the lives of struggling families in our community. Our volunteers ensure the smooth daily operation of our campus, so that our financial resources can be utilized in the most effective way possible.

In 2023, a remarkable 20,783 hours of service valued at \$656,951 were recorded by our volunteers. We simply could not operate without the help of our dedicated volunteers! Individual United Against Poverty volunteers assist with everything from stocking shelves in our Member Share Grocery Program to organizing the food pantry and staffing our welcome desk.

I'm fairly new with volunteering and have nothing negative to say. I am always welcomed with a smile and grace. I have enjoyed every experience thus far. Thank you for letting me be a part of your master plan.

~ Cindy Corbin Diaz

## A LOOK BACK AT 2023

**20,783** **\$656,951**

Service Hours

Value of Service\*

*\*Source: Independent Sector Resources, Value of Volunteer Time 2023*



## A LOOK BACK AT 2023

# BREAKING THE CYCLE OF POVERTY



Our Member Share  
Grocery Program  
Helped Families Retain

**\$7.5M**

Our Member Share  
Grocery Program helped

**13,800**

Unique Members



**128**

STEP Graduates



**86**

STEP Graduates  
Employed



**\$2.1M**

Annualized Income  
of Actively Employed  
Graduates



**7,232**

Units of Stabilization  
Services Provided in  
Our Life Enrichment  
Center

**1,043**

Unique Households  
Served



**785**

Classes and  
Workshops



**45**

Families Lifted  
Out of Poverty

**2,246**

Participants

## MONETARY GIFTS

For every \$1 you donated in 2023, 90.9¢ 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.

# YOUR IMPACT

**90.9¢**

Program Activities

**3.6¢**

Management &  
General Expenses

**5.5¢**

Fundraising  
Expenses

## GIFTS OF PRODUCT



## GIFT OF TIME & TALENT

**1,486**

Individuals Volunteered

**20,783**

Volunteer Hours Served

**\$656,951**

Total Value of Service

**144**

Product Partners

**\$2,342,118**

Food & Household Items

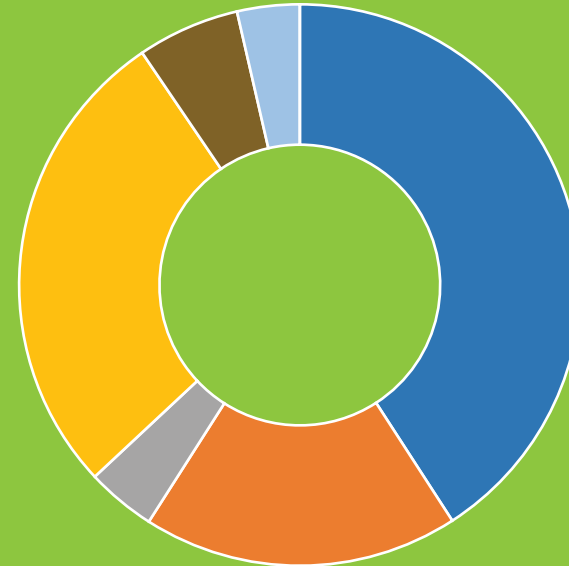
# FINANCIAL STATEMENT

FISCAL YEAR JANUARY 1 – DECEMBER 31, 2023

To maintain the highest level of fiscal responsibility, Kmetz, Elwell, Graham & Associates Certified Public Accountants conducts an Independent Audit of our entire organization each year. The below Revenue and Expense summary reflects financial information for the Indian River UP Center only.



## OPERATING REVENUE



<b>Member Share Grocery Program &amp; Redistribution</b>	<b>\$3,484,868</b>
<b>Public Support</b>	<b>\$1,548,406</b>
Grant Revenue	\$339,241
<b>In-kind contributions from Product Partners</b>	<b>\$2,342,118</b>
Event Income	\$500,519
Other Income	\$304,770
Gain on disposal of fixed assets	\$717
<b>TOTAL OPERATING REVENUE</b>	<b>\$8,520,639</b>

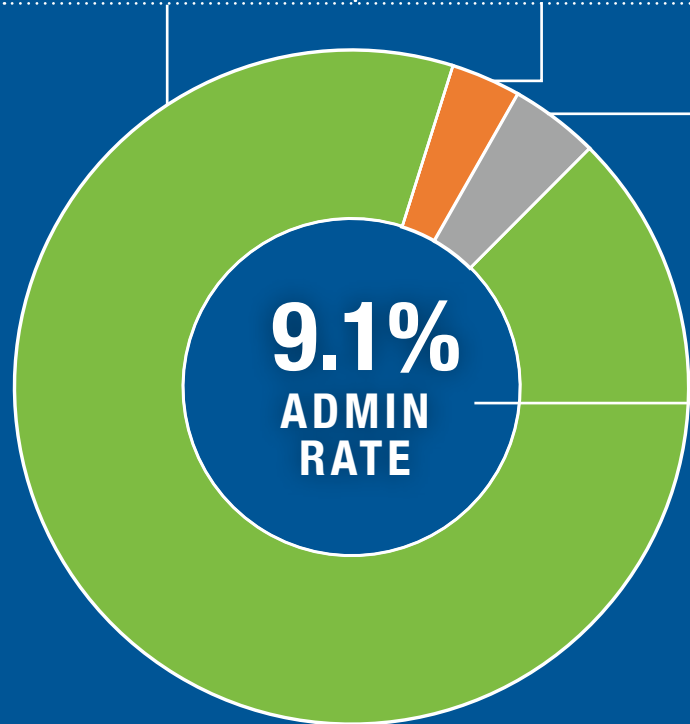
## OPERATING EXPENSES

Program Activities	\$6,926,587
Management & General	\$270,405
Fundraising	\$417,045
<b>TOTAL OPERATING EXPENSES</b>	<b>\$7,614,037</b>

**90.9%**  
Program Activities

**3.6%**  
Management  
& General Expenses

**5.5%**  
Fundraising Expenses



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



## NET ASSETS

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

**Beginning of Year** **\$16,162,096**

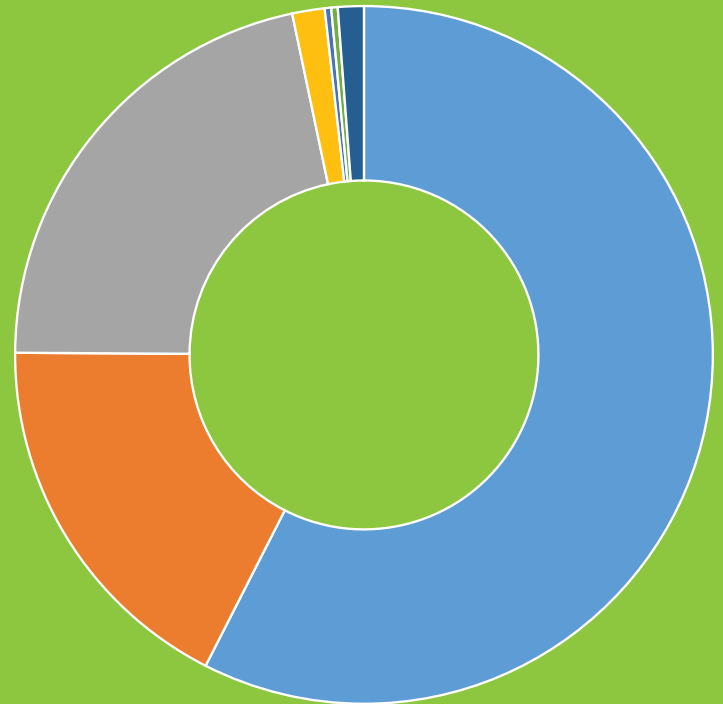
**Change in Net Assets** **\$1,085,929**

**END OF YEAR** **\$17,248,025**

# DEMOGRAPHICS

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

## PARTICIPANT ETHNICITY

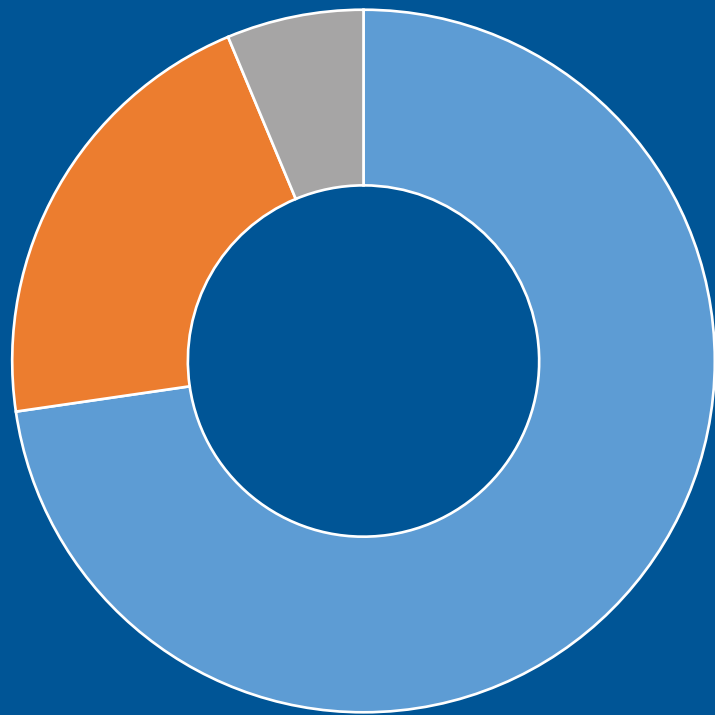


57.5%	Caucasian
17.6%	African American
21.6%	Hispanic
1.5%	Asian
0.3%	Native American
0.3%	Other
1.2%	Not Reported



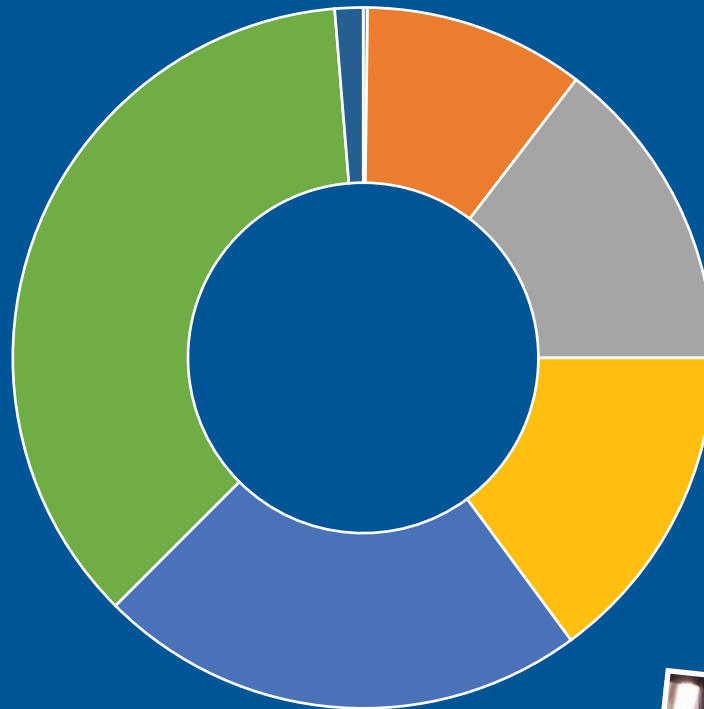
## LOCAL COUNTY PARTICIPANTS

72.7%	Indian River
21.0%	St. Lucie
6.3%	Brevard



## PARTICIPANT AGE

0.2%	0-18
10.2%	19-34
14.6%	35-44
14.9%	45-54
22.6%	55-64
36.2%	65+
1.3%	Not Reported



# EVENT HIGHLIGHTS

Throughout the year, countless compassionate community members engaged with our mission in unique and meaningful ways as part of our special events. Thank you to our enthusiastic attendees, hardworking volunteers, and generous sponsors for making our 2023 events such a success!

## 1/13 - DONOR APPRECIATION PARTY

United Against Poverty would not be able to provide our transformational programs without the philanthropic support of our donors. Every year we like to show our appreciation with a celebration and successful UPdates from the prior year.



## 2/8 - THE VALENTINE BALL

The Valentine Ball was a successful evening of music, dancing, and auctions to fundraise for our wonderful programs. Thank you to our event committee, attendees, and sponsors for making it such a successful evening.



## 6/24 - BURGERS & BREWS

Our 8th Annual Burgers & Brews was a year of exciting changes for this amazing event. Thanks to the support of our community, this event outgrew our Downtown Vero Beach location in 2022, and was moved to Riverside Park in 2023! With a bigger venue, we had our beloved Best Burger in IRC Competition, local craft breweries, an inaugural car show, and more vendors!





## 9/27 - INAUGURAL STEP ALUMNI CELEBRATION

This year was a record-breaking year for STEP with historic numbers of graduates obtaining employment. We had an evening of celebration to highlight their hard work, professional and personal accomplishments, and catch up with their STEP classmates.

## SPEED INTERVIEWING

Speed Interviewing has had its third successful year and is now a fundamental portion of every STEP cohort. These events bring employers to the UP Center where they interview each of our STEP participants providing them with immense interview experience and career opportunities.

## STEP GRADUATIONS

STEP graduations conclude Phase I of each STEP cohort. Every event spotlights the dedication of the participants and their ongoing journey; from the beginning of STEP to graduation, to their future careers. We invite our staff, board members, community partners, and employer partners to celebrate their success.





## 11/10 - 20TH ANNIVERSARY PARTY

2023 was a monumental year for UP Indian River. In addition to our milestone successes, it was also our 20th anniversary. To commemorate our growth, we invited donors, community partners, employer partners, board members, and current and former employees to the IRC UP Center. The organization would not be flourishing today without the support and dedication of all those in attendance and more.



## HOPEFUL HARVEST

In support of giving thanks, the IRC UP Center distributed turkeys and grocery items for traditional thanksgiving side dishes to over 300 families during the annual Hopeful Harvest event.



## 11/23 - 16TH ANNUAL TURKEY TROT 5K

This was a record-breaking year for this cherished Thanksgiving tradition. A historic number of 2,389 runners flooded Riverside Park with over 1,000 bystanders cheering them on. Post race, attendees were treated to a sweet potato pancake and sausage breakfast.

# 2023 COMMUNITY ADVISORY BOARD MEMBERS

**David Johnson**  
Community Board Chair

**Barbara Lowry**  
Community Board Chair Emeritus

**Peter Bijur**

**Barbara Butts**

**Susan Calendar**

**Catherine Davis**

**Sandy Divine**

**Don Drinkard**

**Cindy Galant**

**Pam Harmon**

**Michael Hofmann**

**Raul Maurice**

**Lynn Miller**

**David Osgood**

**Amy Patterson**

**Isabelle Richard**

**Linda Rusciano**

**Mary Ryan**

**Richard Schlitt**

**Emma Teague**



# THANK YOU TO OUR GENEROUS INVESTORS FOR GIVING A HAND UP IN 2023



## \$200,000

Bernard A. Egan Foundation, Inc.

## \$100,000–\$199,999

The Carol and Thomas Corr  
Family Foundation

## \$50,000–\$99,999

Peter and Kjestine Bijur  
Pam Harmon and Timothy Muris  
John's Island Community  
Service League  
John's Island Foundation  
Longview Foundation  
Fred and Margaret Marino  
The Galant Foundation

## \$25,000–\$49,999

Seacoast National Bank  
Grand Harbor Community Outreach  
Program, Inc.  
James and Margaret McLaughlin  
Family Foundation  
Bernard and Linda Kastory  
John and Charlotte Klein  
Mike Perez, Jr. and Barbara Edelstein  
Linda and Michael Rusciano  
The Clifford Family Foundation  
The Dake Family  
The Leo and Peggy Pierce  
Family Foundation

## \$10,000–\$24,999

Barbara Baldwin  
Bank of America  
Becker Family Foundation, Inc.  
Boeschen Family Charitable Fund  
Bucks Creek Foundation  
Camp-Younts Foundation  
Carlton Kean Miller Trust  
Cleveland Clinic Indian River Hospital  
Marilyn Crockett Marion  
Joan DeCrane  
DeVos Family Foundation  
George and Gale Dorsey  
Don and Linda Drinkard  
Fulmer Logistics Services Inc.  
Duke and Gael Habernickel  
Head, Heart and Hands  
of Indian River Club  
George & Marlen Higgs  
Hustead Family Charitable Fund  
Impact 100 of Indian River County  
Indian River Community Foundation  
Indian River County Board  
of County Commissioners  
Stephen and Jane Jones  
Bill and Libby King  
Jan and Holly Kokes  
Barbara Lowry  
Carolyn Miller  
Thomas and Carole Miller  
NAPA/Cole Auto Supply Inc.  
Raymond Oglethorpe  
Olivia Delacruz Foundation  
Michael Pierce  
Ken and Mary Potter  
Robert L. and Frances J. Zielsdorf  
Foundation  
Randy and Sandy Rolf  
Mary Ryan  
Dick and Jamie Schulte

Shoemate Family Fund  
Syde Hurdus Foundation  
The Hultquist Foundation  
The Marilyn Lichtman Foundation  
Treasure and Space Coast Radio  
United Way of Indian River County  
Wells Fargo Foundation  
Patrick and Carol Welsh

## \$5,000–\$9,999

Acts 20:35 Fund  
Stephen and Lucia Bailey  
Beth Binkley  
David and Sharon Brown  
Leo and Silvia S. Cancio  
CW Willis Family Farms  
David R Lewis Family Foundation  
Rick and Nancy Dorschel  
Duane and Dorothy  
Bluemke Foundation  
George and Elke Fetterolf  
Florida Blue Center  
George E. Warren Corporation  
Tom and Rita Groendyke  
Paul and Kate Hall  
Dennis and Barclay Kass  
James and Sharon Kendall  
Paul and Nancy Knapp  
Publix Super Markets Charities  
John and Polly La Duc  
John Loewenberg  
Meg and Don Steiner Charitable Fund  
Michael Stork and Judy Waskuch  
Jim and Bonnie Mountain  
Velayudhan and Bharathy Nair  
Oliver Family Foundation  
Piper Aircraft  
Nelson and Penny Rohrbach, Jr.  
Brian and Bernadette Ruane  
Rudolph & Andrea Muller  
Charitable Giving Fund

Sammons Corporation  
Steve and Karen Schievelbein  
St. Augustine of Canterbury  
Episcopal Church  
Bob and Carmen Stork  
Sue Smith Post Family Fund  
The Berghorst Foundation  
The Connors Charitable Fund  
The David and Vickie  
Smick Foundation  
The Robert F. and Eleonora W.  
McCabe Foundation  
The Thomas Family Gift Fund  
Warren and Wendy Von Schuch  
Kent and Judith Whittaker

## \$1,000–\$4,999

Alex MacWilliam Real Estate  
American Icon Brewery  
Amy Patterson and Don Reeser  
Anonymous  
Lois Appleby  
Linda Aronberg  
Kathleen Augustine  
Juanita Baker  
Robert and Mary Lorraine Barrows  
Richard and Susan Bergeman  
Richard and Linda Bradley  
Beth Bradshaw  
Marilyn Brinkman  
Deborah Brower  
Barbara Butts  
Robert and Reita Byrket  
Carl and Susie Calender  
CDM Foundation  
Coggin Automotive Group  
Communications International Inc.  
Charles and Marybeth Cunningham  
Todd Cuttler  
CyberMack Consultants, LLC

D&S Auto Repair  
Dick and Sally Daley  
David and Robin Ryan  
Family Foundation  
David Bickers and Sara Patterson  
David Stansfield and Linda Drake  
Catherine Davis  
Edward and Sherry Ann Dayton  
Frank and Carol Difazio  
Sandy and Randolph Divine  
John Dolan  
Donald G. Norman Family Fund  
Edward Simmons  
and Deborah McGrath  
Cynthia Ekren  
Exchange Club of Vero Beach  
Facial Rejuvenation of Florida  
Elizabeth Fallon  
Robert and Nancye Falzon  
Todd and Kathy Fennell  
First Presbyterian Church  
Florida Power & Light  
William and Nancy Freiheit  
Paul and Maxine Gallagher  
Warren and Joanne Geller



## \$1,000–\$4,999

Gerry Meyer and Susan Meyer-Dill  
GFWC Treasure Coast Women  
Gladys and Roland Harriman  
Foundation  
Michael Goldberg  
Gotta Go Green Enterprises  
Mary Graves  
H & J IRCF Fund  
Harry W. Walker II Charitable Trust  
Holleran, Romer and Deming  
Hop Til You Drop  
Imagenet Consulting  
of the Treasure Coast  
Isabelle Richard and Mario St. Martin  
J.M. Hopwood Charitable Trust  
Dale and Betty Jacobs  
Jake Shearer and Margaret Foley  
Simon Jenkins  
John and Susan Dobbs  
Charitable Fund  
David and Alice Johnson  
Deborah Johnson  
Karen Williams Fox and Gerald J Fox  
Foundation, Inc.  
Fred and Susan Kasten  
William and Floranne Kelley  
David and Susan Kelly  
Clare Kremer  
LeafHome Enhancements dba Storm  
Tight Windows  
David and Jennifer Lewis  
Richard Lowry  
Lulich & Attorneys  
Marchese Family Charitable Fund  
Frederick and Mary Ellen McCarthy  
Gaye McIntosh Ludwig  
Michael Beechem and Susan Kamer  
Theodore and Lynn Miller  
Paul and Joan Millichap

Monet Family Fund  
Mark and Karan Morein  
James and Priscilla Morphy  
Jared and Gail Nourse  
Oak Crest Roofing  
Baerbel O'Haire  
David and Susan Osgood  
Susan Paris  
Perricone Juices  
Rehmann  
Reis Family Gift Fund  
Karen Roberts  
Roberts Family Foundation  
Brooks and Malorie Robinson  
Diane Rohman  
Kristin Rohr  
Alvaro Roldan  
Desmond Rollins  
Luis and Mercy San Miguel  
Richard W. Schlitt  
Joan Schmitt  
Senior Life Services  
Susan Sheehan  
Monica Shotwell  
Southern Eagle Distributing  
Michael and Doreen Sproule  
Gordon and Linda Stewart  
Jeffrey and Beverly Surprenant  
Synovus  
Bill and Gildamar Tait  
Douglas and Dhuanne Tansill  
Andrew and Jean Taylor  
Noel and Valerie Taylor  
Team Success Enterprises Inc.  
Jean Tease  
The Benevity Community  
Impact Fund  
The Community Church  
of Vero Beach  
The David & Roberta Olsen  
Family Foundation  
The Ice Shanty

The Pillar Community Church  
The Sheila Marshall Fund  
The William and Pamela Lane  
Foundation  
Becky and Herb Torbin  
Toyota of Vero Beach  
Treasure Coast Foodie & Savor Club  
Treasure Coast Homeless  
Services Council  
UBS  
Vero Beach Rotary  
Charities Foundation  
W.Y. Campbell Family Foundation  
Patrick and Margaret Walsh  
Brian and Pamela Weaver  
Luke Webb  
Travis West  
Jim and Pat Wiencke  
Joan Woodhouse  
William and Jean Young Yankus  
Mary Lou Young  
Joe and Sharon Young  
Yane Zana  
Allen and Judith Zern





## 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.

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772-564-9365 • [www.upirc.org](http://www.upirc.org)  
1400 27th Street • Vero Beach, FL 32960

United Against Poverty is a registered 501(c)3 nonprofit.  
Our Federal Tax ID is 11-3697936.

