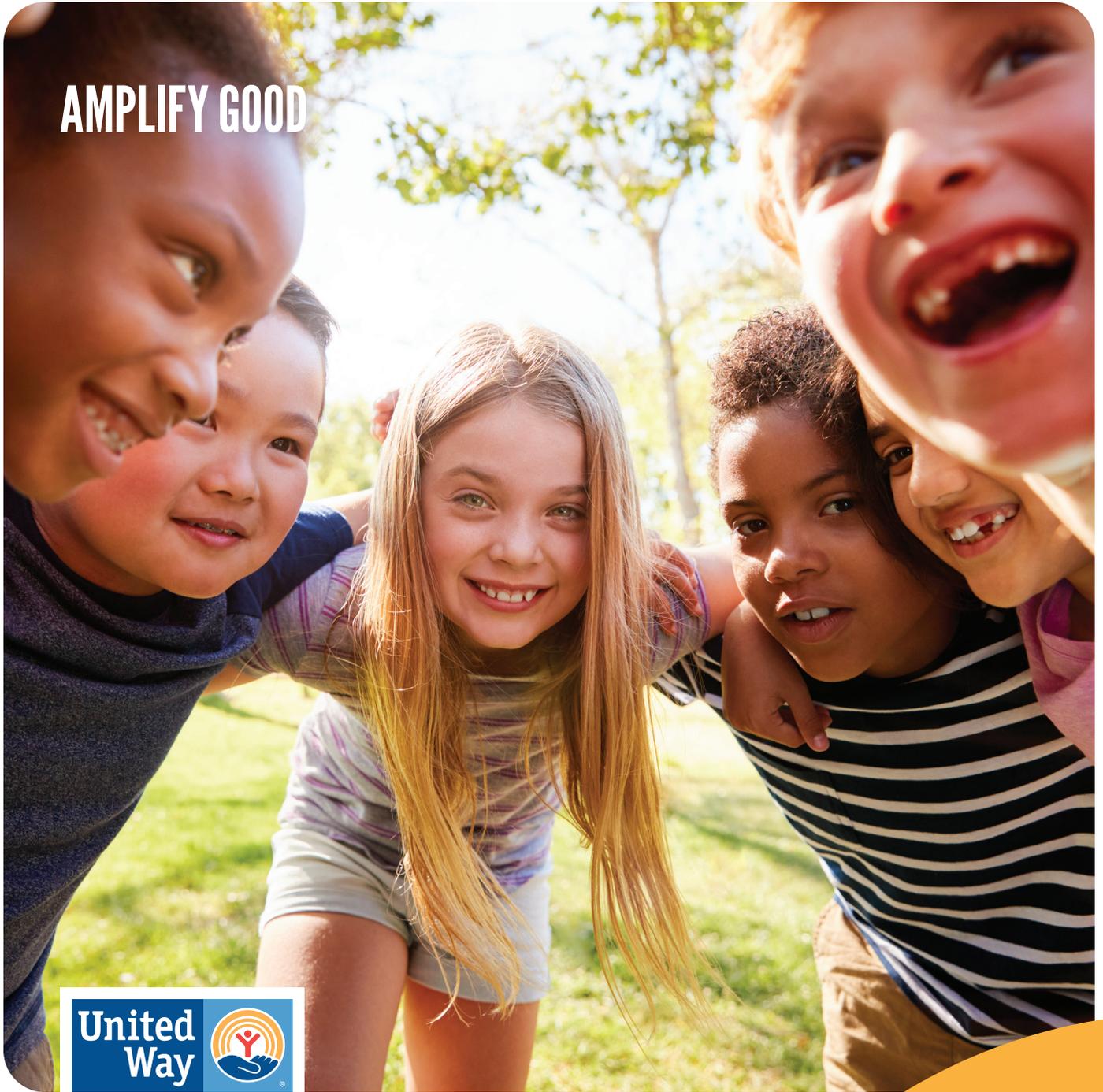


**AMPLIFY GOOD**



United Way  
of Northeast Florida

# Impact Report 2021-2022

[unitedwaynefl.org](http://unitedwaynefl.org)



## Dear United Way supporter,

The lingering impact of COVID-19 continued to define our experience during the 2021 fiscal year. As the health crisis waned, the personal toll of the pandemic came into sharp relief. Throughout our community, families fell deeper into poverty and struggled to make ends meet, while faced with rising costs and declining resources.

These unprecedented challenges highlighted the significant needs of the people we serve and the partners we support. They also served as a catalyst for United Way of Northeast Florida to reevaluate, and more deliberately focus, our own resources to deliver greater accountability and results.

Using research and insights from hundreds of stakeholders, we set a long-term goal to improve economic mobility for everyone in Northeast Florida, and we aligned our efforts around three key areas – basic needs, financial well-being and racial equity – to reduce the barriers to opportunity and drive stronger, more inclusive outcomes.

Thanks to the overwhelming generosity of donors like you, we supported dozens of programs and



initiatives this year to care for our neighbors, break the cycle of poverty, eliminate inequities and give every person a chance to do better than the generation before.

The following pages of this report show how your gift made an impact. Thank you for amplifying good in our community. We look forward to seeing you soon.

**Melanie Patz**  
President and CEO  
United Way of Northeast Florida

# CREATING OPPORTUNITY

Creating a community of opportunity – where everyone has hope and can reach their full potential – begins with improving economic mobility for all Northeast Florida residents. We do this by investing in programs and initiatives that make it easier for people to break the cycle of poverty and live a better life.



## Basic Needs

Provide families with access to nutritious food, stable housing and mental health support during times of crisis



## Financial Well-Being

Help individuals obtain a quality education, steady employment and assets to weather financial challenges



## Racial Equity

Eliminate deep disparities and systemic inequities limiting our communities of color – and abolish racism for good



# BASIC NEEDS

**We're providing short-term assistance to ensure our most vulnerable residents have access to nutritious food, stable housing and mental health support during times of crisis.**

## **United Way 211**

After a record-breaking year in 2020, our United Way 211 staff continued to provide a lifeline for individuals and families in need. In 2021, we answered 111,615 calls and issued 96,406 referrals for critical community services. United Way 211 also created the infrastructure for other support services, including Ride United's transportation and meal-delivery programs.

## **Full Service Schools**

Our Full Service Schools (FSS) collaboration provides free mental health counseling and support services to all Duval County Public Schools students and their families, addressing critical non-academic barriers to success. During the 2021-2022 school year, we fielded nearly 6,000 mental health services requests and provided more than 3,500 students with individual or group counseling. Through the program, nearly 12,000 families also received emergency food, clothing or transportation assistance. This year, United Way also served as the grantmaking body to identify and fund mental-health providers for the school system on behalf of the Kids Hope Alliance.

## **Emergency Rent Assistance Program**

Rental assistance was the greatest need this year, and the City of Jacksonville called on United Way to distribute \$23.8 million in Federal rental assistance. To do this, we leveraged our 211 infrastructure, hired additional rent assistance specialists and mobilized the partners needed to carry out the program, even converting our board room into temporary work stations for the expanded team. As a result, we helped more than 4,350 families keep their homes during the COVID-19 eviction crisis.

## **Mission United**

Mission United, which launched in 2019, saw significant growth this past year. The Mission United Advisory Council convened a group of Veteran-serving organizations, fundraising experts, and marketing and communication professionals to successfully complete the program's first strategic plan. We also hired Mission United's first director, as well as two supporting Veteran care coordinators, each now taking calls from the "Mission United Operations Center." To date, the initiative has provided dedicated care coordination to nearly 10,000 active-duty military, Veterans and their families.



# FINANCIAL WELL-BEING

**We're engaging in long-term initiatives to break the cycle of generational poverty and foster security and success by helping individuals obtain a quality education, stable employment and the assets to weather unforeseen financial challenges.**

## **Success By 6**

We continued our Success By 6 partnership, which provides children with access to high quality, full day, year-round early learning programs. This year, 157 preschool scholarships were awarded to prepare children for success in kindergarten and beyond.

## **Achievers for Life**

Achievers for Life (AFL) is a comprehensive early intervention strategy focused on middle school retention and dropout prevention. AFL provided mentors and support for more than 1,200 students at 10 Duval County middle schools during the 2021-2022 school year, as well as family support to enhance parent engagement, resulting in improved student academic performance and fewer absences and suspensions.

## **RealSense**

Through RealSense, Northeast Florida residents receive tax preparation services to help them save money and build assets for the future. During the 2021 tax year, United Way staff and more than 400 local volunteers prepared taxes free-of-charge for more than 8,600 individuals and families, helping them claim \$20.4 million in tax refunds. This includes nearly \$3.7 million in Earned Income Tax Credit (EITC), one of the nation's most effective antipoverty initiatives and a new strategic focus for our RealSense community outreach.





# RACIAL EQUITY

**We're working to eliminate the deep disparities and systemic inequities limiting our communities of color – and abolish racism for good.**

## **Root & Rebuild**

Through our Root & Rebuild partnership in Jacksonville's Historic Eastside, we regularly convened a coalition of local leaders to work together on neighborhood activation and advancement, which included nearly 3,700 volunteer hours, 4,300 items donated, and dozens of neighborhood improvements and community event supports.

## **Inaugural Jacksonville Civil Rights Conference**

United Way served as a primary partner in planning and funding this transformative, multi-day event designed to educate and empower attendees to embrace their role in creating a more equitable Northeast Florida. The sold-out conference brought together nearly 300 in-person and virtual participants, including national and local Civil Rights leaders, historians, activists, corporate leaders, artists, performers, community members and volunteers.





# GET INVOLVED

**There's no better place to make a difference in our community. From giving dollars to investing time, United Way offers a variety of opportunities for you to change the lives of countless individuals and families throughout Northeast Florida.**

## DONATE

Bring hope and opportunity to those who need it most by making a donation to United Way.

[unitedwaynefl.org/give](https://unitedwaynefl.org/give)

## AFFINITY GROUPS

Enjoy volunteer projects, socials and networking opportunities with United Way's young professionals group (Atlantic Circle) and/or leadership society for women (Women United).

[unitedwaynefl.org/leadership-giving](https://unitedwaynefl.org/leadership-giving)

## GIVING SOCIETIES

Join an exclusive network of local philanthropists through Leaders United, Emerging Tocqueville and the Tocqueville Society.

[unitedwaynefl.org/leadership-giving](https://unitedwaynefl.org/leadership-giving)

## ANNUAL CAMPAIGN

Engage your employees and positively impact our community with a collective annual giving campaign.

[unitedwaynefl.org/corporate-engagement](https://unitedwaynefl.org/corporate-engagement)

## VOLUNTEER

Participate in individual, group, custom and virtual projects all year long in a variety of work areas.

[unitedwaynefl.org/volunteer](https://unitedwaynefl.org/volunteer)

## CONTACT US

If you have any questions about our work or would like to discuss the impact of your investment in United Way of Northeast Florida, please contact us at [mail@uwnefl.org](mailto:mail@uwnefl.org).

Learn more at  
[unitedwaynefl.org](http://unitedwaynefl.org)



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