



2019-2020 ANNUAL REPORT

UNITED PARTNERS
for HUMAN SERVICES
The Voice for Human Services

Providing Assurance, Tax, Accounting & Controllershship,
Wealth Management, Technology Solutions, HR Consulting,
Business Advisory, and Corporate Training



***Developing innovative solutions that help
advance the missions of nonprofit organizations.***

HUMAN SERVICES

A strong and independent nonprofit human services sector is essential for aligning the social and economic factors facing our community. As Tallahassee-Leon County experiences an increased population of citizens who work hard and live above the poverty line, however due to high costs, low wages and factors often beyond their control, they're struggling to live paycheck to paycheck.

For many, a small emergency can quickly become a major financial crisis. When this happens, families, employers, and our economy suffer. Thankfully, our neighbors are able to rely on community-based human service organizations providing an array of safety net services to our community.

United Partners for Human Services (UPHS) has the honor of working closely with our community's human services nonprofit sector to see the collective impact they each provide, understanding the intricacies of their business models, their performance measures and outcomes and most importantly those they serve. With this knowledge, UPHS serves as the unified voice on key issues that represent our members' best interest when addressing the community-at-large, key stakeholders and policymakers.

It's the value of our UPHS Members and the human services sector - the power of their programs and services - that help so many in our community have the quality of life they deserve and the tools necessary to thrive. This report is designed to outline the value of services our members deliver to our local community.

ABOUT UPHS

United Partners for Human Services (UPHS) is a coalition of human service nonprofit organizations and allies unified by the common value that our people come first. As the voice for the human services sector, UPHS takes the lead on some of the most complex issues facing our human service agencies - including funding, Our sector's economic impact and advancements to the delivery of quality services that demonstrates accountability through measurable outcomes.



HUMAN SERVICES NEED IN TLH

Leon County's average household income is \$51,107 annually, which is slightly below (87% of) the national average. Beneath the hustle and bustle of our local economy, Leon County is supported by a sprawling infrastructure. This infrastructure provides the foundation on which our neighbors can live and thrive, helping to fuel Tallahassee's economic engine.

One crucial component of Leon County's infrastructure is its human services ecosystem. Our community human service agencies work in tandem with federal, state and local government through contracts to provide critical services and support for Leon County residents. Private donations from foundations, corporations and individual donors make up a smaller percentage of funding.

From housing to transportation, to employment supports, to early childhood development and education, to behavioral health services, to supports that help strengthen families and assure children are safe and well. This human service ecosystem works to ensure all Leon County residents have access to the tools necessary to achieve health, well-being and prosperity.



HEALTH AND WELL-BEING

- Child Welfare
- Food Assistance
- Mental and Behavioral Health Services
- Healthcare and Medical Services
- Substance Abuse Prevention and Treatment
- Violence and Abuse Prevention Support
- Disability Services



ECONOMIC AND EDUCATIONAL OPPORTUNITY

- Employment Services
- Job Training
- Family and Community Development
- Transition-to-Adulthood Services
- Transportation Services
- Early and Special Childhood Education
- Child and Youth Development



SAFETY AND SECURITY

- Foster Care and Adoption Services
- Criminal Justice
- Legal Services
- Housing and Shelter Services
- Public Safety Programs
- Disaster Preparedness and Resiliency
- Environmental Programs

While the infrastructure exists to provide a safety net for nearly half our population who struggle to make ends meet, it's under growing pressure. Despite the success stories we all hear about; many of our local human service agencies are being forced to make tough decisions about how best to allocate funding among rising costs, increased demand and waning support from the state, federal and local levels.

Couple this with the fact that our community continues to experience growing economic segregation which further increases the demand for human services.

HUMAN SERVICES NEED IN TLH

To understand the weight of this issue and the two distinct Tallahassee's, you must first understand the reality in our community. You must know and accept that 43% of all households in Leon County are at or below the ALICE threshold (households that earn more than the Federal Poverty Level, but less than the basic cost of living for the county) according to the *2018 ALICE Report*. ALICE, an acronym for Asset Limited, Income Constrained, Employed, represents households that earn more than the Federal Poverty Level, but less than the basic cost of living for the county. Consequently, this population struggles to afford basic needs.

While Tallahassee is ranked one of the top 100 best places to live, we are also one of the most economically segregated community in the country. Twenty-two percent of our local children are food insecure and more than 1,000 of our neighbors are homeless on any given night; 1 in 6 individuals suffer from a mental or behavioral issue and nearly 20% of adults in our community cannot read or write well enough to complete a job application.



TOP **100** BEST
PLACES TO LIVE

...**BUT**...



22%
FOOD INSECURE
CHILDREN



1,000
HOMELESS ON
ANY GIVEN NIGHT



20%
CANNOT READ
OR WRITE



1 in 6
SUFFER WITH
MENTAL HEALTH

What's more is the remaining 57% of our community not designated as ALICE – most are only one health emergency or car repair away from a significantly different financial position. These are not stories we tell ourselves to create concern, these are realities that should give each of us pause in understanding the magnitude of poverty and its effects in our beloved city.

IMPACT OF HUMAN SERVICES

In addition to the growing demand on human services to address the adverse effects of poverty, we must also recognize the enormous economic constraints it places on our community as well. Poverty affects us all. Social problems in the form of inequality, homelessness, crime, educational failure, health inequities, food insecurity and so on, carry a variety of social consequences, but also have staggering economic implications.

Specifically:

**\$500
BILLION**

Child Poverty is estimated to cost our U.S. economy a minimum of **\$500 Billion** per year in lost earning potential, crime and healthcare related expenses. (Center for American Progress, 2015).

**43%
LESS**

Lack of educational attainment translates into billions of dollars lost in purchasing power and taxable income when comparing the median annual earnings of a person with no high school diploma (\$23,031), **43% less** than a person with a bachelor's degree (\$52,484). (U.S. Census American Community Survey, 2017).

**\$84.9
BILLION**

The cost of uncompensated care provided to uninsured individuals was **\$84.9 billion**. This includes health care services without a direct source of payment. Further, the potential economic value to be gained in better health outcomes if all Americans had health coverage is estimated to be between **\$65 and \$130 billion** each year. (Kaiser Family Foundation, 2013).

**\$1
TRILLION**

The annual net burden of crime—including costs of incarceration and the legal system, lost wages, costs to victims, crime prevention organizations, lost opportunity costs, fear of being victimized, and cost of private deterrence —is estimated at over **\$1 trillion**. (Concordance Institute for Advancing Social Justice, 2016).

**\$1-2
MILLION**

Further, the monetary value of saving a single high-risk youth from turning to criminal activity is **\$1.7 to \$2.3 million**.

TRANSFORMATIVE POTENTIAL OF HUMAN SERVICES

The value to communities of a healthy human services ecosystem can be measured in a variety of ways. The first order of effective human services are to the lives of recipients: when they receive quality services that meet their needs, they go on to lead healthier, more stable and productive lives. This enhanced productivity benefits society and our broader economy as well.

Conversely, when people do not receive quality services in a timely manner, future challenges in their lives can become more serious and persistent, and can require more extensive and expensive interventions later, as demonstrated on the previous page. Ultimately, imposing greater direct and indirect costs on them, taxpayers and communities than if issues has been appropriately addressed at an earlier date.

While the immediate economic impact of human services is substantial, the long-term economic impact is even greater. High quality, effective human services are capable of having a lifetime of positive impacts on clients, allowing them to realize their fullest potential. The at-risk youth who received timely behavioral health support, the person or family experiencing homelessness who is able to find stable housing and the children who receive nutritional support, are all more likely to be leading more productive, employed lives ten and twenty years down the road as a result.

The bottom-line is that effective investments of resources in front-end human services helps communities, individuals and families reach their fullest potential and it creates significant future savings for taxpayers.

Despite the primary benefits of human services, there is tremendous challenges the entire ecosystem faces daily.

FINANCIAL STRESSORS

Government and Private contract constraints |
Unfunded mandates | Low Wages

OPERATIONAL SHORTCOMINGS

Organizational siloes | Ability to provide services and measure outcome effectiveness |

RE-FRAMING

Building trust among stakeholders and funders to understand value of investment

ORGANIZATIONAL LIMITATIONS

Attracting, developing and retaining human capital | Competing with growing technological advancements | Infrastructure

ECONOMIC IMPACT OF HUMAN SERVICES

It is important to recognize that human service organizations have a significant economic impact on our local economy, as well as the Big Bend region, in the areas of employment, contracting, purchasing of goods and services, real estate, etc. The investment made by the City and County in support of CHSP is substantially leveraged by our local, human services nonprofit community.

For example, based on an analysis of the Human Services 2019/2020 budget information found that human service organizations have a collective fiscal impact of \$295 million annually and employ more than 3,000 people.



Over the last 10 years, CHSP has allocated over \$55 million in funding to support human services. In FY 19-20, \$3.4 million was allocated by the City and County. While this is a significant investment, Requests exceeding available funding by nearly \$2 million. This funding has been used to draw down additional funding to provide services to more than 44,000 people in Tallahassee-Leon County.



These services include medical and dental health care, food assistance, emergency shelter for children affected by child abuse and neglect, after-school and summer enrichment programs for at-risk children and youth, childcare tuition assistance for working families living in poverty, supportive services for persons diagnosed with HIV/AIDs, emergency shelter and transitional housing, domestic violence and sexual assault intervention, equipment and disposable supplies for persons with disabilities, senior services such as nutritious meals and home-health care, legal assistance, substance abuse and mental health treatment and other emergency resources.

RETURN ON INVESTMENT

The human services sector, in many ways, is an invisible part of the local economy. The sector is usually not factored into the economic impact studies issued by local government and is omitted when local government measures factors such as growth in wages, employment, and productivity.

Of the **44,000 residents served** with CHSP funding:



More than **7,000** children and youth received preschool, after-school and summer enrichment services.



25,000+ residents received food assistance.



2,400 individuals and families received legal aid assistance.



552 persons with temporary or permanent disabilities received accessibility support including wheelchair ramps, adult diapers and durable medical equipment.



Over **20,000** households received basic needs and emergency services.



718 seniors received a total of **111,493 meals** through the Meals on Wheels and Congregate Meal Sites.



8,503 clients received dental care.



719 clients diagnosed with HIV/AIDS received ongoing supportive services.



1,627 uninsured, low-income clients received specialty medical care such as cancer treatment.

Human Services is a good investment for local government, businesses and the general community because they are uniquely positioned to tap into the community and leverage a wide range of financial resources. Nonprofits successfully combine multiple funding sources from federal, state, local, fee-for-service and philanthropy to bring new money to bear on issues and solutions for our Tallahassee-Leon County neighbors.

ABOUT UPHS

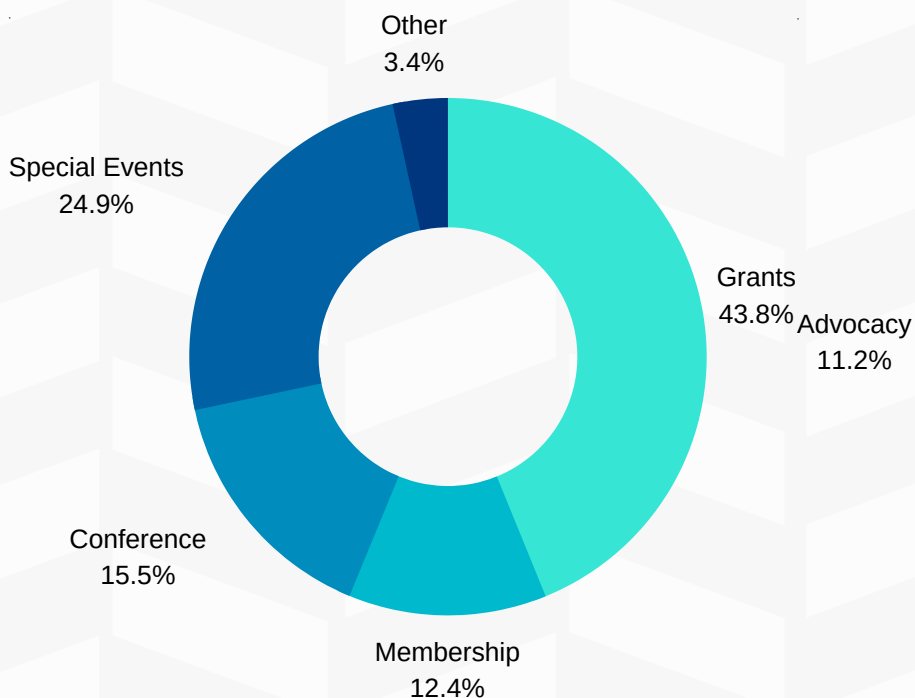
United Partners for Human Services (UPHS) is a coalition of human service nonprofit organizations and allies unified by the common value that our people come first. We represent the community's ecosystems of support for children and the elderly, healthcare, opportunity youth, the hungry and the homeless, persons with disabilities, those who are not literate, those who are immigrants and victims of violence. We are the voice for the rapidly growing populations in our community who are unable to access a standard of living that supports their health, safety, security and general welfare.

OUR MISSION

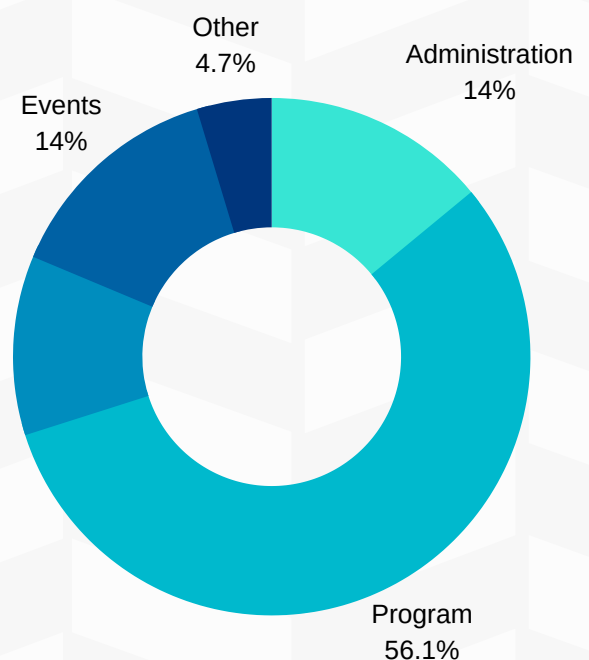
Our Mission is centered around education, support and advocacy for public and private human service nonprofit agencies, and the people they serve of Tallahassee-Leon County and the Big Bend Region,

2019 FINANCIALS

REVENUE



EXPENSES



Total Assets: \$203,469.17 (as of May 2020)

OUR MEMBERS

2-1-1 Big Bend
21st Century Council
A Better Body US
Ability1st
Acentria Insurance
Advantage Aging Solutions
Affordable Housing
Consulting
American Red Cross of N.
Florida
AMIKids Tallahassee
Anchor Recovery Foundation
Apalachee Center
Association of Early Learning
Coalitions
Be Free for Good
Beehive Elite
Big Bend AHEC
Big Bend Cares
Big Bend Black Nurses
Association
Big Bend Coastal
Conservancy
Big Bend Community Based
Care
Big Bend Continuum of Care
Big Bend Homeless Coalition
Big Bend Hospice
Big Brothers Big Sisters of
the Big Bend
Boys & Girls Club of the Big
Bend
Boys Town of North Florida
Brehon Family Institute
Care Point Health & Wellness
Capital Area Community
Action Agency
Capital Area Healthy Start
Coalition
Capital City Chamber of
Commerce
CCYS
Capital Medical Society
Foundation
CareerSource Capital Region
Carolyn Bibler
Cassedy & Company
Catholic Charities of NW
Florida
Center for Academic
Retention & Enhancement
CESC, Inc.
Children's Home Society
Community of Hope...


AME Zion Church
CONA
Creative Mind Solutions
Disability Rights Florida
DISC Village
Divine Revelations Ministries
Domestic Violence
Coordinating Council
Dream Builders Greatness
Center
Early Learning Coalition of the
Big Bend
ECHO
Elder Care Services
Epilepsy Agency of the Big
Bend
Florida Council on Crime &
Delinquency
Florida Disabled Outdoors
Association
Florida Veterans Foundation
FSU Center for Leadership &
Social Change
Girls 2 DIVAS
Girls on the Run of the Big
Bend
Good News Outreach
Goodwill Industries
Graceful Solutions
Greater Frenchtown
Revitalization Council
Guardian Ad Litem
Habitat for Humanity
Hang Tough Foundation
Healthy Families Florida
Institute for Nonprofit
Innovation and Excellence
iDid Creations, Inc.
iHope, Inc.
Indaba, Inc.
James Moore & Company,
CPAs
Junior League Tallahassee
Kay Casey Consulting
Kids, Inc. of the Big Bend
Ladies Learning to Lead
Lee's Place
Legal Aid Foundation
Legal Services of North Florida
Lighthouse of the Big Bend
Link Up Tally
Literacy Volunteers
Living Stones International
Lutheran Social Services

Mainline Information Systems
Market Done
Maxim Strategies & Solutions
Moore Business Strategies
NAMI Tallahassee
Neighborhood Medical Center
Northwestern Mutual
Oasis Center for Women &
Girls
Office of the Public Guardian
Omega Lamplighters
PACE Center for Girls, Leon
Preferred Payroll
Prime Meridian Bank
Refuge House
Regions Bank
ReThink Energy Florida
Rotary Youth Camp
Sacred Soil Project
Sanders, Holloway & Ryan,
CPAs
Second Harvest
Senior Citizens Council of
Madison Co.
Sickle Cell Foundation
Smith-Williams Center
South City Foundation
Southern Scholarship
Foundation
Special Olympics, Leon
Stansbury Consulting
Stem4Girls, Inc.
Survive & Thrive Advocacy
Center
Sustainable Tallahassee
Tallahassee Lenders'
Consortium
Tallahassee-Leon FCU
TCC Take Stock in Children
The Achieve Academy
The Alzheimer's Project
The Learning Pavilion
The Ounce of Prevention Fund
Titus 2 Woman Global
TurnAbout
Volunteer Leon
Wakulla Co. 4H
Water Works Exterior Cleaning
wHERK
Whole Child Leon
WAVE, Inc.
We Are All We Need, Inc.
Windwood Communications
Wisdom's Wellspring

OUR WORK BY THE NUMBERS



136
MEMBERS



99%
RENEWAL RATE



100%
IMPACT IN ADVOCACY
*BASED ON 2018-2019 MEMBER SURVEY




36
TRAININGS &
WORKSHOPS



24
NEWSLETTERS
& BRIEFINGS



3
SURVEYS



2
MEMBER
MEETINGS

**UPHS IS MORE THAN A RESOURCE, WE
ARE ABOUT BUILDING RELATIONSHIPS.
IT'S THE POWER OF THE COLLECTIVE.**

UPHS LEADERSHIP TEAM



Sharon Tyler
Chair

America Red Cross of N. Florida



Leslie Powell-Boudreaux
Vice Chair

Legal Services of N. Florida



Jeanne' Freeman, MSW, MSP
2nd Vice Chair

Neighborhood Medical Center



Rob Renzi
Secretary
Big Bend Cares



Antoine Wright
Treasurer
Big Bend Habitat



Lisa Bretz, MSW
Immediate Past Chair
Advantage Aging Solutions

Mandy Bianchi
Epilepsy Agency of the Big Bend

Kimberly Galban-Countryman
LBB (Lighthouse of the Big Bend)

Dr. Rachel Pienta
Wakulla County 4H

Yolanda Candelaria
Big Bend AHEC

Ben Graybar
Northwestern Mutual

Mark Payne, CPA
James Moore & Company, CPAs

Tim Center
Capital Area Community Action Agency

Deanna Mims
Market Done

Kim Sineath
The Learning Pavilion

Monique Ellsworth
America's Second Harvest

Miaisha Mitchell
Greater Frenchtown Revitalization Council

Inzlea Smith-McGlockton
Be Free for Good, LLC

Dan Moore
Ability1st



Amber R. Tynan
Executive Director



Lashawn Gordon
Director, Membership & Engagement

Driven to deliver quality services that prevent and remediate dire consequences directly aligned to social and economic challenges, our human services ecosystem cares for nearly every segment of our community.

Our agencies and their staffs deliver services that not only improve the health and well-being of those they serve, but also often prevent the need for more costly approaches. In challenging economic times, the need for human services generally increases while federal and state funding for those essential supports are often the first to get cut. This coupled with the increasing expectation that human service providers do more with less has a direct impact on the industry's capacity to provide much needed, high quality services.

Human service organizations are, and always have been, essential to every community's financial health.

Tallahassee-Leon County is no different. When focusing on job creation and attracting new businesses, plans should include collaboration with the human service and nonprofit community. Our community needs leaders who do not clutch to the antiquated notion that businesses drive the economy while charities do good deeds.

Our three sectors (government, business and nonprofits) must be seen as equal and essential partners in meeting the needs of our community. We all play a part in building the capacity of our community and delivering critical services to individuals and families within them.

Policy and structural change is critical to community build actively to meet the needs of each resident in Tallahassee-Leon County. It is evident our focus is to stay committed to Advocacy, Education and Connection. With our members, UPHS will continue to actively promote and tout the impact of human services and our sector through effective story-telling and compelling public service education.

UPHS with data from its members will produce and publish content-rich materials focused on educating our community at every level regarding the work of the human services sector. This includes the current resources invested in our sector and how those resources are put to work every single day in our community to improve the quality of life for our neighbors.

UPHS will continue to build and maintain influential relationships with elected officials, community stakeholders, business leaders and partners at the local level to demonstrate the impact of the human services sector and its value to our community.

In addition, UPHS and its members will maintain accountability for ensuring trust and prudence of resources used to provide critical services to those in need. Thank you for your support of UPHS and human services today and always.



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