



United Way of Southeast Louisiana

RESILIENCY CENTER

Founded by Rebuilding Together New Orleans

Annual Report
August 2025 - August 2026





TABLE OF CONTENTS

01

FOREWORD

Letter from Executive Director of Rebuilding Together New Orleans: William Stoudt
Letter from United Way of Southeast Louisiana Chief Strategy & Resiliency Officer:
Michelle Clarke Payne

02

WHO WE ARE

Who We Are & Why We Matter
Rebuilding Together and United Way
Partners
Partner Spotlight: Entergy

03

IMPACT

Partner Impact
Resiliency in Action
Disaster Relief
Fundors

A LETTER FROM WILLIAM STOUTD

A year ago, we cut the ribbon on the Resiliency Center. I remember standing on St. Claude Avenue that day, looking at a building that used to be just an office, and thinking about how many storms—literal and otherwise—our neighbors have weathered to get to this moment.

Rebuilding Together New Orleans has always been in the business of repair. But after twenty years of patching roofs and replacing floors, we kept running into the same truth: a safe home is necessary, but it isn't sufficient. Families also need somewhere to get help in blue skies or gray, a place to learn how to protect what they've built, and a community of organizations working together instead of in silos. That's what the Resiliency Center was built to be.

We didn't want to build it alone, and we didn't have to. Our partnership with United Way of Southeast Louisiana turned a warehouse into something much bigger than either of our organizations could have created by ourselves.

EXECUTIVE DIRECTOR REBUILDING TOGETHER NEW ORLEANS

Over this past year, I've watched that idea take shape — in the Fortified Roof Collaborative meetings that bring together contractors and nonprofits around this table, in the workshops that fill our space with neighbors learning to prepare, in the quiet, steady work of a building that now supports families across the city, not just the ones on our own project list.

None of this happened by accident, and none of it happened because of one organization. It happened because our staff, our partners, our volunteers, and our neighbors decided that resilience is something we build together, block by block, roof by roof, relationship by relationship.

One year in, I'm proud of what the Resiliency Center has become. I'm more excited about what it will become next. Thank you for being part of it.

William Stoudt





A LETTER FROM MICHELLE CLARKE PAYNE

One of the greatest lessons we have learned through years of responding to disasters is that resilience is built long before a storm arrives. It is built through relationships.

Through preparation. Through trusted partners who know one another, understand the community, and are ready to act when neighbors need them most.

That is what makes the Resiliency Center so important.

United Way of Southeast Louisiana and Rebuilding Together New Orleans came together to reimagine what a year-round approach to resilience could look like: a shared hub where organizations can work side by side, combine their strengths, and help our communities prepare for, respond to, and recover from whatever comes our way.

In its first year, we have already seen what is possible. The Center has hosted workshops and community events, provided space for partners to collaborate and serve, supported volunteer efforts, and helped mobilize resources when emergencies struck. Just as importantly, it has strengthened the relationships and coordination that allow us to respond at the speed of need when every moment counts.

This work is especially important for families already working hard to make ends meet. For households with little room in their budgets for an unexpected expense, a storm, fire, or other emergency can quickly become a financial crisis, disrupting

*CHIEF STRATEGY & RESILIENCY OFFICER
UNITED WAY OF SOUTHEAST LOUISIANA*

housing, employment, transportation, and a family's path toward greater financial security.

That is why resilience is an essential part of economic mobility. Building a stronger Southeast Louisiana means helping families prepare before hardship strikes, connecting them with trusted support when it does, and staying alongside them as they recover and move forward.

No organization can do that alone. The Resiliency Center demonstrates what is possible when nonprofits, businesses, government, volunteers, and neighbors unite around a common purpose.

At United Way, we believe our communities are strongest when we mobilize together so all can thrive. We are grateful to Rebuilding Together New Orleans for its partnership in bringing this shared vision for resilience to life, to every organization that has made this space its own, and to the volunteers, donors, and community members who continue to bring its mission to life.

We have accomplished a great deal in a short time. And as we look ahead, we are only beginning to see what is possible when we build resilience together.

Michelle Clarke Payne

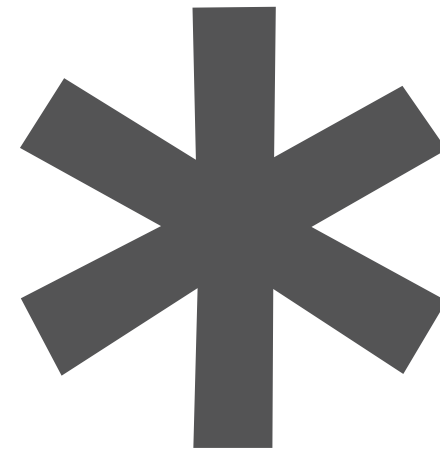
02

WHO WE ARE

We are a collaborative nonprofit hub designed to amplify collective impact and deliver a unified response to our community's most pressing challenges.

WHY WE MATTER

When disaster strikes, we'll be more than resilient – we'll be ready.





REBUILDING TOGETHER & UNITED WAY

The United Way of Southeast Louisiana Resiliency Center, founded by Rebuilding Together New Orleans, began with a shared vision: to create a disaster response space where organizations could work side by side, under one roof, to better serve communities before, during, and after disasters. Rather than waiting for the perfect conditions or a fully developed blueprint, both organizations contributed what they could - time, relationships, expertise, resources, and a willingness to collaborate.

Today, the Resiliency Center has become a place where partners can operate under one roof, share knowledge and resources, and respond to community needs with greater speed and coordination. During times of disaster or urgent need, partners can quickly come together, coordinate efforts, and respond with a unified approach rather than working in isolation. In June, tornadoes from Tropical Storm Arthur caused damage across Avondale and Slidell, and within 24 hours, Rebuilding Together, United Way, HandsOn New Orleans and volunteers from Entergy, Enterprise, and Ochsner were on the ground coordinating a response.

But resilience is not only built in times of crisis. When the skies are blue, the Resiliency Center provides a space for collaboration, outreach, education, and community engagement. Partners work together to bring resources and events directly into the community, strengthening not only the infrastructure that surrounds us but also the people and relationships that make communities resilient.

The Resiliency Center demonstrates what can happen when organizations choose to combine their strengths rather than work alone. Its success is not defined simply by the space itself, but by what happens within it: partners working together, responding together, and building resilience together.

The work is still evolving, and there is no finished blueprint. But the experience so far has proven that sometimes the most effective way to build something transformative is to begin with a shared vision, trust the process, and build it together as you go.



RESILIENCY CENTER PARTNERS

This work is powered by community support and partners who invest in strengthening disaster preparedness and response in Louisiana.

Corporate partners, donors, and organization interested in supporting this work can contact Michelle Payne at MichelleP@UnitedWaySELA.org.



UNITED WAY
Southeast Louisiana



Hands On
NEW ORLEANS





PARTNER SPOTLIGHT: ENTERGY

Entergy has been an incredible partner and a true champion for the New Orleans community. Their continued support, volunteerism, and commitment have helped us create meaningful opportunities to serve and strengthen our neighborhoods. Throughout the year, Entergy has participated in numerous *Beat the Heat* volunteer days alongside Rebuilding Together New Orleans, working hands-on to help residents stay safe and comfortable during the summer months. Their team consistently shows up ready to work and make a difference.

Entergy New Orleans has also supported a variety of community events, including RTNO's 7th Annual Build and Boil, helping bring neighbors together while promoting resilience, connection, and community. They have shown what it means to give back to your community with their Back-to-School Resource Fair, which provides free backpacks to New Orleans students while connecting families with valuable resources and information for both parents and children. Initiatives like this demonstrate Entergy's commitment to investing in the whole community.

We are grateful for the partnership and consistent support Entergy has provided during the Resiliency Center's first year. They have shown that they are committed to creating positive impact, supporting local families, and helping build a stronger, more resilient New Orleans. We look forward to continuing this important partnership and the many ways we can work together to serve our community.

03. IMPACT

In addition to community outreach events, Resiliency Center partners have the benefit of hosting internal programs, quarterly meetings, and celebrations here, removing the hassle of procuring and paying for an event space.

58

Internal programs hosted
in the Resiliency Center

39

Community outreach
events hosted in the
Resiliency Center





RESILIENCY IN ACTION

Disaster Preparedness Workshops

In partnership with Verizon, United Way hosted five disaster preparedness workshops at the RC and across Southeast Louisiana.

- **301** individuals participated and received resources on mental health, financial preparedness, FEMA updates, and emergency planning.

301

Individuals participated in disaster preparedness workshops

Back-to-School Drive

In July, WDSU and United Way partnered to secure backpack and school supply donations to pack and distribute to local students.

- **800+** students across **7** parishes supported

New VITA Location

United Way's Volunteer Income Tax Assistance (VITA) Program provides free tax preparation and electronic filing.

- **57** tax returns prepared and filed on site
- **7,644 filed in total** across all United Way sites

UNITED WAY OF SOUTHEAST LOUISIANA

United Way of Southeast Louisiana continued to mobilize partners and resources around disaster preparedness and recovery, mental health, financial security, resource navigation, and community connection.

- Served **513** families by hosting **13** workshops centered on disaster preparedness, mental health, and financial security
- Mobilized **500+** volunteers through community days of action
- **3,800** hygiene kits assembled and distributed through corporate volunteer partnerships
- Worked alongside Fourteens Foundation to provide support to victims and families of Jan. 1 Bourbon Street attack

REBUILDING TOGETHER NEW ORLEANS

Rebuilding Together New Orleans has expanded its reach under the Resiliency Center, making it the most impactful rebuilding nonprofit in New Orleans.

- In the past year, RTNO has completed **199** projects, having served **287** residents
- RTNO has also coordinated **960** volunteers on sites in and around New Orleans



RIDE

Since joining the Resiliency Center, RIDE, an organization working to make public transit more equitable and accessible, has used the space for many of its programs.

- **The Coalition for Quality Transit** meets monthly in the space to discuss how to improve public transit
- **Opportunity Pass Pilot Program**, which offers free, unlimited rides to youth ages 16-24 on RTA buses, streetcars, and ferries, meets at the Resiliency Center quarterly



GENERATION HOPE

Generation Hope's mission is to ensure all student parents have the opportunities to succeed, experience economic mobility, and build wealth.

- In addition to their impactful internal programming, providing life and financial coaching, celebrations for students, and overall mediation through school, Generation Hope also collaborates with LA Healthcare Connections to throw free **Community Baby Showers**



LA GREENCORPS

Louisiana GreenCorps provides career-building opportunities for youth in New Orleans. Since partnering with the Resiliency Center, LA GreenCorps has been able to utilize our warehouse workspace to hone construction skills.

- The cohort from September to December 2025 had **24** participants
- The cohort from March to June had **20** participants
- From September 2025, the cohort has trained in the space roughly **2x** a month

NEW ORLEANS TOOLBANK

The New Orleans ToolBank shares a space in the Rebuilding Together Warehouse, and their partnership has been crucial to the Resiliency Center's mission.

- **135** tool orders
- The Toolbank has provided equipment for **219** projects
- Has equipped **4,986** volunteers
- Has loaned **\$213,307** worth of tools and equipment to nonprofit organizations and community groups

HANDSON NEW ORLEANS

HandsOn New Orleans transforms the community by engaging and empowering volunteers. They have played a crucial role in the Resiliency Center's efforts to equip community members with resources to manage disasters.

- In conjunction with Common Ground USA, hosted **37** volunteers who delivered **100 Shelter in Place Kits along with HandsOn Practical Guide to Disasters** to four community centers (Hollygrove, Central City, Treme, and Lower 9th), generating an **\$18,582** investment in the community
- Hosted **2** volunteer teams that provided facility maintenance, with a **\$21,435** impact

"The genius of the Resiliency Center is proximity. When nonprofit leaders occupy the same space, a passing conversation can move mountains - new programs, scaled partnerships, sharper strategies- and real collective impact happens in minutes instead of months. Rebuilding Together has achieved a long-dreamed-of goal: uniting New Orleans nonprofits under one roof. For leaders whose time is stretched thin on our best days, that's not a convenience... it's a force multiplier."

-CHRIS CAMERON, EXECUTIVE DIRECTOR, HANDSON NEW ORLEANS

TULANE RESILIENCE CATALYST

The United Way of Southeast Louisiana Resiliency Center, founded by Rebuilding Together New Orleans, partnered with the Tulane University Disaster Resilience Leadership Academy to highlight how resilience is developed within New Orleans communities.

Rebuilding Together New Orleans Executive Director William Stoudt, United Way of Southeast Louisiana President and CEO Michael Williamson, and Director of Resiliency LaToya Ratcliff participated in a panel discussion focused on the importance of collaboration in building community resilience. Through a five-week engagement, graduate students worked alongside participating nonprofits to develop practical, implementation-focused partnership strategies.

The project focused on strengthening the mental health component of the Disaster Preparedness Workshops. The project specifically explored:

- Mental health resources for individuals of all ages
- Resources and support for children
- Mental health considerations during disaster preparedness and recovery
- Specialized resources for teen mothers



DISASTER RELIEF

During the past year, United Way of Southeast Louisiana provided immediate response in times of crisis.

500+

Families received direct financial assistance

REGIONAL FOOD DRIVE

- Provided **\$50,000** to food bank partners across our seven-parish region to address increased food needs during the government shutdown
- Collected **6,500** pounds of food to support local families

KONA FLOODS

- In March 2026, **shared disaster-response expertise** with Aloha United Way following the Kona Floods in Hawaii to implement gift card assistance in their community

GENTILLY APARTMENT FIRE

- **\$25,000** in relief for **47** displaced residents who received:
 - Hygiene kits
 - Household essentials & critical supplies
 - Recovery support

SMITTY'S SUPPLY FIRE

- **302** gift cards valued at **\$275** each were distributed as direct financial assistance for displaced employees and families
- **\$25,000** provided to support job placement assistance
- **\$108,050** total in relief



AVONDALE & SLIDELL TORNADO RESPONSE

On June 18, 2026, Avondale and Slidell were struck by devastating tornadoes from Tropical Storm Arthur. Partners of the Resiliency Center and volunteers hit the ground less than 24 hours after the storm passed. United Way, RTNO, HandsOn New Orleans, and the New Orleans ToolBank provided resources and tools, as well as coordinated volunteers on site.

30

Families received **\$15,000**
in direct financial
assistance

Assistance included:

- Door-to-door outreach
- Emergency gift cards
- 35 volunteers supported cleanup
- Financial assistance to affected families
- Connections to roofing and home repair services
- Temporary housing coordination
- Collaboration with Jefferson and St. Tammany Parish governments
- Continued case management and long-term recovery support

RESILIENCY CENTER FUNDERS

We are deeply grateful to our generous funders for investing in this shared mission and the work we do. Your support makes a meaningful difference in the lives of those we serve and helps us build a stronger community. We warmly welcome new partners and funders to join us in creating lasting impact together.



UNITED WAY
Southeast Louisiana

verizon

 **FIRST
HORIZON BANK**



Healthy Blue

