

SUPPORT VOLUSIA OPERATIONAL PLAN

REVISED FEBRUARY 2023

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Executive Summary

Support Volusia is headquartered in Historic Downtown DeLand Florida providing a visible presence in the heart of the Downtown Mainstreet Walking District. Support Volusia operates with the mission to unite local resources to create a powerful force for positive change by advocating for and supporting marginalized groups in our community. The motto of Support Volusia is "Crafting Positive Change" because we strongly feel that through support, advocacy, and education we can empower our people to imagine and build a better, more equitable community.

DeLand Pride began in 2016 as a response to the Pulse tragedy in Orlando Florida in June of that year. We started as an online community to help foster social connection among the LGBTQ Community and their allies in and around DeLand Florida. In 2017, Support Volusia took over management of DeLand Pride and, what started as a social group, has grown to encompass many programs that help foster and support our amazingly diverse community. Programming includes Advocacy and Education, Community Outreach, Neighbors Helping Neighbors, Youth Programming, and Special Events.

Support Volusia is a volunteer run organization consisting of a Board of Directors which oversees the vision, mission, and internal operations of the organization; an Executive Committee which functions as an extension of the Board of Directors and addresses the short term needs of program operations, resolves urgent matters, supports event planning, and facilitates communication with the public; and several specialized committees that handle program specific operation and planning.

Organization Overview and Impact

Support Volusia is a Volusia County 501(c)3 headquartered in Historic Downtown DeLand Florida. Our motto is "Crafting Positive Change" because we strongly feel that through support, advocacy, and education we can empower our people to imagine and build a better, more equitable community. We use the word 'crafting' because, like the artist, our work is very hands on and nuanced. Our community is made up of many micro communities that experience the world from different perspectives but when brought together, they can build the framework that creates a world that is equitable for all.

DeLand Pride began in 2016 as a response to the Pulse tragedy in Orlando Florida in June of that year. We started as an online community to help foster social connection among the LGBTQ Community and their allies in and around DeLand Florida. In 2017, Support Volusia took over management of DeLand Pride and, what started as a social group, has grown to encompass many programs that help foster and support our amazingly diverse community.

Our Advocacy and Education programming works to develop programs to fill needs gaps in our area, provide information and referral services, advocate for change and support those advocating for change through political action, public education, and lending support to causes and organizations that align with our values.

Our Community Outreach programming seeks to identify needs in the community, establish partnerships with community members, organizations and businesses, and develop social and networking opportunities for the LGBTQ+ community and their allies.

Our Neighbors Helping Neighbors programming seeks to identify needs in the community, establish partnerships with community members, organizations and businesses, and develop social and networking opportunities for the LGBTQ+ community and their allies.

Our Youth programming aims to encourage future leaders by creating safe spaces for young people to connect and developing pathways to engage, support, mentor, and nurture queer youth and their allies.

Our Special Events programming organizes awareness events that appeal to people of diverse backgrounds while promoting awareness, respect, diversity, and equity. These large community events also act as fundraising opportunities to fund the other work of the organization.

Human rights are defined as the basic rights and freedoms that belong to every person in the world, from birth until death. They apply regardless of where you are from, what you believe, or how you live your life. We believe that all people, regardless of their age, color, disability, gender, gender expression, gender identity, genetic information, national origin, ethnicity, race, creed, religion, marital status, sex, sexual orientation, economic class, political affiliation, and veteran status has a unique perspective and deserves to

have the same rights as all others. Simply put, we believe in Human Rights for all, not some.

To us, equality for all means that everyone has the freedom to live their truth without fear at home, at work, at school, and in the larger community. By empowering the next generation and creating space that models equitable behaviors, we can help today's youth to continue to build on the work we are doing today to create an equitable society.

Mission, Values and Ethics

Our Mission

Support Volusia aims to unite local resources to create a powerful force for positive change by advocating for and supporting marginalized groups in our community.

Our Pride Chapters' Missions are to attract LGBTQ members and their allies to our community by nurturing professional and personal relationships and providing an active and positive force in Volusia County and beyond.

Our Values

Courage – We understand that positive social change in Volusia County requires us to stand up for our beliefs, call out injustice, and never compromise our ethical principles.

Hope – We believe that acceptance and equality for all is possible through community organization, good strategy, and combined resources.

Perseverance – We understand that advancing equality in Volusia County is a complex and time-consuming endeavor requiring the commitment to stand with our community even in the face of adversity.

Innovation – We believe that new ideas and creativity are needed to bring about positive change in Volusia County.

Collaboration – We believe that partnerships with people and organizations in Central Florida are the key to creating a world where everyone can enjoy the freedom to live safely, openly, and genuinely.

Inclusivity – We strive to create a community in which all people feel valued and respected and have access to the same opportunities by celebrating our differences and eliminating biases regardless of how subtle.

Our Ethics

Humility – Humility is how we relate to ourselves and involves placing ourselves among others and in the world at large. Humility is not about making oneself small; it requires holding and exercising empathy and power with care and intentionality. Humility compels us to listen generously, remain curious, keep an open mind, and maintain a learning attitude. It calls us to be mindful of the needs, assets, interests, and expectations of others. It requires mindfulness of our individual and institutional privileges, the complicated power dynamics that extend beyond interpersonal relationships, and the need to center the voices and experiences of individuals and communities that have been historically marginalized.

Respect and Inclusion – Respect is about showing regard and consideration for the dignity of others. It begins with self-awareness, recognition of the intrinsic value of others, and treating others how they want to be treated. It often involves an ongoing

tension between maintaining our individual efficacy in pursuing a more just and equitable world and attempting to understand values, ideas, and behaviors that conflict with our own. When we disagree with others, respect means being hard on the issues but soft on the people. Respect compels us to recognize differences between people as valued assets, while acknowledging the visible, invisible, and intersecting dimensions of identity, power, and privilege. Inclusion requires us to actively challenge biases, stereotypes, and assumptions as we work toward equity.

Reciprocity – The principle of reciprocity rejects the notion of “service.” A reciprocal relationship with partners is characterized by interdependence; consideration of our collective strengths, knowledge, and capacity to influence others; and shared responsibility to work toward mutual benefit and growth. Reciprocity compels us to collaborate with community partners in the design, facilitation, and evaluation of our efforts to ensure value and relevance to all involved.

Preparation – Taking time to understand the social, ideological, economic, environmental, and historical contexts of our work is essential. Preparation requires researching information about the partner organizations and communities and developing awareness of past injustices and power differentials. It compels us to be flexible and willing to adapt to changing circumstances and to tap the knowledge and expertise of community partners before engaging in work in a community.

Safety and Well-being – Creating Positive change for our community starts with taking care of ourselves. This principle compels us to anticipate and take steps to ensure the physical and emotional safety and well-being of all participants. This principle also recognizes that our work can sometimes be both emotionally and physically draining and highlights the need for all stakeholders to practice self-care and manage time in the way that works best for them individually.

Accountability – Being accountable is about holding ourselves responsible for our actions and commitments. It is not about attaining all our goals and objectives to perfection, as much as it is about recognizing, negotiating, and taking ownership of outcomes within our reach and capacity. Accountability sustains trust and respect among individuals working toward shared goals. We hold ourselves accountable when we fulfill our roles and responsibilities to the best of our abilities and we acknowledge the impact our actions, inaction, and limitations have on others. Accountability compels us to accept our shortcomings with a spirit of humility and commit to redressing our mistakes.

Evaluation – Evaluation involves qualitative and quantitative methods to assess the impact of our work. This principle compels us to be aware of and attend to the direct, indirect, and unintended results (positive or negative) of our service. This principle requires us to intentionally and creatively build in opportunities to gather regular feedback from community partners and participants to assess our values, refine our practices, and improve the quality of our work.

Learning and Reflection – Learning happens through a cycle of preparation, experience, and reflection. It is essential to make time and space for continual introspection as we engage in our work. This principle compels us to intentionally and creatively build in opportunities to reflect; involve community partners when possible; and acknowledge personal shifts in perspective, understanding, and attitudes.

Programs and Services

Advocacy and Education

Our Advocacy and Education programming works to develop programs to fill needs gaps in our area, provide information and referral services, advocate for change, and support those advocating for change through political action, public education, and lending support to causes and organizations that align with our values.

Pride Incubator - The Pride Incubator allows us to share the lessons we have learned over the years while helping to establish Pride Networks in neighboring Volusia County cities. Newly formed Pride Chapters receive help establishing financial and business systems, creating marketing elements, building and maintaining social media accounts and websites, assistance with event planning and fundraising, and mentoring during the first year at no cost. After the first year, these Pride Networks have the option to establish their own organization status and 501(c)3 registration or remain as a Support Volusia Pride Chapter while contributing to a share of the cost of administrative expenses such as insurance and annual compliance filing costs.

Advocacy - Advocacy is an ongoing and ever changing need in our community. Our Advocacy Team responds to current events and community requests as the need arises. Our Advocacy Team is actively working on prioritizing our agenda to ensure we are a strong voice for our community. The goal of the Advocacy Team is to help the community find their voice and support individuals and systems in the fight to create more inclusive and equitable policy and public opinion.

Volusia Resource Directory - The Volusia Resource Directory (VRD) is made possible through a partnership with Stetson University Center for Community Engagement and AmeriCorps VISTA. Originally created as an AmeriCorps Vista Economic Development Project, the VRD is now managed and updated by Support Volusia. The VRD is a database of community resources and programs throughout Volusia County serving marginalized, disadvantaged, displaced, and needy individuals and their families. There is continuous work to maintain an up-to-date online database. Annually, 50 hard copies of the database are printed and distributed to high traffic information and referral sites. The online database can be accessed at www.VolusiaResourceDirectory.org at no charge.

Trans Pride Volusia - Trans Pride Volusia (TPV) is a program in development that aims to address the needs gap in Volusia County for Transgender and Non-Binary persons. TPV will develop a resource database specifically geared to the Transgender Community with entries relating to medical, mental health, legal, social, and image related needs. In addition to an online resource database, TPV will establish Transgender and Non-Binary support groups and peer-facilitated case management once building space becomes available, with the ultimate goal of providing professional case management. Through the development of this

program we also plan to compile much needed data regarding the needs and gaps in service for the Transgender Community in Volusia County.

Community Outreach

Our Community Outreach programming seeks to identify needs in the community, establish partnerships with community members, organizations and businesses, and develop social and networking opportunities for the LGBTQ+ community and their allies.

Community Partnerships - Our mission drives us to advocate for and support our community. To do this we strive to build partnerships with other community organizations whose missions and values align.

Pride Business Directory - All participants in our Pride Business Directory display our “Inclusive Space Welcome Decal”. The ‘DeLand Pride Welcome’ and ‘Support Volusia Welcome’ window stickers represent diversity, inclusion, and respect for all members of our community. Celebrating the diversity within our communities provides an important opportunity for local businesses and organizations to visibly declare they are committed to inclusiveness and to welcoming lesbian, gay, bisexual, transgender, and queer (LGBTQ) people and families. Welcome Decals are provided free of charge to participating businesses.

Social Networking Initiatives

- Third Thursday Socials offer community members and business owners an opportunity to network in a casual setting.
- Rainbow Bowling League is a fun, nine week bowling league. This family friendly event happens in the Spring and Fall.
- Drag Bingo is hosted monthly and proceeds benefit our Neighbors Helping Neighbors Program.
- All the Queen’s Men is a monthly show that features drag king talent with a focus on local entertainers. Proceeds benefit our Neighbors Helping Neighbors Program.
- What’s The Tea? is a monthly discussion group facilitated by local drag performers and community leaders on a variety of subjects and current events.
- Sports League involvement in various sports throughout the Central Florida area is in development as interest arises.

Pride Month Celebration - Pride Month is celebrated each year in the month of June to honor the 1969 Stonewall Uprising in Manhattan. Weekly events are held throughout the month to celebrate Pride, remember Orlando Pulse, and recognize the anniversary of DeLand Pride.

Neighbors Helping Neighbors

Our Neighbors Helping Neighbors (NHN) programming supports local community organizations in their work to create positive change throughout the community, focusing on our Community Partners that help to fulfill identified needs gaps. This program also organizes fundraising events to assist in achieving those goals.

Austin Wasserman Community Art Grant - The Austin Wasserman Community Art Grant is awarded to creators, makers, and emerging artists with small grants to help fund art classes, apprentice programs, and to start a new art business. Grants are available for students, entrepreneurs, and new or experienced artists.

Stuff the Bus - The Stuff the Bus Initiative identifies and helps fill specific needs at local target schools that serve primarily marginalized and low income residents.

Feets and Seats - The Feets and Seats Initiative collects and purchases undergarments to help support the work of the Neighborhood Center of West Volusia with the unhoused.

Holiday Gift Drive - The Holiday Gift Drive collects and purchases gifts, clothing, and household supplies for families in need as identified through several Community Partners.

Youth Programs

Our Youth programming aims to encourage future leaders by creating safe spaces for young people to connect and developing pathways to engage, support, mentor, and nurture queer youth and their allies.

Support Groups

- Youth - This monthly social, held at The Chisholm Community Center, is geared to our community's youth. From preteen to young adult, all LGBTQ+ youth and allies are invited to come hang out and get to know others in your community. This meetup will be a casual get together with an open discussion. Each social is facilitated by members of DeLand Pride's Youth Outreach Committee. Meetings are held the last Saturday of each month from 1:00pm to 2:30pm at The Chisholm Community Center in DeLand.
- Parents and Caregivers - In collaboration with DeLand Counseling Co-Op, the Parenting Support Group is for parents and caregivers of LGBTQ+ children and young adults. The support group is facilitated by Mary Bernard, M.S. and is held every other Monday from 5:30-7pm

Pride Prom - Pride Prom is an annual outreach event catering to local area high school students, community college students, and other youth and young adult members of the LGBTQ community and their allies. Pride Prom provides space

for our youth to come together for a memorable night of music, dancing, food, and fun in a safe and welcoming environment.

Rainbow Alliance Scholarship Program - The Volusia-Flagler Rainbow Alliance Scholarship Program offers scholarships to LGBTQ+ students in Volusia and Flagler County attending or planning to attend a college, university, or post-secondary vocational or technical program, including apprenticeship programs. The purpose of these scholarships is to promote and support the LGBTQ+ community in Volusia and Flagler Counties and encourage leadership in the community.

Special Events

Our Special Events programming organizes large community events that appeal to people of diverse backgrounds while promoting awareness, respect, diversity, and equity. These large community events also act as fundraising opportunities to fund the other work of the organization.

Love is Love Pride Fest - Our annual Pride Festival is held in February. This event is held to build unity in our community and provide all people with an opportunity to be their authentic selves during a day of remembrance, celebration, and fellowship.

Pageant - The DeLand Pride Pageant crowns the King and Queen that will represent DeLand Pride at community events throughout Florida.

Rocky Horror - In collaboration with Athens Theater and The Absent Friends, we screen the cult classic, Rocky Horror Picture Show, featuring a live shadow cast as a joint fundraiser for DeLand Pride and Athens Theater.

Operational Plan

Staff and Management Team

Support Volusia is a volunteer run organization consisting of a Board of Directors which oversees the vision, mission, and internal operations of the organization; an Executive Committee which functions as an extension of the Board of Directors and addresses the short term needs of program operations, resolves urgent matters, supports event planning, and facilitates communication with the public; and several specialized committees that handle program specific operation and planning.

Support Volusia Board of Directors

- President & Finance and Insurance Officer - Ann-Marie Willacker
- Vice President and Public Information Officer - Heather McLean
- Secretary - Aimee Hardesty
- Outreach Director - PJay Peck

Advocacy and Education Committee

- Program Coordinator - Ann-Marie Willacker
- Lake Helen Pride Executive Committee - Robin Mina, Josh Rios, & Joy Taylor
- Daytona Pride Executive Committee - Katy Cuthill Steinberg, & Sara Maitland

Volusia Flagler Rainbow Alliance Scholarship Stewards

- Meg Ferrell Young
- Desiree Sylvester
- Heather McLean
- Rachel Sarro

DeLand Pride

- Executive Director - Ann-Marie Willacker, Heather McLean (director-elect)
- Neighbors Helping Neighbors Chair - Andee Rodriguez & Helen Sylvester
- Youth Outreach Chair - Ella Canova & Elliana Dix
- Special Events Chair - Kirk T. Davinci
- Community Outreach Chair - PJay Peck

Fundraising Coordinator - Vacant

Location and Physical Footprint

Support Volusia has a 400 square foot office in Historic Downtown DeLand which provides a visible presence in the heart of the Downtown Mainstreet Walking District. We have weekly open office hours during the popular Friday Night Markets and for other

special occasions. Our Monthly Executive Committee Meetings are held in this location and the space is available for other sub committee chairs to hold their meetings.

We have plans to add an additional space that can provide ample privacy to allow us the ability to offer services such as support group space, workshops, clinics, case management services, and youth group activities.

On-Line Footprint

Website

- DelandPride.org/com
- VolusiaPride.org/com
- DaytonaPride.org/com
- LakeHelenPride.org/com
- LovelsLovePrideFest.org/com
- SupportVolusia.org/com
- TransPrideVolusia.org/com
- VFRainbow.org/com
- VolusiaResourceDirectory.org/com

Facebook

- [/delandpride](https://www.facebook.com/delandpride)
- [/lakehelenpride](https://www.facebook.com/lakehelenpride)
- [/supportvolusia](https://www.facebook.com/supportvolusia)
- [/daytonapride1](https://www.facebook.com/daytonapride1)
- [/vfrainbowalliance](https://www.facebook.com/vfrainbowalliance)

Instagram

- [delandpride](https://www.instagram.com/delandpride)
- [lakehelenpride](https://www.instagram.com/lakehelenpride)
- [vfrainbowalliance](https://www.instagram.com/vfrainbowalliance)
- [daytona.pride](https://www.instagram.com/daytona.pride)
- [supportvolusia](https://www.instagram.com/supportvolusia)