Auto Racer, Bobby Unser said, “Success is where preparation and opportunity meet.”

United Planning Organization has found that this success is realized when people are prepared and become agents of their own change by pro-actively taking advantage of opportunities to begin the climb out of poverty. This preparation begins by educating customers on the range of options available within the region for stable employment and future mobility. UPO has strategically placed our resources in nationally and internationally certified trainings leading to regional high demand positions in the technology, hospitality, and construction fields. Customers who walked through this door of opportunity in technology were rewarded by entering into IT help desk professions with average starting salaries of more than $40,000 annually. These program graduates by and large had no technology training or experience, but were willing to commit to a 26 week course that would lead to a better future.

In 2015 our first cohort of POWER graduates put on their mortar board caps and walked proudly across the graduation stages of several DC public and charter schools. They stepped off of those stages and into colleges across this nation utilizing the nearly $1.5 million in scholarships they collectively amassed. The pursuit of educational excellence began when the majority of the POWER youth were in 6th grade and they and their parents seized upon the opportunity to achieve scholastic success.

These are just two teaser projects that we hope encourage you to read through the success stories in our 2015 annual report. None of the accomplishments you will read about happens without the support of funders, friends and volunteers. As you read through these next several pages, we hope that you take advantage of the opportunity to become a partner with UPO in contributing to the continued success of our local and regional community and help us unite people with opportunities.
2015 Annual Report

Is an opportunity to highlight the impact we’ve made in our customers’ lives. It is often said that “behind every statistic is a story.” This year’s edition will inform and inspire.

This year’s annual report is not driven by metrics only. Instead, we decided to share stories of those who have been positively impacted by UPO--our customers!

“#IAMUPO,” the 2015 outreach campaign was selected as the theme.

We thank you for your support in helping us to move thousands of Washingtonians upward.

We believe that the path to self-sufficiency is not a short-term ride, but a journey. Shall we begin?
Poverty in DC

Washington, DC is a great place to live! The city continues to evolve as a thriving metropolis with the resurgence and revitalization of historic neighborhoods bursting with new restaurants and communities along with a vibrant social scene! The District is flourishing and its population of 650,000 continues to increase with many new residents who have now made the nation’s capital their home!

But it’s not so great for all. A significant number of Washingtonians have either remained or fallen into extreme poverty; are plagued by income inequality; have limited access to a quality education, and are faced with high levels of unemployment.

BY THE NUMBERS

19% DISTRICT RESIDENTS LIVE BELOW THE POVERTY LEVEL, WITH APPROXIMATELY 57,000 LIVING ON LESS THAN $12,000 FOR A FAMILY OF FOUR. (1, 2)

90% DC INFANTS AND TODDLERS IN WARDS 7 AND 8 LIVE IN NEIGHBORHOODS OF CONCENTRATED POVERTY WITH FEWER EDUCATIONAL RESOURCES AND ACTIVITIES WHEN COMPARED TO DC’S OTHER WARDS. (3)

12% WARDS 7 AND 8 ARE HOME TO THE GREATEST PERCENTAGE OF UNEMPLOYED PERSONS (11.6% AND 14.7%), RESPECTIVELY. (4)

(1) U.S. CENSUS BUREAU, (2) DC FISCAL POLICY INSTITUTE, (3) BAINUM FAMILY FOUNDATION, (4) DC DEPARTMENT OF EMPLOYMENT SERVICES.

As this population increases, so do their needs for access to resources and human services; thus making the demand for our programs and services even greater.
Our Vision for the Future

UPO’s Washington: A city of thriving communities and self-sufficient residents.

To become the change we’d like to see, we developed six strategic goals, executed over a five-year period, to help engage and empower DC families and individuals to get back on their feet and take ownership of their futures.

1. INCREASE KNOWLEDGE OF UPO SERVICES AND COMMUNITY ENGAGEMENT
   UPO is strengthening its brand throughout the Washington, DC Metropolitan area as an innovative leader and provider of empowering human services.

2. INCREASE NON-GOVERNMENT RESOURCES
   Raise $5 million to continue providing dynamic, innovative programming to raise people out of poverty.

3. ECONOMIC SECURITY PROGRAMMING
   Service delivery systems structured to focus on economic security for individuals and families through asset development.

4. CREATE AND GROW SOCIAL ENTERPRISES
   Business strategies aimed to generate capital that supports and expands our services for the community.

5. BECOME A WASHINGTON METROPOLITAN REGIONAL PROVIDER
   Services to address the needs of low income families throughout the District, Maryland, and Northern Virginia.

6. INCREASE ORGANIZATIONAL EFFICIENCY AND PRODUCTIVITY
   Automation of business processes and improved responsiveness to customers and partners.

With your continued support, we’re impacting and transforming lives.
For more than 50 years, we have planned, coordinated, and offered a wide variety of human services and programs. Our portfolio of programs and services focus on early childhood education, employment and training, youth, family and community services, all designed to **INSPIRE, EDUCATE, AND MOVE** low income residents out of poverty and place them on the path to self-sufficiency.

Based in Washington, DC, as the designated Community Action Agency (CAA) serving the metropolitan area, we have touched hundreds of thousands of lives in since our foundation in 1962.

**53,711**

Number of individuals served in Fiscal Year 2015

“One of the things that I like most about UPO is that they encourage people to do their very best. Those are some of the things that we actually need—encouragement and motivation.”

--UPO Customer

Who We Serve

As the needs of our customers grow, so do our methods to reach them.

941 Children
(Subset Of Total)

56% 44%

28,259 Families
(Subset of Total)
Organizational Accomplishments

In 2015, we sharpened our approach on how we operate as an organization to improve efficiencies and deepen relationships.

- Strategically broadened our digital communications and outreach
- Partnered with DC Family Court to launch the Office of Parent Coordination
- Graduated first P.O.W.E.R. Cohort* and started 2nd Cohort

Identified as a need in the community, we launched the Office of Parent Coordination to aid in the fight to strengthen DC families. Led by a licensed practitioner, our program takes a non-judicial approach to helping parents negotiate disputes and conflicts that involves collaboration with and support from the DC court system and local universities.

Our sponsorship of this program ensures that participating families also have access to the full range of our DC based support services including early learning, employment training and placement, emergency services, youth services and housing counseling.

Our myriad of other programs and human services provide ample opportunities for DC’s low income families and individuals to succeed!

Time has proven that with your support, our customers have excelled and attained new opportunities that they never imagined!

*P.O.W.E.R. Cohort 1 students and UPO program staff
We also deepened our online presence as part of our continual rebranding initiative. Two major components were the expansion of our social media engagement and campaign approach to digital storytelling. We increased our social platforms from three—Facebook, Twitter and YouTube, to actively engaging audiences across eight social networks—Facebook, Twitter, YouTube, Instagram, Pinterest, LinkedIn, Tumblr, and Flickr.

We launched three major social media campaigns—#FactCheck, the juxtaposition of socioeconomic issues compared to our program success in these areas; #BeatingTheOdds, highlighted our educational programs and training from birth to adult; and #IAMUPO, a brand campaign told through photos and personal testimonies.

In the span of one year, our online audiences grew exponentially across our social networks! Are you following UPO?
#IAMUPO

Is a movement and proclamation! It is a brand campaign that tells the “UPO Story” through photos, quotes and videos from six different perspectives, audiences and narratives, by those who have been positively impacted by our programs and services, past and present.

From October 1 through December 21, 2015 we posted over 60 personal stories. The campaign was promoted across our primary social media networks—Facebook, Twitter and Instagram; and housed on Tumblr, http://iamupodc.tumblr.com/, where it currently lives. The campaign is also featured on our website, http://www.upo.org/iamupo/.

Our online engagement almost tripled during this period! We entered into new relationships with compassionate thought-leaders, individuals and progressive civic organizations! And, ultimately expanded our mission, “uniting people with opportunities” locally, nationally and globally!

The “I AM UPO” theme was carried over to our primary centers in the form of photo galleries at Headquarters, UPO Petey Greene Community Service Center, and UPO Anacostia Community Service Center. Expressive faces and personal testimonies now adorn our lobby walls. You feel the warmth and sincerity immediately upon arrival.
UPO gives me hope for a better future—security for my family, an education; something that I can fall back on and build upon. I hope to become a small business owner and I don’t think that would have been possible without UPO.
Opportunity For a New Future

When Brie reached out to UPO for assistance, she was a homeless single mother, six months pregnant with limited employable skills and unsure about her family’s future. She enrolled in our construction trades program, Building Careers Academy (BCA), and learned how to install drywall, windows and lay laminate flooring.

After graduation, Brie was admitted to the University of the District of Columbia’s (UDC) Construction Management program! She is now on the path of one day owning a construction firm!

To listen to one of our most passionate personal stories of how UPO positively impacted her life, visit our YouTube channel, https://www.youtube.com/user/TheUPOinDC! Sabrina found hope and a new career! She is a 2015 BCA graduate, has a good job, and is on the path to self-sufficiency! She is UPO!

“UPO put me in a position where I could support myself, take care of my son and aspire to do more. I don’t know if that would have been possible without UPO. That’s my story.”

Opportunity to Serve Others

The path to self-sufficiency takes many routes. Our customers are looking for opportunities that will allow them to take ownership of their futures. Providing exceptional customer service is a career path that is always in demand. Working with a team of professionals within the Hospitality, Culinary Arts, Information Technology and Construction programs, our customers graduate from our Adult Education and Training Division equipped with hands-on experience, professional certifications, and ready for hire!

Meet LaQuita.

LaQuita was referred to our Hospitality training program through a friend who had recently completed the program. Over the years, she had taken dead-end jobs with no career advancement. She always enjoyed meeting and interacting with people. And, she was intrigued by the hospitality industry because her friend had recently secured employment with a large hotel chain and shared stories about her new career. LaQuita desired the same opportunity.

LaQuita is a 2015 graduate of our Hospitality training program and gainfully employed with one of DC’s most luxurious hotels, the Marriott Marquis at the Convention Center. She’s excited about her future and has her eye on a management position! She is UPO!

“I would highly recommend UPO’s Hospitality program. I learned about every position in a hotel and it definitely helped in my interviews. This program really is six weeks to a career! I would love to stay in hospitality, it has great benefits, great pay, and room to grow.”
Opportunity Meets Technology

Technology is an amazing phenomenon that changes at the speed of light! You’re either moving with it, ahead of it or left behind. One thing is for sure, without having the knowledge and skills to apply, you can’t compete in today’s technology driven job market.

Through our partnership with the Hope Project, our Information Technology Help Desk program, for young adults aged 18-24, is an intensive 28-week training program in which we provide hands-on training with real-world internship experience in network support, Microsoft Office Professional Suite and other software applications! We also help our students prepare for and earn the nationally recognized CompTIA A+ certification and receive job readiness training such as interview preparation and resume writing.

Meet Evan. He’s experienced it!

Like many of our IT training students, Evan had never worked in the IT field but knew that’s where he wanted to be. He was enrolled in undergraduate studies at an out-of-state university but was forced to drop out in order to assist his mother with her medical needs. Once he returned home, he found employment in the fast food industry but it was not fulfilling his desire for a career. With a little help from social media and a lot of prayer, Evan’s mom was able to connect him to our YouthTech IT Training program. According to Evan, “my background was in Science and Technology and I was pursuing studies in Cyber Security so this was a perfect fit.”

Evan is a 2015 graduate of our YouthTech IT Help Desk program and works full time as a Tier Two Service Desk Analyst with World Bank! In this role, he provides IT customer support to users all over the world! He is UPO!

“I now see my future in Networking instead of Cyber Security because of the multiple opportunities for growth! My life has changed and I’m in a better place overall to help my family and career. I’m now looking forward to making an impact in my new role with World Bank, thanks to UPO.”

108 students were enrolled in the YouthTech IT Help Desk Program
83% earned the CompTIA A+ certification
One-third of YouthTech students are presently employed in the IT field
FY15 Salary Range: $29,000 - $46,000

#IAMUPO
Opportunity to Begin Again

We know that competing in today’s job market can be both daunting and complex for anyone, especially our customers. It takes much longer to get an interview and more time and commitment to be properly educated and trained for a career. That’s why we go the extra mile by implementing a “wrap around approach” in providing both soft and hard skills training when developing our job training programs and employment services.

Our **Workforce Development Division** diligently works with our customers to provide them with job readiness skills through interview preparation, resume writing and job placement services all needed to land their next position!

**Don’t believe us? Meet Lynell.**

Lynell came to UPO as a “returning citizen” who was looking for a new opportunity and a second chance at a better life. He registered with our job readiness programs and was immediately assigned a case manager.

Since program completion, Lynell has obtained three jobs, his own apartment, and purchased a brand new car! He has received several work awards and is considered a top employee! To listen to his story, please visit our YouTube channel and select, “Dream Builders: UPO Employment Training and Services,” https://www.youtube.com/watch?v=FplbApitCyc He is UPO!

“*The first class treatment that UPO showed me was everything that I needed to know. The staff at UPO helps and receives you with open arms. You’ll swear that they’re your family...I don’t know how they do it, but they pay every single client that comes through their doors with attention. Every. Last. One. Of. Them.*”

1,144 CUSTOMERS RECEIVED JOB READINESS AND CAREER COUNSELING

907 CUSTOMERS RECEIVED JOB REFERRALS

807 CUSTOMERS WERE PLACED IN JOBS
BCA means a lot because I can get a house, fix my own place for my kids, and teach someone else what I have learned.
There's nothing like the sense of accomplishment when you've completed a project built with your hands. Imagine it. That’s how our students feel after they’ve learned how to frame a new house, install plumbing or wifi, configure an electrical circuit board or develop a facilities management schedule.

Our Building Careers Academy (BCA), part of our Green Technology Division, offers hands-on skilled trades training programs in Plumbing, Telecommunication, Electrical and Professional Building Maintenance. We work closely with our students to help them earn national certifications such as the OSHA 10, C-TECH, BPI, and NCCER while enrolled. Coupled with soft skills training such as interview preparation and resume development, provided by our Workforce Development Division, we help construct better futures for our customers and their families.

We’re proud of our BCA family.

“The construction program means a lot to me. I come from a background of work experience but I needed to get somewhere. BCA has helped me work towards earning industry national certifications—OSHA 10, BPI, C-Tech, and NCCER. I now have a career destination. It’s a great program.”

--LaToya, 2015 BCA Program Participant

“I had a real rough life with my addiction. It’s been hard on me and a lot of people I know. When I was in my addiction, it felt like there was no hope for me...my brother came through UPO’s Building Careers Academy and he is doing wonderful. He introduced me to the program. Being in this program lets me know that I have an opportunity to achieve something great in my life.”

--Mr. Williams, 2015 BCA Program Participant

213 Individuals completed at least three or more of BCA training programs with National Certifications.
All five of my children have come through UPO’s Early Head Start and Head Start programs. For me as the father, UPO has helped me to develop my parenting skills... and, after my youngest daughter graduates from the Early Head Start program at UPO’s Edgewood Early Learning Center, we’re still going to continue to be a part of the UPO family. I just can’t get over how they’ve gone out of their way to help my entire family...I recently completed UPO’s CDL Class A Training Program where I earned my CDL Class A License. This is not the end for us. Because once you start a relationship with UPO, you don’t leave. UPO is a very supportive organization for families in DC.
Your Child’s Journey Starts Here

Children are our greatest treasures. They are our future. That’s why we pay special attention to their achievement. Our Office of Early Learning implements a nationally accredited program with a focus on ages 0-3 years in providing opportunities to learn and gain early exposure to educational services for young children and their families in the District.

With over 50 years of experience in providing early childhood learning curricula operating from 12 Early Learning Centers (ELC) throughout the District, we are committed to ensuring that every child is equipped to develop successfully and embrace all that the world has to offer.

We don’t like to brag. Meet Carmen.

Carmen is a young Latino woman from Honduras and the proud mother of two-year-old Hailie Daniela.

Carmen enrolled her daughter into our Early Head Start Program at our Northeast DC early learning center in the Edgewood Terrace Housing Community. Carmen has actively participated in her daughter’s learning process paying special attention to Hailie’s development of cognitive, physical and social skills as well as keeping her up to date on health screenings and immunizations. Carmen regularly volunteers in Hailie’s classroom activities and interacts frequently with center staff.

Following her daughter’s lead, Carmen has enrolled in GED and CDA classes at one of our partner locations. To aid in their learning, we awarded Carmen with new personal computer equipment to help with she and her daughter’s studies and find employment.

Carmen continues to play an active role as Mom and has partnered with the ELC staff to ensure that Hailie completes the program and is prepared for the next level of academic success! She is UPO!

941 Children Served
(Early Head Start & Head Start)

833 Family Services
(Early Head Start & Head Start)
Recognized in 2014 and implemented in 2015, Washington, DC’s Office of the State Superintendent of Education (OSSE) designated our **Office of Early Learning as a “Hub” for seven child development programs serving 200 infants and toddlers** in the District. The goal is to provide training and technical assistance to the District’s early childhood learning programs to increase program excellence while collaborating and coordinating with key stakeholders to support a portfolio of comprehensive services.

**Program of Excellence**

Prior to working for UPO, I was a grantee specialist. I worked with deficient and noncompliant programs, but realized that I missed the true value of working with families, which is the foundation of Head Start programs... I always joke with my colleagues and tell them that UPO thought they hired me, but I actually hired UPO! Why do I say that? Because I believe the biggest impact a Head Start program can make is through being a part of community action because it’s about the family piece.”

--Gail Govoni, UPO Office of Early Learning, Director

It Takes a Village

Our Office of Early Learning operates one of the largest early childhood learning programs in the District. With a total of 12 Early Learning Centers primarily concentrated in Wards 7 and 8, we provide comprehensive services for children aged 0-5, including age-appropriate educational programs and activities, health screenings and nutritious meals.

Each center maintains a safe teacher-child ratio and is supported by a team of Service Area Specialists who provide training and technical assistance to staff and parents in the areas of education, physical and mental health, disabilities, and family advocacy. In executing the nationally acclaimed “family strengthening model,” Family Engagement Specialists are also assigned to each center to provide on-going case management, referrals, support and crisis intervention.

12 LOCATIONS
WITHIN THE DISTRICT OF COLUMBIA

1. MARIE REED ELEMENTARY SCHOOL
   2200 Champlain Street, NW (WARD 1)
   202-234-5852

2. DUNBAR SENIOR HIGH SCHOOL
   101 N Street, NW (WARD 5)
   202-238-0748

3. EDGEWOOD
   601 Edgewood Terrace, NE (WARD 5)
   202-529-1582

4. LUKE C. MOORE
   1001 Monroe Street, NE (WARD 5)
   202-671-6313

5. AZEEZE BATES
   444 16th Street, NE (WARD 6)
   202-388-7960

6. PARADISE DAY CARE CENTER
   3513 Jay Street, NE, Suites A & B (WARD 7)
   202-627-2220

7. WOODSON HIGH SCHOOL
   540 55th Street, NE (WARD 7)
   202-724-8841

8. C. W. HARRIS ELEMENTARY SCHOOL
   301 53rd Street, SE (WARD 7)
   202-575-9394

9. ANACOSTIA HIGH SCHOOL
   1601 16th Street, SE (WARD 8)
   202-724-7470

10. FREDERICK DOUGLASS
    3240 Stanton Road, SE (WARD 8)
    202-889-2080

11. BALLOU SENIOR HIGH SCHOOL
    3401 4th Street, SE (WARD 8)
    202-645-6689

12. ATLANTIC GARDENS
    4228 4th Street, SE (WARD 8)
    202-758-0339

“Being a part of UPO’s Early Learning Division means a lot. We’re a team of dedicated, compassionate workers with a sincere heart for our babies. Besides being an early learning classroom assistant at our Frederick Douglass Center, UPO offers a lot of educational programs and services to help us improve our early learning curriculum and enhance the way we provide educational services to DC’s youngest residents. I love it here. We’re like a big family. We just have a wonderful time working with the children and being part of UPO.” She is UPO.

--Gaylene Silver, UPO Early Learning Teacher
“I love this school (UPO sponsored Freedom Schools). This is the best school I’ve ever been to.”
Research has shown that children and youth living in DC’s Wards 7 and 8 are at least two to three grade levels behind when compared to Wards 1-5. That is both alarming and disturbing. We believe that every child should have the opportunity to reach his or her full potential to succeed in school and beyond!

Our academic and enrichment programs offered through our Youth Services Division, UPO sponsored Freedom Schools, a Children’s Defense Fund program for grades 1 - 5, and Providing Opportunities With Educational Readiness (P.O.W.E.R.), grades 6-12, connect children and youth ages 5 – 18 with opportunities that foster personal and intellectual growth.

Year after year the students enrolled in our programs have achieved extraordinary academic success in the form of four-year scholarships, internships and national collegiate recognition. In 2015, we graduated our first P.O.W.E.R. cohort of students who collectively amassed $1.4 million dollars in scholarships and other financial awards (excluding loans)!

We could talk for days about the positive impact we’ve made in their lives, but it’s best to hear it from them.

Meet Lanique, P.O.W.E.R. Cohort 1 2015 graduate.

Like many of our program participants, Lanique has a rich history with UPO. As a child, Lanique’s Mom desired a program that would help her daughter get a jumpstart on her educational journey and contacted UPO. Lanique was immediately enrolled in one of our early learning programs at a center in Southeast DC. At age 12, she joined the inaugural group of P.O.W.E.R. students and stayed until her high school graduation in 2015.

Lanique just completed her first year at Johnson C. Smith University in Charlotte, North Carolina. Upon her return home to DC for summer break, she will be working with our Youth Services Division assisting and mentoring the next generation of academic achievers. She is UPO!

○ 615 Youth actively participated in UPO led or UPO directed sponsored youth programs
○ 72 Youth grades had improved in an academic school year while enrolled in a UPO program
○ 36 of 40 P.O.W.E.R Youth received a scholarship to attend college (almost triple against goal)

“UPO’s P.O.W.E.R. program means a lot to me. It broadens your horizons to new experiences. UPO teaches you that college is for everyone, regardless of your financial need, where you come from, or your zip code.

P.O.W.E.R. is a mentoring program so we learn different things from different people. They always have a lot of people come and talk to us about things that they’ve experienced in life and how they were able to overcome them... because they wanted to be more than where they came from.”
The Beavers

We encourage all youth enrolled in our programs to reach higher! And, that the only obstacle in their way is their ability to dream BIG!

To broaden their academic experience and celebrate achievement, annually we take our students on regional college tours and award five rising-junior DC high school students a $10,000 scholarship to attend a college of their choice! This scholarship was established in recognition of our former board member and DC activist, Joseph A. Beavers. It honors his commitment to education and academic success.

In 2015, we also awarded our first recipient of the Dr. Freddie T. Vaughns scholarship in honor of a former UPO board member and Vice President of Academic Affairs at Bowie State University.

Meet the 2015 Beaver Scholar recipients.

“$1 million
awarded in scholarships*

200

# of students and GED graduates we have helped attend college

Meet the 2015 Beaver Scholar recipients.

“This scholarship will give me the perfect foundation to attend a four year university so that I can become a pediatric infectious disease specialist.” --Asia

“It means that now I don’t have zero dollars in my account for college. It means that now I have a shot at going to college.” --Ashley

“I’m so honored to receive this scholarship from UPO. The most important thing to me about this scholarship is the foundation behind it, because now I have somebody to turn to when I need help.” --Dayasia

“This scholarship will give me the perfect foundation to attend a four year university so that I can become a pediatric infectious disease specialist.” --Asia

“It means that now I don’t have zero dollars in my account for college. It means that now I have a shot at going to college.” --Ashley

“I’m so honored to receive this scholarship from UPO. The most important thing to me about this scholarship is the foundation behind it, because now I have somebody to turn to when I need help.” --Dayasia

“Receiving this scholarship means that I have earned money towards obtaining a bachelor’s degree. I will fulfill my dream when in neuroscience.” --Mathurine

“Receiving this scholarship means that I have earned money towards obtaining a bachelor’s degree. I will fulfill my dream when in neuroscience.” --Mathurine

“Receiving this scholarship means that I have earned money towards obtaining a bachelor’s degree. I will fulfill my dream when in neuroscience.” --Mathurine

“It’s just like I said in my speech when I was awarded the $10,000 UPO’s Joseph A. Beavers scholarship back in June of this year–this scholarship was tailor made for me. I knew it when I first saw it at posted my school. Why? Because it said that it was made for students who wanted to give back to the community. See, I knew from a young age that is really what I wanted to do when I grow up–to give back. And to be one of the five 2015 scholarship recipients meant everything to me. Because it meant that what I was doing, was right.” --Ramella

Learn about the Joseph A. Beavers Scholarship, visit http://www.upo.org/beavers-scholarship/. To view our educational journey video, “Cradle to College”, visit https://www.youtube.com/watch?v=FlIMUdqQw38

*$Time period 1990 - 2015
"Being a part of UPO to me means being able to find solutions to some of these very large structural issues that are dehumanizing and oppressing people, but doing that in a way that puts people first and makes them the chief concern and the main part of the work that we do."
Empowering a Community

It is often said that, “alone we can do so little; together we can do so much.” Working to improve a community is what keeps us moving forward. This is only possible with your support and the help of our volunteers.

Our **Volunteer Services and Advocacy Division** tirelessly recruits and works with hundreds of volunteers on numerous community service projects in DC throughout the year. They prepare taxes for DC eligible residents through our Voluntary Income Tax Assistance program (VITA); regularly read to elementary children in Wards 7 and 8 (Reading Boosters); prepare and distribute food packages for seniors (Grocery Plus).

We also create opportunities for students to learn firsthand what it’s like to be a “change agent” through our college internships and fellowships. Service is what we do, and we’re proud of it.

**Meet Myra, a proud UPO volunteer.**

Myra was born with a heart to serve. It’s in her blood. She watched her grandmother and aunt take care of family members and friends over the years. Prior to becoming part of our volunteer family, she was looking for the perfect opportunity in which she could help someone else. She and her son were familiar with UPO and visited our Petey Greene Community Service Center, home to our Advocacy and Volunteer Division, and immediately signed up! That was two years ago.

Now, Myra is the Volunteer Coordinator for our Grocery-Plus Program, collaboration between UPO and The Capital Area Food Bank! In her role, she oversees the production and monthly distribution of approximately 100 boxes of prepared food items for seniors. When not managing this program, she routinely volunteers at our community events and welcomes everyone with a smile. She is UPO.
“I’m 107 and I’ve worked in the Foster Grandparent Program for over 20 years; they’ve made me feel younger. I was sitting in the house, nothing to do, and then I heard about UPO’s volunteer program for seniors. I wanted to share what I taught my own children...how to play, read stories and to say yes sir, no ma’am and thank you. Being with the children brings joy to my soul.”
“America’s Grandma,” Virginia McLaurin, charmed the hearts of President and First Lady Barack and Michelle Obama with her infamous dance at the White House and has been working to help children in the DC community for several years. According to Virginia, when she initially volunteered with UPO her intentions were not only to enrich their lives, but hers too. She is a proactive and warm hearted volunteer that captures the true spirit of our Foster Grandparent program. Her dedication and life experience makes her an incredible source for youth who need a caring and nurturing figure to help them along.

Our Foster Grandparents, a lively and committed group of 250-plus seniors aged 55 and older, nurture and share their wisdom with DC’s youngest residents. Daily, they volunteer for various roles such as classroom assistant in DC’s elementary schools, hospitals and other institutions. They bring smiles, spread joy, and create lasting experiences that the children never forget.

Don’t believe us? Meet three of our dedicated Foster Grandparents.

“What has UPO done for me? Or rather, what have I done for UPO? Just to be a part of the organization to help these kids...that’s where we are mostly needed. As part of UPO’s Foster Grandparent program, I’m a volunteer at Malcolm X Elementary School. I help classroom teachers with the daily lessons and I read to the children. I haven’t missed a day since I started years ago. I love going every day to hear the children say “Mama Meechum, help me with my work.” It’s overwhelming, sometimes I get so full I wanna cry. But I’m just happy that I’m able to do something and give something back to our children.”

“I’ve been in this program for 16 years. My fellow grandparents are very helpful. One year, when I needed something moved in my house, they came and took everything out of my basement for me. It was the whole crew there. Even Cheryl Christmas, Program Director, came and painted my fence on the outside. They stayed the whole day. I’ve been alive for a long time. I’m 82 years old. Since joining UPO’s Foster Grandparents program, I’ve been at the same school for 16 years. It’s home to me and as I see the kids over the years, they still remember me.”

“UPO has given me an opportunity to work with young people. And, since working with UPO’s Foster Grandparents, I have worked with DC youth from different parts of the city. I enjoy what I do. UPO offers many locations to volunteer as a Foster Grandparent. I like my location. I’m at Job Corps. My role gives me the opportunity to give something back to the youth.”

Making a Difference in the Life of a Child

Foster Grandparent volunteers

Foster Grandparent volunteer service hours

+$517,847 in value returned to the community

$517,847

+$274

+$182,000

$274

$182,000

*Our Foster Grandparent program is funded by the Corporation for National and Community Service Senior Corps along with other external funding sources and partnerships.
It means that I get the chance to be hands on with my community and help those less fortunate. To try to save lives out here in the cold weather and cool them down in the summer. I actually get to help people and check on them in the future. I get to pass the opportunities that I was given on to other people. Also to have a job that I really care about, that I am really happy to get up every day to come here to do.
Meeting Community Needs

With a mission to unite people with opportunities, we help DC’s most vulnerable citizens get back on their feet and move to the next level—professionally, emotionally and physically for the community at large. We believe in the communities and the people we serve. It’s our passion and purpose.

COMMUNITY HEALTH

Our Community Health Division is dedicated to supporting the health and well-being of District Residents through programs and services designed to help those in need take better care of themselves and their families.

Through education, assistance, and outreach, we provide low income individuals with access to healthy food options, shelter and other essential resources.

SHELTER HOTLINE

Over 40 dedicated Hotline employees communicate with shelters to coordinate transportation for recently displaced individuals and families. We are the sole provider of transportation services for DC’s homeless population. Our vans are seen throughout the District distributing blankets, sleeping bags and other comfort items.

During peak seasonal temperatures our drivers work 24-hours a day during the winter and summer months transporting individuals to warming shelters, cooling stations, and feeding centers. We’re here to help and save lives.

COMPREHENSIVE TREATMENT CENTER

Established in 2000 under a contract with the Department of Behavioral Health’s (DBH) Addiction Prevention and Recovery Administration (APRA), our outpatient, medically managed substance abuse treatment facility provides an array of services aimed at helping individuals with opioid addiction improve their quality of life.

COMMUNITY REINVESTMENT

Established in 2013 to promote economic security through homeownership, tax preparation, financial literacy and micro-enterprise development, we offer home buying workshops, emergency rental assistance, and help our customers open savings accounts. Collectively, we’ve moved generations of Washingtonians from economic dependence to economic independence.

+155,476 RIDES PROVIDED
+900+ HOURS OF SUBSTANCE ABUSE COUNSELING PROVIDED
+737,938 TOTAL REFUND DOLLARS RETURNED TO THE COMMUNITY IN UPO FREE TAX PREPARATION PROGRAM
As a former UPO board member, UPO means an opportunity and change for our community, and to move forward for a better community. It also means uniting people together, from all sectors of our community, regardless of race, ethnic origin or religion—to unite us all for a better D.C.
Board of Directors

Our Board of Directors is comprised of 21* members who represent Washington, DC’s eight wards, the public and private communities. They are a passionate group of individuals whose responsibility is to ensure that we assess and respond to the causes and conditions of poverty in the DC metropolitan area, and remain fiscally and administratively sound.

Headquartered in Washington, DC, our board consists of members who are democratically selected representatives of low-income individuals and families living in the District; mayoral appointees; and members chosen from industry, business, law enforcement, education as well as other major groups and interests located in and serving the District.

We are fortunate to partner and work with this team to help move DC residents out of poverty.

*Four vacant seats
Community Partners

Each year, we partner with a myriad of organizations throughout the Washington, DC metropolitan area to provide the highest quality of services and programs all designed to help our customers attain an economically independent life.

Thank you for your continued support.

Advocacy for Justice and Education
AFL-CIO
Age Friendly DC
America Works of Washington, DC
American Kidney Fund
American University
AMTRAK
Anacostia Coordinating Council
Anacostia Economic Development Corporation
Andrews Federal Credit Union
Assembly at Petworth
Ballou Stay
Barry Farms Study Circle
Benjamin Baptist Church
Bernice Fontenot Senior Wellness Center
Bowie State University
Bread for the City
The Brooks Group, LLC
Calvary Health Care
Capital Area Asset Builders (CAAB)
Capital Entertainment Services
Capital Guardina Youth Challenge
Capital Wesley Church
Career Gear
CareFirst Blue Cross Blue Shield
Caribbean Coach, LLC
Central Union Mission, DC
CentroSync
Chelseham Warehouse
Child and Family Services Agency
Children’s Hospital Injury Prevention Burn & Winter Safety
Children’s National Medical Center—Safe Kids Worldwide
Children’s Health Project
Children’s Health Project
Clay Apartments
Coca Cola Corporation
Community Tax Aid
Compass DC
Competitive Innovations
Congresswoman Eleanor Holmes Norton Convention Center/Feast of Sharing
Councilman Marion Barry—Ward 8
Court Services and Offender Supervision Agency
DC Building Industry Association
DC Department of Transportation
DC Health Link
DC Healthy Families
DC Strong Start
DC Library
DC Therapeutic Senior Center
DC TV
DC United
DCPS Office of Early Childhood Education
DC Rape Crisis Center
Deanwood Recreation Center
Democracy Prep
Department of Health
Department of Human Services
Disney, Inc.
Dorothy Height Library
Dress for Success
Eagle Academy
Early Stages
East River Family Strengthening Collaborative
Edgewood/Brookland Family Support Collaborative
Edgewood Farmers Market
Educare of Washington, DC
Empower DC
Fairlawn Civic Association
Family Medical Counseling Service
Father McKenna Center
FIT Solutions
Fort Lincoln New Town Corporation
Georgetown Lombard Office of Minority Health & Health Disparities Research
Giant Food Corporation
Gonzaga—Omega Men for the Homeless
Greater Help Ministries
Greater Washington Urban League
Grubb’s Pharmacy
H Street Community Development
Harriet Tubman Elementary School
Health Services for Children with Special Needs
Healthy Families/Thriving Communities Collaborative Council
Helping Hands, Inc.
Higher Development Academy
H.O.P.E. Project
Imagine Public Charter School
Industrial Bank
Ketchum Elementary School
Latin American Youth Center
Lockheed Martin
M & T Bank
Main Street Congress Heights
Marshall Heights Community Development
Martin Luther King, Jr. Library
Med Star Family Choice
Mid Atlantic Area Gleaning Network
Midtown Lion Club
Miller Farm
My Fairy Place
My School DC
National Building Museum
Neighborhood Legal Services
New Commandment Baptist Church
Office, Deputy Mayor for Planning and Economic Development
Office of Latino Affairs
One DC
Parents with Partners
PEPCO
Petworth Library
Pinpoints
Providence Hospital
R. Emmanuel Bell Consulting
Rockstar Cutz
Safeway, Inc.
SNAP/Hunger Solutions
St. Elizabeth West Campus
St. Elizabeth East Project
Streetwise Partnerships
Streetwise Foundation
Summit Health Institute for Research and Education (SHIRE)
Sunshine Early Learning Center
T Mobile
The Women’s Collective
Therapeutic Recreation Center
Trinity University Nursing School
United Bank
US Marine Corporation
US Postal Service
VA CRCC Culinary Training Program
Verizon
Vacom
Walmart
Wards 7 & 8 DC Prevention Center
Washington Gas
Washington Legal Clinic for the Homeless
Watha T. Daniels Library
Westwood College
WHUR Radio
WMATA
Partner Agencies

We also work with several agencies, organizations and special programs to provide some of the core community services throughout the District of Columbia. These services are either directly operated by our organization or by independent agencies that include specialized hotlines, youth and senior programs, housing assistance, employment training and placement, and emergency care.

We thank you for helping to transform lives.

Collaborative Solutions for Communities
Community Services Agency of the Metropolitan Washington Council
AFL-CIO
Covenant House Washington
DC Central Kitchen
Edgewood/Brookland Family Support Collaborative

Lutheran Social Services of the National Capital Area
Opportunities Industrialization Center of DC
Southeast Ministry
Vida Senior Center
Washington English Center

“I’m excited that UPO is expanding and opening its doors to DC’s Latino populations! It’s great because for years UPO served mostly African Americans because they resided in areas of the city that had been forgotten and underserved. But now we’re broadening our reach because there are so many other families, regardless of race or ethnicity that are in need.

For example, in my role as the Community Engagement Specialist with the Office of Early Learning (OEL), I see the needs of the Latino community and I know that they can benefit from our early learning programs.!”

-Gisela Hurtado, UPO OEL Community Engagement Specialist

#IAMUPO
We extend a sincere thank you to our sponsors, philanthropic foundations, and government agencies who have worked with us over the years to bring our vision to pass. Your generous donations have positively impacted thousands of Washingtonians.

Acacia Foundation
Administration for Children & Families --Head Start
American Federation of Government
Andrew Haynes
Clifford Barnes
Comcast Beltway Region
Comcast Financial Agency Corporation
Community Partnership
Corporation of National and Community Service
DC Children and Youth Investment Trust
District of Columbia Department of Behavioral Health
District of Columbia Department of Employee Services
District of Columbia Department of Energy
DC Department of Housing and Community Development
District of Columbia Department of Human Services
District of Columbia Department of the Environment
DC Department of Small & Local Business Development
DC Trust
Dontai Smalls
Fidelity Information Services
Forest City Washington, Inc.
George Preston Marshall Foundation
Hawthorn
J.B. & M.K. Pritzker Family Foundation
John and Leslie Oberdorfer
McDonalds
MedStar Family Choice DC
Office of the State Superintendent of Education
Office of Victim Services & Justice Grants
Pepco Holdings, Inc.
Pinion Financial Services, LLC
PNC Financial Services Group
Pritzker Family Initiative
RICOH
Safeway, Inc.
The Olender Foundation
The Wollenberg Foundation
U.S. Department of Agriculture
U.S. Department of Energy
U.S. Department of Health and Human Services
U.S. Department of Labor
U.S. Department of Veteran Affairs
Urban Atlantic
Wal-Mart Stores, Inc.

“UPO means change to me. We live in a society where there are so many problems, so much violence, so much trouble, etc. I’m a part of an organization that has been helping the community for 50+ years. We’re really making a difference.”

--Ayana Bias, UPO Advocacy & Volunteer Division, Director
The training programs and services that we provide to our customers are at no monetary cost to them.

However, it takes millions of dollars to meet the growing needs of our target populations.

Your financial support will allow us to enhance, improve and expand our portfolio of programs and services.

We ask that you please consider becoming a financial supporter and joining us on this journey.

We thank you.


“My position as UPO’s Director of Adult Education and Training Division is an opportunity for me to connect a group of people to a purpose through marketable training. At the end of the day, we’ve fulfilled our mission to unite people with opportunities...to new opportunities that many would have not seen. It is our sincerest desire to move people out of poverty and get them to a level of understanding their purpose. And, with our training programs, we are opening doors to a whole new future for them.”

--Dianna Guinyard, UPO Adult Education and Training Division, Director

This financial statement has been changed since original publication to correctly reflect years ending September 2015 and 2014. We regret that this error was not corrected prior to being published.
“UPO helped me to better formalize my resume. To be outspoken, confident within myself, being able to speak to any and everyone. It also helped me to finish my culinary arts studies that I wanted to learn as far as food handling and all of that. It also brought me a lot of new friends and family. I’m really enjoying the UPO staff, they really took me in under their wing. It means a lot. It turned my whole life around. I’ve got something to do with myself on an every day basis. It makes me feel more comfortable in myself.”
“Two Words: My Life. This is what UPO’s Culinary Arts Training Program means to me.”
“I’ve seen other organizations, but I’ve never seen an organization wrap themselves around poor communities the way that UPO does. I’m really proud to be a faithful UPO volunteer. I’m proud to wear the UPO shirt and to say that I work with UPO. For me, UPO is life changing. It’s like water in the desert for people who are so desperate and so destitute.”
“Being a part of UPO’s Youth Services Division means that every day I get to create opportunities for young people. At the end of the day, it’s not about me, it’s about what we as the Youth Services Division of UPO can do to promote and bring about new opportunities to expose young people to experiences beyond their traditional or daily realm. As the Youth Services Division Director, I’m allowed to give DC’s youth the opportunity to see there is so much more to the world. Freedom Schools, an educational enrichment program for grades 1-5, in partnership with the Children’s Defense Fund, is an example of the type of opportunities and experiences that we expose the children to. We strongly believe in this program’s ideas and philosophies—and seeing it come to fruition and manifestation every day, is what I love about my job with UPO.”
Moving Forward

- Increase number of customers served in Adult Education & Training Division
- Provide training, Workforce Development Division and family opportunities regionally
- Develop and invest in staff for better service delivery based on a strengths based model
- Expand homeless support to provide real opportunities for movement towards self-sufficiency
- Advance the UPO Workforce Institute
Outcomes

Adult Education & Training
- 229 Customers were enrolled in GED programs
- 65 Customers advanced one of more grade levels (GED)
- 5 Customers earned GEDs
- 9 Customers completed Culinary Arts training
- 90 Customers completed IT Youth Tech training
- 24 Customers completed Hospitality training
- 17 Customers completed CDL training
- 806 Customers were enrolled in Vocational Skills training
- 778 Customers attended Vocational Skills training
- 282 Customers completed Vocational Skills training
- 66 Customers completed 3 BCA training programs with National Certifications
- 47 Customers completed 4 BCA training programs with National Certifications
- 5 Customers completed 5 BCA training programs with National Certifications
- 147 Customers completed BCA training with OSHA certifications

Children & Youth
- 941 Children served in UPO’s Early Head Start and Head Start programs
- 833 Families served in UPO’s Early Head Start and Head Start programs
- 615 Youth engaged in UPO directed YSD Programs
- 72 Students improved their grades while enrolled in UPO direction YSD programs
- 64 Students were promoted to the next grade level
- 42 Students completed high school
- 48 Students enrolled in post-secondary education
- 36 Students obtained a scholarship (P.O.W.E.R.)
- 353 Students benefited from College Field Trips and Tours
- 1,109 Students received Career Exploration Assistance
- 16 UPO Scholarship Recipients actively enrolled in college
- 2 UPO Scholarship Recipients graduated from college

Food & Nutrition
- 908 Customers benefited from assistance (Gleaning) programs
- 56,796 Number of Electronic Benefit Cards issued/re-issued
- 32,489 Customers received Electronic Benefit Cards
- 173 Customers received assistance from a Food Pantry and Food Baskets
- 300 Customers received food and/or clothing distribution
- 320 Customers received Congregate Meals

Health & Wellness
- 560 Customers received Methadone Maintenance treatment
- 4,010 Number of Methadone treatment plan reviews
- 14,026 Number of individual Methadone counseling sessions
- 34,105 Number of person group counseling sessions

Housing
- 411 Customers received Housing Counseling services
- 213 Customers received Housing Intervention services
- 174 Customers who avoided eviction due to rental debt

Income Management
- 332 Customers received Income Management Counseling
- 327 Customers developed household budgets
- 54 Customers opened a Savings Account
- 47 Customers opened a Checking Account
- 670 Customers received free Tax Preparation Assistance
- 44 Customers received Mortgage Default Counseling

Self Sufficiency
- 2,480 Customers who completed Economic Security Assessments
- 249 Customers progressed from “in crisis” to “at risk”
- 347 Customers progressed from “at risk” to “stable”
- 289 Ex-Offenders received UPO services

Transportation & Shelter
- 155,476 Number of rides provided to homeless customers
- 22,933 Number of answered homeless client calls
- 4,945 Homeless Customers received transportation services
- 49,777 Comfort items distributed to homeless customers
- 232 Customers received Education related transportation assistance
- 729 Customers received Employment related transportation assistance

Volunteers
- 958 Engaged Volunteers
- 13,320 Patients assisted by UPO volunteers
- 274 Seniors actively involved in UPO’s Foster Grandparent program
- 170,312 Foster Grandparent Volunteer hours worked
- 8,340 Number of Youth served by UPO’s Foster Grandparent program
- 1,110 Children served by UPO’s Foster Grandparents in early childhood programs
- 30 Customers enrolled in UPO’s fellowship program
- 57 Customers enrolled in UPO’s internship program
- 33 Customers participated in UPO’s Toastmasters program
- 220 Customers participated in UPO’s Poverty Forums

Workforce Development & Job Placement
- 1,144 Customers received job readiness/career counseling
- 96 Customers were enrolled in Work Development internship programs
- 68 Customers completed work internship programs
- 907 Customers were referred for jobs
- 807 Customers were placed in jobs
- 507 Customers obtained full-time jobs
- 300 Customers obtained part-time jobs
- 423 Customers retained their jobs 30+ days
- 285 Customers retained their jobs +90 days

“I came to UPO to see what kind of programs they were offering to the community. When I got here I found out that they were offering several different and useful programs! What got my attention was the culinary arts programs in which they teach you how to cook and pursue a career in food services and hospitality industries. I also found out that UPO offered job readiness training…that’s where I learned a lot. This program prepared me to work with the Metropolitan Area Work Force. Though, I already had 22 years of work experience, there’s nothing like a UPO refresher. UPO’s Workforce Development classes taught me how to use new technology to search and prepare for new career opportunities. UPO helped me to get to where I needed to be to compete for today’s jobs. UPO did that for me.”

--Tisa Mitchell, UPO Customer and Volunteer

#IAMUPO
# Outcomes

## UPO Office of Early Learning

### 2014 - 2015

<table>
<thead>
<tr>
<th></th>
<th>Funded Enrollment</th>
<th># of Children Served</th>
<th># of Families Services</th>
<th>Eligibility %</th>
<th>ADA</th>
<th>Children w/Health Insurance</th>
<th>Dental Screening</th>
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<td><strong>BY ORGANIZATION</strong></td>
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<tr>
<td>Head Start</td>
<td>102</td>
<td>132</td>
<td>120</td>
<td>94%</td>
<td>81%</td>
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<tr>
<td>Early Head Start</td>
<td>64</td>
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<td>63</td>
<td>93%</td>
<td>82%</td>
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<td><strong>Total</strong></td>
<td>166</td>
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<tr>
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<td>98</td>
<td>107</td>
<td>102</td>
<td>98%</td>
<td>88%</td>
<td>100%</td>
<td>99%</td>
</tr>
<tr>
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<td>416</td>
<td>632</td>
<td>548</td>
<td>95%</td>
<td>78%</td>
<td>99%</td>
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<td>107</td>
<td>102</td>
<td>98%</td>
<td>88%</td>
<td>100%</td>
<td>99%</td>
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<tr>
<td><strong>Total</strong></td>
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<td>63</td>
<td>93%</td>
<td>82%</td>
<td>100%</td>
<td>17%</td>
</tr>
<tr>
<td><strong>UPO</strong></td>
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<td>548</td>
<td>95%</td>
<td>78%</td>
<td>99%</td>
<td>66%</td>
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<tr>
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### Outcomes

#### FALL 2014/2015

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<tr>
<th>AREA OF CONCENTRATION</th>
<th>% Children Below</th>
<th>% Children Meeting</th>
<th>% Children Exceeding</th>
<th>Captured Percentage</th>
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<tr>
<td>Socio-Emotional</td>
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<td>50.2%</td>
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<tr>
<td>Physical</td>
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<tr>
<td>Language</td>
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<td>23.8%</td>
<td>100%</td>
</tr>
<tr>
<td>Cognitive</td>
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<td>51.8%</td>
<td>27.2%</td>
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<tr>
<td>Literacy</td>
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<td>51.3%</td>
<td>32.3%</td>
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<td>Mathematics</td>
<td>38.7%</td>
<td>42.6%</td>
<td>18.8%</td>
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</table>

#### SPRING 2014/2015

<table>
<thead>
<tr>
<th>AREA OF CONCENTRATION</th>
<th>% Children Below</th>
<th>% Children Meeting</th>
<th>% Children Exceeding</th>
<th>Captured Percentage</th>
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</thead>
<tbody>
<tr>
<td>Socio-Emotional</td>
<td>10.5%</td>
<td>37.2%</td>
<td>52.3%</td>
<td>100%</td>
</tr>
<tr>
<td>Physical</td>
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<td>20.9%</td>
<td>40.7%</td>
<td>38.5%</td>
<td>100%</td>
</tr>
<tr>
<td>Cognitive</td>
<td>18.4%</td>
<td>47.9%</td>
<td>33.7%</td>
<td>100%</td>
</tr>
<tr>
<td>Literacy</td>
<td>9.7%</td>
<td>44.5%</td>
<td>45.8%</td>
<td>100%</td>
</tr>
<tr>
<td>Mathematics</td>
<td>23.8%</td>
<td>56.5%</td>
<td>19.7%</td>
<td>100%</td>
</tr>
</tbody>
</table>
We are educators. We are dream builders. We are opportunity-makers and poverty-fighters. We believe that everyone deserves a chance to pursue and live sustainable, successful lives. We create paths that start the journey from dependence to self-sufficiency and economic independence.

We are United Planning Organization.

Our approach is holistic and generational. As the only Community Action Agency serving the residents of Washington, DC, we’ve touched thousands of lives over our 50 years. We offer more than 30 programs and human services. We help our customers get a job; learn a skill, find and stay in affordable housing. We teach financial literacy, offer early learning and adult education, help send high school students to college and keep our seniors physically and mentally active.

From newborn babies to senior adults, when you’re a part of the UPO family, we wrap our arms around you and are with you every step of the way.