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The Merriam-Webster Dictionary defines ‘movement’ as “the act or process of moving, the change of place or position or posture or a particular instance or manner of moving.”

United Planning Organization (UPO) embarked on a campaign in 2016 to help “move” low income Washington, DC residents out of poverty and place them on the path to self-sufficiency.

We worked collaboratively with our community partners, funders and Board of Directors to strategically enhance and improve customer experiences and outcomes. We streamlined our programs and services, and explored new delivery mechanisms to meet the increasing needs of an unforgotten and displaced population.

This ‘movement’ was built upon three foundational pillars for customer success—education, employment and empowerment. It became a rallying cry. A mantra. A goal. We invited all to join us.

We shared weekly customer testimonials, challenged our supporters to help ‘move someone’ to literacy, a new career, and equipped our customers with the skills to strengthen families and build stronger communities.

This concerted effort resulted in over 50,000 low income Washingtonians received services from UPO.

Below are a few of our Movement highlights:

**UPO’s Office of Early Learning**: in partnership with the Bainum Family Foundation Partnership announced funding for Wards 7 and 8 organizations to provide direct services to families with infants and toddlers as part of its five-year, $10 million commitment to improve early childhood education across the District of Columbia.

**UPO’s Office of Early Learning**: launched a pilot program to increase parent engagement and at-home reading.

**Read with Me**, founded by Mrs. Sabrina Vaughns, the wife of former UPO Board Member Dr. Freddie T. Vaughns, is a partnership with Metropolitan Baptist Church designed to promote early literacy among the children served in our centers. This is an on-going reading initiative with future expansion plans in 2017.

**UPO’s Office of Strategic Positioning**: produced the proprietary Community Needs Assessment research report that examined the District’s low income residents’ unmet needs and community concerns.

**UPO’s Advocacy Division**: facilitated health forums over a six-week period for parents aged 17-30 to glean where parents feel confident and where their needs are as it relates health for their families.

**UPO’s Youth Services Division**: announced the graduation of two former UPO Joseph A. Beavers Scholarship recipients—Erica Davis, a 2011 recipient and graduate of the University of Kansas in Lawrence, KS and Bryon Ford, a 2012 recipient and graduate of Morehouse College in Atlanta, GA.

**UPO’s President and Chief Operating Officer**, Dana M. Jones, received the “Award for Excellence” from the National Community Action Foundation (NCAF). The award was presented during the 2016 Legislative Conference. NCAF’s annual legislative conference invites Community Action champions from across the country to Washington to meet with members of Congress to discuss the needs and future of Community Action.

This ‘movement’ was made possible thanks to our Board leadership, dedicated and talented staff, and most importantly, you. Your time, donations and “friend-raising” support helped us to collectively address issues of poverty and continue to champion the efforts to unite people with opportunities.
1. CREATE A STRONG BRAND.
   Driving cohesion that builds capacity and skills to implement our mission.

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

3. RESTRUCTURE SERVICE DELIVERY SYSTEM
   Focus on economic security with programming directed at family development through asset enhancement opportunities.

4. CREATE AND GROW SOCIAL ENTERPRISE OPPORTUNITIES
   Develop business strategies aimed to generate capital that supports and expands our services for the community.

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

6. MODIFY BUSINESS POLICIES AND PRACTICES
   Increase automation of business processes and improved responsiveness to customers and partners.

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**COMMUNITY ACTION AGENCY**

A HISTORY OF MOVEMENT TO SELF-SUFFICIENCY

United Planning Organization (UPO) is one of the more than 1,000 Community Action Agencies (CAAs) serving underserved in every state as well as Puerto Rico and the Trust Territories.

Community Action Agencies are nonprofit private and public organizations established under Lyndon B. Johnson’s landmark Economic Opportunity Act of 1964 to fight America’s “war on poverty.” CAAs help people to help themselves in achieving self-sufficiency and are a primary source of direct support for more than 34.5 million people live in poverty in the United States.

UPO is the designated CAA serving low income residents in Washington, DC.

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**A HISTORY**

Friday, May 22, 1964: U.S. President Lyndon B. Johnson announces the goals of his Great Society social reforms to bring an “end to poverty and racial injustice” in America.

Thursday, July 2, 1964: U.S. President Lyndon B. Johnson signs the Civil Rights Act into law.

During his 1964 State of the Union address, President Johnson declared a WAR ON POVERTY.

President Johnson collaborated with Surgeon General Jenkins to draft the Economic Opportunity Act of 1964 (EQA).

Several new programs were created under the EQA including: Head Start, Foster Grandparents, Adult Basic Education, and Neighborhood Centers, all of which UPO provides.

Community Action Agencies were developed to stimulate a better focusing of all available local, State, private, and Federal resources to lead people out of poverty and on the road to self sufficiency.

UPO was established December 19, 1962 to plan, coordinate, and implement human services programs for low-income residents in the Nation’s Capital and in 1964 UPO became the designated Community Action Agency for Washington, D.C.

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**OUR MISSION**

Uniting People with Opportunities

**OUR VISION**

UPO’s Washington: A city of thriving communities and self-sufficient residents.
UPO’s mission is to unite people with opportunities across various audiences and mechanisms. These opportunities include direct services, volunteerism, funding and governance. Through UPO, people and organizations desiring opportunities to make a positive difference and transform the lives of the region’s most impoverished residents are connected with opportunities to do so.

UPO operates on two fundamental principles—eradicating poverty and empowering residents to achieve self-sufficiency and economic independence. Several factors come into play when trying to meet and exceed this goal. UPO serves all customers who approach the organization for assistance with a variety of appropriate and available interventions ranging from long-term case management to simple referrals. Our customers and staff encounter numerous barriers that impede this journey. Therefore, we must remain cognizant of the need to evaluate and the impact of our work.

Using the Results Oriented Management and Accountability (ROMA) paradigm, UPO’s Office of Strategic Positioning conducts a thorough community needs assessment that documents individual and family needs, community level needs, and accessible resources that should not be duplicated. Annually, UPO’s Board of Directors and Executive Leadership commissions the development of life-changing programs following analyses of the quantitative and qualitative data provided in the needs assessment. Throughout the year, the efficiency and effectiveness of our poverty-fighting interventions are routinely evaluated and analyzed by UPO’s Office of Performance Management within the ROMA paradigm. The information gathered in the process is then used by the Board and Executives as a guide to execute continuous improvement measures meant to improve the ability of each person served to achieve established outcomes.

Below is a high-level snapshot of UPO’s organizational performance in fiscal year 2016.
MOVEMENT
UPO’s Washington: A City of Thriving Communities and Self-Sufficient Residents.

Our Vision for the Future.
READY FOR SCHOOL, READY FOR LIFE

In collaboration with the Bainum Family Foundation, UPO’s Office of Early Learning (OEL) took a holistic approach to build the capacity of child development centers in Washington, D.C.’s Wards 7 and 8 around family engagement and support.

In greater detail, UPO OEL performed continuous coaching assessments to drive classroom instruction to improve staff/child classroom interactions. They also conducted Early Learning Parenting Trainings based on both child and family-needs assessments, administered Early Learning Classroom Engagement Workshops, and facilitated Early Learning Reflection Sessions to evaluate staff, child and family progress based on predetermined program objectives and desired outcomes.

UPO’s OEL is one of the District’s largest providers of comprehensive support to help prepare infants, toddlers and their families for the “Ready for School, Ready for Life” early childhood model.

OFFICE OF EARLY LEARNING (OEL) EDUCATED PARENTS ON CHILDREN’S HEALTH

In August, UPO was awarded a grant from the Mayor’s Office of Latino Affairs to conduct more early learning socialization events for our customers. Throughout September, health-focused activities were held to educate parents on nutrition, baby checkups, immunizations and developmental stages.

UPO’s home-based programs, taught in Spanish and English, work with parents in a collaborative effort to provide support services in the home for pregnant moms and families with young children. These programs include coordination and promotion of parent education, parent/child wellness, and age appropriate development screenings. Families are also engaged in parent-child socialization/playgroups.

AWARD-WINNING TEACHING ENVIRONMENTS

Four UPO early learning classrooms received awards at “It Takes a City: DC Does it Best” institute hosted by the Office of the State Superintendent of Education (OSSE). The award-winning classrooms—Anacostia High School, Ballou High School, Edgewood and Marie Reed were recognized for earning excellent scores through an industry-recognized classroom assessment scoring system.

TOTAL NUMBER OF OEL CHILDREN SERVED

660
EARLY HEAD START & HEAD START

TOTAL NUMBER OF OEL FAMILIES SERVED

580
EARLY HEAD START & HEAD START

TOTAL NUMBER OF PARENTS & CHILDREN ATTENDED SOCIALIZATION WORKSHOP

79

OEL EARLY LEARNING CENTERS

12
READY FOR SCHOOL, READY FOR LIFE

With a mission to work collaboratively with the family and community, we educate, empower and support children by providing continuous high quality comprehensive services to achieve successful parent engagement and positive child outcomes.

UPO’s Office of Early Education reports program performance to the Office of the Administration for Children and Families (ACF) annually in the Performance Information Report (PIR). This report measures program effectiveness on a grantee, state and national level.

Below is a summary of our performance.

% of eligible children served
Ninety-six percent of the children that were served in our program are living at, or below, the level of poverty. For a family of 2 this means that the family would need to exist on $16,240 per year. In a city where the cost of living is high, it is very difficult for our families to survive without utilizing the many support services offered in DC.

96%
TOTAL POPULATION OF CHILDREN SERVED WHO LIVE IN POVERTY

$16,240
TOTAL INCOME NEEDED FOR A FAMILY OF TWO

Percent of children that received medical exams
One hundred percent of the children enrolled in our program received a physical exam. Of those children receiving physicals 93% were deemed to be up-to-date on the EPSDT schedule.

Average Daily Attendance
The average daily attendance (ADA) for our Head Start program was 83%. Since the majority of the children that we serve are infants and toddlers, the majority of the absences were due to illness.

83%
AVERAGE DAILY ATTENDANCE

Percent of children receiving dental exams
Although a dental exam is not required for children under the age 3, the program recommends that all children receive a dental visit while enrolled in the program. A SMILE Van from Children’s National Center, is provided for all children regardless of age. During this program year the 93% of our Head Start children received a dental exam and 73% of the Early Head Start children had a dental exam.

RESULTS OF THE LATEST FEDERAL REVIEW
From 11/30/2015 to 12/3/2015, The Office of Head Start conducted an Environmental Health and Safety (EnvHS) review on all of our sites. This Review looked at all of the facilities where Early Head Start and Head Start children are enrolled. Based on the information gathered, no area of noncompliance was found during the course of the review.

During the week of November 30, 2016, the Office of Early Learning, received a Head Start Review in the areas of Comprehensive Services and School Readiness. During this event, UPO was found to be out of compliance in 2 areas. Both noncompliance issues were in the area of School Readiness. They were:

• Obtaining parental consent before the administration of a screen
• A partner agency’s data was not included in the analysis of Child Outcomes

A Program Improvement Plan was developed and on 9/21/2016 a follow-up review was conducted. At this time it was determined that all areas of noncompliance had been corrected and the program was found to be fully compliant.

A Federal Review, utilizing the CLASS instrument, was conducted on our Head Start classrooms, at Apple Tree and Educare of DC during the week of March 1, 2016. The results of the CLASS observations were:

<table>
<thead>
<tr>
<th>Domain</th>
<th>Score</th>
<th>Domain</th>
<th>Score</th>
<th>Domain</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emotional Support</td>
<td>5.6667</td>
<td>Classroom Organization</td>
<td>5.4722</td>
<td>Instructional Support</td>
<td>2.2083</td>
</tr>
</tbody>
</table>

This chart shows high scores in the domains of Emotional Support and Classroom Organization. The program continues to work on strengthening the scores in the domain of Instructional Support. Our Instructional Coaches have been working with each teaching team to strengthen each indicator under the Instructional Support Domain.

The CLASS tool uses ranges from 1 to 7 to describe different levels of effectiveness. Low range (codes 1 & 2) means that the interactions observed are of minimal effectiveness. Effective interactions happened rarely, if ever, and when they did, they were isolated, brief, or of low quality. Mid range (codes 3–5) means that effective interactions are observed sometimes or to some degree but are inconsistent or limited. High range (codes 6 & 7) means that effective interactions are observed with consistency. The observer noted frequent, isolated, high-quality interactions across the observation.
Three years ago the Early Head Start parent pictured to the left was a new mother and excited about all the joy that motherhood brings. She’d frequently ask her family members for recommendations on how to give her children the best opportunities for them to succeed. She couldn’t afford child care and wanted an early start on her children’s education. Her sister-in-law was also a new mom and aware of UPO’s home-based educational programs and told her to give them a call.

UPO’s home-based programs, taught in Spanish and English, operated by our Office of Early Learning, works with parents in a collaborative effort to provide support services in the home for pregnant moms and families with young children. These programs include coordination and promotion of parent education, parent-child wellness, and age appropriate development screenings. Families also actively participate in regularly scheduled parent-child socialization activities and playgroups.

In August, UPO was awarded a grant from the Mayor’s Office of Latino Affairs (OLA) to conduct more early learning socialization events for our customers. During the month of September, health-focused activities were held that educated parents on the importance of making smart food choices, keeping up with baby checkups, receiving age appropriate immunizations and understanding the different developmental stages.

We transformed one of the conference rooms at UPO Headquarters into a “fun learning space” and installed several images of our OEL children happily playing and engaging with their parents. Brightly colored educational toys covered the floor and sounds of happy children and parents laughing and learning could be heard through the halls!

Our parent and her three daughters, along with 24 other families listened to industry experts and immediately began implementing newly acquired childcare techniques and socialization skills.

Her household meals are now healthier. She couldn’t wait to use some of the healthy cooking tips she learned during this session. To her surprise, she discovered that her 10-month old daughter loves beets!

After three years in UPO OEL’s home-based educational programs, she has formed a family-style community with the other home-based program parents and they frequently get together to share updates, concerns and solutions.

#SheIsUPO #MoveToEducation #MoveToEmpowerment
COLLEGE SCHOLARSHIPS

Since 1990, UPO has honored our former Board Member and community activist, Joseph A. Beavers, and his commitment to education by awarding five deserving DC Ward 7 and 8 high students with a $10,000 scholarship each!

In 2016, we digitized the application process and launched a new scholarship recruitment campaign!

“Ask Me How?” is an outreach campaign designed to accomplish three goals—encourage more students to seriously consider college, increase the awareness of UPO’s Joseph A. Beavers $10,000 scholarship, and develop relationships with DC’s 31 public and public charter high schools. T-shirts were produced and worn by current scholarship recipients (juniors and seniors) and other student leaders in high schools throughout DC!

$1.4 MILLION
TOTAL AMOUNT AWARDED IN SCHOLARSHIPS

SOCIAL CHANGE ONE “MEME” AT A TIME

A team of students from UPO’s Providing Opportunities with Educational Readiness (P.O.W.E.R.) program at Johnson Middle School won the regional “Meme” competition in the Destination Imagination Tournament!

The students chose “community violence” as the theme and proposed a school-wide challenge to develop memes that advocated a non-violence/peace message for their community. They also created a skit, performed poetry, and crafted an art project to further enhance the message. Can we say P-O-W-E-R-F-U-L!!!

YOUTH EMPOWERMENT

Students in our afterschool enrichment program, Freedom Schools, participated in the National Day of Social Action, organized by the Children’s Defense Fund that was held across the street from the White House!

This activity is intended to teach students how to engage in community service social justice advocacy. Thousands of students across the country participated in social action activities, spanning from writing letters to elected officials to attending rallies.

200 +
TOTAL NUMBER STUDENTS UPO HELPED TO SEND TO COLLEGE

$200K
TOTAL AMOUNT OF GRANTS AWARDED TO FUND YOUTH ENRICHMENT PROGRAMS

1,233
TOTAL NUMBER OF YOUTH ENGAGED IN UPO NETWORK YOUTH PROGRAMS
UPO’s STEM-based P.O.W.E.R. program helps bridge the gap between what you learn in high school and what you need to know for college.

During her freshmen year of high school, Sydni Foshee made a friend who constantly raved about great weekend experiences through an academic enrichment program called P.O.W.E.R.! Sydni was eager to participate in a program that would allow her to “have fun while learning.”

With some help from her friend, Sydni was able to meet with the program coordinator, UPO Youth Services Program Coordinator, Kenneth Carroll, before the school year ended.

Unfortunately, program enrollment was at capacity but that didn’t stop Sydni—she kept in touch with Mr. Carroll because she was determined to get in!

To her delight, the program received additional funding that allowed them to accept more students and Sydni was one of them!

“It was such a great opportunity! P.O.W.E.R. helped me better understand the purpose of school and how education can help me secure a better future.”

The UPO “Providing Opportunities with Educational Readiness” (P.O.W.E.R.) program is designed to nurture and prepare youth in grades six through twelve for the academic rigors of higher education. We work intensely with youth living in DC’s Ward 8 to ensure their successful entry into college upon high school graduation.

Sydni just completed her sophomore year at the University of Pittsburgh. She’s studying Astrophysics and plans to become a rocket scientist. #SheisUPO #MovetoEducation

“P.O.W.E.R. gave me a leg up. My school didn’t have the ability to offer a lot of advanced placement classes but I had P.O.W.E.R. to help prepare me for college.”

UPO’s Providing Opportunities with Educational Readiness (P.O.W.E.R.) program is designed to help financially challenged youth living in DC’s Ward 8 succeed in middle school and high school as a pathway to college admission and achievement.

Educational enrichment programs are offered at both our Saturday Academy and our six-week Summer Academy, where students prepare to take part in nationally recognized STEM (science, technology, engineering, and mathematics) competitions.

In addition, the program’s Parent Resource Workshops and Family Alliance help students and their families develop strategies to obtain financial aid and prepare for job opportunities.
PREPARING THE NEXT GENERATION OF WORKERS

UPO’s job training and placement division provides a variety of programs and services at our neighborhood centers and partner locations throughout the District.

Our comprehensive trainings prepare low income DC residents to earn certifications and compete for in-demand career opportunities.

4,394
TOTAL NUMBER OF EMPLOYMENT SERVICES PROVIDED TO UPO CUSTOMERS

790
TOTAL NUMBER OF CUSTOMERS WHO RECEIVED WORKFORCE READINESS COUNSELING

601
TOTAL NUMBER OF INITIAL JOB PLACEMENTS

IN-DEMAND TRAININGS AND PLACEMENTS

**Adult Education and Training**
JOB TRAINING PROGRAMS IN CULINARY ARTS, INFORMATION TECHNOLOGY, COMMERCIAL DRIVING, EMERGENCY MEDICAL TECHNICIAN AND HOSPITALITY AND TOURISM.

714
TOTAL NUMBER OF CUSTOMERS WHO RECEIVED VOCATIONAL TRAINING

**Green Technology**
BUILDING CAREERS ACADEMY OFFERS CLASSROOM INSTRUCTION AND HANDS-ON TRAINING IN PLUMBING, TELECOMMUNICATION, ELECTRICAL WORK, AND PROFESSIONAL BUILDING MAINTENANCE.

685
TOTAL NUMBER OF CUSTOMERS WHO RECEIVED JOB REFERRALS

**Workforce Development**
JOB READINESS TRAINING, INCLUDING INTERVIEW PREPARATION, RESUME WRITING, JOB ASSISTANCE AND PLACEMENT, AND REFERRAL TO OTHER SUPPORT SERVICES.

396
TOTAL NUMBER OF CUSTOMERS EMPLOYED 90+ DAYS
Tanika DePena came to UPO as a young mother looking for a fresh start. She wanted to move from low-paying, inconsistent work to a job with a career path and advancement.

Having a love for cooking, a friend told her about UPO’s Culinary Arts training program and she quickly enrolled! She never imagined that she could get paid for something she enjoyed!

Bright-eyed and super excited, she spent 12 intensive weeks and learned food basics such as proper preparation, storage and serving techniques for various food types!

Upon program completion, she earned the nationally recognized ServSafe Food Handler certificate awarded by the National Restaurant Association and gained hands-on commercial kitchen experience from UPO’s “Top Chef” and industry-respected, Chef Jerald Thomas!

Before graduation, Tanika secured full time employment with the region’s newest treasure—the MGM Grand Casino at the National Harbor!

The Casino boasts five traditional-style restaurants and a food hall serving everything from tacos to sushi! Working under the guidance of world-renowned chefs like Jose Andres and the nationally-acclaimed Voltaggio Brothers, Tanika has gained new skills and continues to move forward toward a successful career in an industry that she loves!
In approximately 10% to 15% of divorced families, such conflict continues at a high level for several years following the separation, and it typically causes the children and the parents to suffer significant and prolonged psychological distress.

Children need and crave stability and structure. We are dedicated to ensuring that parents who live apart have the tools necessary to communicate, co-parent, and raise their children in a loving, supportive, and encouraging environment.

Located at the Superior Court of the District of Columbia, our Office of Parent Coordination (OPC) connects parents experiencing low- to medium level conflicts with designated “Parent Coordinators” who provide a range of essential family support services.

Office of Parent Coordination Hosts Co-Parenting Forum!

In early October, UPO’s OPC hosted the event, "Successful Co-Parenting Techniques for Today’s Modern Families and Professionals" Forum on the campus of Howard University in Washington, DC.

This all-day event filled with panels and workshops was designed to help parents and students better understand helpful co-parenting techniques. Parents spent the day listening and asking questions about how to achieve successful co-parenting skills from various attorneys and parent coordinating professionals from the metro DC area.

Exclusive Program to Build DC Families

Parent Coordination is exclusively offered in fewer than 15 states in the United States, including the District of Columbia. The United Planning Organization (UPO) is the only partner agency with DC courts to offer this service to low income DC residents.
FINANCIAL WELLNESS

EMPOWERING AND GROWING DC COMMUNITIES

Established in 2013, UPO’s Community Reinvestment Division promotes economic security through homeownership, tax preparation, financial literacy and small business development. We partner with local community organizations, state and federal agencies to provide home buying and small business workshops, emergency rental assistance, and IRS consultation.

We also teach our customers basic banking, including how to open savings and checking accounts and stress the importance of building positive credit histories. These services are free to income eligible residents and by appointment. Together, we’re empowering and strengthening communities.

FINANCIAL EDUCATION LEADS TO THE PATH TO SELF-SUFFICIENCY

UPO’s Financial Literacy program demonstrates how to spend productively, use credit wisely, and set goals for regular saving. We teach the importance of good credit, budgeting and goal setting.

PROVIDING TAX FREE ASSISTANCE TO THE CITY’S MOST VULNERABLE RESIDENTS

UPO offers free assistance with tax preparations through the Volunteer Income Tax Assistance (VITA) program. This program is for income eligible Washington, DC residents. Our IRS-certified VITA volunteers taught customers how to leverage tax refunds and help put money back in their pockets.
### Housing Assistance

**Stabilizing and Elevating DC Communities Through Education**

The United Planning Organization provides a wide-range of housing opportunities to prevent homelessness.

We take a comprehensive approach to home buying, from start to finish. We work closely with our customers through each phase from exploration to purchase. We provide housing assistance to persons who want to rent, buy or already own a home, and who seek to be responsible renters, buyers and owners.

Our primary objectives are to expand home ownership opportunities, improve access to affordable housing and preserve home ownership. But it doesn’t stop there. After purchase, we teach our customers about home maintenance and offer post-purchase counseling.

When you seek UPO for assistance, we wrap our arms around you and are with you every step of the way.

<table>
<thead>
<tr>
<th>Total Number of Customers</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>610</td>
<td>Who received housing assistance</td>
</tr>
<tr>
<td>198</td>
<td>Who received housing counseling</td>
</tr>
<tr>
<td>150</td>
<td>Who received housing retention/intervention services</td>
</tr>
<tr>
<td>116</td>
<td>Who were stabilized 90+ days</td>
</tr>
<tr>
<td>144</td>
<td>Who either received housing-related referrals, home buying education, foreclosure assistance</td>
</tr>
</tbody>
</table>
Promoting Healthy Living

UPO’s Community Health Division is dedicated to supporting the health and well-being of District residents through programs such as Shelter Hotline, the sole provider of transportation for DC’s homeless, Comprehensive Treatment Center, an outpatient, medically managed substance abuse treatment facility, and other specialized 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.

1,708
TOTAL NUMBER OF CUSTOMERS WHO RECEIVED HEALTH-RELATED SERVICES

Transporting the District’s Homeless

UPO’s Shelter Hotline is the sole provider of transportation services for DC’s homeless population. The Shelter Hotline’s dedicated 40+ employees communicate with shelters to coordinate transportation for recently displaced individuals and families. The team also responds to calls from the general community on behalf of those in need. The Shelter Hotline transports homeless persons to available shelters and provides clothing, blankets, sleeping bags and other life-saving items.

169,881
TOTAL NUMBER OF RIDES PROVIDED TO DC’S HOMELESS PERSONS

Overcoming Winter Storm Jonas

Winter storm Jonas paralyzed the District for almost a week while many dedicated, brave UPO staff members worked to help and protect some of our city’s most vulnerable citizens.

Shelter Hotline’s 40+ staff played a significant role in the city’s coordinated effort to shield homeless persons from the storm. A small group of UPO Community Health employees “sheltered in place”-- slept in UPO offices on couches, chairs, etc., for three days, answering phones and driving in shifts, while others weathered road conditions to come in and contribute hot meals.

678
TOTAL NUMBER OF ANSWERED CALLS DURING WINTER STORM JONAS

Sock it To Winter

Many DC residents experience cold feet during extreme cold weather, UPO launched a campaign to collect white socks to help the more than 6,000 homeless men and women in the District. White socks not only provide warmth but help to easily identify infection and/or disease attributed to extreme cold weather conditions.

12,087
TOTAL NUMBER OF SOCKS COLLECTED DURING HYPOTHERMIA SEASON

HEALTH SERVICES
MAKING A DIFFERENCE IN THE LIFE OF A CHILD

UPO’s Foster Grandparent Program (FGP) provides fulfilling volunteer service opportunities for individuals aged 55 and older by ensuring that children in need receive the attention and guidance necessary to promote their educational and emotional growth.

The Foster Grandparent Program is sponsored by UPO and funded by the Corporation for National and Community Service Senior Corps.

$2.7 MILLION TOTAL VALUE OF VOLUNTEER HOURS

174,348 TOTAL NUMBER OF FGP VOLUNTEER HOURS

15,342* TOTAL NUMBER OF CHILDREN, YOUTH, HOSPITAL PATIENTS MENTORED BY FGP

INCLUDES PEDIATRIC HOSPITAL WATING ROOMS VISITS WITH FAMILIES, UNPLACED VISITS INCLUDED.
Foster Grandparents are serving more than 5,000 women gathered in the District for the United States of Women Summit. The day-long event, held at the Convention Center, was followed by a Day of Service which offered UPO’s Foster Grandparents an opportunity to participate at Excel Academy Public Charter School.

Foster Grandparents on the Move

United Planning Organization’s Foster Grandparent program was honored by Mayor Muriel Bowser during the Mayor’s Day of Recognition for National and Community Service.

VOLUNTEERING RUNS IN THE FAMILY

Grandma McLaurin has served as a Foster Grandparent since October, 1994. She began her service at MC Sharp Health School for disabled children. Following the closing of the school, she began her service at ROOTS Public Charter School Pre-K. Grandma McLaurin is a former field worker, domestic, nanny and seamstress. She became a national icon following her dance with President and Mrs. Barack Obama.

Grandma Carolyn Streeter is the granddaughter of Grandma McLaurin’s daughter. She is also a mother and Grandma. Grandma Streeter began her service as a Foster Grandparent in August, 2016. A former Day Care worker she attributes her Foster Grandparent volunteer service to the joy that it has brought her Grandma over the past 22 years. Grandma Streeter serves at JC Nalle Elementary School in the 3rd grade classroom.

Grandma Virginia McLaurin (age 107) and her granddaughter Grandma Carolyn Streeter (age 62)

Grandma Simpson has served as a Foster Grandparent since 1998. Grandma Simpson is a mother and Grandmother. A former day care worker Grandma Simpson currently serves at Sunshine Child Development Center infant and toddler classrooms in SE Washington, DC. She is committed to instilling the foundation of education to promote life-long learning within her tiny students.

Grandpa Simpson began his service as a Foster Grandparent in April of 2008. Grandpa is the father of six children and a grandfather. Following his retirement in 2007 he sought to fill his days with productive work. When he learned he was eligible to serve in the program that had brought his mother so much fulfillment he jumped at the chance. Grandpa serves at Potomac Job Corps working with youth from age 16 to 22.

Grandma Dorothy Simpson (age 87) and her son Grandpa James Simpson (age 70)

FOSTER GRANDPARENTS

Volunteers serve at thousands of local organizations that:

- Help children learn to read and provide one-on-one tutoring
- Mentor troubled teenagers and young mothers
- Care for premature infants or children with disabilities
- Help children who have been abused or neglected

TOTAL NUMBER OF
ACTIVE SENIORS (FGP)

197

TOTAL NUMBER OF
FGP VOLUNTEER SITES

48

AVERAGE NUMBER OF
WEEKLY VOLUNTEER HOURS

25
WASHINGTON HIGHLANDS COMMUNITY—MEETING THE NEEDS OF THE COMMUNITY

In 2014, UPO began a relationship with the Washington Highlands community that was launched through a strategic partnership with the residents of the Atlantic Terrace and Atlantic Gardens Communities. We opened a birth to three education center and recruited for our myriad training programs. Recognizing the need for expansion, we furthered our reach by engaging residents of the entirety of Washington Highlands.

Since that time, we have provided residents with vocational training opportunities along with wrap-around case management and employment placement services. The collective services assist in reducing employment barriers, financial instability and fosters self-sufficiency-goals that directly align with the mission of UPO.

In 2016, UPO continued to facilitate initiatives in the DC Washington Highlands (WH) Community. This community is nestled in DC Ward 8, home to the third smallest number of residents in DC, with a total of 78,686 residents, however, it has the highest concentration of poverty and unemployment and a significantly high crime rate. In Ward 8 the largest group of income earners among those employed earns less than $15,000 annually, 35 percent of the households live below the poverty level.

THE COMMUNITY SPOKE. WE LISTENED. RELATIONSHIP DEEPENED.

From August through October 2016 UPO engaged in focus group discussions with WH single parents aged 17 to 30 years geared specifically to better understand their barriers and perceptions to good maternal, paternal and child wellness and healthy relationships and to equip them for proper self-management in these critical areas. We also learned about their preferred service delivery from community-based and government agency services.

At the end of the focus group discussions, several themes were identified—health as multi-dimensional (focus on mental health); challenges in parenting (effective communication and lack of support); lack of trust (institutional and personal); lack of accountability (security/police and lack of professionalism from health care providers); community members’ readiness (changing negative behavior); gaps in knowledge on health topics (inability to make healthy life decisions); and gaps in resources (daycare, job training and placement).

Working collaboratively with community partners and WH residents, we are actively developing programs and services to help equip residents to address the identified issues for the development of a stronger and safer community in the WH community.

<table>
<thead>
<tr>
<th>TOTAL NUMBER OF FOCUS GROUPS</th>
<th>TOTAL NUMBER OF MALE FOCUS GROUP PARTICIPANTS</th>
<th>TOTAL NUMBER OF FEMALE FOCUS GROUP PARTICIPANTS</th>
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<tr>
<td>8</td>
<td>13</td>
<td>29</td>
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WASHINGTON HIGHLANDS NEIGHBORHOOD BEAUTIFICATION PROJECT

UPO’s “Vote Your Block” beautification project brought together close to 100 volunteers including UPO partners and Washington Highland residents who cleaned yards, planted flowers, and painted fences for the winners of the neighborhood clean-up challenge!

Led by UPO’s Advocacy and Volunteer team and joined by students from American University, UPO’s volunteer core, and one of our former 2013 UPO Joseph A. Beavers scholarship recipients and current George Washington University student, Xavier Richie, all pitched in to make this a memorable, life-changing event!

UPO regularly meets with the residents of Washington Highlands to listen and discuss their community-based concerns. Several members expressed the desire for a cleaner and safer neighborhood.

We extended a challenge to the residents. We asked each resident to vote for the blocks they wished to receive these “beautification” services. The ballots were counted and the residents of the 400 block of Brandywine Street SE were announced as the winners with the highest numbers of votes! As the winners, they were given the opportunity to make special landscaping requests such as the planting of specialty of trees, flowers and even power washing sidewalks! All these services were paid by the generous donations of UPO supporters and friends.

$3,217 TOTAL AMOUNT OF DONATED MATERIALS
22 TOTAL NUMBER OF LANDSCAPED YARDS
75 TOTAL NUMBER OF VOLUNTEERS
UPO HOSTED THE LARGEST BIRTHDAY CELEBRATION FOR ITS OLDEST FOSTER GRANDPARENT VOLUNTEER!

On March 11, 2016 UPO partnered with the Corporation for National and Community Service (CNCS), SunTrust Bank, Bob’s Furniture and Georgetown Cupcakes to celebrate “America’s Grandma” Virginia McLaurin’s 107th Birthday! The guests included her immediate family, 150 UPO Foster Grandparents, Congresswoman Eleanor Holmes Norton, and Mayor of the District of Columbia Muriel Bowser, Presidential Appointee Wendy Spencer, CEO CNCS and UPO Foster Grandparent Program supporters. The event was held at the Town Hall Arts Recreation Campus (THEARC) auditorium and covered by local, national and international media outlets.

Grandma Virginia received numerous gifts at her birthday celebration! Bob’s Furniture’s gifted her with new living room, dining room and bedroom furniture for her new one bedroom apartment. SunTrust Bank sponsored a luncheon and Georgetown Cupcakes provided dessert.

During the celebration Grandma Virginia also received the highest honor given to a volunteer -- the Presidential Volunteer Service Award! She received this honor in recognition of her her 20+ years of volunteer service as a UPO Foster Grandparent at Sharpe Health School and Roots Public Charter School in southeast DC.

The celebratory program featured performances by students from Foster Grandparent Program partners: Orr Elementary DCPS; Roots Public Charter School; Northeast Performing Arts – Youth Program; DC Scholars Stanton Elementary, DCPS and JC Nalle DCPS marching majorettes. Following the performances, Grandma Virginia came on stage for an interactive question and answer session with students from the performing elementary schools.

Virginia McLaurin has served as a UPO Foster Grandparent since the young age of 85. As a Foster Grandparent she has served side by side with the other 175 seniors that volunteer daily at over 48 educational institutions serving disadvantaged children in District of Columbia.
UPO’S HOSTED ITS LARGEST FUNDRAISER!

In the summer of 2016 UPO awarded five deserving Washington, DC high school seniors—Darryn Hazzard, Erica Thompson, Esperant Kazzembe, Sherricka McGrier, and Talia Ford a $10,000 scholarship each to attend college! The students were publicly recognized by breakfast sponsors at UPO’s 33rd Annual Martin Luther King, Jr. Memorial Scholarship Breakfast on January 14, 2017.

The Joseph A. Beavers scholarship is named after the former UPO Board Member and honors his commitment to education.

This year’s event was held at the DC’s iconic Howard Theatre. Over 300 guests listened to a live jazz performance by local artist, Shocara Rogers, dined on a delicious breakfast buffet and mingled with UPO staff, board members and former customers.

Immediately after the breakfast hour, UPO debuted its employment services video, “Dream Builders;” attendees were greeted by Washington, DC Mayor, Muriel Bowser, and listened to an inspiring message from keynote speaker, Denise Turner Roth, the 21st Senate-confirmed Administrator of the U.S. General Services Administration (GSA). Ms. Roth is the daughter of a former UPO customer who years ago graduated from one of UPO’s job training programs and later went on to enjoy a successful career in banking.

It was an event to remember.
DC-based vocalist, Shacara Rogers filled the venue with live jazz as guests enjoyed a delicious buffet.

Mayor Muriel Bowser reaffirmed her administration’s commitment to education, job training, and second chance employment.

Youth Services Director, De Angelo Rorie shared a bit about each of the 2016 Joseph A. Beavers scholars.

This year, we honored our legacy sponsors and thanked them for their longtime commitment to higher education for low-income students.

UPO Executive Vice President, Andrea Thomas invited guests to get involved and join us as we “unite people with opportunities.”

2016 JOSEPH A. BEAVERS SCHOLARSHIP RECIPIENTS

“Earning this scholarship means a lot to me because it shows me that people have faith in my dream and are willing to help me on my journey after high school.”

Darryn Hazzard, High School Senior, Cardozo Education Campus
Plans to attend Gallaudet University and become an American Sign Language Interpreter.

“Education is a lifelong journey with college as a place to discover and develop the best way to serve others.”

Sherricka McGrier, High School Senior, Cardozo Education Campus
Plans to attend Kentucky State University and become a middle school teacher.

“My family fled Uganda in 2014 and that is why I am studying double time to accomplish high school and attain higher levels of education! I believe that it is only through hard work that I can yield success in the future.”

Esperant Kazzembe, High School Senior, Cardozo Education Campus
Plans to attend the University of Rochester and become a medical doctor.

“I strive to do better than previous generations so I immerse myself in various activities and passions. I can’t wait to further my education and gain new experiences in college this fall!”

Talia Ford, High School Senior, Thurgood Marshall Academy
Plans to attend Old Dominion University and become an attorney and state senator.

“This scholarship will help me get closer to achieving my academic dream! I can have less stress about the financial burden of going to college. Instead, I will be able to fully utilize, enjoy and appreciate the college experience.”

Erica Thompson, High School Senior, Washington Latin Public Charter
Plans to attend Spelman College and become a Clinical Psychologist.
COMMUNITY IMPACT DAY CLOSED OUT MLK CELEBRATORY AND SCHOLARSHIP WEEKEND!

With a mission to unite people with opportunities, guests who attended the 33rd Annual Martin Luther King, Jr. scholarship breakfast were invited to participate with UPO’s Community Impact Day!

Close to 100 volunteers including community residents joined us at our southeast DC location, Ralph Waldo “Petey” Greene Community Service Center for a day of education, service and unity!

The day was full! During the morning session we partnered with the Washington Bar Association - Young Lawyers Division and held a panel discussion on “community policing.” This informative session focused on new employment regulations and policing laws. The panelists covered “hot topic” issues such as body cameras for officers, marijuana laws, sick and maternity leave policies and much more.

College students from American University and Howard University served popcorn, hot chocolate and cotton candy to parade watchers along Martin Luther Kings, Jr. Ave. SE. The group also prepared lunch bags and distributed them to homeless persons throughout the community.

Participants also contributed to the “Growing Together” community vision board. Parents, children, customers, staff and volunteers all brought thoughts, ideas, and creativity to imagine the community’s vision for 2017.

500 TOTAL NUMBER OF BAGGED AND SERVED LUNCHES

75 TOTAL NUMBER OF VOLUNTEERS

150 TOTAL NUMBER OF POSITIVE AFFIRMATIONS CREATED DURING VISION BOARD EXERCISE
“IT MEANS NOT HAVING ENOUGH TO FEED AND CLOTHE A FAMILY, NOT HAVING THE LAND ON WHICH TO GROW ONE’S FOOD OR A JOB TO EARN ONE’S LIVING, NOT HAVING ACCESS TO CREDIT.”

POVERTY IS A DENIAL OF CHOICES AND OPPORTUNITIES, A VIOLATION OF HUMAN DIGNITY. IT MEANS LACK OF BASIC CAPACITY TO PARTICIPATE EFFECTIVELY IN SOCIETY.

Source: Institute for Research on Poverty: http://www.irp.wisc.edu/faqs/faq1.htm#alternative

later in the year UPO’s Office of Performance Management presented, “Overcoming Common Barriers to Self-Sufficiency; How We Help Our Customers” at the 2016 Community Action Partnership Convention in Austin, Texas.

This report detailed the various categories of poverty and highlighted the obstacles low income persons must conquer to move out of poverty. The report also featured relevant case studies and offered empirical suggestions for industry practitioners.

ERADICATING POVERTY WITH RESEARCH.

In 2016 UPO produced two research projects!

In the first part of 2016 UPO’s Office of Strategic Positioning published the 2015 Community Needs Assessment. This information helps to inform our programs and services.

Stakeholders from throughout the city were asked to participate through surveys, focus groups, interviews and conversations intended to solicit input for agency planning and program development.

This comprehensive report is published every three years and is a necessary document for establishing programs and opportunities for movement to the middle class.

“Research is essential because it informs future decision making for strategic planning and programming for the communities we serve.”

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This report detailed the various categories of poverty and highlighted the obstacles low income persons must conquer to move out of poverty. The report also featured relevant case studies and offered empirical suggestions for industry practitioners.
Advocacy and Volunteer Division
UPO continues to be a positive force in the community. We provide a range of comprehensive services such as Income Tax Assistance, Community Leadership Academy, Internships, and countless volunteer activities to support individuals and families by uniting them with opportunities in the areas of family wellness, housing stability, financial education, community referrals, and volunteerism.

Community Health Division
UPO’s Community Health Division is dedicated to supporting the health and well-being of District residents through programs such as Shelter Hotline, the sole provider of transportation for DC’s homeless, Comprehensive Treatment Center, an outpatient, medically managed substance abuse treatment facility, and other specialized 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.

Early Learning Division
UPO’s Office of Early Learning is committed to ensuring that he and she is prepared to enter kindergarten with the skills needed to develop successfully and embrace all the world has to offer. UPO operates 12 Early Learning Centers throughout the District of Columbia. Our Early Head Start and Pre-K programs provide comprehensive services for children aged 0-5, including age-appropriate educational programs and activities, health screenings, and nutritious meals.

Youth Services Division
UPO’s afterschool and weekend academic enrichment programs connect children and young adults aged 5-18 with opportunities that foster personal and intellectual growth. Youth actively participate in STEM-based competitions through our Providing Opportunities with Education Readiness (P.O.W.E.R.) program for grades sixth through twelve, the Joseph A. Beavers $10,000 scholarship, college tours, and other cultural exportations designed to prepare students for the academic rigor of higher education. We also provide family support that help create a safe and nurturing environment for children and their families.

Workforce Institute
The Workforce Institute is a non-degree educational institution licensed in the District of Columbia that offers a wide variety of job training programs including culinary arts, emergency medical technician, telecommunications, and more. An assortment of placement services including job readiness, interview preparation, resume writing, job assistance, and referrals to other support are designed to help students earn industry-recognized professional certifications and become engaged members of the modern workforce.
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.

COMMUNITY PARTNERS

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
Andrew Federal Credit Union
Assembly at Petworth
Ballou Stay
Barry Farms Study Circle
Bowie State University
Bread for the City
The Brooks Group, LLC
Calvary Health Care
Capital Area Asset Builders (CAAB)
Capital Guardian Youth Challenge
Career Gear
Cantwell Blue Cross Blue Shield
Central Union Mission, DC
CentroSync
Chesbrough Warehouse
Child and Family Services Agency
Children Hospital Injury
Children’s Health Project
Coca Cola Corporation
Community Tax Aid
Compass DC
Competitive Innovations
Congresswoman Eleanor Holmes Norton
Convention Center/Field 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 TV
DC United
DCPS/Office of Early Childhood Education
DC Rape Crisis Center
DC Superior Court
Democracy Prep

Department of Health
Department of Human Services
Dorothy Height Library
Dress for Success
Eagle Academy
Early Steps
East River Family Strengthening Collaboration
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 Disparity Research
Gift Card Corporation
Gonzaga—Drum Major for the Homeless
Greater Halton Ministries
Greater Washington Urban League
Grubhub Pharmacy
H Street Community Development
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
Lockwood Martin
M & T Bank
Main Street Congress Heights
Marshall Heights Community Development
Martin Luther King, Jr. Library
Med Star Family Choice
Mile Atlantic: Area Greening Network
Midtown Lion Club
Midterms
My Fairy Place
My School DC
My School DC
My School DC
Mid-Atlantic Area Gleaning Network
Midtown Lion Club
Midterms
My Fairy Place
My School DC
Mid-Atlantic Area Gleaning Network
Midtown Lion Club
Midterms
My Fairy Place

Onx DC
Parents with Partners
PFC/PDC/Galaxy
Projects
Providence Hospital
R. Fireman Bail Consulting
R.I.S.E. Center
Rockstar Cuts
Salvation Army, Inc.
SMA—Hopper Solutions
St. Elizabeth West Campus
St. Elizabeth East Project
Streetcars Partnerships
Streetcar Foundation
SunTrust Health Institute for Research and Education (SHIRE)
Sunshine Early Learning Center
TD Bank
T Mobile
The Women’s Collective
Trinity University Nursing School
United Bank
US Marine Corporation
US Postal Service
VA CREC Culinary Training Program
Verner
Wards 7 & 8 CDC Prevention Center
Washington Gas
Washington Legal Clinic for the Homeless
Ward 7 & 8 CDC Prevention Center
Washington Gas
Washington Legal Clinic for the Homeless
Westwood College
WHRR Radio
WMATA

For the years ending September 30, 2015 and 2016.
The training programs and services that we provide to our customers are at no monetary cost to them.

We thank you. Give today, www.upo.org/get-involved/donate.

REVENUE
2015 2016
Direct Federal $9,433,390 $9,660,648
Pass-Through Federal $13,486,638 $12,167,647
Direct District $6,714,598 $7,445,819
Private and General $96,903 $1,126,074
Fees and Contributions $41,102 $94,295
TOTAL REVENUE $30,642,631 $30,494,503

EXPENSES
2015 2016
Program Services
Community Services $9,296,953 $8,368,284
Head Start and Early Head Start $7,605,500 $7,768,153
Preschool and Day Care $1,944,853 $2,388,098
Homeless $2,448,877 $2,078,481
Special Emphasis $3,402,006 $3,000,631
Other Programs $974,556 $1,007,420
Private and General $64,133 $61,654
TOTAL PROGRAM SERVICES $26,233,878 $26,026,651

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TOTAL EXPENSES $20,463,997 $20,299,035

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Change in Net Assets $171,874 $195,456
Capitalization of Program Expenses $339,299 $36,249
CHANGE IN NET ASSETS $171,874 $195,456
Net Assets, Beginning of Year $3,593,044 $4,310,947
NET ASSETS, END OF YEAR $4,310,947 $4,542,644

Financial Statement

Network Service Partners

Community Service Block Grant Service Providers
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

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About United Planning Organization (UPO)
UPO offers more than 20 human service programs to thousands of low income individuals and families throughout the District by helping them obtain jobs, learn new skills, and find and stay in affordable housing. UPO also offers financial literacy training; early head start; adult education and training; college scholarships; and activities for seniors. UPO’s mission is to Unite People with Opportunities.
OUTCOMES

Adult Education & Training
• 714 Customers were enrolled Vocational Skills training
• 17 Customers completed CDL training
• 15 Customers completed Culinary Arts training
• 14 Customers completed Hospitality training

Children & Youth
• 660 Children served in UPO’s Early Head Start and Head Start programs
• 580 Families served in UPO’s Early Head Start and Head Start programs
• 1,333 Youth engaged in UPO directed YSD Programs
• 20 Students were promoted to the next grade level
• 16 UPO Scholarship Recipients actively enrolled in college

Food & Nutrition
• 54,672 Electronic Benefit Cards issued/re-issued
• 35,776 Customers received Electronic Benefit Cards
• 2,606 Customers benefitted from assistance (Gleaning) programs
• 452 Customers received assistance from a Food Pantry and Food Baskets
• 344 Customers received Congregate Meals
• 99 Customers received food and/or clothing distribution

Health & Wellness
• 617 Customers received Methadone Maintenance Treatment
• 147 Customers attended Health Education Workshops
• 147 Customers received Medical and Dental Care

Housing
• 610 Customers received Housing Assistance
• 198 Customers received Housing Counseling
• 150 Customers received Retention/Invention Services
• 116 Customers retained their homes 90+ days

Income Management
• 142 Customers received Income Management Counseling
• 231 Customers developed household budgets
• 47 Customers opened a Checking Account
• 43 Customers opened a Savings Account
• 758 Customers received free Tax Preparation Assistance

Self Sufficiency
• 2,486 Customers who completed Economic Security Assessments
• 608 New case management plans initiated
• 174 Customers progressed from “in crisis” to “at risk”
• 183 Customers progressed from “at risk” to “stable”

Transportation & Shelter
• 169,881 rides provided to homeless customers

Volunteers
• 124,348 Foster Grandparent Volunteer hours worked
• 8072 Youth served by UPO’s Foster Grandparent program
• 489 Engaged Volunteers

Workforce Development & Job Placement
• 790 Customers received job readiness/career counseling
• 485 Customers were referred for jobs
• 231 Customers completed skills training
• 601 Customers were placed in jobs
• 492 Customers retained their jobs 30+ days
• 396 Customers retained their jobs 90+ days

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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.