

2 **ANNUAL** REPORT



VISION

UPO's Washington: A city of thriving communities and economically secure residents.

MISSION

Uniting People with Opportunities

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PRO-WORK

OUR IMPACT

Job Security



obtained jobs



266

national certifications earned

high school students attended

Construction

Trade Workshops

new career paths

and discovered



54,544 people served across all generations

分

PRO-EDUCATION

Largest

Early Head Start provider in DC

in scholarships

awarded since 1990

Lifting Advocates' Voices



graduates of our Community Leadership Academy

PRO-COMMUNITY

Food Security



meals distributed

Financial Security



in customer tax refunds secured with UPO's free tax preparation

Housing Security



customers received housing counseling that helped them stay in their homes or buy their first home



COMMUNITY ACTION

The United Planning Organization (UPO) is one of our nation's 1,000+ Community Action Agencies (CAAs) dedicated to helping people become economically secure. CAAs serve 99% of the counties in the nation. UPO serves as the only CAA for Washington, DC's residents with low incomes, and is one of only 12 agencies to ever win the Agency of Excellence award.



THE COMMUNITY **ACTION PROMISE**

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.

ON THE COVER

Mysoun Patrick, an award-winning high school student in UPO's Construction Trades workshop who was chosen to help build a school in Jamaica. See his story on p. 22.

FROM THE PRESIDENT/CEO AND BOARD CHAIR:

HELPING PEOPLE, CHANGING LIVES



Andrea Thomas President and CEO



Lafayette Barnes Chair, Board of Directors

Every day, we see UPO's powerful impact on our DC neighbors who have low incomes. Team UPO makes such a difference for **People** who ask us for help to reach their Passion and Purpose.

We become their champions: We Unite People with Opportunities by opening their eyes to new possibilities and opening doors to economic security. Our customers become the change agents of their lives, reach their full potential, and help their communities to thrive.

Because of UPO:

- A returning citizen gets the job training he wants and the confidence
-) A high school student seizes his chance for a meaningful career path
- A couple gains a quality education for their child so they can work
- New affordable homes are built for aspiring families
-) A man reaches financial stability for the first time
- A woman learns how to achieve her vision for her community

Our programs are successful, accountable, and cost-effective. Please read the stories in this report to see how UPO helps people to break out of cycles of dependence and transform their lives.

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Designated by Mayor of the District of Columbia

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Groups & Interests

OUR PROGRAMS

How DC Residents Become the Change Agents of Their Lives

Everyone deserves to be economically secure and reach their full potential. We partner with people on their journey to economic security, tailoring our approach to help them build on their strengths and add knowledge and skills.

Office of Early Learning

educates, empowers, and supports children and their families.

Youth Services

sparks academic success and personal development for grades 1-12 through tailored programs designed to close the opportunity gap; our Beavers Scholarships make college dreams come true; and our "Foster Grandparents" are senior volunteers who become children's mentors.

UPO Workforce Institute

develops customers' skill sets and powers their careers via national certifications. We also place customers in jobs, accelerating the upward trajectory of their careers and increasing their earning power.

Community Reinvestment

helps customers build on and leverage their assets to generate wealth.

Affordable Housing

delivers affordable homes that offer dignity and stability.

Community Health

Shelter Hotline protects people who are living on the streets; Comprehensive Treatment Center supports health and well-being through education, treatment, and outreach; Electronic Benefit Transfer (EBT) program ensures that customers can keep food on their tables; and Permanent Supportive Housing helps people move from homelessness to housing stability and selfsufficiency

Community Impact

reduces the causes and conditions of economic instability through place-based strategies that are launched and driven by community residents

Advocacy Initiatives

change lives and strengthen communities through direct service and by amplifying the voices of DC residents who lead the transformation of their neighborhoods. Our Community Advocacy, Volunteering, and Legislative Advocacy teams collaborate with residents to fight for changes by showing how policy affects opportunity.



PRO-EDUCATION

Programs Spark Learning

Education is the key to achieving economic security. We invite pregnant mothers to learn about pre-natal care, then we help to nurture their children in Early Head Start. As students grow, our programs follow them with afterschool and summer programs that prepare them for college and careers. We also train senior volunteers to mentor children — which benefits all of them!

UPO is DC's LARGEST EARLY HEAD START PROVIDER

OFFICE OF EARLY LEARNING

UPO nurtures 710 children in 14 Early Childhood Education Centers throughout the city (see p. 28), including 7 inside high schools. For the past decade, UPO has also overseen 13 other centers in the Quality Improvement Network, which is a citywide effort to improve educational outcomes. Our expert training and technical assistance (with systems and coaching, for example) raises every center to a level that meets federal standards.

85%

of children are meeting or exceeding expectations in Literacy, Cognitive, Physical, and Social-**Emotional skills**

The percent of children who scored below expectations

Cut in Half

in Literacy, Math, Cognitive, and Social-Emotional skills

We are devoted to continuous improvement: All teachers received coaching and feedback from our Early Learning Specialists, which led to more intentional teaching. Education Managers met with Center Directors regularly to share results and create action plans for how to improve.



HOW WE ENGAGED PARENTS

We involve parents through in-person and virtual events including Baby Showers, Preventive Healthcare, Financial & Credit Literacy, Mental Health Services, and weeklong parenting skills courses (ACT Raising Safe Kids) in English and Spanish. These activities are roadmaps to success:

- 96 families improved their parenting practices
- 86 parents either obtained a job or started school
- 113 families built their peer networks
- 92 families improved their understanding of child development and then changed their behavior



For additional program data, please visit www.upo.org/PIR



A NEW MODEL FOR EARLY **EDUCATION**

When we unveiled our new Early Childhood Education Center at Randle Highlands Elementary, it was a milestone. The center is a pilot for a new education model that's better for children, parents, and educators. It is an all-year program that emphasizes teachers' wellness, including holistic stress management, a compressed work schedule, and improved self-care (via a collaboration with the DC Dept. of Behavioral Health).

The driving force behind this project is the the Bainum Family Foundation's WeVision EarlyEd initiative. Bainum and UPO have partnered since 2016 and we are honored to collaborate on this center and future ones.

HOW WE HELPED HER GROW

"UPO has played a vital role in transforming my family's life," said Jessica Harden. In 2018, while her first child attended a UPO Early Childhood Education

Center, Jessica became the first graduate of our Early **Educator Credentialing** Program. After she earned a Child Development Associate certificate, UPO hired her as a teacher. Then. after a tragedy destroyed her home, UPO helped her family get through the trauma and supported Jessica so she could secure new housing and attend college.



PRO-EDUCATION

Programs Spark Learning

YOUTH SERVICES DIVISION

gives essential support through tailored programs that lead to academic success and personal development. Our team addresses short- and long-term needs of youth, fosters community, and unites them with opportunities that powerfully affect their decisionmaking.





MAKING A DIFFERENCE IN MATH

51%

of C.R.F.A.T.F. students began the year with basic math skills or

improved or became proficient by the end of the year (33 students)







In the afterschool EPIC program, students build confidence, expand knowledge, learn critical thinking, and develop a lifelong passion for reading. EPIC is funded by the Learn 24 grant.

"Witnessing the level of commitment and dedication from the teachers ... was pure joy. I saw improvements in vocabulary and reading comprehension, and [they increased how many words they read per minute]. The enthusiasm, and the support that the students had for each other, was impressive [as was their] curiosity, engagement, and wonder." - Nichelle G. Perrineau, C.R.E.A.T.E. Program Coordinator





The POWER program provides safe and engaging afterschool, in-school, and summer enrichment (on and off campus), including leadership development. The middle school program fosters Social-Emotional Learning, explores STEM careers and STEM in Sports, and develops critical thinking through debate. For high schoolers, we focus on college and career readiness, financial literacy, and debate. POWER is funded with 21st Century OST and CSBG grants.

EMPOWERING DC TEENS WITH A TASTE OF COLLEGE

Our partnership with TD Bank and TD Charitable Foundation enabled an unforgettable experience: POWER students from Digital Pioneer Academy attended the Youth to Youth Conference at Ohio Wesleyan University. They had a taste of authentic college life by staying on campus and participating in a range of workshops (similar to a college student's schedule).

In a thank-you letter, high schooler Au'Rea Jones wrote, "The trip was an eye-opening experience that I will cherish forever. I

learned how to speak up for myself. Your investment in my future has made a significant impact and I am grateful. [Now I want] to pursue my dreams of becoming a bioengineer."





<=C.R.E.A.T.E.

UPO's C.R.E.A.T.E. elementary

program provides a safe

and enriching afterschool

homework support, social-

emotional learning, nutrition,

physical fitness, and literacy

supported by a 21st Century

workshops. C.R.E.A.T.E. is

out-of-school-time grant.

experience. We focus on

PRO-EDUCATION

Programs Spark Learning

SENIORS & CHILDREN HELP EACH OTHER TO THRIVE

UPO "Foster Grandparents" are senior volunteers (ages 55+) who mentor children. The seniors feel fulfilled and improve their health by reducing isolation, learning new skills, and staying active.

Foster Grandma Muriel Langford is a cornerstone of Excel Academy, an all-girls school. "The key to this work is having a big heart," she says. "You have to respect kids, help them, and treat them as your own." As an active volunteer with UPO, a breast cancer survivor, and a leader in her church, Grandma Langford doesn't just support students — she's

a pillar for their families and her community. Many thanks to you, Grandma, and all of UPO's Foster Grandparents, who form the DC Chapter of AmeriCorps Seniors.





FOSTER GRANDPARENTS

served at 34 sites including classrooms + Howard University Hospital

volunteered

77,930













UPO awarded Beavers Scholarships to emerging leaders





HONORING SCHOLARS AT THE MLK BREAKFAST

"We Still Have a Dream...Where Do We Go from Here?" was the theme of UPO's 40th Annual Martin Luther King Jr. Memorial Breakfast. Every year at this event, we give Joseph A. Beavers Scholarships to 5 outstanding DC students to ease the costs of college. Our generous donors have invested over \$1 million to support 200+ scholars through college. Highlights of the breakfast included:

- Keynote speech by **Dr. Russell Wigginton**, President of the National Civil Rights Museum
- Special remarks by Eric Holder, former Attorney General of the U.S.
- UPO, returning to its roots as a catalyst for change, unveiled our Legislative Advocacy & Budget Priorities (see p. 12)
- Presentation of our MLK Jr. Oratorical Contest winners
- MC Jade Polly, a proud graduate of UPO's POWER program who then earned a Beavers Scholarship, shared her story: "UPO gave me access and resources. The Beavers Scholarship funded my Study Abroad experiences in Ghana and Senegal for academic research." Jade also used her scholarship for tuition; she graduated from Davidson College with a Bachelor's in Africana Studies and became a teacher in DC.

Programs Transform Lives

UPO helps District residents build stronger neighborhoods and live healthy, productive lives. We address the causes and conditions of economic insecurity and show people how to amplify their voices to improve their communities.

Our staff helps people gain the tools they need to succeed, from affordable housing to education, from food to free tax prep, from healthcare to financial counseling (because UPO operates DC's Financial **Empowerment Center).**

ADDRESSING THE DISTRICT'S MOST CRITICAL ISSUES

Input from our customers and staff drives our annual Legislative Advocacy & Budget Priorities. These are 5 areas where UPO is engaging the community to improve residents' quality of life:

- Expand Affordable Housing
- Increase Food Security
- Improve Income Support for **Families**
- Strengthen Child Care
- Reduce Violence



The panel was moderated by UPO Legislative Advocacy Director Ed Lazere. The panelists were (l. to r.) Daniel del Pielago, Housing Director, Empower DC; Rachel Rintelmann, Legal Director of Systemic Advocacy and Law Reform, Legal Aid DC; Awad Bilal, Tenant Organizer, Latino Economic Development Center; Brittany (Brit) Ruffin, Director of Policy and Advocacy, Washington Legal Clinic for the Homeless; and Ramon Jacobson, Executive Director, LISC DC.

AFFORDABLE HOUSING FORUM:

BOLD ACTIONS TO SUPPORT HOUSING STABILITY AND STOP **DISPLACEMENT**

Decent affordable housing is the foundation of stable families and communities, and there's a gap between what exists in DC and what is needed. To address this complex issue, UPO convened a panel of local experts and listened to our neighbors' questions.

Together, we generated ideas that DC leaders can act on **now**. The wide-ranging discussion included how much affordable housing to build, who can actually afford the homes, and the rights of tenants and people experiencing homelessness.





PARTNERING TO CREATE NEW AFFORDABLE HOUSING

UPO President and CEO Andrea Thomas helped to cut the ribbon for the MDXL Flats apartment building at 1530 First St. SW. UPO partnered with premier developer TM Associates to deliver these 101 units and the sister community next door, the 76-unit MDL Flats. All of these homes are affordable for households who earn up to 50% of the area's median income.

DC's Dept. of Housing and Community Development said the project's combination of high quality and affordability is "unprecedented" and "we look to this as a model" for the District.

For tenants who are emerging from homelessness, UPO's Permanent Supportive Housing team offers onsite wraparound services to help them succeed in their new homes and achieve the highest possible selfsufficiency and quality of life.

CEO Andrea Thomas said, "Housing is a persistent concern for DC residents, so UPO is proud to be a partner in providing housing stability to people with low incomes and supportive services to those who were unhoused. Most importantly, we are excited to hear the new residents declare, 'I'm home."

Programs Transform Lives

A POWERFUL VOICE FOR **HER COMMUNITY**

Charlottie Simpson is UPO's passionate volunteer on the Fair **Budget Coalition's Housing Security** Committee. She has testified before the DC Council several times to "express my feelings, beliefs, and sincere thoughts about issues that we as a civilized society must fight for ... UPO's commitment to

amplifying resident voices makes me feel that my opinions, and those of my fellow residents, truly matter." Then she earned an award from the Fair Budget Coalition for her efforts to address homelessness. Congratulations!

She knew about UPO long before becoming a volunteer: "UPO is my go-to agency when I am seeking **help**. It provides so many services that really make a difference in a person's life."



SPARKING A MOVEMENT TO ADDRESS YOUTH VIOLENCE



UPO ignited a movement by convening Uniting for Safe Futures: A Community Forum on Youth Violence. Youth, parents, and community members shared their experiences and challenges and brought fresh ideas.

Ten days later, we held focused, immersive workshops to dive deeper into solutions, and discussed safe spaces, the impact of music on behavior, and personal stories of loss and resilience. Then we went further to bridge divides and give youth a chance to thrive and grow: We brought inner-city youth to Sandy Spring Adventure Park for a day of ziplining, outdoor activities, and connecting with police officers in a

The forum's speakers included (l. to r.): **Ayana Howard-Bias**, Director of UPO's Community Advocacy & Volunteer Services; **Britney Smith**, Youth Advocate; Ray Nelson, Youth Influencer (who moderated the panel); **Joey** Elliot, Youth Representative; Joseph Jackson, Parent; Dequwan Smith, Behavioral Dean; **Erica Brown**, UPO Community Advocacy intern; **Ebbon A.** Allen, Educator; Rodriguez "Rodney" Norman, Violence Interrupter; Levon "Big Skye" Williams, Community Advocate; and Dr. Daniel Ofori-Addo, UPO Executive Vice-President and Chief Impact Officer.

unique and positive way. This shared experience (sponsored by The Iron Star Foundation) built trust and mutual understanding.

Looking ahead, we are dedicated to building a robust safety network that supports our youth with programs, resources, wellness, and policy changes that reduce violence.





FORUM ON REDUCING VIOLENCE:

PRACTICAL SOLUTIONS TO CREATING **SAFER COMMUNITIES**

UPO holds Public Forums on DC's most urgent issues including public safety. To elevate conversations around solutions, Rev. Delonte Gholston moderated a discussion with panelists (pictured, l. to r.): Tyrone C. Parker of the Alliance for Concerned Men (retired); youth leader Abdur "Roc" Kelly; Kristy Love of the DC Criminal Justice Coordinating Council; and David Bowers, founder of No Murders DC.

The audience of 125 community members asked questions and the conversation led to these takeaways:

- · Use "focused deterrence" to reach the people most at risk of engaging in violence. Show care and offer help, especially to children who are truant, getting suspended, and in the child welfare system.
- · Mayor Bowser ought to create a "coordinating" office for all agencies and community partners that have a role in reducing violence.
- •The key to safer communities is improving economic security. As Roc Kelly said, "The solution to violence is empowering the oppressed. Everything else is treating the symptoms and ignoring the disease."

Programs Transform Lives

COMMUNITY IMPACT:

IMPROVING LIVES, STARTING WITH MENTAL HEALTH

The Community Impact division supports place-based, communitydriven strategies to improve the quality of life in 4 Community Impact Zones:

- · Brentwood (Ward 5)
- · SW Neighborhood (ward 6)
- · Benning Terrace (Ward 7)
- Washington Highlands (Ward 8)

UPO stabilizes and empowers residents with holistic, wraparound support including Community

Health initiatives, Permanent Supportive Housing, Job Training and Placement, Early Learning, and Leadership Training.

For example, many Ward 6 seniors were navigating major mental health challenges with little or no consistent support. They faced barriers in connecting to care and struggled in isolation without access to education, counseling, or community-based emotional support.



UPO responded by collaborating with Dr. Bruce Tisdale of Hope 4 You. Since March 2023, he has held mental health group sessions tailored to seniors and referred people for 1-on-1 counseling. "These interventions have reduced emotional distress, increased their engagement, and promoted mental health awareness," he said. Since this integrated and compassionate care is so effective, UPO is looking to expand it into other wards.

FINANCIAL COUNSELING THAT CHANGES LIVES

UPO operates the District's Financial Empowerment Center, where all DC residents can receive professional, one-on-one, free financial counseling virtually and in person.

In FEC's 2nd year, our 5 Certified Financial Counselors held 700 financial counseling sessions with 160 customers who achieved 328 milestones as they saved, budgeted, built credit, and reduced their debt. Our counselors also participated in 65 financial workshops and events in all 8 wards.

The FEC, located in our Petey Greene Community Service Center, is a publicprivate partnership between UPO, the DC Dept. of Insurance, Securities, and Banking (DISB), and the Mayor's Office.



My FEC financial counselor [Ms. Victoria Clayborne] and I set clear goals. I established credit for the first time, I transformed my habits (a game-changer), and I am confident in my ability to continue building a stable, prosperous future." - Kimothy James







Our Comprehensive Treatment Center addresses the opioid crisis by helping people recover from substance abuse and become productive members of society. CTC is an effective outpatient methadone maintenance treatment program that includes coordinating medical and counseling services.

James, age 43, entered treatment for a dependence on opioid pain medicine. He benefited from 1-on-1 and group counseling while he started a business and his wife gave birth to 2 children. He ended his dependence and is completely sober — his family is so proud!

HEALTH & WELLNESS & FUN

DC residents worked out, learned, and celebrated their well-being at the 2nd Annual Health & Wellness Expo proudly presented by UPO, Martha's Table, the Far Southeast Family Strengthening Collaborative, and DC Health. Brenton Sanford and his Advancing Health Literacy (AHL) team at the UPO Workforce Institute created a wonderful, music-filled, joyous event at Sycamore & Oak. AHL's mission is to have all DC residents become literate about health concerns and equipped to make informed health decisions.





Programs Transform Lives

PROFOUND IMPACT

"UPO's Community Leadership Academy had a profound impact on my life and my community," said Cassandra Matthews, who graduated from the Academy and then became an Advisory Neighborhood Commissioner for ANC 8D03. "The training reignited our passion to take initiative and responsibility within our communities. It empowered us to identify issues in our neighborhoods and work collectively towards solutions. The bonds we formed have had lasting effects.

"A particularly heartwarming aspect was witnessing my neighbor's transformation. Prior to joining the Academy, she'd been isolating herself. However, by the end, she was actively participating and had regained her outgoing nature."



SHELTER HOTLINE

responded to

69,361

emergency calls

distributed

187,787

life-sustaining items

gave

42,309

rides to shelter, healthcare, social services, and case management

SAVING LIVES EVERY DAY

The outreach workers of UPO's Shelter Hotline are the eyes and ears of the District, protecting the health of people who are living on the streets. ABC7 interviewed UPO outreach worker Chris Watson (pictured) and Fox 5 interviewed Arthur Bell as they brought people from the freezing streets into shelters.

EMPOWERING DC'S FUTURE

Youth experiencing homelessness face unique challenges that require innovative solutions. So UPO and the DC Dept. of Human Services launched the Youth Initiative to connect youth (ages 18–24) to drop-in centers where they can receive counseling, education, and healthcare. They're finding pathways to stability, independence, and hope.



https:// youtu.be/ ahTER0XwPEs





188

volunteers donated

2,214

hours that's a value of

\$50,323

41

DC residents graduated from our Community Leadership Academy

WE CELEBRATE OUR VOLUNTEERS, PARTNERS, AND DONORS

To make an impact, a community must come together. Our beloved District did exactly that at UPO's annual Appreciation Celebration. We honored some of the hundreds of people and companies who give time, talent, and treasure to lift our community.

Among the award winners was our youngest donor, 5-year-old **Royce Benjamin Reid** (aka Royce da Voyce, Dr. Dinosaur, and Dr. Socks), who accepted his award from Ruthven R. Phillip Esq., then-Chair of UPO's Board of Directors.

Royce, already a veteran of sock and water drives for our Shelter Hotline, has plans to distribute books and toys to his peers. Royce is an emerging star!





PRO-WORK

Programs Open Doors

UPO is devoted to helping people reach their full career potential.

The UPO Workforce Institute is a licensed institute of higher education with nationally recognized **vocational training programs in high-demand fields**. Our wraparound approach to Career Development helps people overcome employment barriers with **a practical action plan for how to achieve economic security**. Our team gives District residents the skill set, resources, and opportunity to get and keep jobs that launch careers.

All of our programs **open doors** for customers. And we're never "done" with them. They become part of the UPO Family for life.

TRAINING COURSES FOR NATIONAL CERTIFICATIONS

Construction Trade

Professional Building Maintenance (PBM)
Electrical Technician
Plumbing

Telecommunications/Broadband

Introduction to Telecommunications (+ additional certifications)

Information Technology

IT Helpdesk and Application Support Specialist (CompTIA A+)

Culinary Arts

ServSafe Food Protection Manager

Education

Child Development Associate (CDA)

Commercial Driving

Commercial Driver's License (CDL) Class A and B

543

customers obtained jobs through UPO and our partners

266

national certifications earned

65

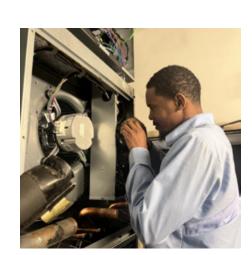
high school students attended Construction Trade Workshops and discovered new career possibilities

1,464

employment services

339

customers received job readiness training





Lawrence came to UPO's Building Careers Academy as a condition of his parole. At age 28, he'd never had a job and was motivated to change. He wanted a Plumbing certification and **graduated at the top of his class** — his 98.7% is the highest we've ever recorded. When a small business hired him, Lawrence's work ethic, punctuality, and consistency set him apart. In one year, he received **2 promotions and 2 pay raises**, to \$28/hr. His instructor, Michael W. Alexander Jr., said, "Lawrence was focused from Day 1. His initiative and tenacity are priceless and he remembers everything. By applying that effectively — doing things right the first time — he has skyrocketed. **He will make a great foreman someday, or an owner.**"

For a fuller story, visit www.upo.org/category/story







HOW MYSOUN IS BUILDING A SOLID CAREER

Mysoun Patrick is a senior at Friendship Collegiate High School. Since 2023, he has built his skills in **UPO's Construction Trades** Exploration program through the DC Dept. of Employment Services' Office of Youth Programs (OYP), in both the High School Internship Program and the Summer Youth Program. OYP gave Mysoun the **Outstanding** Youth Participant Award for his engagement in our workshops

Then UPO and the DC Student Construction Trades Foundation chose him to represent DC on a school construction project in Kingston, Jamaica where he worked with his UPO instructor Marcus Bruce and other trades specialists from Jamaica and the US (via a partnership between Ruppert Landscape and Food for the Poor). Mysoun said, "Thank you for not only helping me build my career skills but also showing me how to give back to the community."

After HS graduation, he will register for UPO's **Professional Building Maintenance course and** enroll in college with a major in construction management. Mysoun's future is bright!

FY 2024 - FY 2026

STRATEGIC GOALS

As we look toward the future, we are aiming for these targets.

GOAL #1

Optimize Economic-Security Programming

Provide high-quality resultsoriented programs and services to DC residents who aim to achieve economic security.

GOAL #2

Prioritize People-Centered Efficiency and Effectiveness

Optimize organizational performance through staff capacity development and business process improvements.

GOAL #3

Underscore Organizational Sustainability

Ensure long-term sustainability through strategic partnerships, diversified funding streams, and improved brand awareness.

EMPLOYMENT

customers enrolled in vocational skills training national and international certifications earned by vocational skills customers

customers received employment services

customers received job readiness training

customers referred to jobs

customers obtained jobs

EDUCATION

youth mentored by Foster Grandparents

youth engaged through youth

INCOME MANAGEMENT

customers received Financial Counseling and Capability Skills training

customers received free VITA, EITC, or Tax Preparation Assistance

LINKAGES

	seniors participated in
64	recreation and socialization
	activities

residents that completed the Community Leadership Academy

'Foster Grandparents' engaged (senior volunteers who mentor

77,930 hours volunteered by Foster Grandparents

volunteers engaged (other than Foster Grandparents)

Electronic Benefit Cards issued 54.530 to customers

HEALTH

267	people received wellness
	classes (stress reduction,
20 1	medication management,
	mindfulness. etc.)

people demonstrated improved physical health and well-being

Mental Health Counseling 131 sessions to improve quality of

HOUSING

customers received housing counseling

new affordable apartments created with UPO's help

MEASURABLE OUTCOMES

EMERGENCY

phone calls received and processed by Shelter Hotline

life-sustaining items distributed

rides provided to customers experiencing homelessness

NUTRITION

236,330 meals distributed

seniors chose meals at Silver Market grocery pop-ups each

customers benefited from 750 Customers benefited Mobile Grocery Distribution

SELF-SUFFICIENCY/CASE MANAGEMENT

Early Head Start families made gains on their needs assessment

customers received Case Management services

AGENCY SCORECARD

CATEGORY	PERFORMANCE	WEIGHT	
Organizational Standards	84%	5%	
Agency Strategic Plan	19%	5%	
Financial Strength	88%	5%	
ROMA / Programmatic Outcomes / Customer Self-Sufficiency	83%	70%	
Customer / Staff Input	93%	5%	
Program and Administrative Monitoring	83%	5%	
Capacity Building & Governance	87%	5%	

AGENCY SCORE

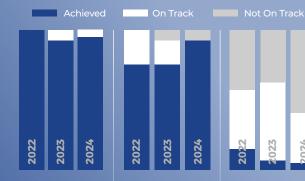
The goal is to attain 85% or more at the end of the fiscal year. Staffing challenges in the post-Covid economy severely affected our performance.



For more information on our innovative scorecard, visit upo.org/scorecard or scan the QR code.

81%

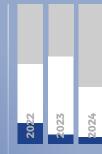
MEASURING AGENCY RESULTS



Assisted: helped compared to the number of sought help.

Stabilized:





Beyond Stable:

Unduplicated Customer Count

2022: **52,569** | 2023: **52,852** | 2024: **54,544**

INVESTORS IN OUR MISSION

We are pleased to acknowledge and thank our most generous benefactors who made gifts during FY 2024 between October 1, 2023 and September 30, 2024.

INVESTMENT OF \$5,000,000+

DC Cares/Greater Washington Community Foundation

INVESTMENT OF \$1,000,000+

Bainum Family Foundation

INVESTMENTS OF \$50,000 - \$200,000

Truist Comcast NBCUniversal

INVESTMENTS OF \$20,000 - \$30,000

TD Bank The Wollenberg Foundation

INVESTMENTS OF \$10,000-\$20,000

Anonymous Events DC - Washington Convention and Sports Authority TM Associates, Inc.

INVESTMENTS OF \$5,000-\$9,999

Global Givina

Jennifer Park

INVESTMENTS OF \$2,500-\$4,999

Accenture DC Housing Authority Franklin Advisors

MedStar Family Choice - District of Columbia

RCM&D United Bank

INVESTMENTS OF \$1.000-\$2.499

American Psychological Association Association for the Study of African American Life and History (ASALH) Beacon Hill Staffing Group Erik Boas and Susanne Morris Jo Raffa Boukhira Barbara and Randall Bovbjerg

CDW DC Health Link DC Office of the People's Counsel Friends of Kennedy Playground Inc. Global Giving **Greater Washington Community**

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INVESTMENTS OF \$500-\$999

Lisa Arcari Clifford Barnes Derek Davis Eagle Academy Public Charter School Edgewood Brookland Family Support Collaborative Foundation Panama Inc. Laurette Hilliard **Huchinson Design Group** Kaplan Early Learning Company Scott Kratz

Kutak Rock LLP Ned Laskowski Ruthven Phillip Tara Plochocki Zach Ratzman Ingrid Reyes Paul Teicher The Urban Institute Franklin and Vivian Wilds Vivian Wilkins Xi Omega and Pearl and Ivy Educational Foundation

We also thank our many other donors who made gifts during FY 2024. We are deeply grateful for all our donations no matter the size. Your generosity makes our lifesaving work possible as we guide our neighbors on a path toward financial stability and wellness.

DONOR SPOTLIGHT

THE WOLLENBERG FOUNDATION

UPO's 25-year Partner for Early Head Start families

We deeply appreciate The Wollenberg Foundation's partnership with UPO to help families thrive. Thanks to their generous annual donations, our Office of Early Learning (DC's largest Early Head Start provider) has the flexibility to respond in the most effective ways to the comprehensive needs of parents, children, and staff. When we saw them experiencing stressful and traumatic situations, Foundation funds enabled us to start our Mental Wellness Initiative and Trainings; and we continue to expand our home visitor program to reach more families and expectant mothers.



"The Foundation has always championed Head Start as it reflects our commitment to support education, particularly for at-risk preschoolers. It was natural for us to connect with UPO, which ran a Head Start pilot [in 1965] and has nurtured children ever since.

We're proud that the Foundation can help to enhance the depth and quality of programs for the families who need the most help throughout the District. **UPO shares our values and knows** that children's growth up to age 3 is essential for their lifelong success."

- Chris Wollenberg **Co-Trustee, The Wollenberg Foundation**



Note: The Wollenberg Foundation does not accept unsolicited requests.

PROVIDERS & PARTNERS

CityWorks DC

Coalition for Non-Profit

Collaborative Solutions

Housing & Economic

Development (CNHED)

Coalition for Smarter Growth

DC Dept. of Parks and Recreation

DC Healthy Families

DC Housing Authority

DC Hunger Solutions

DC Public Library

DC Mayor's Office

DCPS Office of Early

Childhood Education

COMMUNITY PARTNERS

Each year, we partner with organizations throughout the Washington, DC area to provide the highest-quality programs, all designed to help our customers attain economic security. Thank you for your continued support.

Accenture AimHire Allied Universal America Works of Washington, DC American University Amidon-Bowen Elementary School Anacostia Coordinating Council Anacostia Economic Development Corporation ANC 6D Andrews Federal Credit Union Anne Beers Elementary School APB Associates Audi Field Ballou Senior High School Ballou STAY Opportunity Academy Bank of America Bethesda Baptist Church DC Beauvoir, the National Cathedral Elementary School Black Coalition Against COVID Bombas Bowie State University Bravo Zulu Chess Academy Bread for the City **Brentwood Recreation Center** Bright Beginnings Early Childcare

for Communities Community Bridges, LLC Community Connections Community of Hope Community Service Agency, Metropolitan Washington Council, AFL-CIO Community Tax Aid Community Wellness Venture Compass DC Competitive by Nature Competitive Innovations Congresswoman Eleanor Holmes Norton Court Services and Offender Supervision Agency Covenant House C-Tech CURE the Streets DASH - District Alliance for Safe Housing David Lynch Foundation DC127 DC Board of Elections The Brooks Group, LLC DC Central Kitchen Browne Education Campus DC Child and Family Building Bridges, LLC Services Agency **Burroughs Education Campus** DC Community Courts Burville Elementary School DC Dept. of Behavioral Health C3 Cares DC Dept. of Disability Calvary Health Care Services - Rehabilitation Capital Area Food Bank Services Administration Capitol Skyline Hotel DC Dept. of Employment Services DC Dept. of Health Career Gear Catholic Charities - Archdiocese DC Dept. of Housing and Community Development of Washingtor DC Dept of Human Services Central Union Mission DC Dept of Insurance Securities and Banking

DC Office of the Attorney General DC Office of the People's Counsel DC Office of the Tenant Advocate DC Safe DC Strong Start DC Students Construction Trades Foundation DC Superior Court District Health Care Services DOES Project Empowerment Dress for Success Drew Elementary School A Drug-Free World Eagle Academy PCS East River Family Strengthening Collaborative Educare of Washington, DC Edward C Mazique PCC - Infant Edward C Mazique PCC - Reeves Edward C Mazique PCC Tyler House Edward C. Mazique PCC -**Developing Families** El Bethel Baptist Church **Empowerment Center** E.R. Bacon Development, LLC Ethiopian Community Center Events DC Excel Academy EYL 365 Projects, LLC Famalay Staffing, LLC

Family First Family Medical Counseling Service Far Southeast Family Strengthening Collaborative Fedcap, Inc. 1st CDL Training Center of NOVA First Rock Baptist Church - Child Development Center Fishscale Fort Lincoln New Town Foster & Adoptive Parent Advocacy Center Foulger-Pratt Friendship Public Charter School - Blow Friendship Public Charter School - Cham Friendship Southeast Elementary School

Friendship Technology Preparatory School Friendship Woodridge Elementary School Future Resources Learning Genesis Healthcare Bradford Oaks Cente George Washington University - Milken Institute School of Public Health Giant Food Giant Pharmacy Gonzaga - Omega Men for the Homeless **GOODProjects** Greater DC Diaper Bank Greater Help Ministries Greater Washington Urban League Natalie Greenbaum Greenleaf Recreation Center Greenleaf Resident Council H Street Community Development Health Management Associates Healthy Babies Health Services for Children with Special Needs Healthy Families/ **Thriving Communities** Collaborative Council Higher Development Academy Home Depot Hope 4 You House of Ruth - Kidspace Howard University Howard University Hospital The HSC Pediatric Center **Hubbard Place** Hutchins 360 STEM illuminatED Imagine Public Charter School Industrial Bank InnerCity Collaborative CDC Israel Baptist Church James Creek Resident Council J.C. Nalle Elementary School Jefferson Middle School Jobs Have Priority Jones Memorial United Methodist Church JPMorgan Chase Jubilee Housing

K&L Gates

King Elementary School Labcorp Langdon Elementary School Langley Elementary School Language Solutions Latin American Youth Center LightHouse DC Little Lights Urban Ministries Living Classrooms Foundation -National Capital Region Logan Elementary School Ludlow-Taylor Elementary School Lutheran Social Services of the National Capital Area Malcolm X Elementary School Martha's Table The Mary Elizabeth House Matthews Memorial Baptist Church Maryland Community Action Partnership The Mayor's Office on Returning Citizen Affairs Medstar Family Choice DC Melwood Meiger Health Metropolitan Police Department MPD - 1st District Police Station MPD - Victim Services Branch Michael's Creative Minds Mid City Management (Brookland Manor) National Family Engagement Alliance The National Reentry Network for Returning Citizens

National Restaurant Association

Northeastern Presbyterian Church

and Economic Development

Office of the Deputy Mayor for Planning

Neighborhood Legal Services

NRI-Staffing

Om Shanti

Pepco/ Exelon

PNC Bank

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Office of Latino Affairs

OSSE: 21st Century

Prive' Demeure, Inc.

Providence Hospital

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Roots Public Charter School

Randle Highlands Elementary School

Richard Wright Public Charter School

Kavi Wellness

Ketcham Elementary School

Shelters to Shutters SkyPoint FCU SNAP/Hunger Solutions Stanton Elementary School Storyline Strategies Street Sense Media Office of Neighborhood & Safety Engagement Suited for Change Sunshine Early Learning Center SW BID Syphax Gardens Resident Council T Mobile Tau Gamma Delta Sorority Inc., Xi Chapter Tel Cort Cooperative Temple University, Harrisburg TD Bank Tele Court Coop Thrive, DC TM Associates Toki Underground Tony Thomas Associates The Training Center Transitional Care Center

Trinity University Turner Elementary School Tzedek DC Umbrella Therapeutic Services United Bank

Jubilee JumpStart Kennedy Institute Kids Are People Too Kids Are Us Learning Center Loving Care Love First Sunshine Early Learning

NETWORK OF SERVICE PROVIDERS

CHILD DEVELOPMENT PARTNERS

Bell Teen Parent

Board of Child Care

Research Group

Community Education

Early Education Research Group

Bia Mama's

House of Ruth

We're partnering for excellence with these child

development organizations across the city.

UPO is an education hub for DC's Quality Improvement Network.

We provide grants to effective organizations such as these to help fulfill our mission.

Catholic Charities - Spanish Center Collaborative Solutions

for Communities Community Services Agency, Metro Washington Council, AFL-CIO

DC Central Kitchen

Edgewood/Brookland Family Support Collaborative Thrive DC **US Vets**

Vida Senior Centers

Spanish Education Development Center

Southwest Neighborhood Library

St. Matthews Evangelical Lutheran Church

United Way of the National Capital Area University of the District of Columbia (UDC) UDC College of Agriculture, Urban Sustainability, and Environmental Sciences

U.S. Attorney's Office for the District of Columbia US Census Bureau

US Dept. of Housing & Urban Development US Vets

Van Ness Elementary School

VIDA Senior Centers

Wards 7 & 8 DC Prevention Center

Ward 8 Community Economic Development Plan

Washington National Cathedral

Washington Nationals The Washington Center

The Way to Happiness

Washington Leadership Academy Washington Legal Clinic for the Homeless

Westlink Career Institute

Westminster Presbyterian Church Wheatley Education Campus

Kirsten Williams, ANC 5C06 Commissioner

WinnCompanies

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World Central Kitchen WPFW 89.3 FM Zane Networks

YMCA

Cesar Chavez Public Charter School

System for Our Patients (CRISP)

Chesapeake Regional Information

Children & Charity

Children's Hospital

Chimes DC

Christ Church

Children's Health Project

Children's Legacy Theater

WHERE WE SERVE

SERVICE CENTERS



UNITED PLANNING ORGANIZATION

(Headquarters)

301 Rhode Island Avenue NW Washington, DC 20001 202-238-4600

Early Learning | Shelter Hotline for people experiencing homelessness



ANACOSTIA COMMUNITY SERVICE CENTER

1649 Marion Barry Ave. SE Washington, DC 20020 202-610-5900 202-610-2796 (Youth Services Office)

Youth Services | Foster Grandparents Program Electronic Benefit Transfer (EBT) Processing



RALPH WALDO "PETEY" GREENE COMMUNITY SERVICE CENTER

2907 Martin Luther King, Jr. Ave SE Washington, DC 20032 202-562-3800

Housing Counseling | Job Placement | **Volunteer Opportunities | Advocacy & Community Engagement**



A member of UPO's Network of Service Providers

EARLY LEARNING NETWORK

EARLY HEAD START • HOME BASE



Coolidge High School

405 Sheridan Street, NW (WARD 4) | 202-815-4886



Roosevelt Senior High School

4301 13th Street, NW (WARD 4) | 202-939-3609



Luke C. Moore High School

1001 Monroe Street, NE (WARD 5) | 202-671-6313



Edgewood

601 Edgewood Terrace, NE (WARD 5) | 202-529-1582



Marie Reed Elementary School

2195 Champlain Street, NW (WARD 1) | 202-207-3861



Dunbar Senior High School

101 N Street, NW (WARD 5) | 202-724-4407



Miner Elementary School (Opening Soon)

601 15th St. NE (WARD 7)



H. D. Woodson High School

540 55th Street, NE (WARD 7) | 202-724-8841



C. W. Harris Elementary School

301 53rd Street, SE (WARD 7) | 202-645-5613



Anacostia High School 1601 16th Street, SE (WARD 8) | 202-724-4135



Ketcham Elementary School

1919 15th Street, SE (WARD 8) | 202-617-6040



Frederick Douglass

3240 Stanton Road, SE (WARD 8) | 202-889-2080





Ballou Senior High School

3401 4th Street, SE (WARD 8) | 202-645-6689



Randle Highlands Early Childhood Education Center (a new education model)

1650 30th St. SE (WARD 7) | 202-430-2425





BUILDING CAREERS ACADEMY

CHEVY CHASE

WOODLEY PARK

EMBASSY ROW

GEORGETOWN

TENLEYTOWN

PALISADES

915 Girard Street NE Washington, DC 20017 202-526-2640 **Vocational Skills Training**



2

Washington

COMPREHENSIVE TREATMENT CENTER

1900 Massachusetts Ave SE Building 13 Washington, DC 20003 202-535-1793 **Substance Abuse Treatment**



(E)

H STREET CENTER

645 H Street NE Washington, DC 20002 202-813-3945 | 202-758-2438 **Electronic Benefit Transfer**

(EBT) Processing

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FINANCIAL STATEMENT

for fiscal years ending September 30, 2024 and 2023

	2024 (\$)		2023 (\$)						
	Without Donor Restriction	With Donor Restriction	TOTAL	Without Donor Restriction	With Donor Restriction	TOTAL			
REVENUE AND SUPPORT									
Pass-through grants & contributions	15,832,689	-	15,832,689	14,644,780	-	14,644,780			
Direct Federal grants & contributions	13,845,276	-	13,845,276	12,593,095	-	12,593,095			
Direct DC contracts	14,555,084	-	14,555,084	9,610,245	-	9,610,245			
Fee for services	2,782,208	-	2,782,208	2,494,104	-	2,494,104			
Private & general grants & contributions	1,499,703	2,250	1,501,953	2,007,935	900	2,008,835			
Parking	84,061	-	84,061	82,440	-	82,440			
Other income	106,466	-	106,466	93,117	-	93,117			
Contributed nonfinancial assets	2,946,217	-	2,946,217	2,977,859	-	2,977,859			
Net assets released from restrictions	3,164,836	(3,164,836)	-	260,968	(260,968)	-			
Total Revenue and Support	54,816,540	(3,162,586)	51,653,954	44,764,543	(260,068)	44,504,475			
EXPENSES									
Program Services									
Community Services	17,945,128	-	17,945,128	13,232,825	-	13,232,825			
Early Head Start	25,450,316	-	25,450,316	20,790,283	-	20,790,283			
Homelessness	3,327,845	-	3,327,845	3,162,260	-	3,162,260			
Total Program Services	46,723,289	-	46,723,289	37,185,368	-	37,185,368			
Supporting Services									
General and administrative	7,107,370	-	7,107,370	6,400,052	-	6,400,052			
Fundraising	123,141	-	123,141	203,160	-	203,160			
TOTAL EXPENSES	53,953,800		53,953,800	43,788,580		43,788,580			
Change in Net Assets	862,740	(3,162,586)	(2,299,846)	975,963	(260,068)	715,895			
Net Assets, Beginning of Year	5,740,658	5,785,848	11,526,505	4,764,695	6,045,916	10,810,611			
NET ASSETS, END OF YEAR	6,603,398	2,623,262	9,226,660	5,740,658	5,785,848	11,526,506			

"WHAT I CAN DO"

TIME

When you volunteer your Time, you give it a purpose. And it can be fun!

TALENT

Serving others with your unique Talent helps you feel fulfilled.

TREASURE

Your generosity by donating Treasure shows what you value.

TIES

When you connect people using your Ties, giving them inspiration and strategic input from peers, you're expanding your tribe.

SUCCESS

TO CHAM

Even your smallest deeds have a big effect:

They combine with other deeds to improve the li

They combine with other deeds to improve the lives of our neighbors – and they make you feel good.

To learn about volunteering, visit **upo.org/volunteer**

To make a donation, visit **upo.org/donate**



301 Rhode Island Avenue, NW Washington, DC 20001 202-238-4600

WWW.UPO.ORG

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Platinum Transparency 2024 Candid.

