

United Planning Organization's Impact:

MORE PEOPLE RISING INTO THE MIDDLE CLASS



UPO Works!

Our programs help hardworking people lift themselves into secure careers and economic independence. Our innovations help DC residents along a **proven, effective path to success.**

For decades, we have United People with Opportunities so **they become the change agents of their lives, reach their full potential, and help their communities to thrive.**



ESSENTIAL TO INDUSTRY

“UPO is actively engaged in our Hire Local DC partnerships [to improve early careers of youth and young adults]. **The UPO team is nimble responsive to industry needs** and has put in great work to **prepare its customers for open roles in our industry partners’ companies**. UPO is **an indispensable partner and an exemplar of continuous improvement.**”

- Dr. Erin Ward Bibo
VP, Strategic Initiatives, CityWorksDC

ASPIRING TO ECONOMIC SECURITY

Our customers strive to become self-reliant and ask us to help them overcome their challenges. Chief among them: lack of adequate and affordable housing, high cost of childcare, and the need for more education to qualify for skilled and higher-paying jobs.

\$2,327 / mo.

Average cost of rent for 745 SF apartment in DC ¹

\$31,841 / yr.

Cost of infant childcare in DC, highest in the nation ²

UPO’S Solution:

Enable workers to earn up to a **to 50% boost** in salary through specialized training/certifications ³



WORKFORCE RETURNS

With **nationally certified courses**, UPO teaches up-to-date skills so people can **launch careers in high-demand fields**. Then we place our graduates in **jobs at private sector companies who see UPO as a trusted partner**.

DC residents who obtained jobs (2020-2024)

2,652

National and international certifications earned (2020-2024)

2,066

UPO’s investment in vocational skills training (2020-2024)

\$3,423,400 ⁵

Contribution to DC’s tax base by residents trained and/or placed in jobs by UPO (2020-2024)

\$81,754,400 ⁶

(which will continue to rise as their earnings increase)

Median pay for an **IT Help Desk Technician** with an A+ Certification (which can be earned at UPO)

\$70,000 ⁷



OTHER RETURNS

Tax refund dollars received by DC residents in a single year; their taxes were prepared for free by UPO experts

\$1.3 Million

that flowed back into the local economy

Value of College Scholarships Awarded by UPO to DC Youth since 1990

\$1.5 Million

“I used my \$13,000 tax refund to catch up on bills and buy a truck **to [start a business and] create a new source of income**. Then I opened a retirement account. **UPO changed my life** because I was able to plan for the future.”

- Annie Smith
UPO customer for **Free Tax Preparation** and **Financial Counseling**

UPO’S RETURN ON INVESTMENT

UPO invests in DC residents who develop their skills, gain jobs, and accelerate their earning power. They contribute to the economy and become self-sufficient as they build wealth and succeed.



EARLY CHILDCARE RETURNS

UPO is DC’s largest Early Head Start provider. By removing the high cost of childcare, **we enable parents to work** and stimulate economic development at the community level. Young parents rely on our schools when starting a family after college or changing to a new career, and single mothers emerging from dependence on public support **need this help while taking classes for the specialized training they need to succeed in high-demand jobs**.

Children educated in UPO schools, which enabled parents to work (2021-2024)

2,742

Reduction in cost of childcare for families served by UPO schools (2021-2024)

\$67,363,900 ⁴



HOUSING RETURNS

Washington DC is one of the most expensive places to live. UPO helps make housing **affordable for people starting careers** and for families emerging from homelessness, ensuring they have stable housing while **sustaining the local economy** and keeping our communities safe.

Affordable housing units UPO helped to create (2020-2024)

177

Families UPO helped to emerge from homelessness (2020-2024)

164

Families UPO helped to avoid eviction (2020-2023)

1,497

(in addition to the 164 listed above, who achieved stability due to UPO’s case management)



Each year, hundreds of ambitious workers **graduate from UPO workforce development training**.

When Ms. Snyder started her IT Help Desk course, she was working at McDonald’s and had lost custody of her son. **Within weeks, she was hired for an IT job** while she completed her certification. **Her determination and hard work helped her stay employed, get her son back, and earn a \$100,000 salary at age 29.**

¹ R1 Rent Cafe. (2023) qtd. in UPO 2024 DC Community Needs Assessment

² DC OSSE. 2024. Modeling the cost of childcare in the District of Columbia, 2024

³ Summit Services Solutions. 2024. 2025 Salary Guide: Highest Paying Skilled Trade Jobs and Salaries

⁴ Estimated childcare cost for parents of UPO Early Head Start students - DC OSSE. 2024. Modeling the cost of childcare in the District of Columbia, 2021/2023/2024

⁵ Estimated cost of vocational certificates earned by customers

⁶ Estimated Annual Earnings of Customers Placed in Living-Wage Jobs

⁷ Glassdoor.com. Accessed 4/2/2025.



UNITING PEOPLE
WITH OPPORTUNITIES

Over 100,000 of Washington DC's 650,000 residents (17%) live in poverty. That's higher than the national average of 12% (per the US Census Bureau). Every year, **UPO is critical to the success of thousands of DC residents who want to prosper.**

As the nonprofit Community Action Agency (CAA) that serves the people of DC, UPO is one of 1,000 CAAs across the nation that **grow local economies by investing in people** who want to join the middle class. This network is **responsive, effective, and accountable and its impact is profound**, helping people to reach prosperity they didn't imagine was possible.



UPO earned the **Award of Excellence** from the National Community Action Partnership. This honor is based on **Malcolm Baldrige National Quality Award** criteria which recognizes organizational **effectiveness and management excellence.**

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