URBAN UPBOUND
ADMINISTRATIVE OFFICES
12-11 40th Avenue
Long Island City, NY 11101
Phone: 718.784.1288
Fax: 718.718.729.1288
info@urbanupbound.org

LONG ISLAND CITY WORKFORCE 1 CAREER CENTER
38-81 13th Street
Long Island City, NY 11101
Phone: 718.784.0877 Ext 405
Workforce1@urbanupbound.org

FAR ROCKAWAY ECONOMIC ADVANCEMENT
1907 Mott Avenue.
Far Rockaway, NY 11691
Phone: 718.784.0877 Ext. 358

FINANCIAL EMPOWERMENT
38-84 13th Street
Long Island City, NY 11101
Phone: 718.784.0877
Fax: 718.729.1288 Ext 357
financialfitness@urbanupbound.org

URBAN UPBOUND FEDERAL CREDIT UNION
13-03B 40th Avenue
Long Island City, NY 11101
Phone: 718.784.5050
creditunion@urbanupbound.org

COLLEGE ACCESS & YOUTH DEVELOPMENT/TAX PREPARATION
12-15 40th Avenue
Long Island City, NY 11101
Phone: 718.784.0877 Ext 354
collegeaccess@urbanupbound.org

JOBS-PLUS ASTORIA
4-25 Astoria Boulevard
Astoria, NY 11102
Phone: 718.204.0158
astoriahouses@urbanupbound.org
LETTER FROM OUR CEO

Dear Friends,

2016 was a year of exciting expansion and great success for Urban Upbound. First, we deepened our impact with public housing youth by launching the Youth Career Pathways program at our sites in Long Island City, Astoria, and Far Rockaway. The program will connect thousands of young adults ages 14 to 24 to counseling, training, workshops, and career and educational opportunities necessary to achieve lifelong economic success. We opened a second worker-owned cooperative business, OnPoint Property Management, a platform to empower residents to be business owners, establishing a sustainable framework in which individuals can overcome poverty and achieve financial stability.

Other notable achievements include the work done by our Free Tax Prep Program, which has helped thousands of low-income New Yorkers avoid predatory tax preparation services and receive their refunds in full so that they can get their finances on track. In addition to year-round services in Long Island City, we offered free tax preparation at 17 satellite sites throughout Queens and the Bronx.

The numbers speak to the expertise and diligence of our dedicated staff: in 2016 alone, our tax preparers filed 6,858 individuals’ taxes, returning $10,571,488 to the community; our financial counselors provided over 1,500 clients with financial counseling, helping clients reduce their debt by an average of $16,606 and increase their credit scores by 67 points; our career counselors served more clients than ever before, placing over 1,159 individuals in stable, quality employment with an average wage of $12.71 per hour; and our college access coordinator helped students improve their SAT scores by an average of 110 points and get 95% of our seniors accepted to colleges throughout the country.

Of course, none of this would be possible without the steadfast support of our passionate, diverse, and generous donors. Thank you for believing in Urban Upbound and for providing strategic guidance in all of our endeavors. We are grateful to you for another great year ahead.

All the best,
Bishop Mitchell G. Taylor
TACKLING POVERTY, CHANGING LIVES

Urban Upbound works to transform New York City public housing neighborhoods by providing residents with the tools and resources needed to achieve economic mobility and self-sufficiency, and to break cycles of poverty.

Financial Empowerment
Youth Career Pathways

Employment Services
Federal Credit Union

Community Revitalization
WHY EMPLOYMENT SERVICES?

85% OF OUR CLIENTS FACE SIGNIFICANT BARRIERS TO EMPLOYMENT

OUR APPROACH

ONE-ON-ONE CAREER COUNSELING

JOB PLACEMENT & RETENTION SERVICES

HARD AND SOFT SKILLS JOB READINESS TRAINING
WHY EMPLOYMENT SERVICES?

OUR RESULTS

1,159 Job Placements
46% Job Retention after 6 months
$13 Average Wage for Job Placements

INTEGRATING FINANCIAL COUNSELING

25% of our Workforce Development Clients Accessed One-on-One Financial Counseling

Through our sites in Long Island City, Astoria, and Far Rockaway, we help the unemployed and underemployed secure stable employment and create long-term career ladders.
WHY FINANCIAL EMPOWERMENT?
The average income of our clients is
$12,262
well below the federal poverty line.

OUR APPROACH

FREE TAX PREPARATION
FINANCIAL AND SMALL BUSINESS WORKSHOPS
ACCESS TO INCOME SUPPORT
ONE-ON-ONE FINANCIAL COUNSELING
OUR APPROACH

OUR RESULTS

1,776
$16,606
67
7,974

Clients Receiving Financial Counseling
Average Debt Reduction
Average Credit Score Increase
Tax Returns Filed

10.5M
IN TAX REFUNDS

Through our sites in Long Island City, Astoria, Far Rockaway, and the South Bronx, we address clients’ financial issues, helping them build sustainable financial behaviors that lead to long-term stability.
Mark Guzman

Mark’s journey to a viable career began two years ago when he enrolled in Urban Upbound’s Jobs-Plus program at Astoria Houses. In spite of being a recent high school graduate struggling to find employment, Mark demonstrated drive and determination to succeed. Noticing Mark’s potential, his Career Counselor Ruth Taylor suggested that he apply for a green jobs training program, hosted by Urban Upbound’s partner, Green City Force. Unlike other opportunities, Mark recalls that joining Green City Force felt like the right fit. Encouragement from Ruth and a free metrocard helped Mark remain in the program.

In Green City Force, Mark gained invaluable experience working in green technology, energy, and construction. He also earned a G-Pro certification, a credential that helped him secure a full-time position at the Association for Energy Affordability, an agency contracted by Con Edison to make public housing developments efficient and sustainable. After placement, Mark continued sessions with Ruth focused on achieving his 360-day career goals and met with a Financial Counselor regularly. At 24, Mark was able to establish an emergency savings account at the Urban Upbound Federal Credit Union and began to build his credit score. He is looking forward to a future in the growing construction sector.

“Mark gained invaluable experience working in green technology, energy, and construction.”
“Stephanie paid off all her credit card debt, got her student loans out of default”

Stephanie Reis

Stephanie was referred to Urban Upbound's Financial Counseling program from Hour Children, a program for incarcerated and formerly incarcerated mothers. When Stephanie was incarcerated, she was unable to pay her credit card bills and make her student loan payments. She wanted to tackle this debt and establish savings for herself and her two-year-old son. Parvin, Stephanie's financial counselor, helped her open a bank account with the Urban Upbound Federal Credit Union. With her new account, Stephanie was able to receive direct deposit payments from her internship and start to save money. Parvin pulled a credit report and showed her how to make calls to collections agencies to which she owed money. Together, they found out that Stephanie's student loans were in default and that she had thousands of dollars in credit card debt. After analyzing her income and expenses, the two developed a budget and set up a student loan payment and credit card debt payment plans for Stephanie.

After ten months, Stephanie paid off all her credit card debt, got her student loans out of default, and established an emergency savings fund with the Credit Union. Since her loans were no longer in default, she was able to apply for financial aid and enroll in Hunter College's Social Work program to continue her undergraduate education. Stephanie plans to get credentialed as an Alcoholism and Substance Abuse Counselor and is looking forward to being financially secure for herself and for her two-year-old son.
WHY THE FCU?

OF THE POPULATION IS “UNBANKED” IN OUR COMMUNITIES

43%

OF THE POPULATION IS “UNBANKED”

OUR APPROACH

AFFORDABLE SAVINGS ACCOUNTS

ACCESS TO CAPITAL AND ASSET-BUILDING SERVICES

SMALL BUSINESS, CREDIT-BUILDING AND CITIZENSHIP LOANS
OUR RESULTS

210  1,503  $850,00  $1.8M

New Accounts Opened  Total Members  In Assets  In Processed NYCHA Rent Payments

BANKING THE UNBANKED

We ensure public housing residents have access to the same goods and services as other neighborhoods by providing safe and affordable banking options.
“Ms. Tanibajeva is making on-time payments towards her loan, completed the savings program”

Judy Tanibajeva

Judy Tanibajeva, a self-employed, single mother that works in Queensbridge, came to Urban Upbound seeking financial guidance. Ms. Tanibajeva was determined to one day purchase a house for herself and her daughter. She was worried that her credit was irreparably damaged because she had to file for bankruptcy six years following her divorce. Her Urban Upbound Federal Credit Union counselor explained to how credit scores are calculated and improved, provided her with information on fair housing, and articulated the importance of having a separate account for long term savings.

Ms. Tanibajeva followed her financial counselor’s advice and opened a savings account and a secured loan with Urban Upbound’s Federal Credit Union. She enrolled in the Credit Union’s “Double Your Money” savings program to encourage regular savings. Currently, Ms. Tanibajeva is making on-time payments towards her loan, completed the savings program, and was recently approved for an unsecured credit card with Capital One.
"I look forward to pursuing these dreams and ultimately making them a reality thanks to the support Urban Upbound has given me."

Ali Janati

Ali joined Youth Career Pathways's College Access Program for SAT Prep and continued participating for application mentoring, FAFSA assistance, and financial aid counseling. Ali is a first generation college student, first generation American, and child of a single mother. As he states “I work hard so I can give back to mom for all she has given me, and so she doesn't have to work anymore…” He is well on his way to accomplishing his goal, as he earned a full-tuition merit based scholarship to the Macaulay Honor College- CUNY at Baruch College, where he is currently pursuing a Bachelor of Business Administration in Finance and a double minor in New York City arts and Computer Information Systems. He was honored for his dedication and success at the 2015 Urban Upbound's Groundbreakers Gala. We look forward to seeing all of the amazing things Ali will continue to accomplish!
WHY YOUTH CAREER PATHWAYS?

>34%

OF PUBLIC HOUSING YOUTH AGES 18-24 ARE NEITHER WORKING NOR IN SCHOOL

OUR APPROACH

SAT PREPARATION

NETWORKING OPPORTUNITIES

HARD AND SOFT SKILLS TRAINING
95% of seniors accepted into 2 and 4 year universities

We address the education inequality and unemployment rates experienced by youth ages 14-24 through a comprehensive and individualized approach.
WHY COMMUNITY REVITALIZATION?

47% of Astoria Houses residents are unemployed or underemployed.

OUR APPROACH

Networking Opportunities
Career Exploration
Hard and Soft Skills Training
BUSINESSES OWNED AND RUN BY THE COMMUNITY

OUR RESULTS

7 Worker COOPS members
3 Businesses Accounts
11 People Employed

We offer worker cooperative initiatives that build assets and create jobs in public housing communities.

2 NEW BUSINESSES WERE STARTED

NYCHA RESIDENTS AS STAKEHOLDERS
“Vanessa works full-time in security, yet still finds the take to attend every single OnPoint Security meeting”

Vanessa David

Vanessa joined Urban Upbound’s OnPoint Security worker cooperative this year, bringing with her invaluable experience in security and law enforcement. She is always willing to learn and looking for new opportunities to grow. Vanessa works full-time in security, yet still finds the take to attend every single OnPoint Security meeting, making her an important part of the cooperative’s team.

Vanessa works with her fellow members to find and secure business accounts for OnPoint Security and to recruit employees from the community. We look forward to years of Vanessa’s contributions, guidance, and personal growth.
$1 INVESTED IN URBAN UPBOUND RESULTS IN $6 RETURNED TO THE COMMUNITY

EMPLOYMENT
2,959 clients had assistance find jobs

EDUCATION
81 students recieved college assistance

COUNSELING
1,776 clients recieved financial counseling
OUR GENEROUS SUPPORTERS

You and many other individuals and organizations make it possible. Thank you for your generosity and commitment to our mission.

FOUNDERS
($250,000 AND UP)

Wells Fargo Housing Foundation
Reed Elsevier Cares
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Jaz Patel
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Vinay Kumar Broadway Stages
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Delta Airlines
Four M Capital, LLC
Buffalo Wild Wings
M&T Charitable
National Federation of Community Development Credit

Richard & Pamela Ader Foundation

FRIENDS
($100 TO $999)

Blue Ridge Capital
Kenneth Lerer
Spanish American Community
Stephen Goluber
Matt Matthews
Gregory Schiefelbein
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Dan Harman
Daniel Chu
David Gilboa
Debra Ellen Glickstein
Edward Donkor
Hewitt and Doreen Depass
Jay Selman & Patricia Kopec
Selman
Jill Steinberg
Jini David
Jonathan Trichter
Jordon Muraskin
Ken Fisher
Lisa Linnen
Marc Cenedella
Mayo Stuntz
Peter Goodson
Ronen Lazar
Sarah Wexler
Stephen Maresco
Timothy Shaw
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Katherine Zaleski
Laurel Marks
Lauren Gray
Lewis Hart
Levy Louis
Michael Fitzsimmons
Mike Hamilton
Milena and Paul Berry
Moshe Koyfman
Paul Greenberg
Philippe Von Borries
Richard Emery
Robyn Transport
Ryan Harwood
Sam Roberts
Shawn Sachs
Sonia Situ
Stephen Hanson
Susan Lyne
William Levine
Global Contract Services, LLC
Juanita Vargas
Alexander Crisses
Chantal Russell
Jordan Rubin
Kerri Kolen
Louis and Teresa Pertuccelli
Ryan Alovis
Andrew Mendelsohn
Daniel Flesh
Dian Smith
Joshua Gilbert
Mark O’Neill
Michael Cohen
Michael Rothman
Michael Russell
Peter Rahbar
Ricky Van Veen
Scott Group
Trina McCray
Wendy Goldber
Whitney Lane
Parand Zendehroud
Mitchell Taylor
Alexandra Blodgett
Andy Dunn
Bonnie Bergstein
Corey Borg
Corey Borg
Corey Borg
David Bordenick
Elizabeth Lukskin

Estelle and Abram Goldsizer
Giuseppe Restivo
Hayden Lynch
Ian Schafer
Jake Torrenzano
Jody Rones
Josh Abramson
Joshua Miller
Katie Wolff
Richard & Barbara Devir
Taylor Greene
Vanessa Adamo
Wendy Bachman
The General Electric Foundation
The TemPosition
Group of Companies
World Learning
Web Thrift Store
David Rodolitz
Jason Albaum
Mary Alyce Carter
Megan Murphy
Anomy Mouse
Beverly O’Donnell
Brent Weinstein
Emily Walton
John Rinehart
Julia Cherkasova
Keith Richman
Lisa Ross
Maritza Arroyo
Ralph Crisci
Sal Rizzo
Shannon Danzy
G Charisse Dancy
Hermann Walz
Kathleen Curry
Lindsay Wallner
Ruth adn Richard Wiggen
Steve Silva
Tatiana Williams
Ti-Nema JonesValerie Johnson
William V. Speer, Jr.
Carol Brown
Emily Montgomery
Teresa Vaca
Annabel Gat
Laurie Price

Donations Recieved Between 1/1 2015 and 12/31/15
MEET OUR AMAZING TEAM

URBAN UPBOUND MAIN OFFICE:

Miller, David
CFO

Robinson, Deniro (Billy)
Outreach/Community Partnership Manager

Taylor, (Bishop) Mitchell
CEO

Taylor-Lee, Telisha
Assistant to the CEO

Thung, Adam
Communications & Technology Associate

Admed, Samah
Finance Administrative Asst.

DEVELOPMENT

Goldszer, Bethany
Senior Director of Programs & Development

Kallfa, Ervin
Evaluation & Data Manager

Nelson, Petra
Grant Writer

Rome, Carly
Development Coordinator

YOUTH CAREER PATHWAYS

Ellis, Lief
Youth Career Pathways Coordinator

Jones, Miriam
College Access Coordinator

Lorenzo, Danielle
College Access Assistant Director

TAX PROGRAM

Santos, Angela
Tax Preparer

Williams, Tatiana
Director of Tax & Income Support

FINANCIAL FITNESS PROGRAM

Begum, Parvin
Financial Counselor

Delgado, Betty
Financial & Housing Counselor

Evans, Shishana
Financial Coach

Goldberger, Max
Financial Counselor

He, Dan Ping
Community Engagement Manager

Orbe, Henry
Financial Counselor

Wilson, Robin
Financial Fitness Program Director

Xicotencatl Medina, Delia
Benefits Specialist

Uraga, Marlene
Financial Coach

WORK FORCE DEVELOPMENT

Ali, Tiffany
Career Counselor

Carrion, Ricardo
SBS Account Manager

Lea-Walker, Brandee
Retention Specialist

Fullerton, Lyris
Administrative Assistant

Goldstein, Lucy
Career Counselor

Valles, Monique
Career Counselor

Xicotencatl Medina, Dulce
Integration Coordinator Saenz,

FAR ROCKAWAY CAMPUS:

Taylor, Barbara
Administrative Assistant

May, Shalisa
Career Counselor

FEDERAL CREDIT UNION:

Arias, Aurea
Member Service Representative

Sutton, Chhanda

JOBS-PLUS:

Cano, Carlos
Program Mgr. Worker Cooperative

Colon, Antony
Lead Community Coach

Humphries, Joshua
Community Engagement Coordinator

Perez, Roniel
Program Assistant

McGuire, Elizabeth
Manager of Education and Career Training of Jobs Plus

Minor, Quneetsha
Career Advancement Coach

Perry, Nicole
Job Plus Asst. Director

Saenz, Patricia
Jobs-Plus Director

Taylor, Ruth
Business Account Manager