

# 2024 RESULTS-BASED ACCOUNTABILITY REPORT



United Way of the Piedmont uses the Results-Based Accountability (RBA) framework to ensure the dollars entrusted to us are invested in ways that will result in the greatest measurable impact and lasting change.

We assess all of our investments annually by asking three questions:

**1) How much did we do? 2) How well did we do it? 3) Is anyone better off?**

In 2024, United Way's investment in 74 local community programs across Cherokee, Spartanburg, and Union counties resulted in the following impact:

| TARGET ISSUE                                                                                            | HOW MUCH DID WE DO?                                                                                                                                                                                                                                                                                        | HOW WELL DID WE DO IT?                                                                                                                                                                                                                                                                         | IS ANYONE BETTER OFF?                                                                                                                                                                                                                       |
|---------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Combat the impact of Adverse Childhood Experiences on children and adults in our community              | <ul style="list-style-type: none"> <li>• <b>1,224</b> children served in programs</li> <li>• <b>279</b> adults served in programs</li> <li>• <b>5,699</b> therapy sessions provided</li> <li>• <b>5,257</b> safe housing days provided</li> </ul>                                                          | <ul style="list-style-type: none"> <li>• <b>656</b> participants served through court advocacy</li> <li>• <b>30</b> participants stabilized in safe housing</li> <li>• <b>387</b> participants demonstrating improvements in symptoms</li> </ul>                                               | <ul style="list-style-type: none"> <li>• <b>92%</b> of participants achieve their individual goals</li> <li>• <b>98%</b> demonstrate positive behavior change</li> <li>• <b>100%</b> show increased success in managing symptoms</li> </ul> |
| Increase access to healthcare services and preventative supports that are culturally appropriate.       | <ul style="list-style-type: none"> <li>• <b>25,255</b> children served in programs</li> <li>• <b>12,242</b> adults served in programs</li> <li>• <b>26,647</b> participants connected to healthcare services</li> </ul>                                                                                    | <ul style="list-style-type: none"> <li>• <b>1,128</b> participants with improved health outcomes</li> <li>• <b>4,286</b> participants with decreased barriers to accessing care</li> <li>• <b>112,653</b> participants gained access to resources to help manage a health condition</li> </ul> | <ul style="list-style-type: none"> <li>• <b>83%</b> of participants demonstrate positive behavior change</li> <li>• <b>100%</b> show increased success in managing symptoms</li> </ul>                                                      |
| Individuals and families in our community can meet their basic needs and build toward self-sufficiency. | <ul style="list-style-type: none"> <li>• <b>67,724</b> received food assistance</li> <li>• <b>11,776</b> nights of shelter or emergency housing</li> <li>• <b>14,851</b> participants served</li> <li>• <b>291</b> rent/mortgage assistance provided</li> <li>• <b>1,708</b> utility bills paid</li> </ul> | <ul style="list-style-type: none"> <li>• <b>7,702</b> participants able to consistently provide food for their household</li> <li>• <b>417</b> participants located transitional or permanent housing</li> <li>• <b>5,496</b> participants prevented from becoming homeless</li> </ul>         | <ul style="list-style-type: none"> <li>• <b>91%</b> households stabilized</li> <li>• <b>96%</b> of participants successfully connected to case management</li> </ul>                                                                        |

see reverse

# 2024 RESULTS-BASED ACCOUNTABILITY REPORT



| TARGET<br>ISSUE                                                                                                                                               | HOW MUCH<br>DID WE DO?                                                                                                                                                                                                                                                                                                                           | HOW WELL<br>DID WE DO IT?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | IS ANYONE<br>BETTER OFF?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reach our Bold Goal to decrease the number of individuals living below self-sufficiency by 11,000.                                                            | <ul style="list-style-type: none"> <li>• <b>71,444</b> contact hours</li> <li>• <b>8</b> participants enrolled in adult education class</li> <li>• <b>127</b> participants seeking affordable housing opportunities</li> <li>• <b>5,730</b> participants served</li> </ul>                                                                       | <ul style="list-style-type: none"> <li>• <b>1,257</b> participants engaged in goal setting and action planning</li> <li>• <b>2,863</b> completed assessments for assistance</li> <li>• <b>231</b> participants engaged in internship, apprenticeship, or job training</li> <li>• <b>108</b> participants gained access to affordable housing</li> <li>• <b>60</b> opened/maintained a checking and/or savings account</li> <li>• <b>169</b> successfully completed career readiness evaluation</li> <li>• <b>100</b> connected to employment</li> <li>• <b>350</b> participants completed adult education classes</li> </ul> | <ul style="list-style-type: none"> <li>• <b>69%</b> of families improved their self-sufficiency status</li> <li>• <b>64%</b> of participants achieved financial stability</li> <li>• <b>64%</b> gained employment</li> <li>• <b>55%</b> increased wages</li> <li>• <b>90%</b> maintained employment at 6 or 12 month check-in</li> <li>• <b>82%</b> successfully completed their personal goals</li> <li>• <b>100%</b> successfully maintained affordable housing</li> </ul>                                                  |
| Set all children up for success throughout their school careers, with the ultimate goal of increasing their economic mobility through educational attainment. | <ul style="list-style-type: none"> <li>• <b>21,777</b> children served by programs</li> <li>• <b>1,341,507</b> contact hours with children/youth</li> <li>• <b>2,848</b> contact hours with parents/caregivers</li> <li>• <b>129</b> outreach or engagement activities</li> <li>• <b>15,503</b> parents/caregivers served by programs</li> </ul> | <ul style="list-style-type: none"> <li>• <b>2,150</b> children engaged in pre-k activities</li> <li>• <b>1,665</b> children engaged in summer climb activities</li> <li>• <b>7,662</b> children/youth actively working toward achieving personal education goals</li> <li>• <b>429</b> children/youth with 70% of higher daily participation rate</li> <li>• <b>4,718</b> participants gained new knowledge</li> <li>• <b>1,082</b> parents/caregivers engaged in pre-k activities with their children</li> <li>• <b>628</b> parent/caregivers who participated in parenting classes</li> </ul>                              | <ul style="list-style-type: none"> <li>• <b>49%</b> reading on or above grade level by third grade</li> <li>• <b>97%</b> demonstrated academic climb during summer programs</li> <li>• <b>86%</b> children/youth advanced to next grade level</li> <li>• <b>81%</b> of parents/caregivers able to articulate successful parenting strategies</li> <li>• <b>97%</b> of youth maintained satisfactory or improved school attendance</li> <li>• <b>93%</b> of youth successfully completed personal educational goals</li> </ul> |