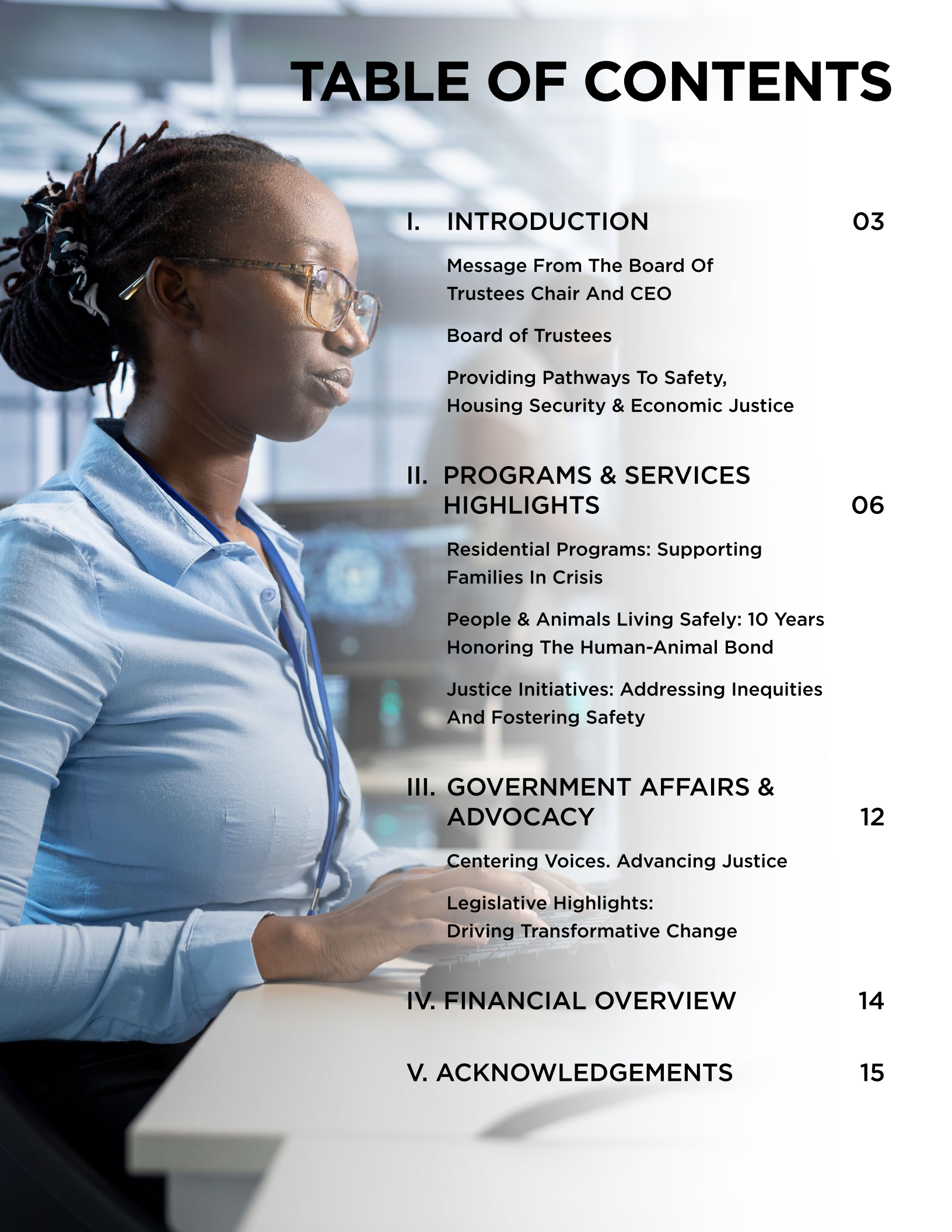
URINYC®
Urban Resource Institute

2024 IMPACT REPORT



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MESSAGE FROM THE BOARD OF TRUSTEES CHAIR AND CEO

Dear URI Friends and Supporters,

We are proud to share the *Urban Resource Institute (URI) 2024 Impact Report*—a reflection of another extraordinary year of growth, innovation, and unwavering commitment to empowering individuals, families, and communities to end cycles of violence, homelessness, poverty, and trauma.

This year, we commemorated a significant milestone: the 10-year anniversary of *People & Animals Living Safely (PALS)*—our groundbreaking program that preserves the vital bond between survivors and their beloved pets. Since its inception, PALS has expanded to 11 shelters, providing refuge to more than 600 families and 800 pets. This year-long celebration culminated at The *2024 URI Celebration: A Decade Honoring the Human-Animal Bond*, where we honored the transformational impact of pet-inclusive services and reaffirmed our commitment to building more compassionate, inclusive communities.

In a bold, first of its kind move in New York state, URI expanded PALS to homeless families through the opening of *Uplift Families Residence*, a new transitional housing residence in the Bronx. This groundbreaking pilot ensures that even more families—regardless of housing status—can access safety and healing without the heartbreaking choice between securing shelter and staying together.

We also marked another milestone in 2024 with the opening of *New Visions*, our 15th transitional housing shelter for domestic violence survivors and their pets. This safe haven represents our holistic, trauma-informed approach to stability and recovery.

Our programs continued to deliver meaningful results. In 2024, our Domestic Violence Residential Program served 4,901 individuals—including 2,946 children—while our Homeless Families Residential Program supported 1,833 individuals, including 1,011 children.

This fiscal year also marked progress in our public policy and advocacy efforts with the launch of *A Blueprint for Change: Ending Cycles of Gender-Based Violence & Homelessness*. Convened on October 4, 2023, this solutions-driven forum brought together policymakers, survivors, advocates, and thought leaders to examine the systemic barriers that limit access to safety and support. The resulting report outlines concrete, survivor-centered policy recommendations and reflects URI's bold vision for a more coordinated response to gender-based violence and housing insecurity.

Additionally, we deepened our presence in the Bronx by expanding services to the *Bronx Family Justice Center*. Through this partnership, we now provide critical case management—including crisis intervention, safety planning, emergency shelter placement, and criminal justice advocacy—to more survivors in the borough with the second-highest rate of intimate partner homicides in New York City.

As we reflect on the progress made in 2024, we are filled with deep gratitude for your continued belief in our mission. Your partnership makes all of this possible. Together, we are building safer, stronger, and more resilient communities—laying the groundwork for true healing and lasting change.

In service and gratitude,

Whittaker Mack III, MBA, CFP®
Chairman, Board of Trustees

Nathaniel M. Fields
Chief Executive Officer
Urban Resource Institute

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PROVIDING PATHWAYS TO SAFETY, HOUSING SECURITY & ECONOMIC JUSTICE

As the largest provider of domestic violence shelter services in the United States—and a leading provider of shelter and support for homeless families—URI addresses both urgent needs and the root causes of violence, poverty, and trauma.

Through comprehensive, wraparound services, URI supports clients from crisis to long-term stability, intervening at every stage of their journey. Together, our programs and services empower survivors with the tools to achieve safety, housing security, and lasting economic stability.

- **Survivor-Centered Support**
  Emergency shelter, permanent housing, trauma-informed counseling, legal advocacy, and economic empowerment help survivors build safe, self-sufficient futures.
- **Accountability-Based Intervention**
  Evidence-based programs engage people who have caused harm to foster accountability, support behavioral change, and prevent future violence.
- **Prevention & Youth Advocacy**
  The Relationship Abuse Prevention Program (RAPP) and Early RAPP equip youth with tools to recognize, reject, and prevent abusive behaviors—laying the foundation for a safer future generation.
- **Policy & Systems Change**
  We advocate for legislative and policy reforms that expand access to services, strengthen accountability, and create sustainable pathways to housing and economic security.

RESIDENTIAL PROGRAMS: SUPPORTING FAMILIES IN CRISIS

Our **Domestic Violence and Homeless Families Programs** provide immediate, safe, and supportive housing for survivors of domestic violence and families facing homelessness. These shelters offer a secure environment where families can focus on rebuilding their lives while navigating complex challenges. Residents benefit from a range of on-site services, including case management, mental health assessments, individual and group counseling, client advocacy, transportation assistance, childcare, recreational activities, and food pantries. Additionally, the shelters support survivors in identifying and securing permanent housing, laying the groundwork for long-term stability, empowerment, and success.

To further expand support for families and survivors, URI opened two new shelters:

- **New Visions:** Our 15th domestic violence shelter in NYC, located in Queens, served **341 residents** in FY2024, including **225 children**.
- **Uplift Families Residence:** Located in the Bronx, this is our largest shelter for homeless families, boasting **161 purpose-built units** and **587 beds**. It is also the first to partner with PALS, allowing families to stay with their pets—an innovative initiative reflecting our commitment to supporting families in crisis.

DOMESTIC VIOLENCE RESIDENTIAL PROGRAM

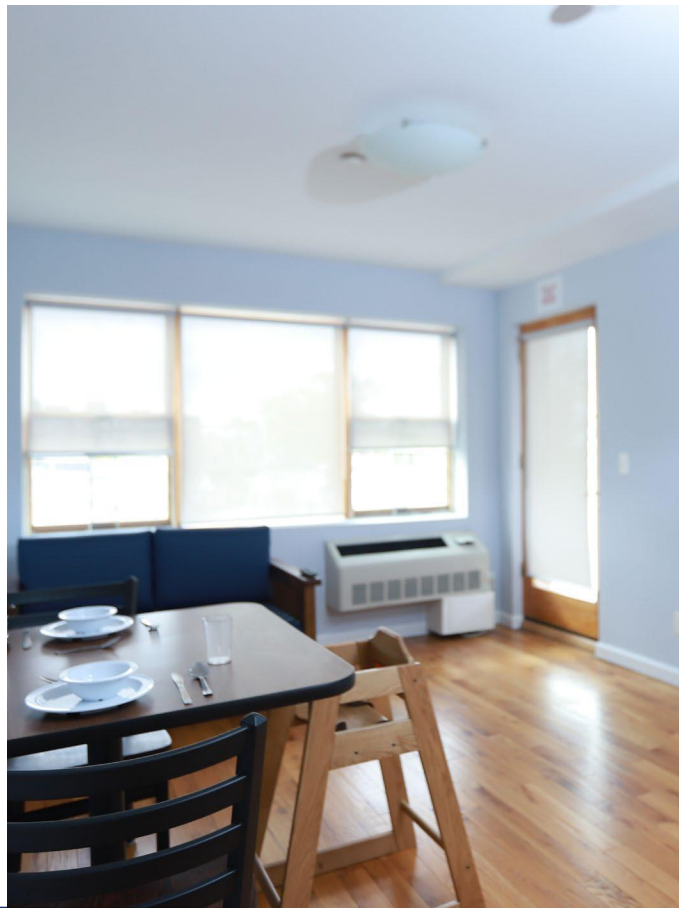
4,901 INDIVIDUALS SERVED

2,946 CHILDREN

HOMELESS FAMILIES RESIDENTIAL PROGRAM

1,833 INDIVIDUALS SERVED

1,011 CHILDREN



PEOPLE & ANIMALS LIVING SAFELY (PALS): 10 YEARS HONORING THE HUMAN-ANIMAL BOND

URI celebrated a year-long anniversary of People & Animals Living Safely, marking a monumental 10 years of impact! This milestone highlights the incredible work of preserving the vital bond between survivors and their pets. Since its launch, PALS has expanded to 11 shelters, providing refuge and support to over 600 families and 800 pets, changing lives and creating stronger, more compassionate communities.

The 10th-year commemoration of the PALS program concluded at the 2024 URI Celebration: A Decade Honoring the Human-Animal Bond at the iconic Cipriani 25 Broadway. The event, held in conjunction with National Pet Month, celebrated ten years of PALS' transformative impact and reaffirmed our continued commitment to providing safety for survivors of domestic violence and their pets.

11
SHELTERS

600
FAMILIES

800
PETS

Watch the PALS Story

bit.ly/42pQ0p8

PALS Awards & Honors

- **Jennifer White-Reid Recognized:** URI's Chief of Staff, Jennifer White-Reid, was honored with the **Above and Beyond: Innovators Award** by City & State New York for her pivotal role in launching the PALS program.
- **PALS Coordinators Honored by ASPCA:** JeTaime Whiting and Lucy Biesenbach were named **"Heroes in Human Services"** by the ASPCA for their work in pet-inclusive services.
- **National Recognition for Pet-Inclusive Housing:** Urban Resource Institute received **Merit Recognition in the Michelson's Pets and Housing Awards** for launching New York City's first pet-inclusive transitional housing for homeless families. This honor celebrates URI's innovative work to keep families and their beloved pets together on the path to stability.

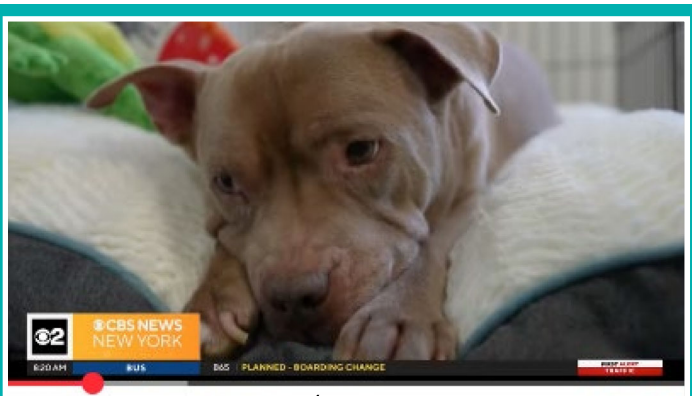
NYC's First Pet-Friendly Shelter for Homeless Families Opens in the Bronx

Urban Resource Institute, in partnership with the New York City Department of Homeless Services (DHS), proudly opened Uplift Families Residence—the city's first pet-inclusive transitional housing facility for families experiencing homelessness. Located in the Bronx, the state-of-the-art site features 161 purpose-built units and 587 beds.

Inspired by URI's PALS program — launched in partnership with the NYC Human Resources Administration (HRA) — Uplift marks a ground-breaking expansion of pet-friendly sheltering to include families experiencing homelessness. The pilot phase welcomed five families and their pets, allowing them to stay together on their journey toward stability.

This milestone reflects DHS's innovative shelter model, which empowers nonprofit providers like URI to own and operate purpose-built facilities tailored to the needs of vulnerable populations.

By extending PALS to Uplift Families, URI deepened our commitment to inclusive, trauma-informed care—ensuring that no family has to choose between safety and staying together with the pets they love.



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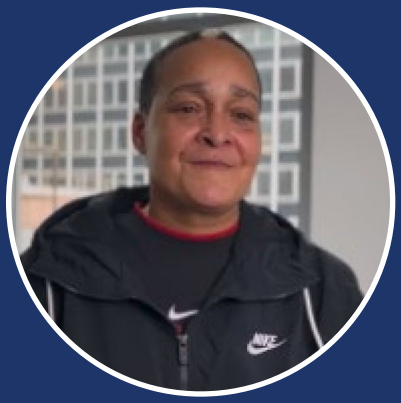


Brenda Santiago: A Journey of Courage and New Beginnings

Brenda Santiago's story is one of resilience and transformation. When she made the courageous choice to leave her past behind to protect herself and her pets, Rainbow and Kitty, she faced the challenge of starting over with determination.

"I had to start from scratch. But it was worth it—I found a better home, job, and life. Starting over with experience makes all the difference," Brenda says.

Now thriving as a school bus driver, Brenda's journey with URI highlights the life-changing power of safety, support, and second chances.

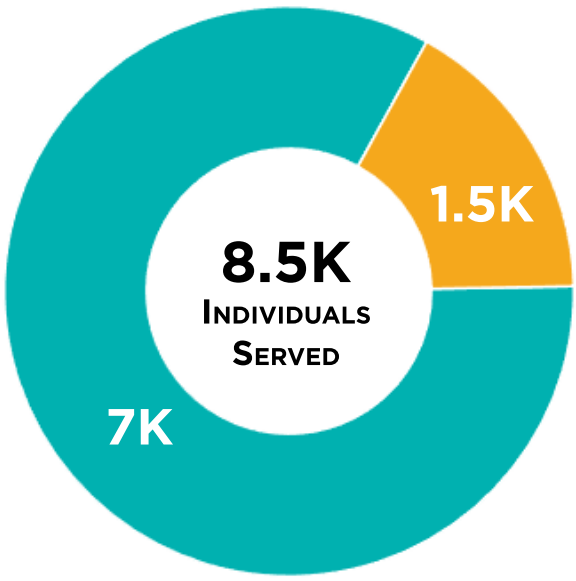
JUSTICE INITIATIVES: ADDRESSING INEQUITIES AND FOSTERING SAFETY

URI's Justice Initiatives (JI) department is dedicated to supporting individuals and communities navigating the effects of violence, housing instability, and systemic inequities. Guided by the lived experiences of those most impacted, JI offers trauma-informed services rooted in compassion, dignity, and care—empowering survivors, encouraging accountability, and nurturing community healing.

In 2024, across New York City, JI advanced safety, equity, and healing as part of URI's comprehensive continuum of care—equipping survivors with the tools, resources, and support needed to move forward with stability and hope.

Our Justice Initiatives programs served over **8,500 individuals** through a comprehensive network of shelter- and community-based services.

- **7,144 individuals** residing in URI's domestic violence and homeless family shelters received trauma-informed, wraparound services tailored to their needs—including access to Crime Victim Services Program (CVSP), Economic Empowerment Program (EEP), Legal Education & Advocacy Program (LEAP), People & Animals Living Safely (PALS), and Rapid Rehousing.
- A total of **1,431 individuals** were served by URI's community-based programs, including the Abusive Partner Intervention Program (APIP), Relationship Abuse Prevention Program (RAPP)/ Early RAPP, People & Animals Living Safely (PALS), and the services provided at the Bronx Family Justice Center (FJC).



Our Programs & Services for URI Residents

Our Programs & Services for NYC Community

JI PROGRAMS AND IMPACT IN FY2024

Together, our Justice Initiatives programs created lasting pathways to safety, healing, and opportunity—helping to end intergenerational cycles of violence and poverty.

ABUSIVE PARTNER INTERVENTION PROGRAM (APIP)

Encouraged accountability and supported behavioral change for individuals who have caused harm.

- *Individuals Served: 194*
- *Outreach Activities: 56*

CRIME VICTIM SERVICES PROGRAM (CVSP)

Delivered direct services and advocacy for individuals impacted by violence, including safety planning, emotional support, and assistance navigating the criminal justice system.

- *Individuals Served: 708*
- *Services Provided: 6,293*

ECONOMIC EMPOWERMENT PROGRAM (EEP)

To promote lasting economic independence, URI provided job-readiness training and financial literacy, while offering STEM-based learning through our Fab Lab.

- *Individuals Served: 252*

Expanding Support Through the Bronx Family Justice Center (FJC)

In 2024, URI strengthened its presence in the Bronx by expanding services through a new three-year case management contract at the **Bronx Family Justice Center (FJC)**. With the addition of six dedicated team members, we are now able to provide more survivors with critical, trauma-informed support, including crisis intervention, safety planning, emergency shelter placement, and criminal justice advocacy.

This expansion is especially vital in the Bronx, which has the second-highest rate of intimate partner homicides in New York City. By deepening our partnership with the Bronx FJC, URI is reaching more individuals and families in crisis with the life-saving services they need to heal and rebuild.

New York City's Family Justice Centers are trusted hubs that offer free, confidential services to survivors and their children—connecting them with legal assistance, social services, and law enforcement support. As part of the largest network of its kind in the nation, URI's role within the FJC system reflects our ongoing commitment to ending cycles of domestic and gender-based violence across the city.

LEGAL EDUCATION & ADVOCACY PROGRAM (LEAP)

Offered on-site legal support and training to help survivors understand and assert their rights.

- *Individuals Served:* 305
- *Services Provided:* 18,948

PEOPLE AND ANIMALS LIVING SAFELY (PALS)

Enabled survivors to escape abuse with their pets by providing co-sheltering accommodations and support for both people and animals.

- *Individuals Served:* 410
- *Pets Served:* 203
- *Training & Technical Assistance Sessions:* 89

RAPID REHOUSING

Delivered short-term rental assistance and case management to help survivors transition from shelter to permanent housing.

- *Individuals Served:* 79

RELATIONSHIP ABUSE PREVENTION PROGRAM (RAPP) & EARLY RAPP

Educated youth through in-school programming focused on healthy relationships, early intervention, and violence prevention.

- *Individuals Served:* 158
- *Services Provided:* 2,444

Fabrication Lab (Fab Lab)

The **Innovation Incubator**, a six-week summer program, introduced youth to product design, digital art, electronics, and marketing. The after-school program launched in September, offered Open Lab Hours for high school students to explore self-directed projects throughout the year.

A Fab Lab **musical showcase** engaged participants in crafting instruments using digital fab-rication, inspired by West African traditions. Youth recorded and mixed their creations, gaining confidence and experiencing the therapeutic benefits of music.

Five Years of Empowering Staff & Enhancing Services

Since 2019, URI's Quality Improvement, Evaluation, and Training (QIET) team has significantly enhanced staff capabilities and program quality. With 1,018 training sessions and 48 onboarding initiatives, QIET has sharpened our staff's ability to deliver exceptional, client-centered services. The creation of 69 programs and a learning management system with 26 self-paced courses further strengthen our support for residents and participants.

POLICY PLATFORM

Centering Voices. Advancing Justice.

The URI policy platform reflects our commitment to ending domestic violence and homelessness by addressing their root causes and expanding access to critical resources. In collaboration with survivors, policymakers, and community partners, we advocate for transformative policies and sustained investment in prevention and intervention.

By centering the voices of those with lived experience, we aim to drive lasting change and help build a future grounded in safety, stability, and economic justice for all.

COMPREHENSIVE POLICY RECOMMENDATIONS

1. **Enhancing Survivor Safety and Shelter Accessibility**
   - **Promoting Inclusive Shelter Policies:** Advocate for policies that ensure shelter access for underserved populations, including LGBTQIA+ survivors, singles without children, individuals with disabilities, and immigrant communities.
   - **Increasing Funding for Emergency Housing:** Advocate for increased public funding to expand shelter capacity and provide transitional housing support.
   - **Expanding Pet-Friendly Shelter Access:** Champion the expansion of pet-inclusive shelters through URI's PALS program, reducing barriers for survivors with pets.
   - **Provide Pet Co-Living Resources and Technical Assistance:** Support temporary housing providers to empower them to easily create more opportunities for people and pet co-living.
2. **Empowerment Through Economic Independence**
   - **Pass the Economic Violence Reduction Act:** Create a legal mechanism for survivors of economic abuse to discharge a debt that was coerced in the context of abuse.
   - **Workforce Development and Economic Empowerment Initiatives:** Advocate for increased investment in job-readiness programs and economic empowerment programming, to help survivors of abuse, homelessness, and their families achieve financial wellness and independence.
   - **Create and Finance Low-Barrier Direct Cash Assistance Programs:** Support survivors and their families access safety and healing. These programs should be available to all families, regardless of immigration status.

- **Eliminate Unnecessary Barriers to Access Support:** Remove requirements such as filing a police report, utilizing support within an unreasonably short timeframe, imposing unnecessary restrictions on how funds can be used, or limiting support to survivors without criminal records, among others.
- **Guarantee Timely and Complete Payment of Contracts:** Ensure that payments to providers are made within 90 days of contract execution.

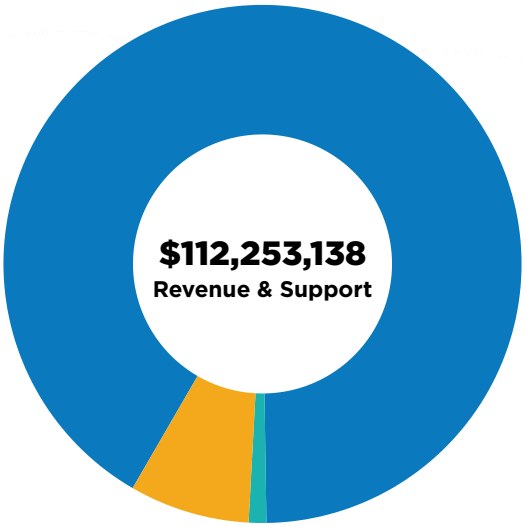
3. **Addressing the Needs of Those Who Cause Harm**
   - **Statewide Trauma-Informed Accountability Programs:** Develop and implement a statewide trauma-informed accountability program curriculum to ensure quality, uniformity, and scalability for individuals who cause harm.
   - **Needs Assessment and Referral Programs:** Establish comprehensive needs assessments and referral programs with strong linkages to culturally responsive, community-based service providers for wraparound supports.
   - **Investing in Accountability Programming:** Allocate resources to programs that provide trauma-informed care for those who have caused harm, while requiring them to take responsibility for their actions and the harm they've caused.
4. **Preventing Domestic Violence Through Education and Awareness**
   - **Community Education Campaigns:** Advocate for public awareness initiatives that address domestic violence prevention and destigmatize survivor experiences.
   - **School-Based Programs:** Support the integration of domestic violence prevention education into school curricula, empowering young people with tools to recognize and address abuse.
   - **Provide Youth Violence Prevention Programs in Family Shelters:** Offer these programs to youth who have likely been exposed to violence at home or in their communities.
5. **Fostering Partnerships for Greater Impact**
   - **Collaboration with Community Organizations:** Support cross-sector partnerships that amplify the voices of survivors and ensure comprehensive service delivery.
   - **Public-Private Funding Models:** Advocate for innovative funding solutions, leveraging private sector contributions alongside government grants.
6. **Advancing Legislative Advocacy**
   - **Strengthening Protections for Survivors:** Advocate for legislative reforms that enhance legal protections for survivors, including addressing coercive control and ensuring accessible restraining orders.
   - **Addressing Systemic Inequities**: Support policy initiatives that address the root causes of violence, poverty, housing instability, and systemic discrimination.

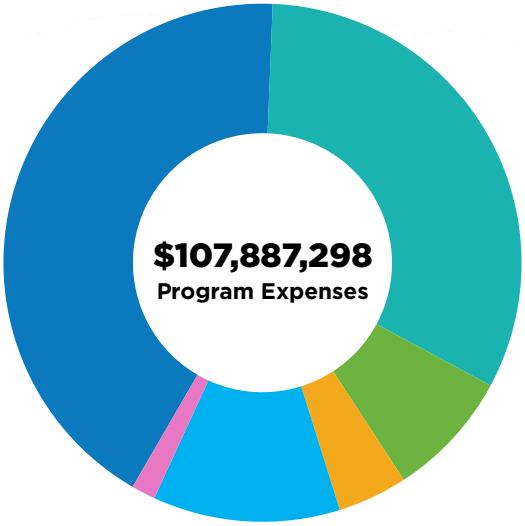
A Blueprint for Change: Breaking the Cycle of Gender-Based Violence & Homelessness

URI partnered with City & State New York to launch Domestic Violence Awareness Month with **A Blueprint for Change**, a dynamic event exploring the connection between domestic violence and homelessness. Through expert discussions, the event highlighted urgent solutions to address these intersecting crises.

Watch the panel discussions: bit.ly/4jxfHuV

AUDITED FINANCIALS JULY 1, 2023 - JUNE 30, 2024





Revenue & Support

$102,599,443
Government Support

$1,232,339
Public Support

$8,421,356
Investment & Other Income

Program Expenses

$45,605,656
Domestic Violence

$34,767,862
Homeless Families

$8,588,921
Developmental Disabilities

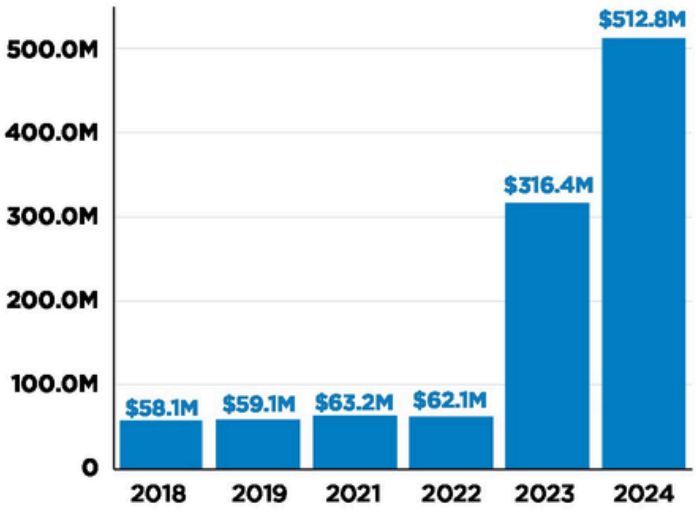
$4,704,036
Other Programs

$12,602,946
General & Administration

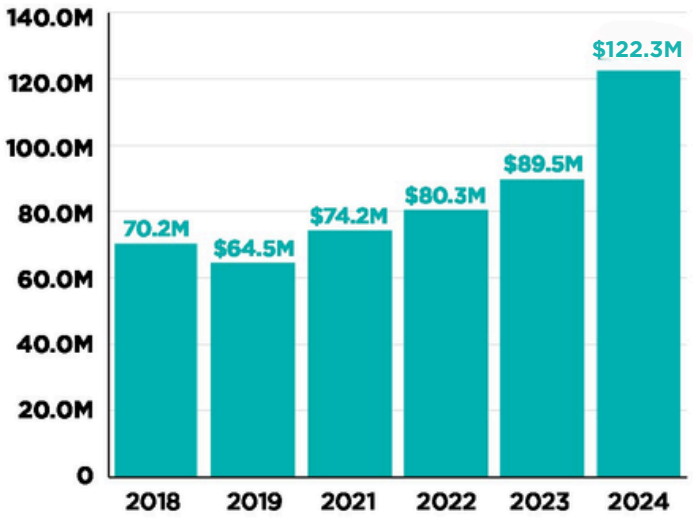
$1,617,887
Fundraising

AGENCY GROWTH

Assets



Income



ACKNOWLEDGEMENTS

URI's work would not be possible without the generosity of our major donors, individual supporters, institutional and public funders, and in-kind contributors. Your commitment strengthens the lives of the individuals and families we serve, creating lasting change. We also extend our appreciation to the many additional donors whose contributions, big and small, make a meaningful impact every day. Thank you for standing with us in our mission!

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New York City Department of Social Services

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New York State Office of People with Development Disabilities

New York State Office of Temporary and Disability Assistance

New York State Office of Victims Services

U.S. Department of Housing & Urban Development

U.S. Department of Justice Office on Violence Against Women

U.S. Department of Justice Office for Victims of Crime

In Kind Funders

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