

ADVANCING EXCELLENCE

in DC Education, Careers & Community



UNITING PEOPLE
WITH OPPORTUNITIES

2021
ANNUAL
REPORT

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ON THE COVER:

UPO's Pro-Education, Pro-Work, and Pro-Community efforts lead to thriving families such as the one on the right. Selene Lara-Hernandez (mother) and Bayron Cruz Silvestre (father) brought their daughter Gloria Lara to our Early Head Start program via the Quality Improvement Network. **The parents learned how to advocate for their family through the parent-driven Parent Policy Council, and they helped Gloria blossom with a customized education.** With our support, Selene got a job where she is flourishing. Now she's able to give back to the community, which is her passion!



COMMUNITY ACTION



The United Planning Organization (UPO) is one of our nation's 1,000+ Community Action Agencies (CAAs) dedicated to fighting poverty by helping people become self-sufficient. Established in 1964 during the presidency of Lyndon B. Johnson, CAAs serve 99% of the counties in the nation. UPO has always served 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.**

UPO'S 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.



OUR IMPACT

58,210 people served across all generations

PRO-WORK

Job Security



571 customers obtained jobs

PRO-EDUCATION

Largest Early Head Start provider in DC



PRO-COMMUNITY

Food Security



133,000+ meals distributed during the pandemic



\$1.5 million in college scholarships and awards since 1990



Financial Security

\$2.37 million in customer tax refunds secured with UPO's help

Lifting Advocates' Voices



170 graduates of our Community Leadership Academy

VISION

UPO's Washington: A city of thriving communities and self-sufficient residents

MISSION

Uniting People with Opportunities

From the President/CEO and Board Chair

What It Takes to Advance Excellence



Andrea Thomas
CEO and President

How does UPO advance excellence? **Put people first.** We help people rise out of poverty, become self-sufficient, and thrive.

To accomplish that, we are **pro-education, pro-work, and pro-community.** Advancing excellence in these areas requires our staff to **sacrifice.** As the pandemic continued, they persisted in serving directly in the community, throughout the District. Even as they dealt with pandemic challenges in their personal lives, they delivered hot meals and groceries to families in need. They held reading sessions outside in parks instead of inside Early Head Start classrooms. They gave rent support and free tax preparation.

In these ways and so many more, we're **innovating** our way toward greater excellence. With the pandemic driving increased telework and cleanliness in public spaces, we launched new training programs in cybersecurity and environmental sanitation to help people enter these high-demand careers.



Jeffrey Page, Esq.
Board of Directors Chair

We learned how to **pivot in a crisis** and be **forward thinking**, even as we maintained our unmatched 6-decade track record of impact, transparency, and **good stewardship.** Thanks to the community residents who serve as volunteers and board members, we were uniquely well-positioned to identify needs and deploy resources in the most effective ways.

This is why, for yet another year, our funders and donors have trusted us with their money. Because we bring people together to put people first: our customers, our staff, our volunteers, and our supporters.

We put passion into action so our neighbors can transform their lives.

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Designated by Mayor of the District of Columbia

Barbara Bovbjerg

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Parent Representative from our Office of Early Learning's Parent Policy Council

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Representative of Major Groups & Interests

Oliver Spurgeon III

Community Elected by Ward 8a

Dr. Christine M. Warnke

Community Elected by Wards 1 & 3

Robert W. Warren

Representative of Major Groups & Interests

Weaving a Ladder to Excellence

At UPO, we unite people with opportunities. Our programs weave together in a holistic way to form a ladder, enabling people to lift themselves out of poverty and prosper.

Office of Early Learning
educates and stabilizes children and their families.

Affordable Housing
delivers affordable homes and improves housing equity and security.

Youth Services
drives student success in college and careers through hands-on, project-based STEM enrichments.

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; and Permanent Supportive Housing helps people move from homelessness to stability and self-sufficiency.

Foster Grandparents Program
helps children grow through mentoring by senior volunteers.

Advocacy & Volunteers
changes lives and strengthens communities through direct service to the community, and by promoting the voice of community members in leading community transformation.

Family Strengthening
empowers staff, customers, and community organizations to build upon their inner strengths to reach their goals.

Community Impact
reduces the causes and conditions of poverty through place-based strategies articulated and driven by community residents.

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.

CARES Act Expands Our Reach

Federal funds from the Coronavirus Aid, Relief, and Economic Security Act (CARES) enabled UPO to expand our programs and our reach to DC residents who earn up to 200% of the federal poverty level. By weaving this funding throughout our programs, we increased the number of families we served and helped them get back on their feet.

HOW THE CARES ACT ADVANCES EXCELLENCE

Rental & Utility Support

Ensured housing stability during the rental crisis.

Career Certifications

Skills development that helped people lift themselves into new careers.

COVID-related Bills

Help with medical bills, baby supplies, summer camp, and burial support.

Quarantine Support

Care packages and food for people quarantining after COVID exposure.

PPE, Food & Personal Care Items

Aid for front-line staff (essential workers) to keep them safe while serving the public.

Mobile Grocery & Household Food Distribution

Weekly drop-offs to people facing hunger.

Employment Support

Expanded job readiness, case management, and employment services for residents in 3 zones with levels of economic insecurity.

Emergency Assistance for UPO's Early Head Start Families

For people who were displaced or experiencing homelessness.

Summer Project-based Learning

Enabled community-based organizations to run high-quality summer programs for children.

Youth Book Club

Made reading fun for kids in grades K-5 and supported social-emotional wellness, all online.

Mental Health Counseling

Addressed mental health challenges related to COVID.

Digital Inclusion Project

Provided tablets to support students' distance learning, and to seniors to prevent social isolation.

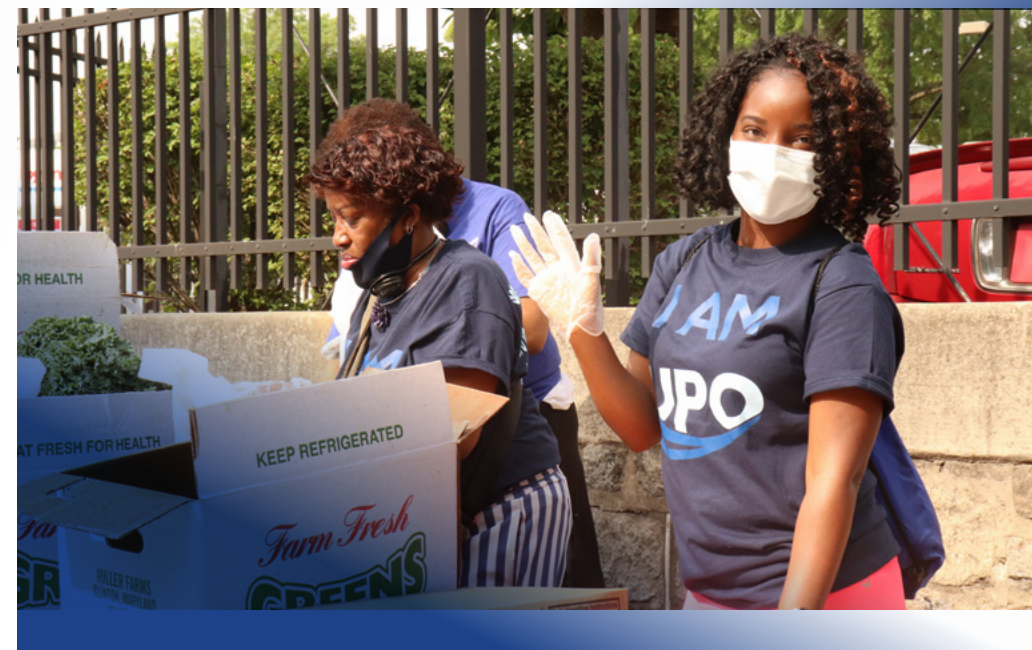
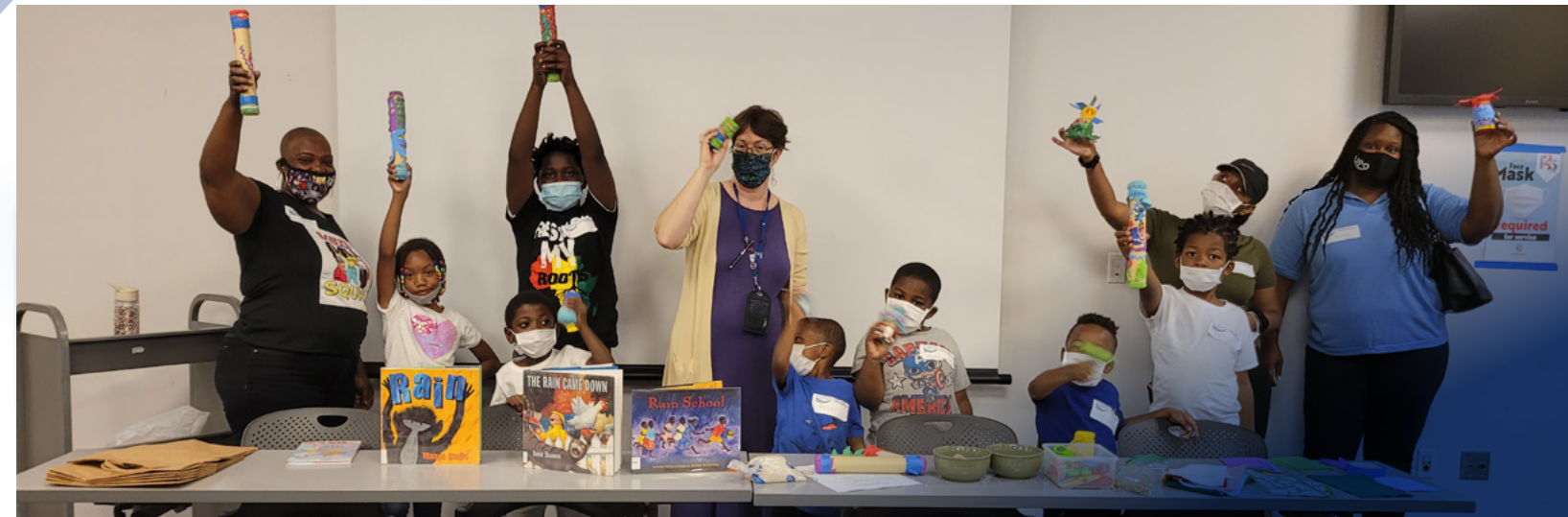


HER LAPTOP IS "A BLESSING"

Sharon Gray-Rush had basic computer skills, but no computer. **All she had was her phone, with its tiny screen and glitchy connection.**

Then a friend told Sharon about UPO's CARES Laptop Distribution program. She jumped at the chance to finally get her own computer.

"It's been a blessing," she says. "Everything is online now." Her new laptop is bigger than her phone but still small enough to take anywhere. **Now she pays bills, does her banking, and buys groceries online** – the home delivery saves her from carrying heavy bags and activating her arthritis.

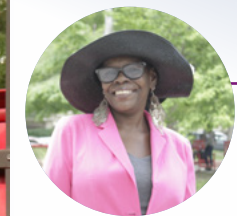


SHE CAN STAY IN HER HOME

After 20 years on the job, Ms. A had to take medical leave. **Short-term disability wasn't enough to cover her rent** and she soon fell behind. Then a neighbor heard about UPO's Homelessness Prevention program on the radio. Ms. A didn't believe it, but fearing eviction, she reached out to UPO.

The result was life-changing. UPO provided back rent to get her back on track.

"There was no pressure [any more]," Ms. A said. "That feeling was wonderful. People are working but **they are still behind, and they need to know there is hope.**" In 2021, UPO supported **231 customers with over \$1,091,000 in rental assistance.**



I'M GOING FORWARD

UPO opens doors of opportunity so a customer can come charging through, becoming the change agent for their life.

Alexis Scott never had much support for her education yet she hungered to learn more. She sought out our Food Sanitation certification program and quickly graduated with new job skills. Scott loved the kindness of the staff and students: "They took time out to help me and I am very grateful to them."

Earning her certificate changed her mindset. "Once I got into the program...it made me feel good about myself... **I can go out there and conquer anything!**"

Scott is determined to work in the food industry and is studying for her GED. She is focused! "I'm not going backwards. **I'm going forward.**"

PRO-EDUCATION

Programs Create Opportunity

Our PRO-EDUCATION efforts bring together people of all ages. From nurturing the very young in our Early Head Start centers, to propelling teens toward college and careers; from strengthening the skills of human services professionals, to tapping the love and wisdom of grandparents. We give every student what they need to unlock their full potential.

DC's LARGEST EARLY HEAD START PROVIDER

HOW WE ADVANCE EXCELLENCE

OFFICE OF EARLY LEARNING

UPO is DC's largest Early Head Start provider – we operate 17 centers and were chosen by DC to oversee 16 others in the Quality Improvement Network. When the pandemic forced our classes to go virtual, we kept on teaching, helping children achieve school readiness. Our wraparound support for families ranged from crisis intervention to giving laptops to families for classes, plus mental health care, housing and food assistance, job training, post-partum care, 90,000 diapers, and more.



MAKING HIS DREAM COME TRUE

Angelo Brandon was in the prime of his life – at 30 years old, he was a talented artist and painter. He was also a single dad with no job.

He had previous experience in cleaning and janitorial services. But with no one else to watch his 8-month-old son and 2-year-old daughter, he was unable to work. As he struggled to provide for his children, he dreamed of starting his own business instead of working for someone else.

Then Angelo found UPO's Paradise Early Childhood Center. When he enrolled his daughter, the center director talked with him about UPO's CARES Act programs. One caught his attention – a cleaning and sanitation certification course specifically for entrepreneurs who want to start their own businesses.

In addition to the course, Angelo and his family received help with rent, utilities, and car repair so he could get himself to class. Plus groceries, clothing, toddler beds, diapers, and a stroller, "so I won't have to be Hercules trying to carry them both," he said.

Next: He'll complete his certification, launch his business, and make his dream come true.

"My daughter learns something new every day and I like that."

— Angelo Brandon, a single dad and Workforce Institute trainee whose daughter attends UPO's Paradise Early Childhood Center



Our in-house Mental Health Consultant created a "Social Storybook" to help children as they returned to in-person learning. She also helped families and staff deal with trauma.

PUBLIC & PRIVATE FUNDS for OFFICE OF EARLY LEARNING

	Budget (\$)	Actual (\$)
Personnel	8,060,118	8,154,562
Fringe	1,870,095	1,887,575
Travel	1,700	593
Equipment	25,000	55,255
Supplies	225,020	311,849
Contractual	1,945,693	1,672,255
Other	235,259	280,796
Total Direct	12,362,885	12,362,885
Indirect	1,890,285	1,890,285
TOTAL	\$14,253,170	\$14,253,170

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

ENGAGING PARENTS

- We engaged families through virtual Parent Cafés, workshops, focus groups, and special sessions for fathers. **Attendance doubled** compared to previous in-person events, as many new parents joined virtual events. From now on, we will offer both in-person and virtual activities for parents.
- The Parent Policy Council is OEL's guiding voice. The council's parents (one from each center and one from the home-based program) share in the decision-making for our programs' budget and direction.
- UPO's Board of Directors always includes a Parent Policy Council member.

NURTURING CHILDREN

In 2020-2021, our Early Head Start educators served:

EHS/Federal Base	425 children out of 468 funded enrollment
EHS/Federal Expansion	61 children out of 144 funded enrollment
(99% were categorically or income eligible.)	

Average Daily Attendance:

EHS/Federal Base	70%
EHS/Federal Expansion	67.45%

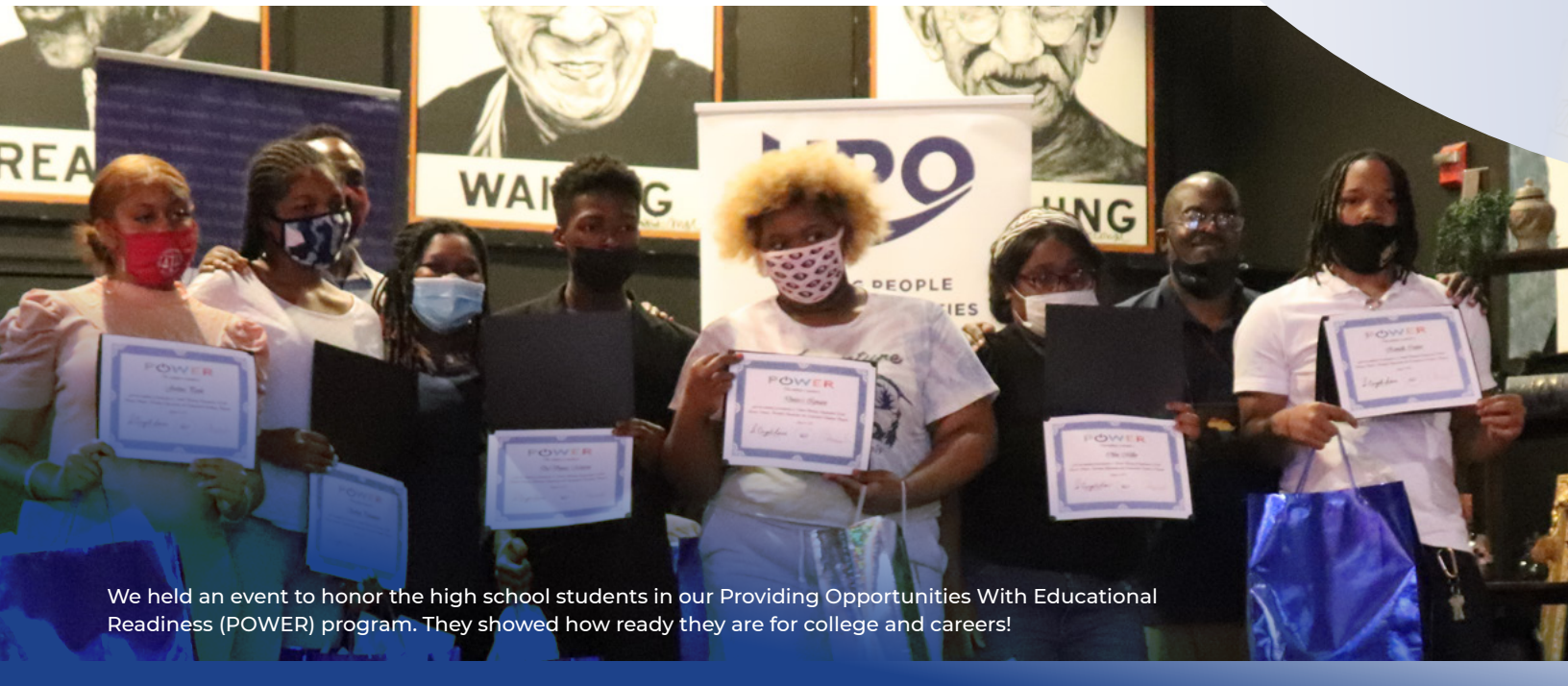
Exams:

- 122 children received medical exams and dental screenings
EHS/Base (87)
EHS Federal Expansion (35)
- 65% of children up-to-date according to EPSDT on scheduled well-baby visits
EHS/Base (224)
EHS/Federal Expansion (53)
- 65% of enrolled children received medical exams
- 29% of enrolled children received dental screenings

NOTE: In 2020-2021, the pandemic caused a drastic decline in enrollment and the closing of our centers, which meant that activities such as classroom toothbrushing and dental van services were suspended. The result was an interruption of dental and medical care, since many families rely on our centers for access to such healthcare. As our centers reopened, we restored the linkages that families depend on, so 100% of children who returned to the centers met the requirement to be up-to-date on well-baby checks and immunizations.

PRO-EDUCATION

Programs Create Opportunity



We held an event to honor the high school students in our Providing Opportunities With Educational Readiness (POWER) program. They showed how ready they are for college and careers!

HOW WE ADVANCE EXCELLENCE

YOUTH SERVICES

Our hands-on, project-based learning approach continued its successful track record:

- Recognized by the Department of Education for **best practices in implementing the Social-Emotional Learning (SEL) curriculum.**
- 80% of POWER students (2nd cohort) graduated from high school on time and enrolled in college.
- We issued \$200,000 in grants to DC-based nonprofits for expanded summer programming for school-aged youth.



TURNING WEAKNESS INTO STRENGTH

Challenges at home and multiple transitions were hard on Justina Poole. A headstrong little girl, she reacted by becoming **stubborn and argumentative. No one could tell her anything.**

That all changed in 7th grade when Justina joined UPO's POWER program. She loved the mix of education and fun, like researching pollution and how to clean up the Anacostia River. Each trip motivated her to think about how to make things better for the Earth, her community, and her own life.

She began to listen when caring staff and inspiring instructors offered guidance on different routes in life. And when the pandemic hit, **POWER equipped her with the tools to respond to her mental and emotional state.**

The POWER staff watched Justina mature into a young adult who is no longer argumentative, but will fight for what she believes in. She's learned to choose her battles with the end goal in mind. "It's hard to identify a weakness," one staff member says, "as she is constantly turning all of them into strengths."

Justina graduated high school with a 3.5 GPA and 9 scholarships, including UPO's Beavers Scholarship. She's now majoring in social work at Virginia State University.

"I stayed committed because this program felt family-oriented and I knew it would be beneficial to my educational journey."

— **Justina Poole**, a POWER student

Note: Her mother, who felt the same way, completed our Parenting Journey workshop series which helps improve parenting skills and parent-child relationships



A VALUABLE LIFE LESSON

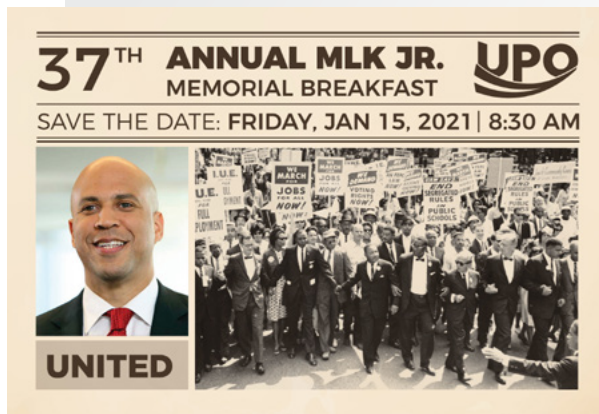
The little boy wobbled out onto the ice-skating rink. This CREATE field trip was **Carl's first time strapping on skates.** It was hard. And that was the point. This was a social-emotional learning (SEL) day, designed to nurture the SEL skills of self-confidence, self-motivation, empathy, and teamwork.

Over and over, Carl pushed his blades forward, stumbled, and went down. But he **never gave up.** As the CREATE staff and the other children urged him on, he pushed through, determined to be the best ice skater he could be that first day.

In a difficult situation, Carl and his classmates learned that perseverance, pulling together, and a positive attitude pay off – a life lesson that lays the groundwork for future success.

LIFE-CHANGING SCHOLARSHIPS

Each year at our MLK, Jr. Memorial Breakfast, we award Beavers Scholarships to outstanding, community-minded DC students from families with low incomes. Our 37th annual event was online, featuring stories from scholarship recipients and keynote speaker U.S. Senator Cory Booker, who praised UPO as "agents of justice, agents of love. Thank you for making hope blossom and making love spring forth." Thanks to decades of generosity from donors, **UPO has invested \$1 million to support 200 scholars** who are now scientists, teachers, entrepreneurs, innovators, and leaders.



DIGITAL EQUITY FORUM

Our 3rd annual Equity Forum focused on bridging the digital divide with transformation, equity, and innovation. The discussion on digital equity, a problem the pandemic laid bare, was moderated by Dr. Nicol Turner Lee of The Brookings Institution. Panelists were CEOs Elizabeth Lindsey of Byte Back and Aaron K. Saunders of Clearly Innovative.



PRO-EDUCATION

Programs Create Opportunity

FOSTER GRANDPARENTS: A LOVE STORY



Foster Grandma Bobbie Jean Moss prepares distance learning bags for hundreds of Eagle Academy PCS students.



Foster Grandpa Ronald Lewis distributed tablets to students for distance learning.



First: Mask up. Next: Share love and wisdom. Despite COVID restrictions, Foster Grandparents found ways to support children's social-emotional and educational needs during the pandemic.

In Howard University Hospital's neonatal ICU, Foster Grandparents **cuddled and fed sick babies**. During online classes for Title I schools (where children need the most help), they **gave one-on-one attention to students**.

UPO's Foster Grandparent Program is the DC chapter of the nationwide AmeriCorps Seniors network. We train seniors who have low incomes, and they get as much as they give when they mentor children. As Foster Grandma Wanda Brookins explained, "They need me and I need them, each and every day."

"I needed this opportunity to be competent with computers, [and I'm combining it] with my major desire to be a part of helping all children establish a stronger foundation."

— **Foster Grandpa Keith Greene**. We trained Foster Grandparents in computer literacy and distributed laptops so they could help children in virtual classrooms.

FAMILY STRENGTHENING: WHY DO WE TRAIN?

FOR OUR CUSTOMERS, who benefit when we train human services workers and leaders to improve their inner strength. And our classes help nonprofit organizations who ask us to teach their staff.

HOW WE ADVANCE EXCELLENCE

FOSTER GRANDPARENTS PROGRAM

Since schools were online, we held computer literacy classes to improve the skills of our "Foster Grandparents", **senior volunteers who mentor children** in literacy, math, motor skills, and social-emotional skills. These caring seniors

volunteered 28,134 hours to nurture 5,073 children.

FAMILY STRENGTHENING

Participants in our training programs earned a Strengths-Based Leadership Certificate, Strengths-Based Family Worker Credential (SFW) or Foundations of Strengths-Based Practice Credential from Temple University.



Applying the practice

Our courses enable trainees to practice what they've learned and apply it to real work situations.



Fewer quitters

Strengths-based leadership improves employees' engagement. They become more productive and less likely to quit.



Personal growth = Organizational growth

Training increases growth and capacity to help customers achieve their long-term goals for self-sufficiency.

"I have continued my journey to keep learning about myself and my life. That's due to my eyes being opened wide by what I learned in this class."

— **Student** who earned a Strengths-Based Family Worker credential

PRO-WORK

Programs Open Doors

As part of our PRO-WORK commitment, the UPO Workforce Institute unites people with opportunities in high-demand careers through vocational training and job placement services. We set our customers on pathways to the middle class.

TRAINING COURSES FOR NATIONAL CERTIFICATIONS

Entering a field with huge demand!
Our most popular 2021 training

- Building Maintenance Professional
- Child Development Associate (CDA)
- Commercial Driver's License (CDL)**
- Culinary Arts

- Broadband Telecommunications**
- Electrical Technician
- Emergency Medical Technician (EMT)

- Hospitality Service Worker
- IT Helpdesk & Application Support Specialist, Network +, Security +

- Plumbing Technician
- CARES Act: Construction Exploration Workshops**
- Building Careers Academy**
(The District's largest construction training facility)

NEW!
56 high school seniors without post-graduation plans explore construction career options and career goal-setting

Ready for the real world!
Graduates now learn using the latest training technology thanks to a \$20K investment

Now seeking partnerships to offer HVAC and solar panel installation training

THE DAY THAT CHANGED HER LIFE

"[My UPO Job Developer] made me feel like there are people who really want to see you succeed in life. He gave me advice. While I was in his office, he made phone calls to different companies [so I could talk with them to] get the job-hunting process started.

His kind and caring words helped me through a very dark space that I was in. Right before I left, he said to me, 'If you apply to at least 10 jobs a day you're going to get a call back from at least one.' That stuck with me. When I went home, I hopped on the computer and started applying to jobs.

And he continued to send me emails with job opportunities.

Last Friday, I was offered 7 different jobs. I decided to go with Medstar. **I can't thank [my UPO Job Developer] enough for taking the time to meet with me. That day changed my life.**"

— Christina Ishmell, a customer on her way to success



Instructor Richard Cochran watches Mikalea King during her training at UPO's Building Careers Academy. She graduated with her national certification in Professional Building Maintenance.

FREE TO SUCCEED

During his **13 years in prison**, Edgar F. took classes and earned multiple certificates to keep his mind busy and his hopes alive. "But things change," he explained. "I came home and I didn't know you had to do interviews by phone now."

UPO Job Developer Tyrone Davis was just what Edgar needed – an outspoken DC native with real world experience. "He stayed on me with advice," said Edgar. Tyrone also taught Edgar how to use a cell phone. Together, they worked out a plan and Edgar **landed a job** as a construction flagger.

When he was ready for more opportunity, Edgar attended a job fair. The lines for electrical and plumbing interviews were hours long, so he visited a room with no one in it but the interviewer.

"What does your company do?" he asked. "Concrete," said the interviewer.

Before Edgar could get away, the interviewer told him that training paid \$38/hour and he could earn \$80,000/year. Edgar jumped at the chance! He was quickly hired by Precision Safe Sidewalks and is **now being considered for a promotion.**



The City Paper's "Trust Chef Jerald Thomas to Train Cooks to Enter the D.C. Workforce" is a story about his teaching, tenacity, and care for his students.

"This training has opened my eyes to the possibilities to become my own boss. Thank you, Chef Jerald!"

— Dennis Geddie, a Culinary Arts student with plans for a food truck

HOW WE ADVANCE EXCELLENCE

UPO WORKFORCE INSTITUTE

In 2021, we helped **524** customers navigate the road to self-sufficiency by:

- Developing a **personalized career plan** for success
- Offering vocational training completed by **158** customers
- Placing **298** customers in a job with a future
- Providing wraparound support to keep that job and launch a career

UPO Inspire continued to support UPO's IT trainees by providing \$9,250 in incentive stipends to encourage them as they progressed toward their CompTIA A+ certification.



PRO-COMMUNITY

Programs Transform Lives

We are PRO-COMMUNITY because strong communities make it possible for people to live healthy, productive lives. So our **neighborhood-focused programs** team up to help our customers gain **desirable housing, life-changing healthcare, and financial stability.**

AFFORDABLE *and* DESIRABLE HOMES

2020

- Premier developer TM Associates joins forces with UPO Community Development Corp. to develop **high-quality affordable housing** for people who earn up to 50% of the area median income (AMI).
- Groundbreaking at 1550 First St. SW

2021

- Grand Opening! MDL Flats**
76 high-quality apartments, 100% affordable
1st new affordable housing in SW in over a decade
Wraparound supportive services on site
- Groundbreaking at 1530 First St. SW
MDXL Flats
101 units, 100% affordable
- Frontier Development & Hospitality Group chooses UPO as a community partner in its goal to develop 407 units of deeply affordable housing with hotel, retail, and job training on site.
- Looking ahead:
UPO will exceed its 2019 goal of 500 new homes in 5 years!



At the grand opening of the MDL Flats building, **Bob Margolis**, CEO of TM Associates, praised our shared vision for what affordable housing can and should be. **Andrea Thomas**, President and CEO of UPO, described how UPO's onsite wraparound services will help people thrive in these homes. "We look to this as a model" of affordable housing, said **Drew Hubbard**, interim director of DC's Dept. of Housing and Community Development.

HOW WE ADVANCE EXCELLENCE

COMMUNITY REINVESTMENT

We kept **440 families in their homes** by eliminating their rental debt and threats of eviction. We held virtual housing workshops, and became DC's official **Financial Navigator, a lifeline** for people facing financial problems during the pandemic. For DC residents with income of less than \$58,000/yr, our IRS-certified **experts prepared 1,228 tax returns for free, generating \$2.37 million in refunds** — money that went right back into their neighborhoods.

AFFORDABLE HOUSING

Through partnerships with developers, we're helping them to deliver new affordable homes. Our goal: 500 homes in 5 years. And **our pioneering ADU DC Initiative** (a collaboration with the Coalition for Smarter Growth) held a workshop for 300 DC residents on how to build an additional home in their backyard or basement — a strategy that boosts intergenerational wealth, enables people to age in place, and adds affordable housing.

PROTECTING HER FAMILY

The worst part about the apartment wasn't the long-needed repairs. It was that the neighborhood gang members knew the daily routines of A.F.'s two teenage daughters. The girls had refused to join the gang. Whenever the girls left the apartment, the boys were waiting for them. They'd threaten the girls with sexual assault.

By the time A.F. came to UPO's Shelter Plus Care program, she was terrified. **Her family desperately needed to escape.**

Program coordinator Francis Monroe guided A.F. through the process of getting emergency permission to move. Then he helped her find a beautifully-appointed rental home, a former Airbnb in a safe location. The family slipped away without anyone knowing when they left or where they went — **and now they live peacefully, without fear.**

"We would probably be homeless if it wasn't for UPO. Don't be ashamed, they will help you and support you. UPO saved me and my family! It strengthened my soul. It encouraged me to never give up. There are good people willing to help you and they work at UPO."

— **Latia Bowden**, who lost work and fell behind on her rent while caring for sick family members during the pandemic

PRO-COMMUNITY

Programs Transform Lives

IMPACT ON PEOPLE'S HEALTH



Shelter Hotline

96,267
customer calls for
help answered

54,601
hot meals served

207,984
life-sustaining items distributed:
UP 50% from last year

Number
of people
experiencing
homelessness:

DOWN 20%

(As an integral part of the District's Continuum of Care, UPO's Shelter Hotline shared in this success story.)



Comprehensive Treatment Center

Increase in telehealth more people helped

291 customers served

11,379 individual counseling sessions

1,002 recovery support (case management) sessions



Permanent Supportive Housing

72 chronically homeless individuals and families served

51 customers have moved into their new homes

16 formerly homeless customers supported by intensive case management services at the new MDL Flats (see page 15)



Electronic Benefits Transfer (EBT)

40,310 customers eligible for the Supplemental Nutrition Assistance Program received EBT cards



HELPING HIM REACH HIS GOALS

Tina Whitlow wrapped a scarf around her neck to ward off the bone-chilling cold. She was a UPO Community Facilitator, talking with neighbors at an MPD Community Pop-Up where District police officers partnered with UPO to deepen connections with the community. Then an officer asked Tina to meet M.L., who was wearing a light jacket and shorts(!). M.L. told Tina **he was tired of living on the streets. He wanted a home and a job** so he could provide for his 12-year-old daughter, who was now living with her mom.

Tina told him about UPO's nearby Workforce Development Center, where he could choose new outfits from the Clothing Closet. When M.L. walked over, he found warm coats and asked for help getting a job. A UPO Job Developer coached M.L. on his resume and soft skills, then helped him pick out a job interview outfit. Meanwhile, Tina referred M.L. to several housing resources.

Soon, **M.L. got a job and moved into an apartment** in a transitional house. Now he looks like a new man and he's proud when his daughter runs to greet him. **"I couldn't have done it without you,"** he told Tina.

Tina's still in touch with M.L., whether it's to let him know that CARES Act funding can cover his daughter's Summer Camp tuition, or to bring winter essentials donated by the Washington National Cathedral. She's a resource for as long as he needs her because **M.L. is now part of the UPO Family for life.**

"Before learning to meditate, my temptation to do drugs was greater. Now I can think things through. I have peace of mind."

— **Mark**, a Comprehensive Treatment Center customer who is fighting his opioid addiction. He learned new skills through our partnership with the David Lynch Foundation.

HOW WE ADVANCE EXCELLENCE

COMMUNITY HEALTH

Shelter Hotline outreach workers served as the eyes and ears of the city, protecting the health of people on the streets; the **Comprehensive Treatment Center** helped people with opioid addiction achieve abstinence with a medication-assisted treatment program; **Permanent Supportive Housing** provided intensive case management to people transitioning from homelessness; and the **Electronic Benefits Transfer** program ensured that families could put food on the table.

PRO-COMMUNITY

Programs Transform Lives

UPO'S DEEP COMMUNITY ROOTS

HIGHLIGHTS OF ADVOCACY & VOLUNTEERS:

- **Bridged** the digital divide by providing laptops to 100+ seniors, helping them stay connected during the pandemic
- **Distributed 20,000+ bags** of groceries, thanks to CARES Act funding and generous donations from the Capital Area Food Bank and Martha's Table
- **Supported 200+ families** who were quarantined due to COVID exposure, via CARES Act funding
- **Engaged** residents with the Ward 8 Community Economic Development Plan in a bottom-up "For Us By Us" process
- **Changed** lives through Volunteer Services, Community Empowerment, Neighborhood Improvement, and Camp Play-All-Day in Washington Highlands

HIGHLIGHTS OF PLACE-BASED STRATEGIES:

- **Partnered** with United Medical Center to provide COVID vaccines, testing, and personal protective equipment to residents.
- **Connected** residents with rental support, including our Housing Assistance Program.
- **Hosted** 114 COVID-safe in-person events that brought neighbors together while raising awareness of UPO's services, providing referrals, and enrolling new customers.
- **Recruited** 205 residents for volunteering and neighborhood outreach.
- **Engaged** 159 local businesses and community partners to collaborate and provide pandemic support.
- **Acted on** 780 referrals for help, submitted by residents.



How do residents become potent advocates for their neighborhood?

By learning to amplify their voices at our **COMMUNITY LEADERSHIP ACADEMY**.

Our newest
170 graduates

are jumpstarting policy changes and economic development — **seizing their power and making their visions real!**

BRINGING BACK JOY

It had been a long pandemic, especially for teenagers. School was a computer screen. Hangouts were shuttered. Work dried up. For high school seniors, it felt even more unfair. **Prom, graduation — the usual rites of passage were cut back or cancelled.**

In Ward 8's Washington Highlands neighborhood, **the loss of so many joyful events was particularly cruel.** The obstacles to economic growth here include limited public transit, food deserts, and lack of community development. In fact, back in 2014 all that discouraging data from UPO's Community Needs Assessment motivated us to launch the Washington Highlands Community Advancement Network (WHCAN) initiative.

Today WHCAN's place-based strategy provides onsite programming, engagement, and support that's guided by the residents' own insights into what they need. Sometimes those needs are practical, such as jobs. Last June, what they really wanted was a party.

So, collaborating with the community, we held an outdoor COVID-safe **Graduation Celebration for Washington Highlands students whose schools couldn't hold one.** The community gathered to honor them with photos and gifts, a moon bounce, and a feast prepared by UPO Chef Jerald Thomas.

Thanks to our strong community connections, **we sparked a day of joy.**

"As a retired senior, it is an honor and a privilege to serve the community. Thank you UPO, for allowing me to serve."

— **Diannie Parmely**, volunteer

For the Graduation Celebration, UPO collaborated with:

- Atlantic Terrace Tenant Association
- CURE the Streets
- East of the River Clergy Police Community Partnership
- Far Southeast Family Strengthening Collaborative
- Love More
- Southern Hills Tenant Association
- WinnCompanies

HOW WE ADVANCE EXCELLENCE

EMPOWERING OUR COMMUNITY

We encouraged staff, volunteers, community members, and partners to engage in civic discourse and efforts that support the well-being of families and communities.

EXPANDING OUTREACH

To reduce the causes and conditions of poverty, we expanded our place-based strategies to include job readiness services and case management in 3 zones with levels of economic insecurity.

Measurable Outcomes

How advancing excellence improves outcomes

<p>Employment</p> <ul style="list-style-type: none"> 1,448 customers received employment services 380 customers enrolled in vocational skills training 214 customers completed vocational skills training and received certifications 526 customers received job readiness training 849 customers referred to jobs 571 customers obtained jobs <p>Education</p> <ul style="list-style-type: none"> 900 children between 0-5 served by Early Head Start 5,073 youth mentored by Foster Grandparents 486 youth engaged through youth programs <p>Housing</p> <ul style="list-style-type: none"> 231 customers received housing counseling 440 customers received rental assistance and their threat of eviction was resolved 	<p>Income Management</p> <ul style="list-style-type: none"> 120 customers received Financial Capability Skills training 1,848 customers received free VITA, EITC, or Tax Preparation Assistance <p>Emergency</p> <ul style="list-style-type: none"> 96,267 phone calls received and processed by Shelter Hotline 207,984 life-sustaining items distributed 112,123 rides provided to customers experiencing homelessness <p>Nutrition</p> <ul style="list-style-type: none"> 133,542 meals distributed 729 seniors participated in congregate meals 2,035 customers benefited from Mobile Grocery Distribution <p>Self-Sufficiency/ Case Management</p> <ul style="list-style-type: none"> 224 customers had new Case Management plans initiated 1,018 customers received Case Management services 	<p>Linkages</p> <ul style="list-style-type: none"> 257 seniors participated in recreation and socialization activities 174 seniors engaged as volunteers via Foster Grandparents 28,134 hours served by Foster Grandparents 353 volunteers engaged (other than Foster Grandparents) 40,310 customers were issued Electronic Benefit Cards <p>Health</p> <ul style="list-style-type: none"> 180 adults received health education and/or counseling 291 customers treated by the Comprehensive Treatment Center 11,379 counseling sessions to improve quality of life
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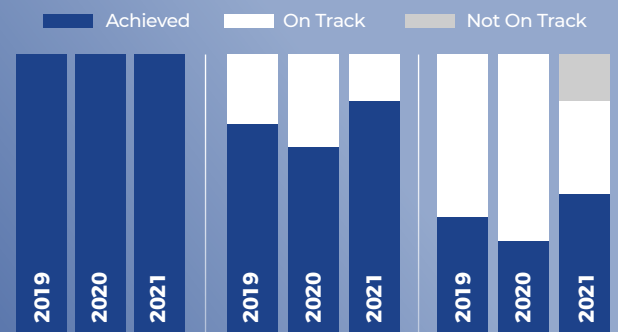
Agency Scorecard

CATEGORY	PERFORMANCE	WEIGHT
Organizational Standards	81%	5%
Agency Strategic Plan	67%	5%
Financial Strength	85%	5%
ROMA / Programmatic Outcomes / Customer Self-Sufficiency	90%	70%
Customer / Staff Input	100%	5%
Program and Administrative Monitoring	78%	5%
Capacity Building & Governance	60%	5%

AGENCY SCORE 87%

The goal is to attain 85% or more at the end of the fiscal year. Due to COVID19, UPO's operations were severely impacted in fiscal year 2021.

Measuring Agency Results



Assisted: The number of customers UPO helped compared to the number of customers who sought help.

Stabilized: The number of customers now stabilized compared to the number of customers who sought help.

Beyond Stable: The number of customers achieving or exceeding stability compared to the number of customers who sought help.

Unduplicated Customer Count
2019: **52,430** | 2020: **49,324** | 2021: **58,120**

Financial Statement

for fiscal years ending September 30

(At the time of printing, the 2021 numbers have yet to be audited. When that process is complete, we will update the statement on our website.)

Revenue	2021 (\$)	2020 (\$)
Pass-through Grants and Contributions	18,837,812	14,923,736
Federal Government	8,626,968	8,594,317
DC Government	8,211,390	9,128,442
Private and General	3,768,814	3,513,415
Other Income	126,750	149,119
Fees	48,838	48,365
Total Revenue	39,620,572	36,357,394

Expenses	2021 (\$)	2020 (\$)
Community Services	13,703,772	10,900,370
Early Head Start	6,126,127	6,627,128
Preschool Programs	4,144,540	5,130,829
Special Emphasis	3,383,001	2,499,824
Homeless	3,279,854	3,363,830
Private and General	2,119,999	2,260,350
Other Programs	1,677,552	774,703
Total Program Expenses	34,434,845	31,557,034

Supportive Services	2021 (\$)	2020 (\$)
General and Administrative	4,380,693	4,186,809
TOTAL EXPENSES	38,815,538	35,743,843
Change in Net Assets	805,034	652,943

Net Assets, Beginning of Year	7,513,229	6,860,286
NET ASSETS, END OF YEAR	8,318,263	7,513,229

STRATEGIC GOALS

GOAL #1

Offer pathways to the middle class through economic security programming directed at family strengthening through asset enhancement opportunities

GOAL #2

Create and grow social enterprise opportunities

GOAL #3

Expand portfolio of programs offered regionally

GOAL #4

Develop and implement a coordinated marketing and development approach

GOAL #5

Leverage government funding by 20% with private sector support

GOAL #6

Employ the Baldrige Management Practices of Continuous Improvement



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

Funding Sources

We are pleased to acknowledge and thank our most generous benefactors who made gifts during FY 2021 between October 1, 2020 and September 30, 2021.

INVESTMENT OF \$750,000+

Bainum Family Foundation

INVESTMENTS OF \$50,000 - \$100,000

CareFirst BlueCross BlueShield
TD Charitable Foundation

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

BB&T (Truist)
Buffett Early Childhood Fund
Clark-Winchcole Foundation
The Community Partnership for
Prevention of Homelessness
JPMorgan Chase
Pepco, an Exelon Company
T. H. Easter Consulting LLC
TM Associates, Inc.
United Bank
UPO Inspire

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

Al's Twin Air LLC
CDW
City National Bank
Clark Construction Group
Comcast NBCUniversal
Foulger-Pratt
Gallagher Benefit Services
Greater Washington Community
Foundation

INVESTMENTS OF \$15,000 - \$49,999

Citi Community Development
DC Primary Care Association
Metropolitan A.M.E. Church
United Way NCA
Washington Convention and Sports Authority
Washington Nationals Philanthropies -
NATS4GOOD Community Response Fund
The Wollenberg Foundation

Mayor Muriel Bowser's Martin Luther
King Jr. Holiday Commission
John Oberdorfer
Ricoh USA, Inc.
RCM&D
Safeway Foundation
Stein Mitchell Beato & Missner LLP
W. S. Darley & Co.
Wells Fargo Bank

INVESTMENTS OF \$1,000-\$2,499

Achievement Prep
Alignstaffing
American Psychological
Association
ASALH
Erik Boas
Bozzuto Development Company
Jo Raffa Boukhira
Barbara and Randall Bovbjerg
Brookfield Properties Management
Ronald Brown
CFC
DC Housing Authority
DC One Fund
Delta Housing
Edgewood Brookland Family
Support Collaborative

Andrew D. & Stefanie Anne
Cook Evans
Giant Food
Global Giving
Evelyn Brooks Higginbotham
Scott Kratz
Dana M. Jones
Robert Margolis
Gayle Maslow
PNC Financial Services Group
Dontai Smalls
TD Bank
Andrea Thomas
Wharf District Master
Developer LLC
William B. & Sallie B. Wallace
WINNCO

INVESTMENTS OF \$500-\$999

Lafayette Barnes
Kevin Chavous
Citizens Outreach
Fund
Mary Ellen Curtin
Ruth Hamilton
Juan Jara
Hyvron Jean
Kaplan Early Learning
Company
John Kerry
Lakeshore Learning
Materials

Lewis Baach
Kaufmann
Middlemiss
Deborah McArthur
Jason McDowell
Mervyn Myers
Daniel Ofori-Addo
Tara Plochocki
Peter Romer-
Friedman
Joseph Vaughan
Tau Gamma Delta
Sorority, Inc.

We also thank all the many other donors who made gifts during FY 2021. 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

We thank TD Bank and the TD Charitable Foundation for helping our neighbors RISE.

They share our inclusive vision for the District: "A city of thriving communities and self-sufficient residents." Together, we're helping to support, respect, and improve the quality of life in our city as we enhance its economic vitality.

"TD Bank and the TD Charitable Foundation are able to help **create real, impactful change** in the communities we serve because we work with trusted community organizations that are intimately aware of the struggles facing our neighbors. **UPO is one of those trusted community organizations**, and we are proud to support their Housing Assistance Program (HAP). HAP provided **emergency rental assistance during the pandemic** and continues to provide critical services, like healthcare and job training, that **help families get back on their feet**. Thank you for all you do and we look forward to continuing to work together to help **create a more inclusive and sustainable future for all.**"

— **Hugh Allen**, Regional President for the Mid-South Metro at TD Bank and Board Member of the TD Charitable Foundation



PROVIDERS & PARTNERS

COMMUNITY PARTNERS

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

Advocacy for Justice and Education
AFL-CIO
Age Friendly DC
AimHire
Ajilon
Allied Universal
America Works of Washington, DC
American Kidney Fund
American University
Amidon-Bowen Elementary School
AMTRAK
Anacostia Coordinating Council
Anacostia Economic Development Corporation
Anacostia Holding Company
Andrews Federal Credit Union
Anne Beers Elementary School
APB Associates
Assembly at Petworth
Atlantic Terrace Tenants Association
Eboney Avery-Washington, DC Office of the Attorney General
Balloon Décor
Ballou Stay
Bank of America
Beauvoir, the National Cathedral Elementary School
Bellevue Pharmacy
Bethesda Baptist Church – DC
BHarvey Construction
Black Coalition Against COVID
Bombas
Bowie State University
Bravo Zulu Chess Academy
Bread for the City
Brentwood Recreation Center
Bright Beginnings Early Childcare
The Brooks Group, LLC
Building Bridges, LLC
Burroughs Education Campus
Calvary Health Care
Capital Area Asset Builders (CAAB)

Capital Area Food Bank
Capital Gardina Youth Challenge
Capitol Skyline Hotel
Career Gear
CareFirst Blue Cross Blue Shield
Catholic University Event Services
CentroSync
Cesar Chavez Public Charter School
Child and Family Services Agency Children's Health Project
Children's Hospital - Injury Prevention, Burn & Winter Safety
Children's National Medical Center - Safe Kids Worldwide
Chimes DC
Christ Church
Christian Tabernacle Child Development Center
Clean Team
A Clown 4 U
Coalition for Non-Profit Housing & Economic Development (CNHED)
Community Bridges, LLC
Community Connections
Community Tax Aid
Compass DC
Competitive Innovations
Congresswoman Eleanor Holmes Norton
Convention Center/Feast of Sharing
Court Services and Offender Supervision Agency
C-Tech
CURE the Streets
David Lynch Foundation
Dawn to Dusk
DC Community Courts
DC Dept. of Behavioral Health
DC Dept. of Employment Services
DC Dept. of Health

DC Dept. of Housing and Community Development
DC Dept. of Human Services
DC Dept. of Parks & Recreation
DC Dept. of Transportation
DC Healthy Families
DC Housing Authority
DC Hunger Solutions
DC Public Library
DC Mayors Office
DCPS Office of Early Childhood Education
DC Rape Crisis Center
DC Strong Start
DC Students Construction Trades Foundation
DC Superior Court
DC Sustainable Energy Utility
DCTV
Deeds of Kindness
District Health Care Services
DOES Project Empowerment
Dress for Success
Drew Elementary School
Eagle Academy PCS
Early Stages
East River Family Strengthening Collaborative
Edgewood/Brookland Family Support Collaborative
Edgewood Farmers Market
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
Empower DC
E.R. Bacon Development, LLC
Events DC
Excel Academy
EYL 365 Projects, LLC
Fairlawn Civic Association
Famalay Staffing, LLC

Family Medical Counseling Service
Far Southeast Family Strengthening Collaborative
Father McKenna Center
Federal Pest Control
1st CDL Training Center of NOVA
First Rock Baptist Church Child
The Fisher of Men Ministries
Food Corps
Fort Lincoln New Town
Fort Myer Construction Corporation
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 Center
George Washington University - Milken Institute School of Public Health
Georgetown Lombardi Office of Minority Health & Health Disparities Research
Giant Food
Gonzaga - Omega Men for the Homeless
GOODProjects
Goodwill
Goodwill of Greater Washington
Greater DC Diaper Bank
Greater Help Ministries
Greater Washington Urban League
Greenleaf Resident Council
H Street Community Development
Healthy Babies

Health Services for Children with Special Needs
Healthy Families/ Thriving Communities Collaborative Council
Olivia Henderson, ANC 8D Commissioner
Hendley Elementary School
Higher Development Academy
Home Depot
House of Ruth - Kidspace
Howard University
Howard University Hospital
Howard University Office of Community Engagement
The HSC Pediatric Center
Hutchins 360 STEM
Imagine Public Charter School
Industrial Bank
Israel Baptist Church
James Creek Resident Council
J.C. Nalle Elementary School
Jones Memorial United Methodist Church
JPMorgan Chase
K&L Gates
Kavi Wellness
Ketcham Elementary School
Langdon Elementary School
Langley Elementary School
Language Solutions
Latin American Youth Center
Living Classrooms Foundation - National Capital Region
Love & Carrots
Ludlow-Taylor Elementary School
Macy's
Malcolm X Elementary School
Martha's Table - Commons

Martha's Table Clothing
Outfitters Jeanne Mattison, Constituent Service Coordinator - Ward 6
The Mayor's Office on Returning Citizen Affairs
MedStar Cancer Research
Melwood
Meiger Health
Metropolitan Police Department - 5th District
Michael's Creative Minds
Miriam's Kitchen
National Children's Center
National Family Engagement Alliance
National Kidney Foundation
The National Reentry Network for Returning Citizens
National Restaurant Association
Neighborhood Legal Services
Northeastern Presbyterian Church
NRI-Staffing
Office, Deputy Mayor for Planning and Economic Development
Office of Latino Affairs
Office of Neighborhood & Safety Engagement
Darlene Oliver, ANC 5C05 Commissioner
Om Shanti
OSSE: 21st Century
Parents with Partners
Payne Elementary School
Pepco
PIW
PNC Bank
Potomac Job Corps Center
Pragmatics
Providence Hospital

PSI Service III, Inc.
R. Emmanuel Bell Consulting
Reading Partners - J.C. Nalle
Reston Limo Service
RIA Properties - Brookland Manor
Richard Wright Public Charter School
R.I.S.E. Center
Rockstar Cutz
Roots Public Charter School
Samaritan Ministries
Safeway, Inc.
SE Children's Fund II
SNAP/Hunger Solutions
SOME (So Others Might Eat)
Southern Hills Tenant Association
SPACES In Action
Spanish Education Development Center
St. Elizabeth East Project
St. Elizabeth Hospital
St. Elizabeth West Campus
St. Matthews Lutheran Church
Stanton Elementary School
Storyline Strategies
Suited for Change
Sunshine Early Learning Center
SW BID
Syphax Gardens Resident Council
Tel Cort Cooperative
Temple University, Harrisburg
T Mobile
TD Bank
Tele Court Coop
TM Associates
Toastmasters International
Transitional Care Center
Trinity University

Trinity University Nursing School
The Triumph - Community of Hope
Turner Elementary School
Umbrella Therapeutic Services
United Bank
United Way of the National Capital Area
Unity Health Care
University of the District of Columbia (UDC)
U.S. Attorney's Office for the District of Columbia
Vernon Martin's Salon
Wards 7 & 8 DC Prevention Center
Ward 8 Community Economic Development
Washington Gas
Washington National Cathedral
The Washington Center
Washington Leadership Academy
Washington Legal Clinic for the Homeless
Waterside Fitness and Swim Club
Westlink Career Institute
Westminster Presbyterian Church
Wheatley Education Campus
A Wider Circle
Kirsten Williams, ANC 5C06 Commissioner
WinnCompanies
WMATA
Wollenberg Foundation
World Central Kitchen
WPFW 89.3 FM
Xerox

CHILD DEVELOPMENT PARTNERS

UPO is an education hub for DC's Quality Improvement Network. We're partnering for excellence with these child development centers across the city.

Bell Teen Parent	Kennedy Institute
Big Mama's	Kids Are People Too
Board of Child Care	Kids Are Us Learning Center
Christian Tabernacle	Love and Care
Community Education	Loving Care
House of Ruth	National Children's Center
Jubilee JumpStart	Sunshine Early Learning

NETWORK OF SERVICE PROVIDERS

We rely on effective organizations such as these to help fulfill our mission.

Catholic Charities - Archdiocese of Washington	DC Central Kitchen
Collaborative Solutions for Communities	Edgewood/Brookland Family Support Collaborative
Community Services Agency, Metro Washington Council, AFL-CIO	Thrive DC
	Vida Senior Centers

Where We Serve



X BUILDING CAREERS ACADEMY

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

Y COMPREHENSIVE TREATMENT CENTER

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

Z H STREET CENTER

645 H Street NE
Washington, DC 20002
202-813-3945 | 202-758-2438
Electronic Benefit Transfer (EBT) Processing

EARLY LEARNING NETWORK

EARLY HEAD START • HOME BASE

- 1** Coolidge High School
405 Sheridan Street, NW (WARD 4) | 202-734-0148
- 2** Roosevelt Senior High School
4301 13th Street, NW (WARD 4) | 202-939-3609
- 3** Luke C. Moore High School
1001 Monroe Street, NE (WARD 5) | 202-671-6313
- 4** Edgewood
601 Edgewood Terrace, NE (WARD 5) | 202-529-1582
- 5** Marie Reed Elementary School
2195 Champlain Street, NW (WARD 1) | 202-207-3862
- 6** Dunbar Senior High School
101 N Street, NW (WARD 5) | 202-724-4407
- 7** Azeze Bates
444 16th Street, NE (WARD 6) | 202-388-7960
- 8** Paradise Day Care Center
3513 Jay Street, NE, Suites A & B (WARD 7) | 202-627-2220
- 9** H. D. Woodson High School
540 55th Street, NE (WARD 7) | 202-724-8841
- 10** C. W. Harris Elementary School
301 53rd Street, SE (WARD 7) | 202-645-5613
- 11** Anacostia High School
1601 16th Street, SE (WARD 8) | 202-698-2155
- 12** Ketcham Elementary School
1919 15th Street, SE (WARD 8) | 202-610-5872
- 13** Frederick Douglass
3240 Stanton Road, SE (WARD 8) | 202-889-2080 Ext. 701
- 14** Malcolm X Elementary School
1500 Mississippi Avenue, Se (WARD 8) | 202-617-9787
- 15** Eagle Academy Public Charter School
3425 10th Place SE (WARD 8) | 202-238-4632
- 16** Ballou Senior High School
3401 4th Street, SE (WARD 8) | 202-645-6689
- 17** Atlantic Gardens
4228 4th Street, SE (WARD 8) | 202-758-0339

SERVICE CENTERS

- A** UNITED PLANNING ORGANIZATION
(Headquarters)
301 Rhode Island Avenue NW
Washington, DC 20001
202-238-4600
Early Learning | Shelter Hotline for people experiencing homelessness
- B** ANACOSTIA COMMUNITY SERVICE CENTER
1649 Good Hope Road SE
Washington, DC 20020
202-610-5900
202-610-2796 (Youth Services Office)
Youth Services | Foster Grandparents Program
Electronic Benefit Transfer (EBT) Processing
- C** 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
- D** BENNING ROAD SERVICE CENTER
3938 Benning Road, NE
Washington, DC 20019
202-231-7990
CARES Act Team
- — A member of UPO's Network of Service Providers

“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 is balm for your soul.

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.

THE RECIPE FOR SUCCESS

Even your smallest deeds have a big effect: 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



A MOTHER'S AMBITION

UPO's CARES Act programs help people **turn their passion into action** — and the only cost is their sweat. Look at DC native Lena Coleman, who always knew that education was her calling. At Morgan State University, she earned her BA in Applied Liberal Studies with a concentration in Elementary Education.

Her goal was to become a childcare director, but she did not even have a Child Development Associate (CDA) certification ... and could not afford to pay for the required training and testing. Then, while she was on maternity leave, she learned she was eligible for a CDA training program developed by UPO.

The class began 5 days after she gave birth. Even with a newborn by her side during a pandemic, Lena thrived. She praises her instructor Ms. Tracey Parham (a UPO Family Engagement Specialist) for being endlessly patient and supportive. Lena also recalls that Tracey called her multiple times **after** the training to ensure she was taking the next steps to complete her certification, as well as checking in on her newborn. Lena said, **“I just think Ms. Tracey was a blessing in disguise. She was truly amazing.”**

Now Lena is a certified Child Development Associate and refers friends to UPO. Next, she'll pursue her MA in Education or Business Administration to get closer to her goal.



UPO IS TURNING 60

ON DECEMBER 10, 2022

Get ready for the celebrations!

In 1965, UPO ran one of the first
Head Start pilot programs. Now we're
DC's largest Early Head Start provider.



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

WWW.UPO.ORG



*Earned the National Award for Excellence in Community Action
from the Community Action Partnership*

CFC # 90524 | DC One Fund Campaign #9881 | United Way NCA #9881

Text **UPODonate** to **41444** to donate