


Uniting People with Opportunities ...

A photograph of three people standing on a sandy beach, talking. One person is wearing a yellow shirt and shorts, another is wearing a white shirt and jeans with a backpack, and the third is wearing a white shirt and khaki pants with a backpack. The ocean is in the background.

2010 Annual Report

United Planning Organization

Community Action Agency for Washington, D.C.

A Word from Our Leadership



Dana M. Jones - Chief Executive Officer

Since assuming the role of Chief Executive Officer at the United Planning Organization, my number one goal has been to ensure that the residents of Washington, DC who are most in need of assistance in order to achieve self-sufficiency become the sole target of this agency's services. To this end, we have been in the business of Uniting People with Opportunities. On the cover page, you will find a young lady called Sharnetta Tyler (left). Ms. Tyler was one of the five high school seniors selected in 2005 to receive the Joseph A. Beavers Scholarship to pursue higher education. With the help of this scholarship and other sources of funding, Ms. Tyler successfully earned a degree in English at Georgetown University. The picture on the cover shows Ms. Tyler while in a study abroad program in Tanzania which she embarked on as part of her education at Georgetown University. Following her graduation in 2009, Ms. Tyler took a year off and subsequently resumed her studies in 2010 as a full-



time graduate student at the School of Education, Johns Hopkins University. As with Ms. Tyler, the work that UPO does unites myriads of DC residents with life changing opportunities. Against that back drop, we adopted the theme of "Uniting People with Opportunities" as the theme of our FY 2010 Annual Report. We hope that in reading this report, you will learn of the breadth and depth of UPO and the work we do in DC.

Keenan R. Keller, Esq. - Chair- Board of Directors

This year's annual report takes on a very familiar theme - Uniting People with Opportunities. Through this annual report, we hope to help you get acquainted with the diverse range of programs that the United Planning Organization undertook in FY 2010 in our efforts to assist DC residents to attain self-sufficiency. The task of helping families and individuals to achieve self-sufficiency can be one of the most challenging and yet most noble endeavors that any person or organization can undertake. Despite the challenges and hurdles faced by the able staff of UPO, they worked diligently with each customer until self-sufficiency was achieved. Through visionary leadership in 2010, the board of directors continued to steer UPO towards the achievement of unprecedented outcome levels while also ensuring that each dollar spent made a difference in the lives of DC residents. The boost in funding UPO received



following the award of American Recovery and Reinvestment Act funds truly helped to engineer innovations in program design that succeeded in making a difference in the lives of our customers in 2010. Finally, we cannot understate the value of the partnerships we entered into in 2010. These partnerships truly helped UPO to serve the residents of DC who were in most need of our services.

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Head Start

The Office of Child and Family Development provided services to over **2,458** families in FY 2010 through its Head Start Program and related child care subsidies from the District of Columbia Office of the State Superintendent of Education (OSSE) and private fees. Project Head Start was conducted by UPO at 14 early childhood learning centers and the University of the District of Columbia during the 2009 – 2010 program year. Head Start is a federal program funded by the Administration for Children and Families of the U.S. Department of Health and Human Services to provide comprehensive services to families with children, age birth to five, whose incomes are below the federal poverty level. Head Start and Early Head Start funded service delivery from the hours of 9 a.m. to 2 p.m.; OSSE provided supplemental funding for child care before and after. Centers provided full-day services from 7 a.m. to 6 p.m., Monday through Friday.

In addition to child care for children at the pre-kindergarten level, Head Start offerings include parent training, services and referrals for children with disabilities, mental health services, health services, and family services. UPO provided direct services to **886** children, and entered into contractual arrangements (slot purchase agreements) with four other early childhood programs to provide services to an additional **414** children for a total of **1,300** children and families. UPO also entered into arrangements with four delegate agencies (District of Columbia Public Schools; Bright Beginnings, Inc.; Edward C. Mazique Parent Child Center; and Rosemount Center, Inc.) to provide services to **1,156** children. The total number of families served during the 2009 – 2010 year was **2,458**. The comprehensive services of Head Start assist families in becoming self-sufficient, develop parents as advocates for their children, and offer children child care services that prepare them for kindergarten. At the start of FY 2010, UPO absorbed the families and staff at seven early childhood development centers that had been managed by the District of Columbia Department of Parks & Recreation. These sites gave UPO the

opportunity to continue to provide direct services across the geographical boundaries of the City, with a focus on serving the “neediest of the needy.”

UPO also responded to some significant demographic changes in the District of Columbia. Specifically, families with Head Start age children were determined to be responding to the proliferation of charter schools that require entrance at the pre-kindergarten level to guarantee school placement during the elementary years. Those families that are upwardly mobile are moving to suburban jurisdictions. There are fewer child care placements available for infants/toddlers (ages 0 – 3) than for preschoolers (ages 3 – 5). Accordingly, UPO initiated a



process with the federal Office of Head Start to reconfigure its funded federal enrollment and to add **125** additional slots for families with infants and toddlers in its Early Head Start program. Permission to make this change was received at the end of FY 2010.

UPO Office of Child and Family Development Schedule of Families Served

UPO Centers	886
Eagle Academy Public Charter School	224
Early Childhood Academy	25
Matthews Memorial Church	75
Sunshine Early Learning Center	90
District of Columbia Public Schools	709
Bright Beginnings, Inc.	60
Edward C. Mazique Parent Child Center	196
Rosemount Center, Inc.	193
Total	2,458

Uniting Youth with Opportunities



P.O.W.E.R.

The Providing Opportunities with Educational Readiness Program (P.O.W.E.R.) is a seven year initiative spearheaded by UPO's Youth Services Division. It was initially developed in partnership with American University's School of Education Teaching and Health (SETH) to prepare youth for higher education, and to engage them through social justice and cultural enrichment activities. The program also incorporates a "Family Alliance" component that was established to work with both youth and their families to foster a relationship that embodies school and community as a whole. In 2010, 40 participating youth received year round, grade level specific, academic reinforcement and were taken on educational field trips that brought the classroom experience to life.

Summer Camp

UPO partnered with Benning Terrace and the DC Housing Authority this summer to host a Summer Camp. The theme of the camp was "A New Benning Terrace." The summer camp provided an academically enriched environment with a strong emphasis on reading, writing, and mathematics. The curriculum also included art, music, physical education, science, technology, and social studies. Recognizing that sailing develops teamwork, communication and other skills that prepare students for future success, 63 participating youth were also engaged through sailing lessons on the Chesapeake Bay and its tributaries.



Back-to-School

"Back to School" is an event held by the United Planning Organization to ensure that low-income DC youth are well equipped to start the school year. In 2010, UPO's community partners were Brentwood Recreation Center, James Creek Residents Council, Benning Terrace Recreation Center and Congress Heights. Through the event, the United Planning Organization provided over 400 backpacks and supplies and 300 uniform vouchers to low-income DC youth.

Kids2College

The Kids2College program is a workshop series developed by the Sallie Mae Fund that provides a curriculum that promotes career exploration and postsecondary education. Kids2College is built on local partnerships in communities where there is a need for early college awareness and a desire to inspire a college-going culture. Out of the 190 students served, 163 students showed an increased interest in pursuing a college education after high school.

Passport-to-Work

The Passport to Work In-School Year Round Program broadens participant's social and educational horizons while simultaneously offering postsecondary education preparation and career exploration.

Uniting Youth with Educational Advancement Opportunities



Joseph A. Beavers Scholarship Program

The Joseph A. Beavers Scholarship program is a UPO scholarship program that provides five District of Columbia high school and G.E.D. graduates with scholarships worth \$10,000 each on an annual basis. The fund is endowed with proceeds of UPO's annual Martin Luther King, Jr. Memorial Breakfast held each year in January. In the spring of 2006, High School Senior Alvin Brown was fortunate enough to be one of the five students selected to receive a \$10,000 scholarship award. Having been awarded the Joseph A. Beavers Scholarship, D.C. high school senior Alvin Brown accepted an offer of admission from Michigan State University in the spring of 2006. In the fall of 2006, Alvin Brown began his pursuit of a Bachelor of Arts Degree in Hospitality Management. Four years of hard work, challenges, and triumphs later, Alvin Brown successfully completed the degree requirements with an overall GPA of 3.46. Having fulfilled the requirements of the academic program, he qualified to receive the degree



he was pursuing. On May 8, 2010, Alvin Brown was awarded a Bachelor of Arts Degree in Hospitality Management at Michigan State University's graduation ceremony. Alvin Brown says "the Joseph A. Beavers

Scholarship has assisted me in my accomplishment of graduating college in 4 years. I graduated from the prestigious Michigan State University and maintained honor roll every semester of college. In my senior year of college, I maintained a GPA of 3.8 - an accomplishment that I am extremely proud of. I want all UPO scholarship recipients to understand the legacy that they are embarking on and to carry the torch of success as I pass it on. My future plans are to earn a master's degree in International Relations and I am currently starting my career with the management contract company Sodexo. My biggest accomplishment to date is graduating college debt FREE - an

accomplishment made possible by the Joseph A. Beavers Scholarship and hard work."

In 2010, following a rigorous selection process, 5 college aspiring low-income high school seniors were selected and each awarded the \$10,000 Joseph A. Beavers Scholarship. All 5 scholarship recipients began their freshman year of college in August 2010 at the following universities: The [University of Oklahoma](#), [Howard University](#), the [University of Arkansas Pine Bluff](#), and the [Pennsylvania State University](#). Several individuals and organizations donated money to endow the scholarship in 2010, however, Jiffy Plumbing, Heating & Air Conditioning was outstanding in their contribution by donating \$10,000.

Uniting People with Vocational Skills Training Opportunities



- Adult Education
- Apprenticeship
- Building Maintenance
- Computer Skills
- Construction Site Flagger
- Craftmanship
- Food Handling
- Phlebotomy
- Pre-Apprenticeship

2,441
Customers
Served

Uniting the Homeless with Opportunities

Shelter Hotline

During 2010, the Shelter Hotline program provided 52,157 homeless clients access to emergency shelters and feeding programs via transportation. Out of the 52,157 persons transported, 139 individuals requested and received transportation via wheelchair accessible vehicles. Through the program's street outreach, the program reduced the risk of hypothermia and hyperthermia via outreach and distribution of comfort items. Staff provided 31,006 referrals for emergency services and distributed 38,020 items of clothing.

Shelter Plus Care

The Shelter Plus Care program is an integral part of the continuum of care for homeless persons in the District of Columbia. It operates under a contract with the Community Partnership for the Prevention of Homelessness. The program provided case management and supportive services to 16 formerly homeless families recovering from substance abuse.

Uniting People with Employment Opportunities



Job Placements:

1,362

30 Day Job Retention:

621

90 Day Job Retention:

572

Employment Program

The primary purpose of the United Planning Organization's Employment and Career Development Program is to assist DC residents to become gainfully employed. The program meets this goal by offering bi-weekly employment workshops that are structured in three phases.

- In phase one of the workshops, customers are taught to understand, develop, and enhance their soft and hard skills. All customers are also taught how to complete a cover letter and resume.
- In phase two of the workshops, customers conduct mock interviews with the Job Developer and are rated based on how they perform. Subsequently, customers are provided with job referrals for employment. In this phase as well, customers are also assisted to open bank accounts and attend health screenings.
- In the third and final phase of the workshop, customers utilize the Employment and Career Development Program's state-of-the-art computer lab to gain basic computer skills to conduct job searches, and to submit resumes to employers.

TANF

The "Futures in Work" TANF Program is a collaborative effort of the United Planning Organization, Washington area employers, and the DC Department of Human Services to provide low-income residents of the District of Columbia with opportunities to gain economic self-sufficiency.

In fiscal year 2010, the "Futures in Work" program served 765 new or returning customers. Customers were referred to training and/or vocational programs and others were enrolled in work experience, internships and on-the-job training.

One hundred nineteen (119) participants gained employment. Forty (40) were high wage earners. Thirty-eight (38) maintained employment over ninety days. Twenty-six (26) maintained employment for 180 days.



Uniting People with Opportunities

Created by ARRA



Green Jobs

Weatherization – Modeled after the Pennsylvania Weatherization Training Center, the UPO Weatherization Training Center was created using ARRA funds. The center taught DC residents skills needed to help DC home owners reduce home energy costs. All participants were trained in the core competencies of the industry and advanced training was offered for certification of participants as Energy Auditors. 244 participants were trained in weatherization installation tactics and 60 of those participants were successful in obtaining employment with DC-based employers. Also, one participant was able to obtain employment with a non-DC-based employer. Of the participants trained, 23 were successful in meeting energy auditing standards and subsequently succeeded in earning Building Performance Institute (BPI) certifications.

Green Cleaning

Twenty-two (22) participants were trained and employed in building maintenance and green cleaning techniques. Subsequently, 7 of the participants obtained part-time permanent employment and 5 of the participants obtained full-time permanent employment.

Landscaping

The landscaping program provided a broad array of on-the-job training in landscaping. To help retain participants and to assist them in overcoming obstacles to self-sufficiency and regular participation, participants were also provided case management services. Sixty-seven (67) participants were enrolled. Fifty-five (55) were successful in obtaining landscaping certifications, and 51 participants also obtained job readiness certifications. Subsequently, 25 participants were placed in full-time jobs and 22 participants were placed in part-time jobs.

Environmental Improvement and Beautification

Following receipt of ARRA funds, UPO launched the Blue Team. The Blue Team was a program that provided environmental improvement and community beautification services in Wards 7 & 8 while providing supportive employment opportunities for the residents of those Wards. The Blue team provided field training opportunities for 50 participants. To complement the field training received by the 50 participants, they were also provided job readiness training. Forty (40) participants successfully demonstrated job readiness and subsequently received job readiness certifications.

Contextual Learning

Also referred to as the Supported Employment Services Program, UPO matched participants to work experience placements that maximized and further developed existing skills. Thirty-six (36) DC residents enrolled and all of them were successfully matched with work experience opportunities. Following completion of the program, 18 of the participants obtained full-time employment with benefits.

Head Start Staff Job Retention

Through this project, UPO provided assistance to Head Start teachers to meet enhanced educational requirements created by the Head Start Reauthorization Act of 2007. Thirty-two (32) Head Start teachers worked toward earning Associate's degrees through this program and 24 Head Start teachers worked toward earning Bachelor's degrees.

Uniting People with Opportunities

Created by ARRA



Record Number of Customers Attained GEDs

Introduction

The United Planning Organization believes that one of the surest ways to help a customer attain and maintain self-sufficiency is to enhance his or her human capital. Consequently, UPO's executive team embarked on an elaborate plan to help as many low-income DC youth and young adults as possible to earn GED diplomas. The plan involved a wide array of innovations in program design and a unique approach to implementation that permitted an unprecedented level of success. Strategic sub-grant recipient partnerships were sought through a rigorous request for proposals and subsequent selection process.

Program Design

UPO's Executive team commissioned an internal working group of highly adept professionals to conceptualize, formulate and implement a compensation system that would tie customer performance and the rate at which customers achieve benchmarking outcomes directly to the rate at which selected sub-recipients would be compensated. Following numerous working sessions, the working group released a pay for performance system in which recruitment, completion of program application, completion of enrollment requirements, class attendance, initiation of a case management plan, case management, grade level advancements, and obtaining a GED by passing the official examination allowed programs to be compensated at well researched rates. Additionally, the system proposed by the working group included hourly stipends for the GED candidates with the rationale that it would serve as an incentive to focus on achieving the ultimate outcome: achieving a GED. Embedded in this design was a dual incentive system that rewarded both the sub-grant recipient agency and the program participants when the customers succeeded in achieving the outcomes established for the program.

Grant Awards

Following a request for proposals and a careful selection process, 6 programs were awarded grants of \$580,000 each: 1) the Center for Empowerment and Employment Training (CEET), 2) STRIVE DC, Inc., 3) Opportunities Industrialization Center of DC (OIC/DC), 4) Marshall Heights Community Development Organization, Inc. (MHCDO), 5) Cardozo Heights Association for Neighborhood Growth and Enrichment, Inc. (CHANGE, Inc.), and 6) Center City Community Corporation. Each agency was tasked to achieve designated performance outcomes in recruitment, applications, enrollment, case management, grade level advancements, and lastly, but most importantly, GED obtainment. Later, in January of 2010, 2 additional grants totaling \$250,000 each were awarded to the Latin American Youth Center (LAYC) and the Spanish Education Development Center (SED Center) to assist Latino youth in obtaining their GEDs. Each program targeted youth between the ages of 16 and 25.

Classroom Instruction Styles

Classroom curricula and lesson plans of the GED programs were innovative, creative, and in a productive learning environment. Program staff analyzed the CASAS test to understand the deficiencies of students and then incorporated educational enhancements into lesson plans. However, when necessary, many GED programs hired a tutor to complement their regular classroom instruction. For students who needed additional assistance in a particular part of the exam, these tutors played a critical role in improving the students' success rate.

Uniting People with Opportunities Created by ARRA



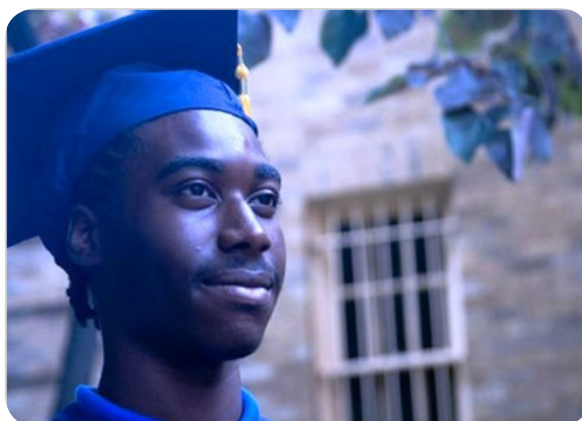
Monthly Monitoring

Bi-weekly site monitoring visits were conducted throughout the duration of the programs at all eight of the GED sites across the District of Columbia. During these visits, meetings were held with various staff persons to ensure compliance with monthly reporting requirements and effective use of grant funding. During the grant period, UPO also hosted two GED roundtable discussions for the purpose of sharing best practices and program challenges among the programs. All of the GED programs found these discussions very insightful as they gained new perspectives on how to overcome student barriers to successful completion of the program and GED attainment.

Case Management Trends

Case managers helped the students to empower themselves; recognizing strengths and identifying crises before they could occur. The initiation of a case management plan for each student established a set of goals and target dates for the student to achieve the desired outcomes, which included obtaining a GED, securing employment, enrolling in post-secondary education, completing a resume, and obtaining child care or personal transportation. This information was captured in UPO's Community Action Statistical Access (CASA) database system.

To ensure that customers succeeded in achieving the ultimate outcome and to ensure that their programs would get adequately compensated, each of the GED programs provided wrap-around services for mental health, housing, clothing, drug abuse counseling and mentoring needs for children. In essence, programs became a "broker" for the student, providing referrals to social service agencies, scheduling appointments and then, following up to find out the results of those referrals. The approach to effective case management was participant-centered versus program-centered. Case managers learned how to listen, ask probing questions, make affirmations, and disclose information about themselves to build a trusting, open relationship with the client. Once this trust and rapport were built, students opened up and shared feelings, issues and self-sufficiency impediments with their assigned case managers.



GED Attainment

During the ARRA grant period, **139** customers succeeded in earning GEDs at the eight UPO-funded programs. The GEDs earned represented a success rate of **93%**. The first GEDs were obtained in October 2009. The highest number of GEDs were obtained during the months of August (24) and September (21). It took the entire period of the 15-month grant for the majority of the students to achieve their GED, however, there were some students who obtained their GED in as little as three months.

Uniting People with Opportunities

Created by ARRA



Medical Training

Training was offered in the health profession of phlebotomy. Participants also received supportive services and job placement assistance. One hundred and twenty (120) DC residents enrolled in the program. Following completion of the training, and successful demonstration of competency, 103 participants became certified phlebotomy practitioners. Of those certified, 37 were successfully placed in full-time jobs with benefits as of the end of fiscal year 2010.

Foreclosure Prevention

UPO created a Foreclosure Prevention unit located in Ward 8 in October 2009. Over the course of the year, the foreclosure prevention unit attended to the needs of 149 home owners in Ward 8. The customers served received counseling services and assistance to prevent foreclosure. Of the 149 customers served, 35 successfully obtained loan modifications and 124 successfully completed credit counseling. Five (5) customers were also successfully assisted in refinancing their loans.

Workforce Development for the Challenged

Customers in UPO's Comprehensive Treatment Center (CTC) received job retention services through UPO's Employment and Career Development Division. One hundred and thirty eight (138) customers enrolled and 105 of those customers successfully received help to eliminate health-related barriers to employment.

Pre-Apprentice Training

ARCH Training Center and Goodwill of Greater Washington were selected as UPO ARRA sub-grantees to provide adult education, with case management and job readiness services to DC residents. The program goals were to increase each participant's reading and mathematics skills by two grade levels and to refer or place each participant in a follow-up education program, job training program and/or entry level job. Computer skills were also taught during this period. Once the participants reached their academic goal, they were placed in vocational training. ARCH Training Center enrolled 60 participants and 30 successfully completed the program. Following completion of the program, 11 were placed in jobs. Goodwill enrolled 84 participants and 64 completed the program. Subsequently, 31 of them were placed in jobs.



Uniting People with Housing Opportunities



The United Planning Organization's Housing Services Unit was able to assist low-to-moderate income residents of the District of Columbia with avoiding eviction and foreclosure procedures through intensive counseling and negotiating with the customers' landlord or mortgage companies to establish a repayment plan or obtain financial assistance from other community-based organizations. The Housing Services Unit was able to work with mortgage companies to qualify homeowners for loss mitigation products which allowed customers to remain in their homes.

The Unit also provided counseling and intervention sessions with renters' landlords to resolve landlord-tenant grievances such as repairs and potential violations of lease agreements and other concerns by both the landlord and the tenant. The Unit also provided budget and credit counseling services for our customers to aid them in developing a realistic household budget for management of their current financial resources. We also worked with customers to improve their credit ratings through intensive counseling and advice that empowered customers with information to assist them in resolving derogatory statements on their credit reports and educated them in the proper use of credit.

UPO celebrated its first National Homeownership month event in June at our Headquarters. Approximately 300 DC residents participated in the event. The Weatherization Operations Unit installed energy efficient conservation measures in the homes of low income residents of the District of Columbia who resided in rental or owner occupied properties. These measures were performed under a grant provided through the District Department of the Environment. Renters and homeowners received some of the following energy saving measures during FY-10: replacement of window A/C's, repair or replacement of refrigerators, heating and cooling systems, installation of windows, doors and attic hatches. Other measures included air sealing, insulation of attics, crawl spaces and walls, floor insulation, and other minor measures that yielded significant energy savings to the customer.

UPO celebrated Earth Day in April 2010 by cleaning and planting flowers and shrubbery in two communities. Also in 2010, UPO was approved by the U.S. Department of Housing and Urban Development as a Comprehensive Housing Counseling Agency.



- Safe & Stable Housing Obtained (37)
- Stable Housing Retained (123)
- Housing Related Referrals (1,468)
- Pre-Purchase Counseling (21)
- Credit Counseling (124)
- Home Loans Refinanced (5)
- Mortgage Applications Completed (5)
- Homes Weatherized (516)
- Rental Debt & Eviction Eliminated (133)

Uniting People with Opportunities for Nutrition



Electronic Benefits Transfer Program

The United Planning Organization's Electronic Benefits Transfer (EBT) centers located at 611 H Street, NE and 1649 Good Hope Road, SE provide new and replacement cards for all eligible persons determined by the DC Department of Human Services (DHS) to be eligible for Income Maintenance. The cards are designed to provide a safe, easy and convenient means for clients to receive food stamps and cash benefits. Clients are able to utilize their cards to purchase food at participating stores and make ATM withdrawals. The program aids participants in the quest to become self sufficient by providing much needed short-term relief. The individuals and families served by the United Planning Organization's Electronic Benefits Transfer (EBT) program also receive referrals to other UPO programs.



70,424
EBT Cards
Issued

A large blue pentagon graphic is positioned to the right of the text. Inside the pentagon, the number '70,424' is written in a large, white, serif font. Below the number, the words 'EBT Cards' and 'Issued' are written in a smaller, white, sans-serif font, stacked vertically.

Uniting People with Opportunities through Strategic Partnerships

In 2010, the United Planning Organization partnered with numerous organizations through sub-grant agreements. Through these sub-grants, tens of thousands of residents in all eight wards of the District of Columbia received much needed services. These partnerships enabled UPO to extend services to various niches and segments of the DC population that may have gone unreached. The following are the partners and the numbers of customers they served:

Change Inc. (6,163)

Marshall Heights Community Development Corp. (2,718)

Visitors' Services Center (2,544)

Peoples Involvement Corporation (1,943)

Center City Community Corporation (1,614)

Central American Resource Center (617)

VIDA (518)

Edgewood/Brookland Family Support Collaborative (392)

Multi-cultural Career Intern Program (370)

Anchor Mental Health-Hermano Pedro (363)

Spanish Catholic Center (159)

Coalition for Economic Empowerment (153)

Young Playwrights' Theater (138)

Mi Casa, Inc. (104)

Capitol Hill Group Ministry (68)

Mary's Center (67)

South Washington West of the River (58)

Wider Opportunities for Women (42)

Covenant House Washington (31)

House of Ruth (25)

ARRIBA (19)

Uniting People with Opportunities to Give Back



Foster Grandparent Program

The United Planning Organization's Foster Grandparents Program facilitated 191,384 hours of volunteer activities for 307 persons aged 55 years old and older at 50 educational and health care settings in the District of Columbia. The foster grandparents mentored 4,530 children from birth to the age of twenty one in group settings and tutored 4,398 one-on-one. They also volunteered at 23 early education /Head Start centers, 20 public and public charter elementary schools, 4 youth programs and 3 hospitals.

Building upon the success of full enrollment achieved in 2009, the UPO Foster Grandparents Program expanded its volunteer worksite network to include six new public charter elementary schools and five UPO Head Start centers. A new partnership with Matthews Memorial Baptist Church in southeast Washington, DC has provided the program with a facility to host monthly in-service trainings where volunteers gain classroom skills and receive information on issues,

services and programs that impact their quality of life.

Program Highlights

- 191,384 hours of volunteer service
- 307 volunteers
- 4,530 children mentored in group settings
- 4,398 children tutored one on one
- 50 partnering schools, programs and hospitals
 - 23 early education /Head Start centers
 - 20 public and public charter elementary schools
 - 4 youth programs
 - 3 hospitals
- \$575,000 in stipend income paid to low income DC residents.

Uniting People with Opportunities for Treatment

Comprehensive Treatment Center

The United Planning Organization's Comprehensive Treatment Center (CTC) is an out-patient opioid treatment program that provides medically oriented treatment to opiate dependent persons. CTC is a provider of substance abuse services under a Human Care Provider Agreement with the Department of Health, Addiction Prevention and Recovery Administration (DOH/APRA) and a contract with the Veterans Affairs Medical Center (VA). CTC is certified to provide services to 700 patients referred from DOH/APRA and 100 patients under contract with the VA.



Uniting People with Opportunities for Income Management



- 808 customers had their taxes prepared for free
- 707 customers had their state taxes filed
- 674 customers had their federal taxes filed
- \$1,077,724 claimed for customers through 2010 tax refunds
 - \$830,278 federal tax refunds
 - \$247,446 state tax refunds
- \$344,412 earned income tax credits claimed for customers
- 432 customers received energy assistance
- 465 customers set up household budgets
- 337 customers maintained household budgets 90+ days
- 401 customers opened savings accounts
- 510 customers increased their savings accounts within 90 days of opening it.

Opportunity Creating Programs and Partnerships



UPO Community Centers

Anacostia Community Service Center
Ralph Waldo "Petey" Greene Community
Service Center
Shaw Community Service Center
Alabama Avenue Center
James Creek Service Center

UPO Community Services

Adult Education
Capital Health Careers
Community Awareness
Community Engagement
DC REACH
Electronic Benefits Transfer Centers
Employment Services
Employment and Career Development
Foster Grandparents Program
Shelter Hotline
Tax Preparation
TANF
Volunteer Services

UPO Youth Services Programs

POWER
Summer Camp
Joseph A. Beavers Scholarship Fund
Kids2College
Passport-to-Work
Year Round In-School

UPO Community Health

Shelter Hotline
Comprehensive Treatment Center
Shelter Plus Care

UPO Housing Services

Housing Services
Residential Housing - Montello Avenue
Residential Housing - Sheriff Road
Weatherization Services

UPO Special Population Programs

Latino Federation of Greater Washington
VIDA Senior Centers
Visitors' Services Center

Community-Based Youth Initiative Programs

Multi-Cultural Career Intern Program - Teen
Pregnancy Prevention Program
South Washington/West of the River Family
Strengthening Collaborative
Young Playwrights' Theater

Community-Based Latino Initiative Programs

Anchor Mental Health - Hermano Pedro DC
Capitol Hill Group Ministries
CARECEN
Covenant House Washington
House of Ruth
Mary's Center for Maternal & Child Care
Mi Casa Inc.
Spanish Catholic Center Dental Care
Education and Access Program
The ARRIBA Center for Independent Living
Service Center
Wider Opportunities for Women (WOW)

Community Based UPO Delegate Agencies

Center City Community Corporation
CHANGE, Inc.
Edgewood/Brookland Family Support
Collaborative
Marshall Heights Community Development
Organization, Inc.

Office of Child and Family Development: Head Start/Early Childhood Development Programs

Anacostia Community Service Center
UPO Office of Pre-School/Daycare
Bright Beginnings c/o Perry School
D.C. Public Schools Consolidated Head
Start Program
Far Southeast Head Start Offices
Eagle Academy PCS
University of the District of Columbia Child
Development Center
Edward C. Mazique Parent Child Center
Rosemount Center
Associates for Renewal in Education (A.R.E.)
Spanish Education Development Center (SED)
UPO/ECDC # 1
UPO/ECDC # 2 (Marie Reed/Adams Morgan)
UPO/ECDC # 8
UPO/ECDC # 13 (Developing Families Center)
UPO/ECDC #15 (Atlantic Terrace)
UPO/ECDC #16 (Banneker)
UPO/ECDC #17 (Benning Park)
UPO/ECDC #18 (Edgewood)
UPO/ECDC #19 (Paradise)
UPO/ECDC #20 (Randall)
UPO/ECDC #22 (Frederick Douglas)
Pre-K Incentive Program

Outcomes Achieved as a Result of Uniting People with Opportunities



97,175 CUSTOMER SERVED

Employment (4,245)

- Job Placements
- 30-Day Job Retention
- 90-Day Job Retention
- Workforce Readiness
- Career Counseling

Education (5,356)

- Education Counseling
- Mentoring
- Postsecondary Scholarships
- Extracurricular Youth Programs
- GED Enrollments and Completions
- Grade Level Advancement

General Equivalency Diplomas (139)

Preschool Readiness (2,458)

- Head Start
- Early Head Start

Income Management (2,425)

- Household Budgeting
- Household Budget Maintained
- Savings Accounts Opened
- Energy Information and Assistance
- Tax Preparation

Electronic Benefits Transfer (70,424)

Emergency Services (7,118)

- Crisis Counseling
- Emergency Clothing Assistance
- Emergency Food Assistance
- Vendor Payments

Housing (5,463)

- New Placements
- Home Ownership Education
- Home Purchases
- Housing Stabilization
- Landlord - Tenant Intervention
- Housing Retention
- Home Ownership Education

Nutrition (1,953)

- Nutrition Education
- Nutrition Counseling
- Congregate Meals
- Commodity Foods

Health (1,894)

- Dental Care
- Health Education and Workshops
- Mental Health Support
- Methadone Maintenance
- Tax Preparation

Transportation of Homeless (52,157)

Funding for Opportunity Creating Programs and Activities ... Financials



Statement of Activities: For the years ending September 30, 2010 and 2009

REVENUE	2010	2009
Direct Federal	\$ 17,545,868	\$ 16,217,798
Pass-Through Federal	\$ 26,450,248	\$ 16,549,694
Direct District	\$ 6,458,906	\$ 7,765,325
Private and General	\$ 869,643	\$ 873,143
Fees and Contributions	\$ 300,315	\$ 167,948
TOTAL REVENUE	\$ 51,624,980	\$ 41,573,908
EXPENSES		
Program Services		
*Community Services	\$ 9,616,084	\$ 9,520,302
*Community Services - ARRA	\$ 11,410,408	\$ 2,569,142
*Headstart	\$ 14,021,852	\$ 13,837,620
*Headstart - ARRA	\$ 555,829	\$ 39,067
Preschool Programs	\$ 2,948,160	\$ 2,737,997
Elderly	\$ -	\$ 1,349,011
Homeless	\$ 1,422,341	\$ 936,899
Special Emphasis	\$ 3,835,967	\$ 3,930,699
Other Grants	\$ 1,040,281	\$ 821,964
Private and General	\$ 634,830	\$ 580,138
Total Program Services	\$ 45,845,659	\$ 36,283,772
General and Administrative	\$ 5,471,664	\$ 4,418,946
Interest, Fees and Other	\$ 445,540	\$ 1,295,694
TOTAL EXPENSES	\$ 51,762,863	\$ 41,998,412
Change in Net Assets before Capitalization of Program Expenses	\$ 438,999	\$ (424,504)
Capitalization of Program Expenses	\$ 199,260	\$ 66,658
Change in Net Assets	\$ 61,377	\$ (357,846)
Net Assets, Beginning of Year	\$ 2,996,070	\$ 3,353,916
Net Assets, End of Year	\$ 3,057,447	\$ 2,996,070

* Includes American Recovery and Reinvestment Act funds.

UPO Funding Sources

- U.S. Department of Health and Human Services Administration of Children and Families - Head Start
- Office of Community Service (CSBG)
- District of Columbia Department of Health Addiction Prevention and Recovery Administration
- District of Columbia Department of Human Services
- District of Columbia Office on Aging
- District of Columbia Department of the Environment
- District of Columbia Department of Employment Services
- District of Columbia Department of Health
- U.S. Department of Agriculture
- Corporation for National and Community Services
- Community Partnership for the Prevention of Homelessness
- U.S. Department of Veterans Affairs
- Scholarship Funds Generated by Proceeds from Annual UPO Martin Luther King Jr. Memorial Breakfast and from Donations
- J. P. Morgan Chase
- Donations and Private Sources

Prepared by the Office of Outcome Reporting
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