

2022

ANNUAL REPORT



UNITED PLANNING
ORGANIZATION

FORWARD TOGETHER:
Economic Security for
All DC Residents

(UPO Workforce Institute graduation)



OUR IMPACT

52,569 people served across all generations

PRO-WORK


Job Security

 **612**
customers
obtained jobs

 **1,177**
national
certifications
earned


PRO-EDUCATION

 **Largest**
Early Head Start
provider in DC

 **\$100,000**
in scholarships
awarded in 2022;
\$1.5 million
total since 1990

PRO-COMMUNITY

Food Security
 **157,184**
meals distributed
during the pandemic

Financial Security
 **\$1 million**
in customer tax
refunds secured
with UPO's help

Housing Security
 **594**
customers received
rental assistance and
their threat of eviction
was resolved

ON THE COVER
The UPO Workforce Institute changed the lives of Culinary Arts graduates (l. to r.) **Mario Lane**, who's now a cook at Fish & Chips (the Gordon Ramsay restaurant where another UPO graduate works); **Denton Malcolm**, who is starting a restaurant business; **Genethia Robertson**; and **Nichelle Tucker**.

Lifting Advocates' Voices
 **225**
participants in
our Community
Leadership Academy



**UNITING PEOPLE
WITH OPPORTUNITIES**

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

MISSION
Uniting People with
Opportunities



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.

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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.

FROM THE PRESIDENT/CEO AND BOARD CHAIR

How We Move Forward Together

District residents who lack economic security understand that the journey to that goal is a marathon, not a sprint. **When they reach their goal**, everyone who helped them, including UPO's staff, volunteers, Board members, donors, and partners celebrate the achievement with them.

As the pandemic stretched through 2022, the crisis required **new levels of discipline, creativity, and compassion** to help customers survive and thrive.

- With the help of CARES Act funding, we distributed \$3 million in rental and utility support.
- We connected people who needed mental health support with licensed professional therapists.
- We continued our partnerships to create new affordable housing.
- Our Early Learning team re-opened our centers so that parents could return to work or to our certification

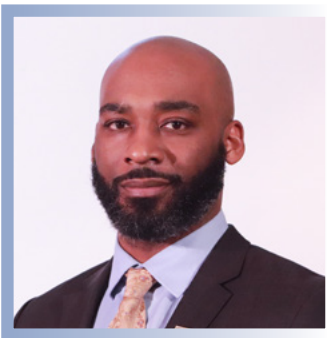
training programs for GED, ESL, and high-demand jobs.

- Our Workforce Institute introduced and refined ideas such as the Construction Trade Workshops where high school students discovered new careers ... and then signed up for job training courses at our Building Careers Academy.
- We jumpstarted new healthcare partnerships, adding staff and expanding our reach.
- Our Community Leadership Academy, which aligns with Community Action principles, taught residents how to advocate to improve their neighborhoods.
- We opened a Legislative Advocacy division to tackle the causes and conditions of poverty. Actually, we're coming full circle: UPO was founded in 1962 to address failed policies by developing new grassroots approaches to economic security.

Our next goal is to begin a mental health assessment for our customers so there can be a conversation about their struggles as part of their intake process. Since we try to address the whole person, this will help us pave the right way for each of them to move forward.



Andrea Thomas
CEO and President



Jeffrey Page, Esq.
Board of Directors Chair

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Representative of Major Groups & Interests

OUR PROGRAMS

How We Help Customers Move Forward

We help residents transform their lives: They build knowledge, skills, and other tools to become economically secure. We tailor our assistance to each person's strengths and needs so they can pave and navigate a path to success.

Office of Early Learning

educates and stabilizes children and their families.

Youth Services

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

Foster Grandparents Program

helps children grow through mentoring by senior volunteers.

Family Strengthening

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

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.

Affordable Housing

delivers affordable homes and improves housing equity and security.

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; Electronic Benefit Transfer (EBT) program ensures that customers can keep food on their tables; and Permanent Supportive Housing helps people move from homelessness to stability and self-sufficiency.

Community Advocacy

changes lives and strengthens communities through direct service and by promoting the voices of community members who lead the transformation of their neighborhoods.

Community Impact

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

Legislative Advocacy

fight for systemic changes by voicing how policy impacts opportunity, and amplifies the power of DC residents to address economic and racial inequities.



CARES ACT

Helped People Survive and Thrive

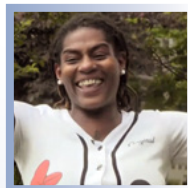
As the pandemic took a toll on our beloved city, UPO was needed more than ever.



UPO is the designated Community Action Agency for the District's residents with low incomes, which means that our purpose is to Unite People with Opportunities so they can reach economic security.

Federal funds from the Coronavirus Aid, Relief, and Economic Security (CARES) Act enabled UPO to **expand our programs and our reach** to District 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.

We tailored our approach to each person and family to meet their needs. For some families, that meant supermarket gift cards for groceries. For others, it meant diapers, clothing, toddler beds, and a stroller, or help from our in-house mental health consultant.



A HOME, A DEGREE, A PATH TO SUCCESS

Jasmine is a dynamo. But even dynamos need help to focus their energy.

Jasmine's children were being nurtured in a UPO Early Head Start center when she realized that she needed help. **She was suicidal, needed a home for her family, and aspired to finally get a high school diploma.** A Family Engagement Specialist at our Office of Early Learning helped her address each of her issues, step by step.

As we helped Jasmine, her determination grew and grew. For example, the day after she had her new baby, she called into class **from her hospital bed**. She said, "Don't tell me I can't go to class!" Her teacher explained

to Jasmine that she already had a passing grade; then Jasmine got off the phone and returned to feeding her baby. The funding for Jasmine's diploma course came from the CARES Act, which was designed to help people during the COVID pandemic.

Jasmine is now a formidable advocate for her family and she is eagerly developing even more skills: **"I can be whatever I put my mind to...and I'm still trying to achieve...[Team UPO,] you are so wonderful."**

Please watch her riveting video at: www.upo.org/cares



Thanks to CARES Act funding, District residents were able to get GED and ESL (English as a Second Language) certificates. During the graduation ceremony, Jasmine (from the story at bottom left) encouraged everyone to continue their education.

SHE DISCOVERED HER FUTURE



Gina was unhappy as a contracted security guard. She was grateful to be working but was not fulfilled — she imagined more for her life.

Then Gina heard about the **UPO job training programs funded by the CARES Act** and instantly kicked into gear. She became a powerhouse, earning her national certifications in:

- › Food Handling
- › Alcohol Service
- › CPR
- › Cleaning and Sanitation (in a program designed for budding entrepreneurs)

"It makes me feel very good about myself because I had trials and tribulations early on, and I was able to **turn my life around**," she said.

Gina started her own company cleaning people's homes. She also began working for UPO's Shelter Hotline as her way of giving back... plus it helps to fund the high-quality equipment she needs to grow her blossoming business. Bravo!

- › We prevented eviction for **518 households** by distributing \$3 million in rental support.
- › We prevented disconnection for **695 households** with Emergency Utility Assistance.
- › We trained **219 District residents** in courses where the graduates earned a national certification. These classes included:
 - **IT: Network+ and Security+** because we see that cybersecurity and managing computer networks are growing fields; these courses were at the UPO Workforce Institute.
 - **Cleaning and Sanitation Training & Small Business Startup**, with 98 motivated graduates. Most of them gained paid assignments (including a contract with DC government), 28 began full-time jobs, and 20 started new businesses.
- › We provided **2,000 laptops** to support children's distance learning, and to seniors to prevent social isolation and encourage telehealth visits. We continue to hold computer literacy classes for seniors.
- › We referred **392 people to licensed mental health providers** so they could have a safe space to deal with their trauma, grief, and loss. As the pandemic continued, we saw that more men and children (ages 4-13) came for counseling, including people who saw that the pandemic worsened their depression or

- anxiety. Many said, "I didn't know that I needed this, but I really did."
- › We paid for **GED and ESL (English as a Second Language) classes** for residents who needed that extra incentive to take the next step in their education.
- › We addressed food insecurity by partnering with Capital Area Food Bank, Martha's Table, and 25 other organizations for weekly drop-offs of food as well as distributions of hot meals, produce, household goods, and PPE (personal protective equipment).
- › We supported **200 families when they were quarantined**, delivering the care packages and food they needed.
- › We helped **36 families** with medical bills, baby supplies, summer camp tuition, and burial support.
- › We enabled community-based organizations to run **high-quality summer camps that addressed children's learning loss**. And then we created an EPIC Book Club for grades K-5 while supporting their social and emotional wellness (see p. 9).
- › We trained **150 high school students** in the CARES Construction Trade Workshops, a collaboration with our UPO Workforce Institute that sparks new ideas for careers. (See the NBC4 story on p. 15.)

The impact of CARES Act funding

PRO-EDUCATION

Programs Create Opportunity

Our PRO-EDUCATION efforts give people at every age **what they need to unlock their full potential**. We start by inviting pregnant mothers to learn about pre-natal care, then we help to nurture their children in Early Head Start. As students grow, our programs follow them with afterschool and summer programs that propel them to toward college and careers. We also strengthen the skills of human services professionals and bring in senior volunteers to mentor children — which helps all of them thrive!

UPO is DC’s LARGEST EARLY HEAD START PROVIDER

SHE WAS LOST — THEN SHE FOUND HER DIRECTION



“Being an educator is crucial. I know the frustrations, I know the worries of being a parent. I make sure the parents feel comfortable coming to me,” said **Maame Nyarko**, a teacher at our Frederick Douglass Early Learning Center. **“I welcome them with open arms,** without judgment. They get understanding and an abundance of resources — education, diapers, food, clothes. **That is such a blessing.**”

“I discovered UPO when I enrolled my 2-year-old daughter Iniko at the Malcolm X Early Learning Center. I was nervous because she wasn’t walking. I expressed my concern and the teachers encouraged her every day with activities. **Within a week, she was walking. And I was crying.** I had thought, ‘Is there something lacking within me?’ instead of seeing that Iniko was developing at her own pace. Soon I found my voice on the Parent Policy Council [which decides the budget and direction of the centers’ programs] and became the liaison to UPO’s Board of Directors.

“My career changed, too. I’d been working in culinary but restaurants were closed during COVID so I was lost. Malcolm X Center Director Erica Belton said, **‘You’d be perfect for our Child Development Associate training program.’** She and Tracey Parham saw the greatness in me so I signed up and I got my license! **Now I’m teaching with passion.** My next step: an Associate’s Degree.”

ENGAGING PARENTS

Even though children returned to classrooms, all of our events for parents were required to remain online. We explored various ways to increase parents’ knowledge and participation. The most popular events included Toilet Training, Cook-Along Food Demos, Resilience (for fathers), Disabilities, Picky Eaters, and of course Baby Showers. Our support for parenting skills includes courses with tools and guides that promote a positive approach to a child’s behavior and positive discipline.



Children try on different professions at our Edgewood Early Learning Center.

OFFICE OF EARLY LEARNING

UPO operates 17 centers throughout the city (see p. 29) and was chosen by the District to oversee 16 others in the Quality Improvement Network (a citywide effort to improve educational outcomes).



During the pandemic, we offered different types of teaching, including live online classes and recorded ones that sparked parent-child interaction during the day. As we moved back into classrooms, we managed children’s transitions with trauma-informed care and kept helping them 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.



Enrollment increased by

50%

between the Fall and Spring.

10% of children exited the program above national benchmarks for their growth range with over a

25%

increase in children meeting national benchmarks in Social Emotional Development and Emergent Literacy.

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

A MOTHER BUILT CONNECTIONS AT UPO

“I started working for UPO right after I had my first daughter M’Ryha. I joined because I love numbers and I love people. I came back [after maternity leave] because **I liked the family atmosphere** — I can lean on my colleagues for everything,” said **Kenichia White**, a Fiscal Administrative Assistant for UPO’s Office of Early Learning.

“I was skeptical about Early Learning Centers, then a close friend recommended House of Ruth [a center that UPO oversees in the Quality Improvement Network]. I had a fantastic meeting with a Family Engagement Specialist so M’Ryha went the next day — even though I was having separation anxiety. **I struggled to transform that fear into hope.** Fast-forward to today: My 3 children have all had LaToria Meyers as their teacher and that makes me so happy! I love the place — I volunteer at parent trainings and was President of the Parent Policy Council.

“I’m full of energy every day: Sometimes I pull energy from the sky, sometimes from my children. I’m thrilled that I get to do what I love at UPO, and **I see what our team does for people. We’re weaving a community.**”



Our Passion is Helping Children Blossom

PRO-EDUCATION

Programs Create Opportunity

THE YOUTH SERVICES DIVISION

is expanding its reach. Our strategy includes hiring a college and career readiness coordinator to give students more information on how to get into college and pay for it, as well as guidance on career pathways — especially for students who are the first in their families to go to college. (Read about our Beaversd Scholarships on p. 10)

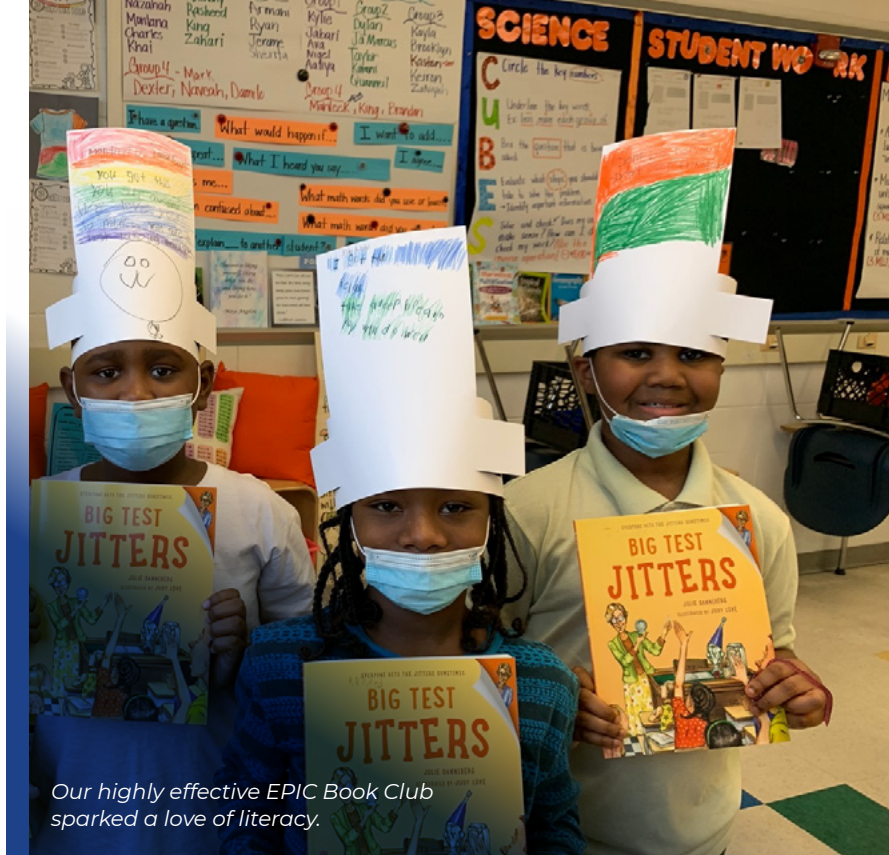


Providing Opportunities With Educational Readiness

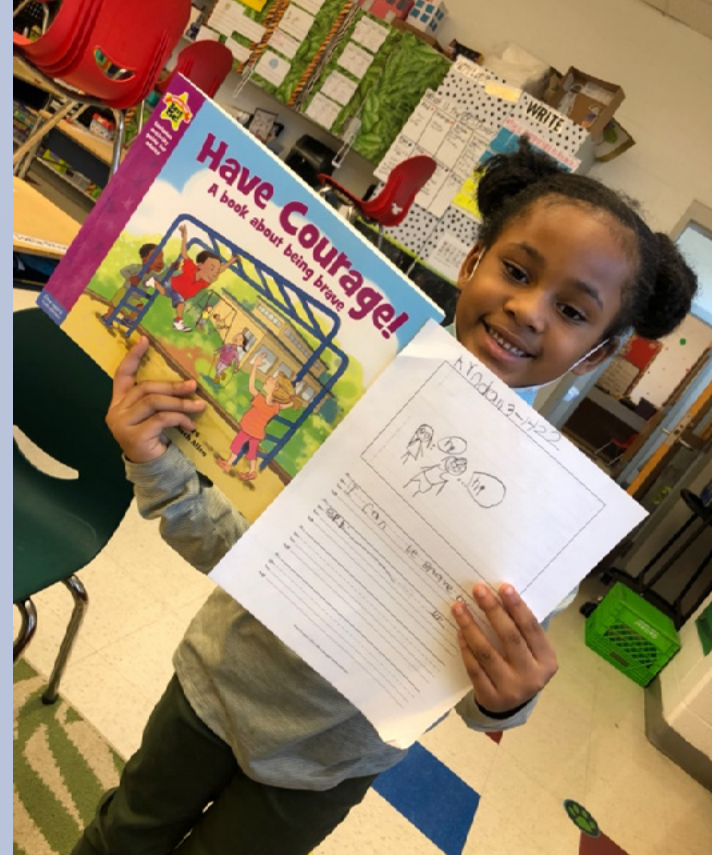
POWER motivates students in grades 6-12 to pursue a post-secondary education or a promising career by offering academic, cultural, and social enrichment activities that develop critical thinking skills and open their eyes to opportunities for success.



CREATE inspires students in grades 1-5 through academic and social-emotional enrichment activities that build confidence in learning and develop a strong sense of self.



Our highly effective EPIC Book Club sparked a love of literacy.



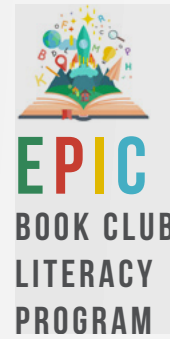
51% of CREATE students were below proficient in Math or English at the start of the school year; at the end,

98%

of that subset **improved to proficient or better**

“ I chose CREATE because I saw with my older children how **involved, caring, and consistent the program was**, not only with the students’ needs but also wanting parent input. I love the opportunities afforded to the children in CREATE. **They encourage problem solving** and plenty of team-building activities which allow the children to **learn from one another.** ”

– **Monique**, mother of 5th grader Zonique



This new initiative **reverses some of the COVID-related learning loss** for K-5th graders. Our EPIC literacy activities also help them develop positive coping strategies. With funding from Learn24, EPIC will continue at two new school sites in 2022-23, expanding to serve 60 youth.

“ Thank you! Bringing EPIC into our classrooms truly made a tangible difference. It was a joy to see so many students making personal connections to the texts. The follow-up activities allowed for deeper exploration in hands-on and exciting ways. What became especially meaningful for our students was the social-emotional component that allowed us to create safe spaces for them to share, reflect and practice emotional regulation strategies. The small group setting was ideal for ... more opportunities to develop closer friendships and bonds with their peers and teachers. Our students’ love of literacy was positively enriched, as evidenced by growth and record achievement in their academic outcomes...”

– **The Randle Highlands EPIC Book Club Team**
(Shelby Cook, Kimberly Kenley, Winfred Thomas, Jazzmyne Townsend, Crystal Wilson)

After 6 sessions,

63%

of EPIC Book Club participants demonstrated improvement in reading

How to REVERSE Learning Loss

PRO-EDUCATION

Programs Create Opportunity

A VOICE FOR THE VOICELESS AT OUR MLK BREAKFAST

Our 38th Annual Martin Luther King, Jr. Memorial Breakfast honored his legacy by raising funds to make college dreams come true. UPO awarded Beavers Scholarships to each of 10 outstanding DC students from families with difficult financial challenges. **Thanks to our donors, UPO has invested over \$1 million to support 200 scholars.** They have become scientists and teachers, music artists and entrepreneurs, innovators and leaders.

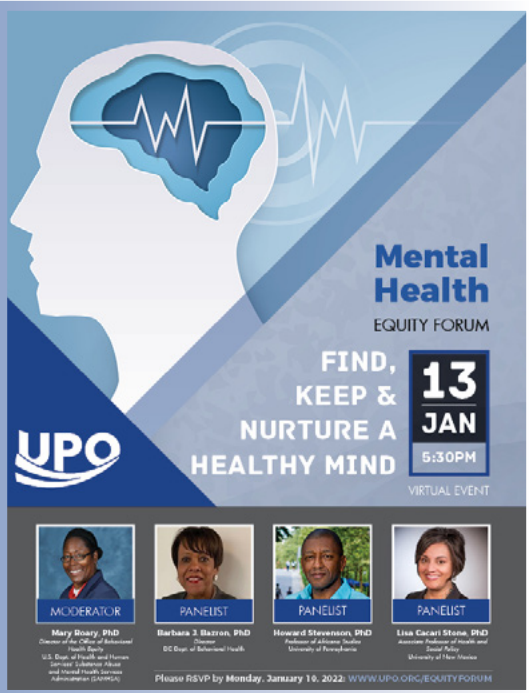
Our Keynote Speaker was Congressman James E. Clyburn, a civil rights leader who met Dr. King and said, “I have never been the same.” After his speech, UPO President Andrea Thomas interviewed the Honorable James Clyburn, who said, “I was an anti-poverty worker. I have a lot of respect for you who work in that field.”



UPO President and CEO Andrea Thomas was honored to interview Congressman James E. Clyburn as part of our MLK Breakfast.

DRIVING CHANGE WITH OUR EQUITY FORUM ON MENTAL HEALTH

The problem of inequity in Mental Health grew during the pandemic. To address this crisis, UPO both connected people with care (see p. 5 about the counseling sessions) and convened thought leaders. Our deepest thanks to moderator Mary Roary, PhD and panelists Barbara J. Bazron, PhD, Howard Stevenson, PhD, and Lisa Cacari Stone, PhD. You can see their bios, watch our 4th Annual Equity Forum, and find a list of behavioral health resources at www.upo.org/forum2022



FAMILY STRENGTHENING: STRENGTHS-BASED TRAINING

Our professional development training (a partnership with Temple University) is a proven success from every perspective. **Our employees become stronger leaders, our coaching helps our customers build on their strengths, and trauma-informed care benefits our community.**

This year, some classes are online and, **at UPO's request, the Family Development Credential is being translated into Spanish.** (The Credential course is a requirement for Head Start Performance standards for Family Workers.)

“Foster Grandparents” are seniors who volunteer to **mentor children** in literacy, math, motor skills, and social-emotional skills. (We work in Tier 1 schools, with the **students who need the most help.**) UPO Foster Grandma Cassandra Gentry says that working with students gives her a sense of belonging: “Maybe I need them as much as they need me.” See her heartfelt video at www.upo.org/fostergrandparents



Our program successfully met the challenge of continuing to help children during the pandemic: **We taught computer literacy to 100 Foster Grandparents** who then eagerly mentored children who were learning remotely, and we re-certified their background checks so they were ready to serve once the school doors reopened. We also teamed up with Reading Partners to train and place 30 Foster Grandparents on their new online platform.

The Annual Volunteer Recognition Luncheon honored seniors who have sustained the program and Foster Grandparents who died during the pandemic including our beloved Virginia McLaurin (at age 112).

The Steve Harvey Show interviewed Foster Grandparents Program Director Cheryl Christmas about the value of mentoring for children and seniors. Listen to the WHUR story at www.upo.org/fostergrandparents



Our **151** seniors volunteered **34,676** hours to mentor **1,083** children

Foster Grandparents: Love + Wisdom = Mentors

PRO-WORK

Programs Open Doors

UPO is devoted to helping people reach their full career potential.

The UPO Workforce Institute is a licensed institute of higher education with nationally recognized **vocational training programs in high-demand fields**. Our wraparound approach to Career Development helps people overcome employment barriers with a **practical action plan for how to rise out of poverty**. Our team gives District residents the skill set, resources, and opportunity to get and keep jobs that launch careers. *(See the cover photo.)*

All of our programs **open doors** for customers. And we're never "done" with them. They become part of the UPO Family for life.



Professional Building Maintenance graduates of the UPO Workforce Institute.

TRAINING COURSES FOR NATIONAL CERTIFICATIONS

Construction Trade

Professional Building Maintenance (PBM)
Electrical Technician
Plumbing

Telecommunications/Broadband

Introduction to Telecommunications
(+ additional certifications)

Information Technology

IT Helpdesk and Application Support Specialist
(CompTIA A+)

Culinary Arts

ServSafe Food Protection Manager

Healthcare

Emergency Medical Technician (EMT)

Education

Child Development Associate (CDA)

Commercial Driving

Commercial Driver's License (CDL) Class A and B



"I never had a job...until I came to UPO for help..."

- DeAngelo

HE WORKED HARD TO EARN HIS 1ST JOB

"My name is DeAngelo. I'm 36, I live in Ward 8, and suffer with a learning disability. I never had a job and have always lived with my mother... until I came to UPO for help with employment.

My Case Manager Charles Pyatt had a relationship with Didlake so he helped me with my resume and application for a custodian job. Then my Job Developer Annie Higginbotham helped me with interviewing skills and job prep. After my interview, I was hired for a job at the Consumer Financial Protection Bureau with full benefits. **I have held my job for a year. Thank you to my UPO team who worked with me on this journey!"**

612

customers obtained jobs through UPO and our partners.

1,177

national certifications earned, a 550% increase over the previous year despite the pandemic.

51

customers earned Commercial Driver's Licenses. This training had the highest demand and inspired the greatest devotion from our students: 92% of them graduated and became CDL drivers.

792

customers received job readiness services.

142

customers achieved job readiness certificates.

351

visits to the One Stop Lab, where customers have resources to help them take the next steps in their job search.

Moving our Customers Forward

PRO-WORK

Programs Open Doors



UPO Inspire continued to support UPO's IT trainees by providing

\$18,275

in incentive stipends as they completed their CompTIA A+ certification.



High school students explore new careers at our Building Careers Academy, DC's largest construction training center.

“ MY JOB TRAINING WAS A GAME CHANGER ”



"I graduated from their Professional Building Maintenance program; then I was interviewed by Bozzuto Management and was hired on the spot as a Maintenance Technician with full benefits. Here's a punchlist with the steps it took for me to grow.

MY DRIVE AND DETERMINATION

My mom has gotten ripped off by home contractors. So I got the urge to learn enough to fix our home. I joined the UPO class to **show my mom and daughter that I could do it.**

EDUCATION FOR MY CHILD

UPO offered to **take care of my 18-month-old daughter** at their Early Learning Center in Roosevelt High School while I was in class. (She loved it so she still goes there!)

MY INSTRUCTOR

Richard Cochran not only shared knowledge, he also got to know us. He taught me dedication, structure, and how to use my energy strategically. As I got more engaged in these skills, it dawned on me that they **could spark a new career.**

MY INITIATIVE

In class, I took notes and often asked questions to help other students grasp slippery concepts. **When I graduated, I felt great** — I had lifted myself and them!

Then I prepared for the Bozzuto opportunity. Mr. Cochran showed me how to 'flip' the interview: I did a lot of research about the company to learn their goals and what they would expect from me. I walked confidently into the interview and **they surprised me by hiring me right away.**

Now I'm learning HVAC and mechanical systems at my job and I've stayed proactive: I'll ask others, "Do you need help?" and then I'll invent a creative way to make something easier for my team. **I'm hungry to learn more;** I will move up the ranks and eventually open my own business...which will include on-the-job training to help folks who were in my shoes.

Also, I've changed our garbage disposal at home (among other upgrades) and bought a car. My mom and daughter are proud of me. I love UPO!"

“ I swear, I don’t know where I would be if it wasn’t for UPO.”

- **Naté Shairece McNatt**, who has taken charge of her life

PAVING A CAREER PATH FOR HIGH SCHOOL STUDENTS



“ [UPO’s program] really helped me change my life. They teach you skills [that other] schools really don’t teach you. ”

- **UPO graduate Isaiah Kpodi**, who completed our Construction Trade Workshops, then earned a national certification in Plumbing

NBC4 reporter Megan McGrath wanted to show how we open the eyes of high school students to careers they had never considered. She interviewed instructors and graduates of our Building Careers Academy, which is the District's largest construction training center.

The Construction Trade Workshops “opened up new experiences for me, new passions I want to learn, new jobs,” said UPO graduate Leah Alemu. **Please see the video at www.upo.org/cares**

This initiative began in 2021 as a collaboration between our CARES Act team and the UPO Workforce Institute. In 2022, we welcomed 150 eager students, primarily from public schools across the District. The program was so successful that **DC Public Schools now requires its Career and Technical Education coordinators to partner with UPO** by referring students for post-secondary opportunities.

PRO-COMMUNITY

Programs Transform Lives

UPO helps District residents **amplify their voices so they can build stronger neighborhoods** and live healthy, productive lives. We address the causes and conditions of poverty and give people the tools they need to succeed, from affordable housing to education, from food to free tax prep, from healthcare to the city's first **Financial Empowerment Center**. With this toolkit, people can pave a path to economic security.



HOW TO IMPROVE HEALTH

We are addressing health disparities and behavioral health issues, and sparking health education throughout the city.

UPO is a key partner in the **Advancing Health Literacy and Promoting Health Equity Collaborative**, an initiative of the DC Health Dept. Since Wards 5, 7, and 8 have the highest health disparities, we reached out to community partners to develop **wraparound services that built awareness and tore down misinformation**. Our programs included vaccine clinics, HIV awareness drives, workshops on STIs and chronic diseases, and **education about COVID that led to new, more effective language** in DC Health ads around the city. Residents who previously were skeptical about vaccines said they were grateful to “walk outside my door to get my vaccine.”



- ▶ We held 200+ community events, including 20 educational workshops in Wards 5, 6, 7, and 8 such as **Being Well in the Post COVID World** and on **The Way to Happiness** (with The Way to Happiness Foundation).
- ▶ We deepened our partnership with **MedStar Family Choice**. Together, we held roundtable discussions with new audiences and connected these customers to more resources.
- ▶ DC Housing Authority has given UPO space in the Greenleaf Senior Building in SW for a satellite office to serve residents, and we intend to add additional offices in Ward 5 and 7.

HOW TO TREAT OPIOID ABUSE

The Medication Assisted Treatment Program for opioid use at our **Comprehensive Treatment Center embraces a holistic, results-oriented approach**. We successfully served 240 customers, giving impetus to their recovery process. Our staff is fighting a vigorous campaign against Fentanyl use to prevent overdose deaths; on Overdose Awareness Day, we educated customers on the use of Narcan and Fentanyl test strips, distributing 327 test strips and 143 bottles of Narcan. We also reengaged customers via town hall meetings to ensure full participation in treatment.

James, age 43, was among our many successful discharges. He entered treatment for a dependence on opioid pain medication. James attended one-on-one and group counseling and stayed focused on his goals. During this time, his wife gave birth to two children and he started a new business. **He officially ended his opioid dependence and his family is so proud.**

SHELTER HOTLINE

We are on the front lines during the pandemic. Our team is an integral part of the DC Continuum of Care: Every day, we are patrolling the city to check the health of people who live on our streets.

Responded to
92,895
emergency calls

Distributed
28,002
meals to people experiencing homelessness

Gave
112,123
rides to people experiencing homelessness

Distributed
179,001
life-sustaining items, including blankets to a former opioid user who said that the care and attention from UPO was the reason he “got clean and turned my life around”

Health and Wellness

PRO-COMMUNITY

Programs Transform Lives

LEADING THE WAY IN FINANCIAL EMPOWERMENT

Building on UPO's experience as the District's **Financial Navigator**, DC's Dept. of Insurance, Securities, and Banking chose our Petey Greene Community Service Center to become **the first Financial Empowerment Center** in the city. Our center will serve as the model for financial counseling: DISB intends to create a center in each Ward to help people meet their financial goals and achieve tangible milestones.



The Winter Wonderland Party at UPO's Petey Greene Community Service Center.



COMMUNITY LEADER:
UPO SPECIALIST
FLORENCE M. ROBINSON

“I learned a greater concept of leadership: One voice can help to create change...I love reaching out to parents in my community and inspiring them.”

- **Florence M. Robinson** (a mother of 5), who found purpose at UPO's Community Leadership Academy and is now on our Community Advocacy team



COMMUNITY CHAMPION:
UPO VOLUNTEER
WANDA DUDLEY

Wanda Dudley won AARP's nationwide General Volunteer of the Year Award for her tireless efforts at UPO. Her 7 years of passionate advocacy have sparked changes — now 350+ seniors get healthier food every month. To learn how Wanda gets more out of volunteering than she gives, watch NBC4's video about her at www.upo.org/media



1,145

customers received free Tax Preparation Assistance and received over **\$1,015,000** in tax refunds; our free tax program is the largest in Ward 8 and the 2nd largest in DC

594

customers received rental assistance and their threat of eviction was lifted

225

residents participated in our Community Leadership Academy — they are seizing their power and making their visions real

38,566

customers eligible for the Supplemental Nutrition Assistance Program received EBT cards to keep food on their tables

191

volunteers donated

11,744

hours

- that's a value of **\$266,979** -

Volunteers are the backbone of our nonprofit. They are actively building their own neighborhoods by helping with Community Advocacy, Outreach, and Engagement, Neighborhood Improvement, and the Maryland Community Action Partnership's Vision and Value Awards.

Moving our Customers Forward

PRO-COMMUNITY

Programs Transform Lives

TOGETHER, WE IMPROVE WASHINGTON HIGHLANDS

In 2014, UPO responded to the input of residents in Ward 8's Washington Highlands neighborhood. After they shared their concerns in our Community Needs Assessment, we launched the Washington Highlands Community Advancement Network initiative. This place-based strategy makes **visible improvements in employment, education, food, and health because of a deep collaboration between stakeholders.**

For example, WinnCompanies provides space, funding, and support to ensure that residents of their properties have access to UPO and our partners. **Cure the Streets** and **Far Southeast Family Strengthening Collaborative** are onsite alongside UPO to deliver programs and resources. Collectively we have served all 1500+ residents of Atlantic Gardens, Atlantic Terrace, and Southern Hills Apartments, improving their quality of life.



LEGISLATIVE ADVOCACY

To address the District's economic and racial inequities, UPO opened a Legislative Advocacy division which will **fight for systemic changes by amplifying the voices of our customers.** The director is Ed Lazere, who led the DC Fiscal Policy Institute for 20 years. Our current priorities include Mental Health (residents' challenges and lack of access to treatment), Affordable Housing, and Gun Violence Prevention.



At this Meet & Greet event, 67 SW residents and 12 community partners worked in groups to identify their vision for their neighborhood.



HELPING TO TURN LIVES AROUND

Our Permanent Supportive Housing program relies on a devoted team (above). We provide wraparound services to highly vulnerable individuals and families experiencing homelessness, helping them to find homes, stay in their new homes, and achieve the highest possible self-sufficiency and quality of life.

We help people finally gain the stability they need, such as C., a mom who had a Child and Family Services Agency (CFSA) case against her due to neglect of her children. Once she gained a home, **she seized the opportunity to change, with a new mindset that led to a new job and a new education.** After 18 months, CFSA closed her case. They saw that C. had completely turned her life around.



One of the District's greatest needs is affordable housing. **UPO is partnering with developers to create new affordable homes.** Once a family has a home, we can help them address other needs including education, employment, and health.

Our partnership with premier developer TM Associates is a reflection of our shared values. We are both committed to creating high-quality affordable apartments **for people who earn under 50% of the area's median income.**

As soon as we completed our first building, the 76-apartment MDL Flats at 1550 First St. SW, we began construction of its larger sibling next door. MDXL Flats at 1530 First St. SW will have 101 units and will also be 100% affordable. **These new homes – the first new affordable housing in SW in well over a decade – share the beauty, comfort, and dignity of market-rate homes** and will inspire others to follow our lead.

A Place to Call Home

MEASURABLE OUTCOMES

EMPLOYMENT

1,359	customers enrolled in vocational skills training
1,177	national certifications earned by our vocational training graduates
3,301	customers received employment services
792	customers received job readiness training
788	customers referred to jobs
612	customers obtained jobs

EDUCATION

684	children between 0-5 served by Early Head Start
1,083	youth mentored by Foster Grandparents
234	youth engaged through youth programs
225	residents participated in the Community Leadership Academy

INCOME MANAGEMENT

146	customers received Financial Counseling and Capability Skills training
1,145	customers received free Tax Preparation Assistance

EMERGENCY

92,985	phone calls received and processed by Shelter Hotline
179,001	life-sustaining items distributed
112,123	rides provided to customers experiencing homelessness

NUTRITION

157,184	meals distributed
518	seniors participated in congregate meals
36,527	customers benefited from Mobile Grocery Distribution

SELF-SUFFICIENCY/CASE MANAGEMENT

356	Early Head Start families made gains on their needs assessment score
1,720	customers received Case Management services

LINKAGES

175	seniors participated in recreation and socialization activities
151	seniors engaged as volunteers via Foster Grandparents
191	volunteers engaged (other than Foster Grandparents)
46,420	total volunteer hours served
38,566	customers were issued Electronic Benefit Cards
44,999	Electronic Benefit Cards were issued

HEALTH

3,338	counseling sessions by Comprehensive Treatment Center
520	adults received wellness classes
243	customers demonstrated improved physical health and well-being

HOUSING

330	customers received housing counseling
594	customers received rental assistance and their threat of eviction was resolved

FINANCIAL STATEMENT

for fiscal years ending September 30, 2022

(At the time of printing, the 2022 numbers have yet to be audited. When that process is complete, we will update the statement on our website.)

Revenue	2022 (\$)	2021 (\$)
Direct Federal Grants and Contracts	10,269,145	8,626,968
Fed Pass-through Grants and Contracts	29,490,081	20,228,959
Direct D.C. Grants and Contracts	8,593,733	8,211,390
Private Grants and Contributions	8,230,096	2,377,667
Fees and Contributions	32,647	48,838
Total Revenue	56,615,702	39,493,822

Expenses		
Community Services	27,873,030	20,189,358
Early Learning	17,454,405	11,687,089
Homelessness	2,846,772	2,821,886
Other Programs	74,293	33,985
Total Program Expenses	48,248,500	34,732,318

Supportive Services		
General and Administrative	4,679,533	3,912,750
Other Inc/Exps	61,125	43,721
Bad Debt Exps	776,389	

TOTAL EXPENSES	53,765,547	38,688,789
Change in Net Assets	2,850,155	805,033
Net Assets, Beginning of Year	8,318,263	7,513,229
NET ASSETS, END OF YEAR	11,168,417	8,318,263

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

AGENCY SCORECARD

CATEGORY	PERFORMANCE	WEIGHT
Organizational Standards	86%	5%
Agency Strategic Plan	83%	5%
Financial Strength	99%	5%
ROMA / Programmatic Outcomes / Customer Self-Sufficiency	82%	70%
Customer / Staff Input	57%	5%
Program and Administrative Monitoring	48%	5%
Capacity Building & Governance	74%	5%

AGENCY SCORE

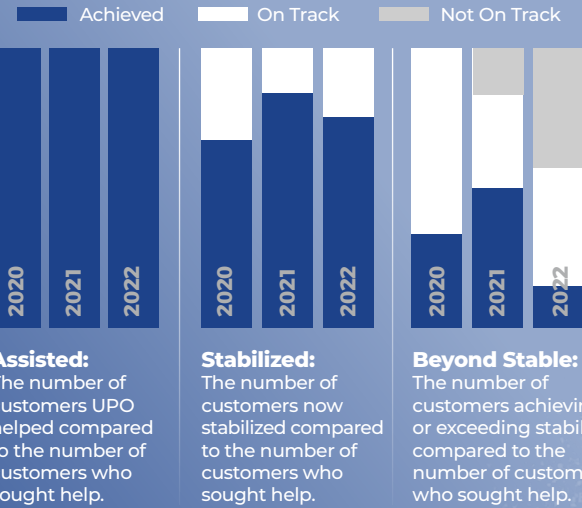
80%

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 2022.



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

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

2020: 49,324 | 2021: 58,120 | 2022: 52,569

FUNDING SOURCES

We are pleased to acknowledge and thank our most generous benefactors who made gifts during FY 2022 between October 1, 2021 and September 30, 2022.

INVESTMENT OF \$3,500,000+

Bainum Family Foundation

INVESTMENTS OF \$20,000 – \$30,000

TD Charitable Foundation
United Way NCA
The Wollenberg Foundation

INVESTMENTS OF \$5,000–\$9,999

Elizabeth and Robert Margolis
MedStar Family Choice, Inc.
Pepco, an Exelon Company
United Bank

INVESTMENTS OF \$2,500–\$4,999

Al's Twin Air LLC
City National Bank
Clark Construction Group, LLC
The Community Partnership for the
Prevention of Homelessness
Gallagher Benefit Services
Mayor Muriel Bowser's Martin Luther
King Jr. Holiday Commission
John & Leslie Oberdorfer

INVESTMENTS OF \$10,000 – \$15,000

Anonymous
Capital Area Asset Building Corporation
Capital Area Food Bank
Comcast NBCUniversal
Funds II Foundation
Invariant
TM Associates, Inc.
Washington Convention and Sports Authority

INVESTMENTS OF \$1,000–\$2,499

ALLN1 Proservices
American Psychological Association
Andrews Federal Credit Union
ASALH
Erik Boas and Susanne Morris
Jo Raffa Boukhira
Barbara and Randall Bovbjerg
Bozzuto & Associates
Brookfield Properties Development
The Buffett Early Childhood Fund
Cabot Creamery Cooperative (AARP
Show Your Love)
CDW
DC Housing Authority
Delta Housing Corporation
Edgewood Brookland Family Support
Collaborative
Giant Food
Greater Washington Community
Foundation

Evelyn Brooks Higginbotham
Dana M. Jones
Kadida Development Group
Lakeshore Learning Materials
Long Fence
Robert Margolis
Gayle Maslow
Mt. Pleasant Baptist Church
Mervyn Myers
Kevin Oberdorfer
Thomas Oberdorfer
Tara Plochocki
PNC Financial Services Group
Robert Half
Systcom
Tau Gamma Delta Sorority Inc.
Andrea Thomas
UBT
William B. & Sallie B. Wallace
WinnCompanies

INVESTMENTS OF \$500–\$999

AmeriHealth Caritas
District of Columbia
Lisa Arcari
Mary Ellen Curtin
Eagle Academy Public
Charter School
Friends of Kennedy
Playground, Inc.
Donna Grigsby
Hewlett Packard
Juan Jara
Matthew Kahn
Kaiser Permanente Mid-
Atlantic States
Kaplan Early Learning
Company

We also thank our many other donors who made gifts during FY 2022. 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

TM Associates and UPO have a joint commitment to providing high quality, dignified affordable housing.

Together, we are fostering an environment rich in supportive services to uplift and empower our residents and the communities we serve. For example, our MDL/MDXL Flats project is the first new affordable housing in SW in well over a decade. DC's Dept. of Housing and Community Development says the project's combination of high quality and deep affordability is "unprecedented" and "we look to this as a model" for the District.



“TM Associates owns and/or manages 17,000 apartments in 400 affordable communities across 15 states and DC. We are honored and pleased to partner with UPO in Washington, DC — **together we are building and servicing the finest affordable and permanent supportive housing in the city** for renters at or below 50% of the area’s median income.

Our buildings at 1530 and 1550 First St., SW set an example for what can be done to mitigate losing the local population to gentrification in one of DC’s hottest housing markets by going vertical with **first-rate new buildings that are 100% affordable.**”

— **Bob Margolis**, Owner / Chief Executive Officer, TM Associates



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 economic security. Thank you for your continued support.

AimHire	Chimes DC	DCPS Office of Early Childhood Education	Friendship Southeast Elementary School
Ajilon	Christ Church	DC Safe	Friendship Technology Preparatory School
Allied Universal	Christian Tabernacle Child Development Center	DC Strong Start	Friendship Woodridge Elementary School
America Works of Washington, DC	CityWorks DC	DC Students Construction Trades Foundation	Future Resources Learning
American University	Coalition for Non-Profit Housing & Economic Development (CNHED)	DC Superior Court	Genesis Healthcare, Bradford Oaks Center
Amidon-Bowen Elementary School	Coalition for Smarter Growth	DCTV	George Washington University - Milken Institute School of Public Health
Anacostia Coordinating Council	Community Bridges, LLC	District Health Care Services	Giant Food
Anacostia Economic Development Corporation	Community Connections	DOES Project Empowerment	Giant Pharmacy
Andrews Federal Credit Union	Community of Hope	Dress for Success	Gonzaga - Omega Men for the Homeless
Anne Beers Elementary School	Community Tax Aid	Drew Elementary School	GOODProjects
APB Associates	Community Wellness Venture	Eagle Academy PCS	Greater DC Diaper Bank
Ballou Senior High School	Compass DC	East River Family Strengthening Collaborative	Greater Help Ministries
Ballou STAY Opportunity Academy	Competitive by Nature	Educare of Washington, DC	Greater Washington Urban League
Bank of America	Competitive Innovations	Edward C Mazique PCC - Infant	Natalie Greenbaum
Beauvoir, the National Cathedral Elementary School	Congresswoman Eleanor Holmes Norton	Edward C Mazique PCC - Reeves	Greenleaf Resident Council
Black Coalition Against COVID	Court Services and Offender Supervision Agency	Edward C Mazique PCC - Tyler House	H Street Community Development
Bombas	Covenant House	Edward C. Mazique PCC - Developing Families	Health Management Associates
Bowie State University	C-Tech	El Bethel Baptist Church	Healthy Babies
Bravo Zulu Chess Academy	CURE the Streets	Empowerment Center	Health Services for Children with Special Needs
Bread for the City	DASH - District Alliance for Safe Housing	E.R. Bacon Development, LLC	Healthy Families/ Thriving Communities Collaborative Council
Brentwood Recreation Center	David Lynch Foundation	Ethiopian Community Center	Higher Development Academy
Bright Beginnings Early Childcare	DC127	Events DC	Home Depot
The Brooks Group, LLC	DC Board of Elections	Excel Academy	House of Ruth - Kidspace
Browne Education Campus	DC Child and Family Services Agency	EYL 365 Projects, LLC	Howard University
Building Bridges, LLC	DC Community Courts	Famalay Staffing, LLC	Howard University Hospital
Burroughs Education Campus	DC Dept. of Behavioral Health	Family Medical Counseling Service	The HSC Pediatric Center
Burville Elementary School	DC Dept. of Disability Services - Rehabilitation Services Administration	Far Southeast Family Strengthening Collaborative	Hubbard Place
Byte Back	DC Dept. of Employment Services	Fedcap, Inc.	Hutchins 360 STEM
C3 Cares	DC Dept. of Health	1st CDL Training Center of NOVA	illuminatED
Calvary Health Care	DC Dept. of Housing and Community Development	First Rock Baptist Church - Child Development Center	Imagine Public Charter School
Capital Area Asset Builders (CAAB)	DC Dept. of Human Services	Fishscale	Industrial Bank
Capital Area Food Bank	DC Dept. of Insurance, Securities and Banking	Fort Lincoln New Town	InnerCity Collaborative CDC
Career Gear	DC Dept. of Parks and Recreation	Foster & Adoptive Parent Advocacy Center	Israel Baptist Church
Central Union Mission	DC Healthy Families	Foulger-Pratt	James Creek Resident Council
CentroSync	DC Housing Authority	Friendship Public Charter School - Blow	J.C. Nalle Elementary School
Cesar Chavez Public Charter School	DC Hunger Solutions	Friendship Public Charter School - Cham	Jobs Have Priority
Chesapeake Regional Information System for Our Patients (CRISP)	DC Public Library		Jones Memorial United Methodist Church
Children & Charity	DC Mayor's Office		
Children's Health Project			
Children's Legacy Theater			

JPMorgan Chase
Jubilee Housing
K&L Gates
Kavi Wellness
Ketcham Elementary School
King Elementary School
Labcorp
Langdon Elementary School
Langley Elementary School Language Solutions
Latin American Youth Center
Learn24
LightHouse DC
Little Lights Urban Ministries
Living Classrooms Foundation - National Capital Region
Logan Elementary School
Ludlow-Taylor Elementary School
Lutheran Social Services of the National Capital Area
Malcolm X Elementary School
Martha's Table
The Mary Elizabeth House
Matthews Memorial Baptist Church
The Mayor's Office on Returning Citizen Affairs
Medstar Family Choice DC
Melwood
Meiger Health
Metropolitan Police Department
Michael's Creative Minds
Mid City Management (Brookland Manor)
National Children's Center
National Family Engagement Alliance
The National Reentry Network for Returning Citizens
National Restaurant Association
Neighborhood Legal Services
Northeastern Presbyterian Church
NRI-Staffing
Office of the Deputy Mayor for Planning and Economic Development
Office of Latino Affairs
Office of Neighborhood & Safety Engagement
Om Shanti
OSSE: 21st Century
Parents with Partners
Payne Elementary School
PNC Bank
Pragmatics
Prestige Healthcare Resource
Prive' Demeure, Inc.
Providence Hospital
PSI Service III, Inc.
R. Emmanuel Bell Consulting
Randle Highlands Elementary School
Reading Partners - J.C. Nalle
Richard Wright Public Charter School
R.I.S.E. Center
Rockstar Cutz
Roots Public Charter School

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

S.A.F.E. DC	United Way of the National Capital Area
Safeway, Inc.	University of the District of Columbia (UDC)
Salvation Army	U.S. Attorney's Office for the District of Columbia
Shelters to Shutters	Van Ness Elementary School
SkyPoint FCU	Wards 7 & 8 DC Prevention Center
SNAP/Hunger Solutions	Ward 8 Community Economic Development Plan
Spanish Education Development Center	Washington National Cathedral
Stanton Elementary School	The Washington Center
Storyline Strategies	Washington Leadership Academy
Street Sense Media	Washington Legal Clinic for the Homeless
Suited for Change	Westlink Career Institute
Sunshine Early Learning Center	Westminster Presbyterian Church
SW BID	Wheatley Education Campus
Syphax Gardens Resident Council	A Wider Circle
Tau Gamma Delta Sorority Inc., Xi Chapter	Kirsten Williams, ANC 5C06 Commissioner
Tel Cort Cooperative	WinnCompanies
Temple University, Harrisburg	WMATA
TD Bank	The Wollenberg Foundation
Tele Court Coop	World Central Kitchen
Thrive, DC	WPFW 89.3 FM
TM Associates	Zane Networks
Toki Underground	
Tony Thomas Associates	
The Training Center	
Transitional Care Center	
Trinity University	
Turner Elementary School	
Tzedek DC	
Umbrella Therapeutic Services	
United Bank	

WHERE WE SERVE



BUILDING CAREERS ACADEMY

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



COMPREHENSIVE TREATMENT CENTER

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



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



Coolidge High School

405 Sheridan Street, NW (WARD 4) | 202-734-0148



Roosevelt Senior High School

4301 13th Street, NW (WARD 4) | 202-939-3609



Luke C. Moore High School

1001 Monroe Street, NE (WARD 5) | 202-671-6313



Edgewood

601 Edgewood Terrace, NE (WARD 5) | 202-529-1582



Marie Reed Elementary School

2195 Champlain Street, NW (WARD 1) | 202-207-3862



Dunbar Senior High School

101 N Street, NW (WARD 5) | 202-724-4407



Azeeze Bates

444 16th Street, NE (WARD 6) | 202-388-7960



Paradise Day Care Center

3513 Jay Street, NE, Suites A & B (WARD 7) | 202-627-2220



H. D. Woodson High School

540 55th Street, NE (WARD 7) | 202-724-8841



C. W. Harris Elementary School

301 53rd Street, SE (WARD 7) | 202-645-5613



Anacostia High School

1601 16th Street, SE (WARD 8) | 202-698-2155



Ketcham Elementary School

1919 15th Street, SE (WARD 8) | 202-610-5872



Frederick Douglass

3240 Stanton Road, SE (WARD 8) | 202-889-2080 Ext. 701



Malcolm X Elementary School

1500 Mississippi Avenue, Se (WARD 8) | 202-617-9787



Eagle Academy Public Charter School

3425 10th Place SE (WARD 8) | 202-238-4632



Ballou Senior High School

3401 4th Street, SE (WARD 8) | 202-645-6689



Atlantic Gardens

4228 4th Street, SE (WARD 8) | 202-758-0339

SERVICE CENTERS



UNITED PLANNING ORGANIZATION

(Headquarters)

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

Early Learning | Shelter Hotline for people experiencing homelessness



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



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



— 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 helps you feel fulfilled.

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



By helping people lift themselves out of poverty, we help families change for generations.

Discover more:
[WWW.UPO.ORG](https://www.upo.org)



"STILL I RISE"

UPO opens doors of opportunity that enable our customers to become the change agents of their lives.

UPO was born on December 10, 1962 to coordinate the planning of human service needs across the District of Columbia. In 1964, as a result of the Economic Opportunity Act, we took on another leading role: UPO was designated as the nonprofit Community Action Agency (CAA) for the District. Being a CAA means that we strengthen and support DC residents with low incomes and their communities because **everyone deserves to be economically secure and reach their full potential.**

Our blend of policy innovations and frontline responses to residents' needs have launched nationwide movements such as free legal services programs and food banks. UPO's holistic approach builds equity and is guided by a strengths-based model: We help staff and customers to build their inner strengths and reach their goals.

U.S. Senator Cory Booker thanked us for helping to make the Beloved Community envisioned by Dr. Martin Luther King, Jr., recognizing that UPO sees that "we all have equal dignity and abundant potential, but we also belong to each other, need each other, and must make investments so that we can thrive."

U.S. Congressman John Lewis gave the keynote address at our 2009 Martin Luther King Jr. Memorial Breakfast. First, he heard from a young woman who earned a scholarship from UPO. His reaction: **"You almost brought me to tears...[Hearing your story,] I'm not worried about our future, as a nation and as a people."**

He thanked UPO for helping our nation RISE and said that each of us can make a contribution and do more. Here's how he ended his speech:

"You must never, ever give up!

Stay with the Dream, the hopes, the longing and aspiration of Dr. King.

Walk together. Don't give up. Don't give in.

Continue to embrace this new day.

Don't forget our history."

UPO began one of the first Head Start pilot programs. Today UPO is the District's largest Early Head Start provider.

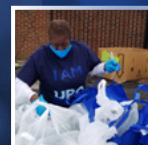


- 1962 -



- 1964 -

UPO began on-the-job training programs and housing development/rehab (of 1,375 homes).



- 1968 -

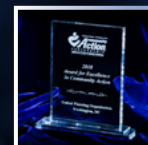
UPO began our Annual Martin Luther King, Jr. Memorial Breakfast. At this event, we announce the recipients of our Joseph A. Beavers college scholarships, which we award to outstanding District students from low-income households.



- 2015 -

UPO's Robotics Club in Ward 8's Hendley Elementary became the State Champion in the DC VEX IQ Robotics League & advanced

to the VEX Robotics World Championships. Ours was the only 100% African-American team among the 400 competitors.



- 2018 -

UPO reached its 60th Anniversary on December 10.

- 1964 -



United Planning Organization is incorporated on December 10. Ford Foundation and Meyer Foundation grants provided support for long-range programs.

To provide free legal aid to District residents, UPO created the Neighborhood Legal Services Program, with private funding from the Ford

Foundation. Our model launched a movement to expand access to the civil justice system for Americans with low incomes.

- 1965 -



UPO addressed the huge problem of finding food, shelter, and jobs. One result: a UPO food bank, which led to the 1979 creation of the Capital Area Food Bank.

- 1985 -



In 1978, a single mom trained at UPO to become a bank teller. This career led to a stellar education for her daughter, Denise Turner

Roth, who was appointed by President Barack Obama in 2015 to lead the General Services Administration.

- 2018 -



The Community Action Partnership honored UPO with the National Award for Excellence in Community

Action. Only 12 agencies (out of 1,000 nationwide) have ever achieved this best-in-class status.

- 2022 -





UNITING PEOPLE
WITH OPPORTUNITIES

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