



URBAN UPBOUND

ANNUAL REPORT

2022



A LETTER FROM THE CEO

Dear Urban Upbound Community,

I am thrilled to present to you the 2022 Annual Report, a testament to the remarkable journey we have embarked on together over the past year. As we reflect on the challenges and triumphs of 2022, I am filled with gratitude for the dedication, resilience, and unwavering support of each member of our Urban Upbound family.

In reviewing our accomplishments, it is clear that 2022 was a year of significant growth and impact for Urban Upbound. Our commitment to empowering individuals and communities to achieve economic stability and upward mobility has never been stronger, and the results speak for themselves.

Our annual report showcases the breadth and depth of our initiatives, partnerships, and successes. From expanding our workforce development programs to launching innovative financial empowerment initiatives, we have continued to evolve and adapt to meet the evolving needs of those we serve.

As we look ahead to the future, I am filled with optimism and excitement for what lies ahead. With your continued support and dedication, I am confident that Urban Upbound will continue to be a beacon of hope and opportunity for individuals and families across New York City and beyond.

Thank you for your unwavering commitment to our mission and for being a vital part of the Urban Upbound community. Together, we will continue to transform lives and build brighter futures for generations to come.

Warm regards,

A handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke extending to the right.

Bishop Mitchell G Taylor

Urban Upbound Co-Founder & CEO

OUR APPROACH

At the core of Urban Upbound's mission and work is our belief that place-based, peer-led support is essential to helping NYCHA residents achieve economic progress. Urban Upbound builds a culture of economic empowerment in NYCHA developments, providing residents with access to formal and informal networks that encourage employment, education, entrepreneurship, and advancement.

- **Employment Services**

Urban Upbound's Employment Services team provides job readiness training and one-on-one counseling to help community members gain and retain meaningful employment in high-growth sectors. Our programs have helped thousands of individuals reach their long and short term success goals by means of employment, job retention and career advancement.

Our services: job readiness, vocational training, 1:1 counseling, direct access to dozens of employers, retention services, on-going referrals, and computer lab access.

- **Financial Counseling & Affordable Housing**

Urban Upbound's certified financial counselors provide low-to-moderate income individuals and families with a suite of financial services geared toward achieving financial literacy, stability, and success. As part of Urban Upbound's overall strategy for tackling poverty, we provide one-on-one and group financial counseling services to educate residents on important financial topics. Urban Upbound also offers affordable housing services, including workshops on affordable rental and first-time home-ownership, individual consultations, and educational courses.

Our services: assistance with budgeting, banking and savings, reducing debt, fixing and building credit, accessing public benefits, affordable housing counseling, and acquiring financial assets.

- **College Access and Youth Development**

Since our launch, the College Access Program has helped hundreds of low-income students and their families prepare for the SAT, work on essays and college applications, secure financial aid, enroll in college, and transition successfully from high school to college life.

Our program includes direct instruction, guided group work, independent practice, individual counseling, and hands-on activities designed to make classes engaging and fun. We conduct visits to campuses and help students make informed choices. Over the years, our program has helped students improve their SAT scores by an average of 138 points and has secured over \$10 million in financial aid.

- **Tax Preparation**

The Urban Upbound Tax Assistance program offers year-round free tax preparation to people who generally make \$64,000 or less, persons with disabilities, seniors, and taxpayers with limited English proficiency who need assistance in preparing their tax returns.

Urban Upbound's tax services offer a smart alternative for NYC families who are often forced to pay high fees through paid services that can cost hundreds of dollars. Providing free tax preparation services enables qualified working families and individuals to take advantage of the Earned Income Tax Credit (EITC) – which provides an important lifeline in tough economic times – and the ability to utilize every dollar of their tax refund, thus increasing their purchasing power or allowing them to start a savings plan.

Our tax preparers also screens for public benefits such as SNAP (food stamps) and refer them to our Benefits Specialists for enrollment. In addition to enrollment, our Benefits Specialists advocate for our clients to city agencies and conduct workshops on making healthy choices and maximizing their SNAP benefits.

- **Business Innovation**

In order to advance our community revitalization efforts, Urban Upbound creates initiatives that increase assets, resources, and economic opportunities in the communities we serve. Our Business Innovation team works with local entrepreneurs to incubate worker-owned businesses. Our team has incubated five cooperative businesses: OnPoint Security, OSHA Solutions, Paw Partners, Sunlight Ecoservices, and Progressive Cleaning Solutions; and assisted more than a dozen other small businesses.

Our services: technical assistance in governance, marketing, financial planning, strategic planning, M/WBE certification, back office support, and access to capital through the Urban Upbound Federal Credit Union.

- **Federal Credit Union**

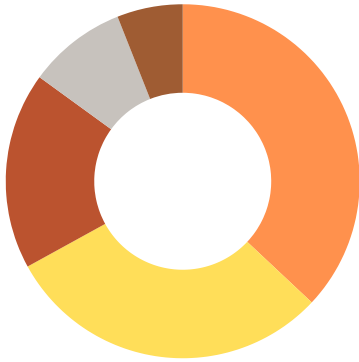
The Urban Upbound Federal Credit Union offers affordable and relevant financial services including access to capital, asset-building vehicles, and ownership stakes to its members. It serves as an economic anchor, helping ensure that as Long Island City continues to change, the growth benefits residents throughout the neighborhood by keeping neighborhood assets locally owned and controlled. There are no fees to join and anyone served by Urban Upbound is eligible for membership.



PROGRAM EXPENSES

Total Revenues : \$6,675,485

Total Expenses: \$6,307,195



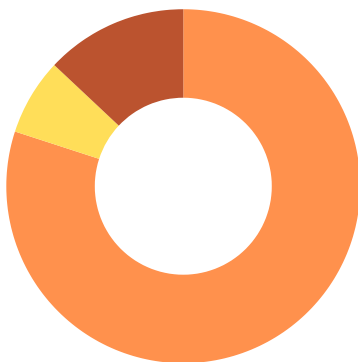
- Workforce Development 37%
- Youth Development 30%
- Financial Fitness 18%
- Federal Credit Union 9%
- Business Innovation 6%

FUNDING SOURCES

Total Assets \$2,151,758

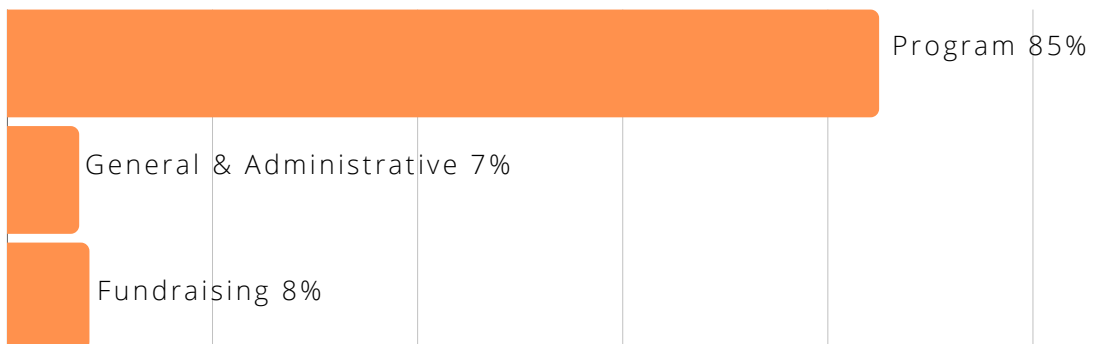
Total Liabilities \$1,002,033

Total Net Assets \$1,149,725



- Government 80%
- Foundations & Corporations 7%
- Individuals 13%

OVERALL EXPENSES



EMPLOYMENT SERVICES



Problems:

85%

of our clients face significant barriers to employment, including limited work experience, low levels of education, involvement with the criminal justice system, and multiple financial challenges.

80%

of our clients are not considered “job ready,” defined as being prepared to engage in job search, secure a job, and stay employed.

47%

of working-age NYCHA residents without disabilities do not report income from employment.



How we help:

Urban Upbound provides job readiness preparation, sector-focused training, and one-on-one career and educational counseling services including facilitated job placement services, job retention, college counseling, and career advancement support for at least 12 months after securing employment. We refer clients to a host of partners for benefits such as, child care, adult basic education classes, and transportation accommodation.

Our Results:

1,050

people received employment and career support in 2022.



EMPLOYMENT SERVICES SUCCESS STORY

“I saw a big sign that said ‘Tackling Poverty’ and went inside to check it out. I immediately connected with the Queensbridge team, and began learning how to master the interview process.



TERENCE
RICHARDSON

Twenty-one year old Queensbridge Houses Resident, Terence Richardson, was struggling to get back on his feet and find his way after facing COVID related challenges and ending his contract with the Navy. Upon moving back to New York, Terence was homeless, staying with different friends, relatives, and homeless shelters. He then accepted a job doing grocery deliveries where he was making minimum wage, with the opportunity of overtime. His primary goal was to be able to provide a roof over his head and then find a more stable source of income.

After tirelessly working to secure an apartment in Queensbridge Houses, Terence finally had a place to call his own. He was walking home one day when he passed by Urban Upbound and came inside to meet our team.

Terence recalls how helpful the team was in preparing him to land his current role. The Urban Upbound team assisted Terence with mock interviews, resume preparation, interview follow ups, and mental health/ wellness counseling. Our team presented Terence with many job opening opportunities but the one that stuck out to him the most was a Community Health Coach position at CABs Health Network.

Terence now works for CABs, in a community facing position, where he primarily addresses the low vaccination and high COVID rates in Brooklyn NYCHA developments. Beyond the increased pay to \$50k annual salary, Terence finds his new role more fulfilling and enjoys helping the community navigate the resources available to them. His co-workers, many of which are people of color with PhDs, have served as an inspiration for Terence to reach his full potential and “unleash his inner excellence.”

COLLEGE ACCESS & YOUTH DEVELOPMENT



Problems:

53%

of public housing youth graduate from high school in four years.

- In NYCHA developments, youth unemployment (18-24) is high, with at least 70% reporting no income.

How we help:

Urban Upbound addresses the education inequality and unemployment rates experienced by youth ages 14-24 through a comprehensive and individualized approach, providing them with access to educational, employment and financial counseling services. Key services include job readiness classes, educational training, job placement assistance, and college prep services (e.g. SAT preparation, college counseling, essay assistance), as well as internships, mentoring and networking opportunities, plus wraparound supports.

Our Results:

192

youth obtained advanced training/certificates

100%

of high school seniors accepted into the college of their choice

“What I really like about Urban Upbound’s program is that it merges communities,” Jasleen says. “There are students from all different schools, backgrounds, and walks of life coming together and working towards the same goal. I think this has really prepared me for college where not everyone has a background like me.”



JASLEEN LALLY

High school senior and Queensbridge Houses resident, Jasleen Lally, recently graduated from our College Access Program and will be attending Clark University this fall. Jasleen first became involved with Urban Upbound early on her Freshman year when she saw our services being advertised at her school.

“What drew me to Urban Upbound was how personable everyone was. You could tell there was individual attention given to each student. I was looking for help navigating how to get to college and knew this was a program for me,” Jasleen said.

Jasleen participated in our College Access Program three years and received SAT tutoring, help with her college essays, application assistance and much more. With the help of Urban Upbound, she was able to improve her SAT score, submit 8 college applications, receive a substantial financial aid packet, narrow down her area of study, and ultimately get into and enroll in her top pick school.

Jasleen is an involved high school student, actively participating in student groups such as Key Club and Student Council, while working part time at Panera Bread. Through her involvement in high school, she discovered her passion for helping others and desire to give back to the community.

This fall Jasleen will be attending Clark University, majoring in Community, Youth, Education Studies. She hopes to one day work in a space where she is able to help and mentor her community, similar to how Urban Upbound helped her.

FINANCIAL EMPOWERMENT

Problems:

80%

of NYCHA residents do not have emergency savings or financial assets.

- The average income in NYCHA is \$24,503, well below NYC's median income level.

How we help:

Financial literacy is integrated into all Urban Upbound programs: Employment Services, Business Innovation, College Access & Youth Development, and offered to all members of the Urban Upbound Federal Credit Union (FCU).

In one-on-one sessions and through workshops, financial counselors address strategies to reduce debt, repair credit, and build assets. All while safely banking online or at local financial institutions such as the FCU.

Moreover, clients are offered access to work supports such as food stamps (SNAP), the Earned Income Disregard (EID), and the Earned Income Tax Credit (EITC) by referring clients to our free tax preparation service.

Our Results:

1,500

clients receiving financial counseling

175

clients achieved financial outcomes such as opening a safe and affordable bank account, saving 2% of income, reducing debt by 10%, and/or increasing their credit score by 35 points. In fact, for clients working to fix their credit, the average credit score increased by 120 points (FICO 04 Scale).



FINANCIAL EMPOWERMENT SUCCESS STORY



KEVIN JENKINS

Kevin Jenkins first came to Urban Upbound in April of this year, with a mission to find a full time job, after he was struggling financially. The first step to his success was attending a 3-day Job Readiness Orientation at our Jobs-Plus Long Island City office. During this three day program, clients prepare to enter the workforce, complete a self assessment, meet our team, work on resumes, discuss interview techniques, and learn about all the services Urban Upbound has to offer.

"This program was what got me out of bed every morning. I liked coming down there and was excited to go each day," says Kevin Jenkins. He explains that this process gave him the push he needed to turn his life around. "The Urban Upbound team was able to get the ball rolling and pave the way for success," says Kevin. It wasn't long after finishing the orientation program, that Kevin found a full time job. He was able to use what he learned in orientation to ace his interviews and was fortunate enough to have several job offers to choose from. While finding employment was Kevin's initial goal, his desire to succeed did not end there. Understanding that financial stability goes far beyond a paycheck, Kevin attended a financial workshop where he met one of our financial counselors, Nicole De La Torres. After the workshop, Kevin set up a counseling session with Nicole to take a look at his credit report and find out more information on safe banking options. "We pulled his credit report and found he had no FICO score because of his lack of credit history for 20+ years," says Nicole. "We discussed secured credit cards and the FCU's credit builder loan to help establish and build credit." Soon after, Kevin opened up a credit and debit account at the Urban Upbound FCU and is working with the team to develop, and stick to, a savings plan.

Over the past three months, our team has been inspired by Kevin's dedication to lifting himself out of poverty. Kevin has been working diligently to get back on his feet and taking full advantage of our wrap around support services. Since April, Kevin has been able to find a full time job with the help of our employment team, begin building credit and savings thanks to our financial team, find affordable housing with guidance from our housing counselors, and open up a credit and checking account at the Urban Upbound Federal Credit Union.

TAX PREPARATION



Problems:

50%

of NYCHA residents are low- to very-low income earners, falling below 200% the average NYC income, and are eligible for the Earned Income Tax Credit.

29%

of NYCHA residents speak English as a second language, requiring extra support in filing their taxes.

How we help:

The Income Support Services program offers Free Tax Preparation services and assistance applying for public benefits. During the pandemic, we set up a secure online system (uutax.org) so clients could upload their documents without having to come in person. Our tax preparers would then go over their documents and call them once their return was complete or if they need any other information.

Our Results:

11,883

tax returns filed

\$15.1 Million

returned to the community in tax refunds and credits

COMMUNITY REVITALIZATION

Problems:

- Despite NYC's rapid development, opportunities for entrepreneurship, skills training and employment remain lacking in high-needs neighborhoods.

How we help:

Urban Upbound brings economic opportunity to the communities we serve through the creation of worker-owned cooperatives, which provide their workers with a path to entrepreneurship and economic stability. We take our clients from start-up to six-figures enterprises by offering technical assistance services in several areas of business development including: governance, marketing and design, financial planning, strategic planning, M/WBE certification, back office support, and access to capital through the Urban Upbound Federal Credit Union.

Our Results:

We incubated a new worker cooperative this year and we helped create 15 new jobs among all cooperatives.

In total, 80 small businesses received 145 technical assistance or educational services in various areas such as marketing, bookkeeping, governance, financial planning, navigating government, translation and interpretation, web development and support, and business planning.



FINANCIAL INCLUSION

Problems:

24%

of NYCHA residents are unbanked

The average NYCHA resident will spend a lifetime average of \$40,000 on money orders and check cashing fees

How we help:

The Urban Upbound Federal Credit Union provides safe and affordable banking options to the surrounding Long Island City community and all other clients we serve. Products offered include savings accounts, checking accounts, credit building products, personal and business loans, and free NYCHA rent payment processing.

Our Results:

1,081

Total FCU Members

\$2.4 Million

in processed NYCHA rent payments



FINANCIAL INCLUSION SUCCESS STORY



RICARDO SULLIVAN

Marine Corps veteran Ricardo Sullivan had left jail at the end of 2019 and was living in a shelter when the pandemic hit. Planning to rebuild his life, he opened a bank account at the Urban Upbound Federal Credit Union (FCU). A Member Service Representative and certified financial counselor suggested Ricardo take the FCU credit builder loan and apply for a credit card after learning that he needed to fix his credit. In less than a year, Ricardo went from not having a credit score to a score of 689. Ricardo still works together with our counselor to make sure that he makes the right financial decisions.

Read more of Ricardo's story on our Medium blog | urbanupbound.medium.com

SUPPORTERS LIST

FOUNDERS (\$250,000+)

Elysabeth Kleinhans
NYC Human Resources
Administration
New York City Council
NYS Office of Children and
Family Services

PILLARS

(\$100,000-\$249,999)

Mayor's Fund to Advance NYC
New York City Council Speaker's
Initiative
NYC Department of Youth and
Community Development
NYC Housing Authority
NYC Small Business Services
NYS Education Department
Robin Hood Foundation

VISIONARIES

(\$50,000-\$99,999)

Brad Tully
Citi Community Development

CHAMPIONS

(\$25,000-\$49,999)

Amazon
Capital One

PIONEERS

(\$10,000-\$24,999)

CHPE
Discovery Inc.
DoorDash
Durst Organization
Elmezi Foundation
Gary Vaynerchuk
JandB Korein Fund
Joel & Bonnie Bergstein
Lerer Family Foundation
Noah Wollowick
Robin Dracos
Tishman Speyer
Two Trees

ALLIES

(\$1,000-\$4,999)

Alston Construction
Annamaria Bertacchi
Anthony Veneziano, Jr.
Anton Levy
Astoria Owners, LLC
Bennett Realty
Bonnie Bergstein
Brian Schreiber
Broadway Stages
Cowen Cares Matching Gift
Program
Craig Andrus
CS Hotel West Orange
CWE

Daniel Bergstein
Dave Gilboa
David Bernhaut Group
David Freibaum
Debbie Stark
Deepa Krishnan
Eric Ashman
Eric Gioia
Fox Rothschild
Gene Kaufman Architect PC
GNY LECET
Harvey Spevak
Innovation QNS
Jamie Wiseman
Jason and Eva Rapp
Jeffrey Solomon
Jersey Gardens Lodging
Jesse Angelo
Jon Oringer
Jonah Goodhart
Judith McGrath
Jules Nissim Group
LaGuardia
Langan
Leo Korein
Lindy/Michael Bergstein
LionTree LLC
Local 237
M&T
Marc Boyan
Marilyn and Jeffrey
Katzenberg
Matthew Derella
Matthew Hoelzli
Michael Kassan
Michael Petillo
Michael Swearingen
Nick Brown
Peter Kleinhans
Phipps Houses
Pittman Family Office
Plaxall, Inc
REBNY
Richard Glickstein
Richard Plepler
Rob Steigerwald
Robert Andersen
Robin Dracos
RXR
Ryan Dodge
Samara Daly
Scott Belsky
Secaucus Lodging Associates
Shinhan Bank
Silverstein Astoria Member
LLC
Sun Development &
Management Corporation
TF Cornerstone
The Floating Hospital
Tishman Speyer
UNFCU

Wendy and Craig Friedman

Friends

(\$1 - \$999)

Aalap Merchant
Abhayad Kamat
Adam Elzer
Adam Lelonek
Adam Ross
AJ Vaynerchuk
Alex Shashoua
Alexander Crisses
Amanda Hesser
Andrew Mendelsohn
Andrew Stewart
Ann Levy
Anna and Gary Winderbaum
Anne Becker
Arnold Winick
Atul Dalmia
Bradford Shellhammer
Brent Weinstein
Brian Bushell
Bright Funds Foundation
Brittany Lopez
Charles Dracos
Chelsea Lopez
Cheryl A. Thompson
Christopher Ponte
Claudie Tanenbaum
Costa Constantinides
Cyrus Massoumi
Cyrus Summerlin
Daniel Flesh
David Rodolitz
David Yadegar
Debbie Lopez
Dian Smith
Drew McElroy
Edward W. Sands
Eileen Solomon
Elisa Gaede
Elizabeth Wolff
Eric Kramer
Erika & Larry Jaeger
Fran Carpentier
Giuseppe Restivo
Gregory G and Jill Coleman
Harris Mufson
Ian Schafer
Irving Fain and Sarah Donna
James Riccio
Janice Korff Justin Korn
Jason and Lindsay Meyers
Jason Ostheimer
Jeff Stein
Jody Roness
Jonathan Budish
Jordan Levy
Joseph Penarrieta
Joy Dracos

SUPPORTERS LIST

Joyce R. Wiley
Judith Feldman
Justin Stefano
Kate Shillo
Katharine Zaleski
Kathryn Eisberg
Kenneth Auletta
Kerri Kolen
Koda Wang
Lara Crystal
Lawrence Kohn
Lawrence McCallister
Leslie Salmon
Linda Boff
Lonnie Schwartz
Louis Levy
Mark Ford
Mark O'Neill
Matthew Amalfitano
Matthew Blank
Maxine Litre
Mayo Stuntz
Melissa Elders
Melissa Gollance
Michael Goldberg
Michael Hamilton
Michael Preysman
Michael Rothman
Peter Mazer
Philip Krim
Pranav T.

Rajat Dhall
Rajneesh Salhotra
Ravindra Gupta
Renato Manaj
Richard Devir
Richard Khuzami
Richard Niesen
Richard Sarnoff
Robert Donovan
Robert Flicker
Ryan Harwood
Said Mia
Sean Carey
Shannon Danzy
Shaunak Tanna
Shawn Sachs
Sheila Trichter
Simon Kirk
Sonia Siu
Stephen Colvin
Steven Belser
Steven Cutler
Strauss Zelnick
Suraj Tripathy
Suzanne Winick
Tammy Hepps
The Giving Block
Vanessa Guthrie
Victoria Kammer
Vijay Mehta
Wendy Goldberg
Whitney Lane

THE TEAM IN 2022

Board of Directors

Ben Lerer
Board Chair

Nicholas R. Williams
Board Secretary

Karthik Krishnan
Board Treasurer

(Bishop) Mitchell G. Taylor
Board Member

Eric B
Board Member

Bonnie Bergstein
Board Member

Claudia Coger
Board Member

Robin Dracos
Board Member

Eric Gioia
Board Member

Elysabeth Kleinhans
Board Member

Suraj Patel
Board Member

Greg Schiefelbein
Board Member

Bradley Tully
Board Member

Eric Weiss
Board Member

Executive

(Bishop) Mitchell G. Taylor
Chief Executive Officer

David Miller
Chief Financial Officer

Carlos Cano
Chief Operating Officer

Telisha Taylor-Lee
HR Director

Alex Malessio
Senior Director of Programs

Operations

Deniro Robinson (Billy)
Outreach and Community
Partnership Manager

Jasmin Rodriguez
Finance Administrative Assistant

Harry Martin
Facility and Maintenance
Coordinator

Development

Cliff Cohen
Data and Evaluation Manager

Tori Kammer
Development & Communications
Manager

Felix Alarcon
Programs and Partnerships Manager

David Merrel
Grant Writer

Employment Services

Bob Din
Director of Business Development

Leslye Almonte
Business Account Manager

Natasha Edwards
Business Account Manager

Kevin Hernandez
Business Account Manager

Bashkim Syla
Director, Jobs-Plus LIC

Van Holmes,
Assistant Director, Jobs-Plus LIC

Diana Coleman
Director, Gun Violence Prevention
Program

Philip Galeazzi
Employment Coordinator, Jobs-Plus
LIC

Rashid Jihad
Community Coach

Marilyn Keller
Community Coach

Sherline Kemp
Community Coach

Corwin Mason
Clinical and Wellness Coordinator,
Jobs-Plus LIC

Ben Salom
Education Specialist, Jobs-Plus LIC

Krishna Sarker
Integration Specialist, Jobs-Plus LIC

Denik Syla
Community Coach

Natasha Peterson
Director, Jobs-Plus Astoria

Nicole Williams
Assistant, Jobs-Plus Astoria

Angelica Baez
Intake Coordinator, Jobs-Plus Astoria

Latasha Barnaby
Clinical and Wellness Coordinator,
Jobs-Plus Astoria

Ayisha Edwards
Employment Coordinator, Jobs-Plus
Astoria

Paula Grayson
Employment Coordinator, Jobs-Plus
Astoria

Apryl McIntosh
Community Coach

Nancy Ramos
Director, Jobs-Plus East Harlem

Lisette Abreu
Assistant Director, Jobs-Plus East
Harlem

Ismelda Perez
Career Development Manager, Jobs-
Plus East Harlem

Paola Brea
Retention Specialist, Jobs-Plus East
Harlem

Julia McCall
Community Coach

Rebeca Mendoza
Community Coach

Malick Soumano
Outreach Specialist, Jobs-Plus East
Harlem

Aisha Stackhouse
Intake Coordinator, Jobs-Plus East
Harlem

Steven Thomas,
Maintenance, Jobs-Plus East Harlem

Youth Development

Patricia Saenz
Director, Youth Pathways

Nicole Walker
Assistant Director, Youth Pathways

Quneetsha Minor
College Access Program Manager

Vismary Vargas
Far Rockaway Site Manager

THE TEAM IN 2022

Jamison Ellis
Education and Training Manager,
Youth Pathways

Shyvone Blunt
Facilitator/Mentor, Youth Pathways

Tynassia Gardner
Engagement Specialist, Youth
Pathways

Brian Gaugler
Career Advancement Coach, Youth
Pathways

Gwen Kincaid
Program Assistant, Youth Pathways

Desara Kume
Employment Coordinator, Youth
Pathways

Rhonda Murphy
Employment Coordinator, Youth
Pathways

Roniel Perez
Career Advancement Coach, Youth
Pathways

Roni Wilson
Career Advancement Coach, Youth
Pathways

Income Support Services

Ahmad Elmaradny
Director

Ralph Torres
Tax Law Instructor, Site Manager &
VITA Program Coordinator

Angela Santos
Tax Analyst and Benefits Specialist

Zakia Ali
Tax Manager

Natalia Chavez
Tax Site Coordinator

Karen Leon
Tax Site Coordinator

Julia Morante
Intake Coordinator

Edwin Torres
Benefits Specialist

Jessica Sanchez
Call Taker

Steven Ventura
Tax Site Coordinator

Mark Williams
Tax Site Coordinator

Jimmy Wong
Tax Manager

Business Innovation

Shafrana Carpen
Program Manager

Oliver Allen-Cummings
Program Coordinator

Financial Fitness Program

Petra-Ann Younge
Program Director

Pedro Salazar
Program Manager

Junaid Abdin
Special Projects Program Manager

Vitaly Gendlin
Senior Financial Fitness Counselor

Humayra Hayder
Financial Counselor, Jobs-Plus
Astoria

Mukarramhon Igamberdieva
Financial Fitness Counselor

Dwayne Jackson
Financial Counselor, Jobs-Plus East
Harlem

Arielle Milliner
Financial Counselor

Evelyn Pena
Senior Financial Fitness Counselor

Urban Upbound Credit Union

Marlon Elliot
Director of Operations

Chhanda Sutton
Branch Manager

Lakiya Austin
Member Service Representative

Kevin Castellon
Member Service Representative

Community Revitalization

Paul Sawyer
Program Director

Malik Harris
Program Coordinator

Rhameil Barber
Cleanup Corps Member

Tony Bristol
Cleanup Corps Member

Dandy Bush
Cleanup Corps Member

Richard Byrd
Cleanup Corps Member

Khalil Collier
Cleanup Corps Member

Loretta Davis
Cleanup Corps Member

Annie Davis
Cleanup Corps Member

Josheema Faison
Cleanup Corps Member

Kareem Gibson
Cleanup Corps Member

Shanishia Hackworth
Cleanup Corps Member

Alexis Kitson
Cleanup Corps Member

Phoebe Maye
Cleanup Corps Member

Dwayne Moses
Cleanup Corps Member

Derek Smith
Cleanup Corps Member

Teresa Taylor
Cleanup Corps Member

Christina Thomasson
Cleanup Corps Member

Shaniqua Walker
Cleanup Corps Member

Dana Whalley
Cleanup Corps Member

Nasaree Williams
Cleanup Corps Member

Terrence Williams
Cleanup Corps Member

LOCATIONS

Urban Upbound Administrative Offices

12-11 40th Avenue
Long Island City, NY 11101
Phone: 718.784.0877
Fax: 718.784.1288
info@urbanupbound.org

Youth Career Pathways Center

38-81 13th Street
Long Island City, NY 11101
Phone: 718.571.9512
youthpathways@urbanupbound.org

Financial Empowerment Center

13-11 40th Avenue
Long Island City, NY 11101
financialfitness@urbanupbound.org

Tax Preparation

12-15 40th Avenue
Long Island City, NY 11101
Phone: 718.784.0877 Ext. 7
vita@urbanupbound.org

Jobs-Plus LIC | Queensbridge Empowerment Center

10-38 41st Street
Long Island City, NY 11101
Phone: 718.571.9664

Far Rockaway Empowerment Center

1907 Mott Avenue
Far Rockaway, NY 11691
Phone: 718-571-9474

Jobs-Plus Astoria

4-25 Astoria Boulevard
Astoria, NY 11102
Phone: 718.571.9484

Jobs-Plus East Harlem

335 East 111th Street
New York, NY 10029
Phone: 718-571-9365

Urban Upbound Federal Credit Union

13-03B 40th Avenue
Long Island City, NY 11101
Phone: 718.571.9678
creditunion@urbanupbound.org