



# IMPACT STATEMENT | 2020

[www.nccinc.org](http://www.nccinc.org)



Live. Grow. Work. Thrive.

# TABLE OF CONTENTS



- 02** Message from the CEO
- 03** Mission & Vision
- 04** History of NCC
- 05** 2020 Top Highlights
- 07** Early Learning And Early Intervention  
Center Response to Education
- 08** NCC's Adult Programming  
Community Support Services
- 09** NCC's Diversity, Equity and Inclusion Initiative
- 11** NCC: By The Numbers
- 12** Key Partners & Community Supporters
- 13** Board of Directors
- 14** How to Get Involved





## MESSAGE FROM THE CEO



As I reflect on 2020, I am reminded of the strength and resiliency of the community we have built in and around NCC. The many acts of kindness, donations and support we received in what undoubtedly will go down as one of the most unpredictable and perilous times we have experienced in our nation, both humbles and inspires me. Despite the challenges of a global health pandemic, coupled with the racial reckoning brought to bear by the myriad of issues of social justice and inequities faced by persons of color and those with differing abilities, the NCC family was able to pivot, press and prevail.

We established new partnerships and enhanced existing ones, conducted town halls to keep people informed and created innovative ways to engage members of our community. At NCC, we believe that it is important to not only be IN the community but to be an active part of the community!

We have built stronger connections between the families and advocates of the persons supported by our many programs, community organizations and civic and political groups to better understand and address the needs of the community.

I am inspired by the level of commitment, creativity and innovation demonstrated by each member of the NCC staff in the face of these unprecedented times. They have worked tirelessly to cope with food deserts, health disparities and the inequities with persons supported. By bringing the community to individuals when the community was not safe to visit, our team made a lasting impact on the lives of those we support and so many others.

This journey of hope and compassion could not have happened without the generosity of individual donors, "Friends of NCC" or the tremendous partnership and collaboration of community organizations, external stakeholders, Foundation partners and an amazing and committed staff.

We are well positioned to take NCC to the next level of greatness! We will continue to focus our energy on shining a light on the inequities and disparities that exist and impact the lives of persons with differing disabilities and all persons. Together we can continue to create an environment that allows all persons to Live. Grow, Work and Thrive!



## About NCC

NCC is an organization that believes in increasing opportunities, building skill sets and improving life outcomes for people in the District of Columbia and Maryland areas. NCC is one of the largest non-governmental providers of services for infants, children, and adults with intellectual and developmental disabilities in the Washington D.C. Metropolitan Area. We are a leading advocate and community partner, ensuring that people - regardless of physical or mental ability are equipped with the skills they find necessary to **live, grow, work, and thrive**.

For over 60 years, NCC has been relentlessly committed to its core mission of enhancing the lives of people of all ages, diverse backgrounds, and differing abilities through inclusive opportunities. We are flexible because of the personalized approaches we take to help people succeed. Our expansive and dedicated team, secure facilities, and strategic partnerships enable us to offer holistic and customized support to all of the individuals and families we serve. Our approach has also earned us leading industry designations for our programming, including earning the Provider Certification Review (PCR) designation for our Adult services for the last 3 years - and receiving the High Quality designation for our Early Learning Center (ELC).

Our community-based services include Early Learning and Early Intervention, Adult Vocational Services, and Residential and Day programs. Since our inception, these personalized services have benefited thousands of people, providing educational development and life skill mastery that continuously lead to empowerment, employment, and independent living.

# MISSION & VISION

## Mission

Enhancing the lives of people of all ages, diverse backgrounds and differing abilities through inclusive opportunities.

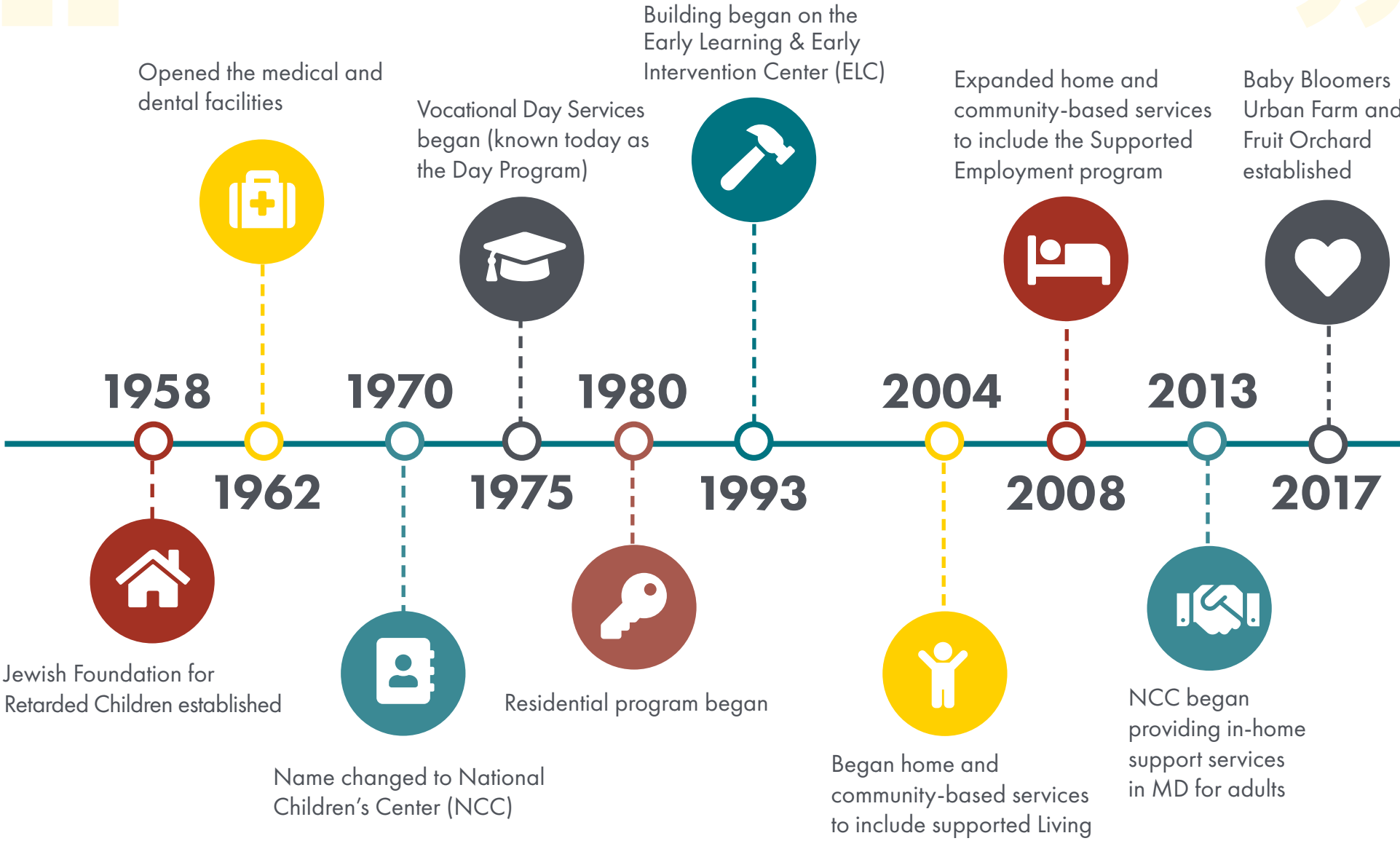


## Vision

Our vision for the future is that people with differing abilities will have every resource to learn, grow, work, live and thrive in our community, which fully includes and embraces them as valued and contributing members.

# HISTORY OF NCC

Providing service to the community for 63 years





## The COVID-19 Effect

The COVID-19 pandemic has increased the global demand for nonprofit services while cutting finances and adversely impacting staff. Essentially, nonprofits are forced to do more with much less - money, staff and volunteers.

NCC is not exempt - the pandemic has strained our bottom line by curtailing important revenue streams, canceling our in-person fundraising events and temporarily suspending community activities in our Day Services Program. It has also brought unanticipated expenses - and all the while, the individuals and families in our community are hurting and depending on our resources and services to remain afloat.

## NCC's Rise to the Occasion

Thanks to the resilience, commitment and passion of our team, we constantly adapted to the challenges imposed by the pandemic. We redirected funds to invest in essential PPE for staff and individuals we serve, utilized tele-medicine to provide clinical services for children and babies with special needs, provided groceries and hot meals for families, supplied breakfast, lunch, and snacks for children, and provided diapers for new parents disproportionately impacted by the pandemic.

We enhanced our programming, finding new and exciting ways

# 2020

## This Year's Top Highlights



to engage and inspire persons supported in our programs that were not able to go out into the community. Additionally, we adopted safe reopening procedures to maintain high quality education services at our Early Learning and Early Intervention Center.

Other such efforts included:



### Innovations in Distance Learning

- Connectivity with families (supporting parents as teachers)
  - Workshops and expert talks
  - Manuals and workbooks
  - School supplies for students to use at home



### New Approaches to Day Habilitation Services

- In-Home Day Habilitation
- Extended Direct Support Professional (DSP) assistance for our most vulnerable persons supported



### Adaptive PPE

- Equipping our Deaf population and their supporters, many who understand by reading lips, with clear masks so that they can continue to communicate effectively.



### Amplifying our commitment to our values: Inclusion, Compassion, Empowerment

- Establishing a DEI Council
- Juneteenth Celebration - Moment of Solidarity

Our strong performance is a direct reflection of the impact we were able to drive for our persons and families supported in a transformative year. Because of the hard work, tireless contributions and unwavering commitment to our mission, vision and values, we are uniquely positioned to fulfill our promise of enhancing the lives of others. With the support of donors, partners and volunteers, we will continue to rise to the challenge of this ever-growing and ever-changing climate.



# EARLY LEARNING AND EARLY INTERVENTION CENTER

## RESPONSE TO EDUCATION

Maintaining operations of our Early Learning and Early Intervention Center (ELC) during the Covid-19 pandemic was no easy feat. NCC employs a variety of staff, including teachers, nurses, and clinicians who work hard everyday to keep the children, families, and adults we serve safe, while providing quality instruction. Despite ongoing challenges, the ELC maintains its High Quality designation and continues to celebrate successes, including:



### Remaining open, accommodating families throughout the pandemic:

- Provided **15,000+** pounds of food to families supported by our Center
- Maintained valuable connections with virtual and in-person learning
- **Expanded child care capacity to 250** to include school-aged children (22 classrooms in total)
- Conducted a **toy and clothing drive** benefiting all children enrolled
- Provided **Thanksgiving Day turkey and groceries** for every family enrolled
- Distributed diapers and wipes to families of infants
- Added **two additional Early Head Start classrooms**



### Children's National Medical Center Mobile Unit and NCC Partnership:

- Provided immunizations and child wellness checks onsite
- Partnership also provided ongoing telemedicine and in-person exams, hearing and vision assessments, and vaccines weekly at the ELC





# NCC ADULT PROGRAMMING COMMUNITY SUPPORT SERVICES



Despite the challenges that the pandemic posed to programming, our Adult Community Support Services adapted quickly and found creative ways to engage, encourage and empower our persons supported. We implemented virtual activities like cooking and floral classes and organized a Virtual Reality program to maintain engagement for all members who were home-bound during the pandemic. We are extremely proud to have maintained our Provider Certification Review (PCR) designation, receiving Excellent ratings for all services provided.

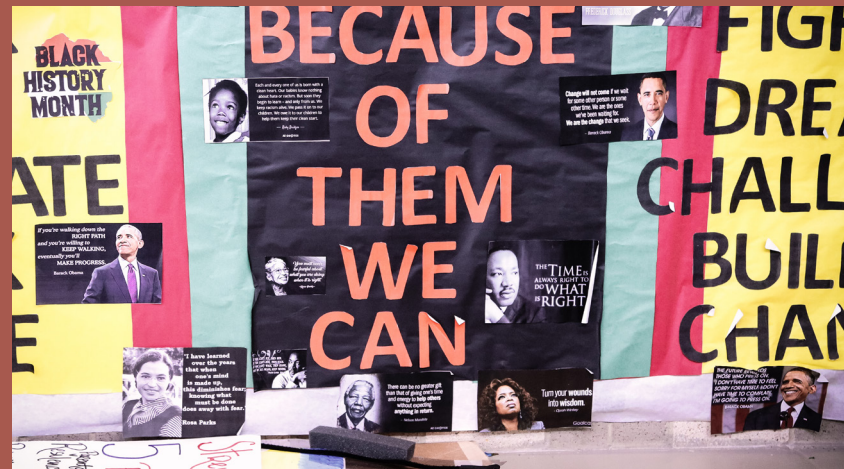
## **Our Adult Programs have received distinction and recognition for:**

- Being a Provider of choice for people with complex support needs
- Having a reputation in the industry as being a provider of quality level services
- Receiving consistent Excellent Quality ratings on the Provider Certification Review conducted by the Department of Disability Services

- Maintaining a committed workforce
- Having high collaboration among staff
- Having hearing impairment expertise and Deaf supports led by Deaf staff



# NCC'S DIVERSITY, EQUITY AND INCLUSION INITIATIVE



NCC amplified its commitment to diversity, equity and inclusion by creating the DEI Council.

NCC's DEI Council was established in the Summer of 2020 to ensure that the organization's services, activities, policies, communications, and programs support the goal of a more diverse NCC and the broader disability and early education communities.

The objective of the DEI Council is to educate, acknowledge, and uplift all identities within NCC to create a workplace environment where all employees feel included and respected. The council is composed of all members of the workforce, ranging from front-line staff to the highest levels of leadership - and brings together groups from different backgrounds, tenures, ethnicities, genders, sexual orientations, disabilities, neurodiversity, ages, economic backgrounds, caring responsibilities, and more.

Many of us were struggling in our work setting due to the racial injustice that was occurring before our eyes. As an organization with employees who are predominantly people of color including the people we support, the discussion of identity and inclusion was welcomed.

The DEI Council achieved success in many initiatives in 2020, including:



### Election 2020:

We educated employees and our people supported regarding the voting process, voter registration and the platforms of the candidates running for office. We empowered them to exercise their right to vote and have their voices heard.



### “Word on the Street” Forum:

This after-hours forum aims to educate and provide an open platform to discuss all identities within NCC. Through this platform, NCC employees had the opportunity to share insights with their colleagues about personal identities to embrace the differences and similarities that bring the group together.



# 2020 BY THE NUMBERS

**3,000**

people served through our emergency food program

**5,824**

pieces of PPE distributed to staff, families, and the adults we support across our residential homes

**15,000+**

pounds of food distributed

**2,569**

chef-prepared meals to families

**4,000**

hours of instruction

**670**

hours of clinical services

## ELC

- **197** Children enrolled
- **300+** packages of diapers and wipes distributed to vulnerable families with small children
- **85** Professional Development hours for the ELC

## CSS

- **97** adults supported in the Resident program
- **65** adults supported in the Day Service program

## Garden / kitchen

- **577** pounds of fruits, vegetables, and herbs, grown in our garden to mitigate food insecurity and create better access to healthy food options
- **2** colonies of honeybees were added to the farm and maintained by two “beekeeper certified” staff members



# KEY PARTNERS & COMMUNITY SUPPORTERS

Partnerships are vital to NCC. Strengthening existing partnerships and identifying new opportunities to collaborate, sustains our work by leveraging our resources and embeds us further into the community's fabric, ensuring that children and families in our community have the necessary resources to thrive. Partners assist in numerous ways. Their support includes providing therapy services for children, offering staff professional development for teachers, enabling community-based senior citizens to serve as volunteers in the infant and toddler classrooms, and donating garden beds with fresh produce for children and the community. Join the growing number of NCC partners and supporters.

## COMMUNITY PARTNERS

- 11<sup>th</sup> Street Bridge Park
- Department of Behavioral Health
- City Blossoms
- Early Stages
- Health Services for Children with Special Needs
- National Association for the Education of Young Children (NAEYC)
- National Black Child Development Institute (NBCDI)
- Strong Start
- The DC Child and Family Services Agency
- Two-6 Foundation

## KEY PARTNERS



**WOLF TRAP**

INSTITUTE FOR  
EARLY LEARNING  
THROUGH THE ARTS



**Healthy Futures**

cultivating leaders through relationship education

## UNIVERSITY PARTNERS

Georgetown University

Howard University

George Washington University

Trinity University

The University of the District of Columbia

# BOARD OF DIRECTORS

**Evelyn L. Lewis,  
MD, MA, FAAFP, DABDA**

Veterans Health and Wellness  
Foundation  
Chief Medical Officer

**Florie Perellis**  
👤 Chair of the Board

Allstate Insurance Company  
Retired Executive

**Jeffrey S. Benson**  
👤 Vice Chair

CASE Credit Union  
President & CEO

**Joel Limerick**  
👤 Treasurer

Document Systems, Inc.  
President & CEO

**Keela S. Carpenter**

Maryland Court of Special  
Appeals | Annapolis, MD  
Staff Attorney

**Kisha A Brown, Esq.**  
👤 Secretary

Justis Connection  
Founder & CEO

**Marisa C. Bown MSN, RN**  
👤 Governance Chair

Georgetown University  
\*RETIRED

**Robert Kennedy**

Self-Advocate for  
Developmental Disabilities

**Ronald J. Steptoe,  
CMR, DABDA**

Warrior Centric Health, LLC  
CEO & Co-Founder

**Thandi-Baxter Magro**

Sodexo  
Strategic Brand  
Marketing Executive



👤 denotes Executive Board Member



# GET INVOLVED - JOIN OUR MOVEMENT

Your generosity fuels NCC's programs, services and community outreach. Join us and help strengthen the vitality of the communities we serve!

## WE NEED YOUR HELP

NCC's impact on the community is tremendously greater with your support. We truly could not do our important work without you. Here are some ways you can get involved and help us continue to provide and expand services for infants, children, and adults with intellectual and developmental disabilities.



### PARTNER WITH US

NCC proudly partners with corporations, foundations, and community organizations. We are committed to bringing together like-minded organizations and corporate partners to identify and implement actionable solutions that uplift people of all abilities.

**Contact us to learn more!**



### DONATE

Every dollar makes a difference in the scale of our programming and the size of the population we can support. We welcome individual donations, matched corporate gifts, workplace giving contributions and donations from Donor Advised Funds (DAFs). Donate today at <https://www.nccinc.org/donate>.



### VOLUNTEER

NCC hosts a variety of community-based events, including our ELC Farmers Market, Food Distribution series, and the Annual Golf Tournament to name a few. Contact us to learn more about ways to give the gift of your time at an upcoming NCC-sponsored event.

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# CONTACT US

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## Adult Community Support Services



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## Early Learning and Early Intervention Center



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