



May 14, 2025

City of Hyattsville  
Department of Community Services  
4310 Gallatin Street  
Hyattsville, MD 20781

Dear Review Committee,

Northstar Tutoring is pleased to submit our proposal in response to the City of Hyattsville's Request for Proposals for tutoring and mentoring services at the Hyattsville Teen Center. We are honored to have partnered with the City since 2018 and remain deeply committed to supporting the academic success and personal growth of Hyattsville youth.

We acknowledge receipt of the RFP and any related amendments or addendums and are fully prepared to meet all of the services and requirements outlined, including tutoring and mentoring services as well as reporting requirements. This proposal reflects our understanding of the scope of the project and our ability to deliver high-quality, one-on-one tutoring and mentoring to local students. Our projected budget for providing these services is \$80,000.

This submission is authorized by me, as the Executive Director of Northstar Tutoring, and I affirm that we are prepared to fulfill all expectations outlined in the RFP.

Sincerely,

*Jennifer Townsend*

Jennifer Townsend  
Executive Director  
Northstar Tutoring  
[jtownsend@northstartutoring.org](mailto:jtownsend@northstartutoring.org)

***Firm/Individual Profile:*** Northstar Tutoring is a 501(c)(3) nonprofit organization dedicated to providing free, one-on-one tutoring and mentoring to K–12th grade students in Washington, D.C. and Prince George’s County. While Northstar was formally established as an independent nonprofit in 2017, the program has been operating since 1989. Prior to obtaining a separate 501(c)(3) status, Northstar functioned under a parent nonprofit organization. Each year, Northstar serves approximately 400 students, offering consistent academic support and personal mentorship throughout a student’s educational journey.

We proudly welcome students with a range of learning needs, including those with Individualized Education Programs (IEPs), and tailor instruction to meet each student's strengths and challenges. Northstar partners with schools, community centers, and families to provide services that are accessible, adaptable, and responsive to students’ real-world needs. Programming continues year-round, including dedicated summer tutoring designed to prevent learning loss and sustain progress.

What sets Northstar apart is our commitment to:

- Personalized, one-on-one instruction tailored to each student’s learning needs and goals
- Mentorship that nurtures self-confidence, resilience, and long-term success
- Support for students with special accommodations and IEPs
- Year-round programming, including summer tutoring
- Continuity across all grade levels (K–12)
- Completely free services, ensuring access for all families

With more than three decades of experience and a deep commitment to educational equity, Northstar has become a trusted partner in helping students thrive—in school and in life.

- **Years in Operation:** 8 years
- **Type of Organization:** Nonprofit 501(c)(3)
- **Number of Employees:** 5

- **Number of Volunteer Tutors:** 515
- **Summary of Expertise:** Northstar specializes in delivering free, high-quality, one-on-one tutoring and mentoring services grounded in long-term, consistent relationships. Each student is matched with dedicated volunteer tutors and provided with one to three tutoring sessions per week.

Our tutoring model is evidence-informed and highly personalized. Tutors use teacher input, school assignments, and assessment data to guide instruction tailored to each student's academic level, learning style, and goals. We also conduct pre- and post-assessments to adjust instruction.

Beyond academics, tutors are encouraged to build strong relationships with their students by participating in mentoring outings such as museum visits, sports events, or neighborhood activities—helping students feel valued, supported, and connected beyond the classroom.

A key element of Northstar's success lies in the care we take in matching tutors with students. Before placements are made, we interview each volunteer to understand their subject strengths, preferred age range, personality, and prior experience. We also speak directly with parents or caregivers to learn more about the student's academic needs, learning style, and any relevant considerations. This two-way process allows us to make thoughtful, intentional matches that set both tutors and students up for long-term success. Northstar also has a significant number of Spanish-speaking volunteers, which allows us to pair students with tutors who can communicate effectively with families who are more comfortable speaking Spanish—strengthening the home-tutoring connection and supporting deeper engagement.

Northstar is proud to have a team of over 500 volunteer tutors from a wide range of professional backgrounds—including educators, engineers, attorneys, public servants, and local business owners. With an annual tutor retention rate of 88%, students benefit from consistent, long-term support that helps build strong relationships and steady academic progress.

***Narrative:*** Northstar Tutoring brings over three decades of experience and a proven track record of delivering effective academic and mentoring support across the DC-Maryland region. Our partnership with the City of Hyattsville began in 2018, and we currently serve approximately 70 students annually at the Teen Center.

Our services are designed to meet both academic and social-emotional needs. Students are matched with tutors who provide regular, personalized support throughout the year. Instruction is guided by school assignments, teacher input, and pre-assessments, allowing for targeted learning in core subject areas. We complement this academic support with mentoring strategies that help students build confidence, set goals, and stay motivated.

To ensure quality and consistency, Northstar provides tutors with ongoing training in a number of areas including best tutoring practices, social-emotional learning, and trauma-informed practices. These trainings, along with staff support and site coordination, create a strong foundation for success.

Northstar currently holds contracts with five entities and operates at six sites, including schools, community centers, and youth-serving nonprofits. Our team of five staff members is based in Washington, D.C., with close proximity and availability to support coordination and communication in Hyattsville.

**Jennifer Townsend**, Executive Director (Primary Point of Contact)

[jtownsend@northstartutoring.org](mailto:jtownsend@northstartutoring.org) | 207-975-3040

Jennifer Townsend serves as the Executive Director at Northstar Tutoring and is the primary point of contact for this project. She oversees all aspects of program delivery, ensures coordination with City of Hyattsville staff, and is responsible for contract compliance and execution.

**Expected Duties:**

Jennifer will provide overall leadership and oversight, manage relationships with City partners, and ensure that all deliverables are met. She will also supervise program staff and ensure the program remains aligned with both student needs and city priorities.

**Biographical Information:**

Jennifer holds a Bachelor of Science in Political Science and History. She has over a decade of experience in education program management. Before becoming Executive Director in 2017, she served as Program Director from 2011 to 2017. Under her leadership, Northstar has expanded from a single site serving 20 students once a week to a multi-site program supporting approximately 400 students annually across six locations. Her experience includes program design, staff management, partner engagement, and long-term strategic planning.

**Jessie Berman, Program Coordinator**

jberman@northstartutoring.org | 202-644-3088

Jessie Berman manages the day-to-day operations of Northstar's programming, including on-site coordination, tutor recruitment and onboarding, and preparation of curriculum materials.

**Expected Duties:**

Jessie will be responsible for the daily management of tutoring sessions at the Hyattsville site. This includes ensuring tutor coverage, coordinating with school and city staff, supporting tutors, managing student attendance and progress tracking, and preparing academic materials. She also leads tutor onboarding and training.

**Biographical Information:**

Jessie holds a Bachelor of Science in Sport and Event Management and a Master of Business Administration. She has extensive experience working directly with students, both as a tutor and a caregiver, including six years of childcare experience supporting children ages 5 to 14. Her educational background, combined with her hands-on experience and strong organizational skills, make her well-equipped to manage program logistics and support students.

**Northstar Tutoring at the Hyattsville Teen Center: Current Program and Future Vision****Introduction & Overview**

Northstar Tutoring has been a proud partner of the City of Hyattsville since 2018, providing consistent, one-on-one tutoring and mentoring programming to approximately 70

Kindergarten-12th grade students at the Hyattsville Teen Center each year. Over the past several years, we have grown our capacity, deepened our relationships with families, and worked to build a robust program that meets the academic, emotional, and developmental needs of youth.

During this time we have had a very positive response from the community—parents regularly share how much the program has helped their students and often ask us to offer additional weekly sessions. Much of our growth has come through word of mouth from current families, and our waitlist now includes more than 50 students. The strong demand speaks to both the impact of our program and the ongoing need for financially accessible academic and mentoring support in the area.

### **Current Services at the Hyattsville Teen Center**

When a student joins Northstar, they are matched with a dedicated tutor for each night they attend tutoring, and meet with the same tutor(s) each week throughout the school year—often across multiple years. Students may attend up to three in-person, 90-minute sessions per week, depending on availability and academic needs.

Since 2020, we have also offered a virtual tutoring option to support students who are unable to attend in person and to expand beyond the physical capacity of the Teen Center. This hybrid model has allowed us to increase access and serve more students while maintaining flexibility and high-quality support.

In addition to our school-year programming, we offer a summer tutoring program for Teen Center students to help them retain skills and prepare for the upcoming academic year. The summer program plays a critical role in reducing learning loss and maintaining the momentum students gain during the school year. The sessions run twice a week for five weeks and are optional, yet consistently well-attended—this year approximately 75% of students have already signed up for the summer sessions. At the beginning of the summer program, Northstar administers math, reading, and writing assessments to determine each student's areas for improvement and to develop individualized tutoring plans for the summer session.

We are proud to be recognized as a High Impact Tutoring (HIT) provider, meeting rigorous standards for session frequency, duration, and maintaining a 1:1 student-to-tutor ratio. Families

can choose whether their child's tutoring focuses on homework support or the more targeted HIT skill-building sessions, including preparation for state assessments such as the MCAP.

Throughout the year, we collaborate closely with parents to adjust goals based on each student's evolving needs. To ensure that we are continuously improving, we also gather both qualitative and quantitative feedback through multiple surveys each year from parents, tutors, and students—helping us refine the program to best support student growth and success.

To complement our academic efforts, mentoring is built into every tutoring relationship at Northstar. Because students meet consistently with the same 1–3 tutors each week, there's time and space for real connections to grow. Tutors aren't just academic supporters—they serve as steady, trusted adults who listen, encourage, and show up week after week. In addition to the informal mentoring that happens during sessions, we encourage tutors to take their students on a monthly mentoring outing outside of tutoring time. These outings—like visiting a museum, playing basketball, or meeting for ice cream—give students the chance to gain new experiences, practice social skills, and deepen their bond with their tutor.

A key strength of our approach is the collaborative team we build around each student, bringing together tutors, Northstar staff, parents, and school teachers and administrators. We communicate regularly with families and school staff to ensure that our programming is aligned with what students are learning in the classroom and that the priorities of educators and caregivers are honored. This collaborative structure strengthens the support system around each student and reinforces consistency across home, school, and our tutoring site.

This relationship-centered, team-based model is the foundation of our program—and one of the reasons many students and tutors remain connected year after year.

### **Hyattsville Teen Center Data**

We are proud to be wrapping up another successful year of tutoring in Hyattsville. Thanks to the dedication of our volunteer tutors, the support of families and community partners, and the hard work of our students, the 2024–2025 school year was filled with growth, connection, and achievement. Below is a snapshot of this year's impact at the Hyattsville Teen Center.

**2024-2025 School Year Data:**

- Students served: 75
- Daily attendance rate: 92%
- Average weekly tutoring time per student: 140 minutes
- Total tutoring hours provided at the Teen Center: 144 hours

**2024-2025 Student Data:**

- Graduation rate: Since the program's inception, 100% of Hyattsville seniors have graduated and enrolled in a postsecondary program — and this year is no exception.
- Sustained support: All of this year's graduating seniors have been with Northstar since 6th grade.
- Academics- in a recent survey:
  - 100% of parents agreed that their child better understands the subject they were tutored in—63% strongly agreed and 37% agreed.
  - 100% of parents agreed that the tutoring sessions have helped their child do better in school—47% strongly agreed and 53% agreed.
  - 100% of parents reported that tutoring has increased their child's confidence in their academic abilities—53% strongly agreed and 47% agreed.
- Yearly student retention rate: 95%
- Yearly tutor retention rate: 88%
- Percentage of students with IEPs (Individualized Education Program): 28%

**Plans for Increased Services in 2025**

Based on successful pilots at other Northstar sites, we propose enhancing the Hyattsville program in the following ways next year:

- **Social-Emotional Learning (SEL):** We are working to incorporate more structured SEL practices into weekly tutoring sessions to help students build resilience, strengthen communication skills, and increase emotional awareness. Tutors will begin each session with a brief emotional check-in—asking how the student is feeling or inviting them to share a highlight from their day—to foster connection and self-awareness. Sessions will end with a short reflection, where students can celebrate what they're proud of,



acknowledge any challenges, and set a small goal for the next meeting. While many tutors naturally build these elements into their relationships with students, formalizing this structure will ensure that all students benefit consistently from SEL support.

- **Continuing Education Prep:** We're expanding support for our high school students—as well as their tutors and parents—by offering structured, grade-specific college and career prep sessions. These meetings will be held periodically: quarterly for freshmen and sophomores, and monthly for juniors and seniors, with each grade meeting separately to focus on specific goals. For example, freshmen might explore potential career paths and fields of study; sophomores could begin preparing for the SAT; juniors could identify colleges of interest, map out key deadlines through graduation, and explore scholarship opportunities; and seniors would focus on finalizing college lists, completing applications, and securing financial aid. We'll also provide tailored guidance for students interested in trade schools or alternative pathways, ensuring all students have access to the resources they need to plan their futures confidently.
- **Career Exposure & Job Shadowing:** While we've always encouraged our tutors to introduce students to a variety of career paths and share insights from their own professions, we're now working to make these opportunities more intentional and structured. Recently, several students have shadowed volunteers in careers they're interested in, gaining valuable first-hand experience. We've also organized larger events—such as a visit to a local law firm, where 20 of our junior high and high school students learned about the wide range of roles within a legal office, from administrative staff to firm partners, and what each role entails. By formalizing this program, we aim to broaden students' exposure to different industries and help them envision their own future paths.
- **Group Mentoring Activities:** In addition to individual mentoring sessions, we will begin hosting quarterly group mentoring events. These gatherings will provide a fun and meaningful way for all students and tutors to connect, build community, and strengthen relationships across the program. Examples might include a game night, a collaborative art project, or a group field trip to a local museum—activities designed to spark connection, creativity, and shared experiences outside of the usual tutoring sessions.

- **Family Engagement Plans:** Northstar will deepen family involvement by introducing:
  - **Quarterly reports** for parents that summarize student progress and goals.
  - **Family engagement events**, such as Parent Nights, where caregivers can get to know their students' tutors better, learn about academic resources, and provide feedback
- **Operational & Staffing Plan:** To support tutoring sessions, we plan to add a volunteer staff member role to provide additional administrative and programmatic support at the Teen Center site. The volunteer staff member may help with tasks such as taking daily attendance, organizing tutoring materials, checking in with tutors about student progress, and stepping in as a substitute when a tutor is absent.

### **Survey Data**

Each year, we administer multiple surveys to students, tutors, and parents to ensure we are continuously refining our program to best meet the needs of our students. We recently completed our end-of-year survey and were pleased to receive overwhelmingly positive feedback. While we are happy to share the full survey results upon request, below are a few highlights.

#### *Parent Survey Highlights (2024–2025):*

In addition to the academic data points already covered in the “2024-2025 Student Data” section, parents were asked to rate their agreement with several statements about the tutoring program using the following scale: *Strongly Disagree, Disagree, I Am Not Sure, Agree, Strongly Agree*. The results were overwhelmingly positive:

- **100%** found tutors approachable and responsive to their concerns (42% strongly agreed).
- **100%** were satisfied with the program (67% strongly agreed).
- **100%** would recommend the program to other parents (88% strongly agreed).

At the end of the survey parents were given the opportunity to share what they found most valuable about the program. Their responses highlight the strong relationships, individualized support, and meaningful impact tutoring has had on their children. We received many positive

responses; the quotes below represent a selection of the ways families described the program's impact:

- "The tutors are patient, consistent, and take the time to explain concepts clearly. This has not only improved the boys' academic skills but also created a safe and encouraging environment where they feel supported and motivated to learn."
- "The most helpful part of the program has been the individualized attention and support my child receives. It's helped build their confidence, keep them engaged, and address their specific needs in a way that makes learning more enjoyable and effective."
- "Everything is a great program for the kids and the parents that are not able to help their kids most times due to the language barrier."
- "The amount of time tutoring lasts because it allows my child to understand and grasp strategies that help him complete his work in school."
- "The most helpful part of the tutoring program is the personalized support it provides. Students get one-on-one attention that helps them better understand the material they might struggle with during regular class time. It also builds their confidence and helps them stay on track academically. Plus, having consistent support from tutors who really care makes a big difference in how motivated and engaged the students feel."
- "Great communications, friendly staff, smart tutors!"

#### *Student Survey Highlights (2024–2025):*

As part of our end-of-year evaluation, students were asked about their experience in the program. Their responses demonstrate strong engagement and satisfaction:

- 80% of students said they want to return to tutoring next year (20% were unsure; 0% said no).
- 100% of students reported a positive experience regarding their tutoring sessions:
  - 68% said "I love them!"
  - 32% said "They are good"
  - 0% responded "They are ok"

- 0% responded “I hate them”

When asked what they liked best about tutoring, some students shared:

- “It’s tailored to my needs and helps me understand things better.”
- “Learning, games, exploring.”
- “I like doing work with my tutor.”
- “The helpfulness.”
- “Help with work.”
- “Learning new stuff.”

Northstar Tutoring is proud of the impact we’ve made in partnership with the City of Hyattsville and is eager to continue—and expand—that work in the coming year. With a proven model grounded in individualized academic support, long-term mentorship, and strong community engagement, we are well-positioned to meet the evolving needs of Hyattsville youth. Our experienced staff, dedicated volunteers, and deep roots in the community make us a trusted and responsive partner. We look forward to the opportunity to continue providing high-quality, student-centered programming that helps young people grow, succeed, and thrive.

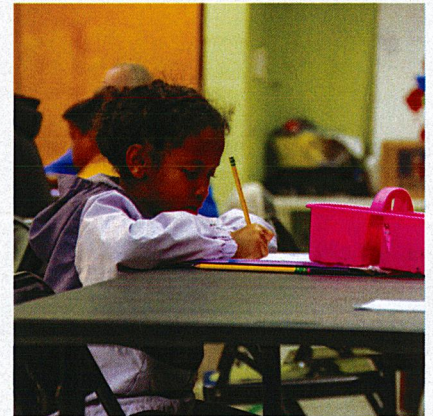


# From Our Students and Families



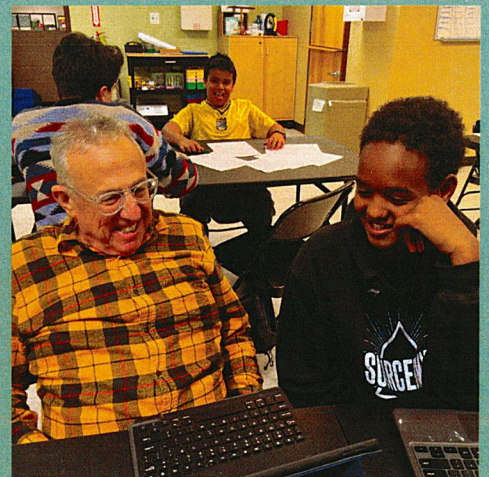
"I started with Northstar when I was in the 6th grade. Northstar became a lifeline, providing me with tutoring that helped me overcome my academic challenges. When the pandemic hit, my learning suffered due to online classes, however Northstar continued supporting me by providing me with three virtual tutoring sessions each week. This year they have worked with me on my SAT prep as well as college essays. Northstar has truly cultivated my growth and confidence over the years. I will deeply miss the support and kindness they've shown me as I move on to college." -Hyattsville Northstar Student

"I have three students that attend Northstar Tutoring. Two in elementary school and one in middle school. I have never seen my students so excited for class. They love tutoring and it has given them better relationships, more responsibility in doing their homework, and study skills. Thank you all so much for coordinating and making such an opportunity available. It helps immensely!" -Hyattsville Northstar Parent



"Tutoring at Northstar makes me feel like I am getting a private school education. My tutors explain things in a way that makes sense to me, and I understand what I'm learning better in school because I have someone who can sit down and explain it to me each night. I enjoy the program and believe it is a great help to those who struggle in school. -Hyattsville Northstar Student

"Before my daughter joined Northstar, she had low grades and was unable to independently complete class work and homework. As a child with a learning disability, she struggles to understand the subjects taught in her class in a timely manner which leads to her frustration. To make things worse, I had an auto accident while on duty in 2019 and I suffer a traumatic brain injury and therefore am not able to help her. I am very grateful she has such a dedicated team of tutors to help her and she is now an "A" student". -Northstar Parent





## **PROPOSAL DOCUMENTS**

In order to qualify for this Project, Contractors must submit all information requested in the following pages.

### **CONTRACTOR INFORMATION**

Proposals must adhere to the format of these Proposal forms and content of this RFP. Proposals will not be evaluated unless all parts of the Proposal form are submitted in a complete package. The information set forth is the minimum required in order to qualify for consideration.

|                  |  |
|------------------|--|
| Firm Name        | <u>Northstar Tutoring</u>              |
| Address          | <u>2437 15th St NW</u>                 |
| City, State, Zip | <u>Washington, DC 20009</u>            |
| Contact Person   | <u>Jennifer Townsend</u>               |
| Phone Number     | <u>207-975-3040</u>                    |
| Email Address    | <u>JTownsend@northstartutoring.org</u> |

## PROPOSAL FORM PRICE AUTHORIZATION

By signing this Proposal form, such action certifies that the Contractor has personal knowledge of the following: That said Contractor has examined the RFP and specifications, carefully prepared the Proposal form, and has checked the same in detail before submitting said Proposal; and that said Contractor, or the agents, officers, or employees thereof, have not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive Proposing in connection with this Proposal. That all of said work will be performed at the Contractor's own proper cost and expense. The Contractor will furnish all necessary materials and labor in the manner provided in the applicable specifications, and at the time stated in the contract.

The undersigned, being a reputable Contractor and having submitted the necessary pre-qualification forms, hereby submits in good faith and in full accordance with all specifications, attached or integral, his/her Proposal:

Name of Contractor Northstar Tutoring

Authorized Signature Jennifer Townsend

Name and Title of Signatory Jennifer Townsend, Executive Director

Date 5/14/2025

Type of Organization (circle One): ☒ Corporation ☐ Partnership ☐ Proprietorship

SEAL:  
(If corporation)



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

5/16/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must have **ADDITIONAL INSURED** provisions or be endorsed. If **SUBROGATION IS WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

| <b>PRODUCER</b><br>Howard W. Phillips & Company<br>80 M Street, SE Suite 350<br>Washington DC 20003 | <b>CONTACT NAME:</b> Elena V. Johnson, CLCS<br><b>PHONE (A/C, No, Ext):</b> 202-331-9200 Ext. 116 <b>FAX (A/C, No):</b> 202-331-8452<br><b>E-MAIL ADDRESS:</b> ejohnson@hwphillips.com   |                               |        |   |       |  |       |  |       |                   |  |                   |  |                   |  |
|---|--|-------------------------------|--------|---|-------|--|-------|--|-------|-------------------|--|-------------------|--|-------------------|--|
| <b>INSURED</b><br>Northstar Tutoring<br>2437 15th St NW<br>Washington DC 20009                      | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: center;">INSURER(S) AFFORDING COVERAGE</th> <th style="text-align: center;">NAIC #</th> </tr> <tr> <td><b>INSURER A:</b> The Hanover Insurance Company</td> <td style="text-align: center;">22292</td> </tr> <tr> <td><b>INSURER B:</b> The Hanover American Insurance Company</td> <td style="text-align: center;">36064</td> </tr> <tr> <td><b>INSURER C:</b> Houston Casualty Company</td> <td style="text-align: center;">42374</td> </tr> <tr> <td><b>INSURER D:</b></td> <td></td> </tr> <tr> <td><b>INSURER E:</b></td> <td></td> </tr> <tr> <td><b>INSURER F:</b></td> <td></td> </tr> </table> | INSURER(S) AFFORDING COVERAGE | NAIC # | <b>INSURER A:</b> The Hanover Insurance Company | 22292 | <b>INSURER B:</b> The Hanover American Insurance Company | 36064 | <b>INSURER C:</b> Houston Casualty Company | 42374 | <b>INSURER D:</b> |  | <b>INSURER E:</b> |  | <b>INSURER F:</b> |  |
| INSURER(S) AFFORDING COVERAGE   | NAIC #   |                               |        |   |       |  |       |  |       |                   |  |                   |  |                   |  |
| <b>INSURER A:</b> The Hanover Insurance Company   | 22292  |                               |        |   |       |  |       |  |       |                   |  |                   |  |                   |  |
| <b>INSURER B:</b> The Hanover American Insurance Company  | 36064  |                               |        |   |       |  |       |  |       |                   |  |                   |  |                   |  |
| <b>INSURER C:</b> Houston Casualty Company  | 42374  |                               |        |   |       |  |       |  |       |                   |  |                   |  |                   |  |
| <b>INSURER D:</b>   |  |                               |        |   |       |  |       |  |       |                   |  |                   |  |                   |  |
| <b>INSURER E:</b>   |  |                               |        |   |       |  |       |  |       |                   |  |                   |  |                   |  |
| <b>INSURER F:</b>   |  |                               |        |   |       |  |       |  |       |                   |  |                   |  |                   |  |

**COVERAGES****CERTIFICATE NUMBER:** 1037319305**REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

| INSR LTR | TYPE OF INSURANCE   | ADDL INSD | SUBR WVD | POLICY NUMBER  | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS  |
|----------|---|-----------|----------|----------------|-------------------------|-------------------------|---|
| A        | <input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b><br><input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR<br>GEN'L AGGREGATE LIMIT APPLIES PER:<br><input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC<br>OTHER: |           |          | OHRD968517     | 9/5/2024                | 9/5/2025                | EACH OCCURRENCE \$2,000,000<br>DAMAGE TO RENTED PREMISES (Ea occurrence) \$300,000<br>MED EXP (Any one person) \$10,000<br>PERSONAL & ADV INJURY \$2,000,000<br>GENERAL AGGREGATE \$4,000,000<br>PRODUCTS - COMP/OP AGG \$4,000,000<br>\$ |
| A        | <b>AUTOMOBILE LIABILITY</b><br><input type="checkbox"/> ANY AUTO<br><input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS<br><input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY   |           |          | OHRD968517     | 9/5/2024                | 9/5/2025                | COMBINED SINGLE LIMIT (Ea accident) \$ Included<br>BODILY INJURY (Per person) \$<br>BODILY INJURY (Per accident) \$<br>PROPERTY DAMAGE (Per accident) \$<br>\$  |
| A        | <input checked="" type="checkbox"/> <b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR<br><input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE<br>DED \$ RETENTION \$  |           |          | OHRD968517     | 9/5/2024                | 9/5/2025                | EACH OCCURRENCE \$1,000,000<br>AGGREGATE \$<br>\$   |
| B        | <b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b><br>ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)<br>If yes, describe under DESCRIPTION OF OPERATIONS below   | Y/N       | N/A      | WZRH467794     | 12/30/2024              | 12/30/2025              | PER STATUTE OTH-ER<br>E.L. EACH ACCIDENT \$500,000<br>E.L. DISEASE - EA EMPLOYEE \$500,000<br>E.L. DISEASE - POLICY LIMIT \$500,000   |
| C        |   |           |          | H25HSM40054-00 | 3/10/2025               | 3/10/2026               | Limit Retention \$1,000,000<br>\$10,000   |

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

**CERTIFICATE HOLDER****CANCELLATION**

FOR COVERAGE VERIFICATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE



## COMPANY BACKGROUND

|                          |   |
|--------------------------|---|
| Company Name             | Northstar Tutoring  |
| Main Office Location     | 2437 15th St. NW Washington, DC 20009   |
| Year Founded             | 2017  |
| Insurance Plans Accepted | Northstar Tutoring has general liability as well as sexual abuse and molestation policies |
| Project Manager Name     | Jennifer Townsend   |
| Project Manager Phone    | 207-975-3040  |
| Project Manager Email    | JTownsend@northstartutoring.org   |
| Years of Experience      | 14 years  |

Has the company/sole practitioner ever operated under another name? If yes, what name?

No

Do you have the materials and staff available to start within two weeks of notice to proceed? Or are you a sole practitioner, prepared to sub-contract with a larger agency and began work within two weeks of notice to proceed?

Yes, Northstar is able to begin immediately.

If no to the previous question, how long would it take to have the equipment and staff available?

N/A

Has the company ever done work with the City of Hyattsville? If yes, when and what type of work.

Yes, we currently provide tutoring and mentoring services to 75 students through the Teen Center.

## REFERENCES

Complete and submit the following for three (3) projects of similar nature as the project specified. Make copies and/or attach additional pages as needed.

|                     |  |
|---------------------|--|
| Name of Project     | Sasha Bruce - Resilient Scholars Program   |
| Owner of Project    | Sasha Bruce Youthwork  |
| Address of Project  | 741 8th St. SE, Washington, DC 20003   |
| Contact Person      | Jane McGhee, Deputy Chief of Programs  |
| Phone Number        | 202-309-4363   |
| Email address       | jmcghee@sashabruce.org   |
| Description of work | Northstar provides twice-weekly, one-on-one tutoring and mentoring to formerly incarcerated youth. Each student is matched with two dedicated tutors who commit to working with their student for the school year, providing consistency and building trust. Northstar administers initial math and reading assessments to students to determine their academic baseline, and sessions are tailored to both the assessment results and current school assignments. Tutors work individually with students to strengthen foundational skills, complete homework, and prepare for tests, while also helping them build confidence and develop positive academic habits. Sessions typically last 90 minutes and are designed to be interactive, supportive, and responsive to the student's needs. To maximize accessibility, Northstar offers both in-person and virtual tutoring options. The program prioritizes academic support and the development of consistent, trusting relationships with students who often face barriers to education due to past disruptions and life circumstances. |
| Comments            | This partnership involves a high level of complexity due to the unique needs of the youth served. Many students have experienced disrupted schooling, trauma, or institutional mistrust, requiring tutors who are not only academically skilled but also trauma-informed and flexible in their approach. Coordinating both in-person and online sessions adds logistical challenges, as does adapting instruction to a wide range of skill levels. Sustaining engagement and consistent attendance in the face of instability demands a high-touch, relationship-based model and close coordination with Sasha Bruce staff.  |

## REFERENCES

Complete and submit the following for three (3) projects of similar nature as the project specified. Make copies and/or attach additional pages as needed.

Name of Project Academic Enrichment Program, Afterschool Tutoring, City Tutor, Project E.R.A.S.E (ENOUGH Grant)

Owner of Project Latin American Youth Center and Northstar Tutoring

Address of Project 2500 14th St NW, Washington, DC 20009 & 9570 Fort Foote Rd, Fort Washington, MD 20744

Contact Person Mirna (Lupi) Quinteros-Grady

Phone Number 301-908-4517

Email address lupi@layc-dc.org

Description of  
work

The Latin American Youth Center (LAYC) has a long-standing partnership with Northstar Tutoring, dating back to 2015. Our collaboration began with Northstar providing after-school homework assistance to approximately 45 students at LAYC's Rita Bright Center, Mondays through Thursdays. At the same time, we worked together to launch a twice-weekly evening tutoring program at the center, serving around 100 students in grades K–12 with both homework help and targeted instruction in math and reading.

Since 2015, we have expanded our partnership to include academic enrichment programming for summer camp participants at Rita Bright, offering two to four sessions per week over multiple years. We also launched an evening tutoring program with the support of a City Tutor grant, increasing access to one-on-one support for students who needed it most.

Most recently, we brought after-school tutoring to Oxon Hill Middle School and are currently collaborating on a joint application for the ENOUGH grant to expand our work in Prince George's County.

Comments

From the beginning, our shared goal has been to provide high-quality academic support to low-income students who often face systemic barriers to educational success. Together, we've created safe, supportive learning environments where students can build skills, confidence, and long-term academic habits. Across all of these efforts, we have served more than 300 students through Northstar Tutoring—providing not just academic instruction, but mentorship, consistency, and care to youth who need it most.

## REFERENCES

Complete and submit the following for three (3) projects of similar nature as the project specified. Make copies and/or attach additional pages as needed.

|                     |   |
|---------------------|---|
| Name of Project     | Northstar Tutoring at Hyattsville Middle School   |
| Owner of Project    | Northstar Tutoring/Hyattsville Middle School  |
| Address of Project  | 6001 42nd ave, Hyattsville, MD 20781  |
| Contact Person      | Tanya Machuca   |
| Phone Number        | 240-437-2777  |
| Email address       | tanya.machuca@pgcps.org   |
| Description of work | Northstar Tutoring has partnered with Hyattsville Middle School to provide English Language Arts and Math tutoring services to students in grades 6-8. 1:1 and 1:2 tutor to student services were provided to a total of 40 students. The focus was centered on the preparation of students' mathematical and reading skills for their MCAP Exams (Maryland Comprehensive Assessment Program) in addition to homework assistance.   |
| Comments            | Northstar Tutoring has been wonderful to work with. Jen and Saarah have been amazing when it comes to communication and planning. The weekly development of curriculum and material that has been provided to students aligned wonderfully with what they are learning in their classes. Northstar tutors are all friendly and have great rapport with our students. Our students enjoy attending weekly tutoring sessions and have provided great feedback in regards to Northstar Tutoring returning next year. We hope our partnership continues to thrive and we look forward to working with Northstar next school year. |