

UP *lifting*



the *community*
THE UP CENTER | 2009 ANNUAL REPORT

Unabashedly Proactive

...Responding to Changing Needs



Some of you may have heard the expression: “When you are up to your armpits in alligators, it is hard to remember that you came there to clean the swamp.” This adage colorfully notes how it is difficult to keep focused on your purpose during troubled times. Like many organizations, The Up Center has faced its share of challenges in the last fiscal year. However, with your support, we were able to march forward and lay the groundwork for a number of endeavors that are helping The Up Center respond to the changing needs in the community. Notable new ventures include:

- ↑ A merger with Virginia Social Ventures was completed to provide job training through an online bookstore operation called Spotlight Books.
- ↑ A new facility was renovated in anticipation of launching a day support program for people with disabilities.
- ↑ Groundwork was laid to start a pooled trust, which will allow people with special needs to better manage their assets.
- ↑ Our housing counselors refocused their efforts to devote more time to foreclosure prevention.
- ↑ A federal grant was secured to expand our Team Up mentoring program to reach out to children in the foster care system.
- ↑ Our in-home counseling staff began taking steps to respond to the growing need for autism support.

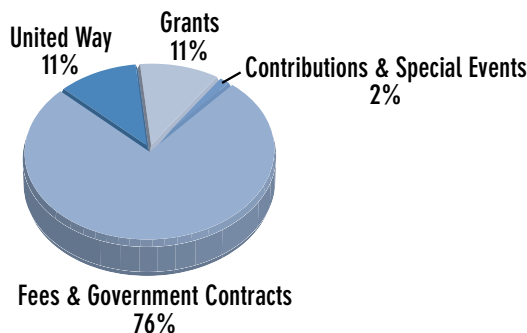


All of these ventures are aimed at advancing our mission of helping people live better lives. To balance the calculated risk of adding new programs, we had to scale back on other programs. However, with your help, we remain committed to helping at-risk children with our prevention programs, which are solely supported by donors and grantors. Overall, we will do what it takes to make our region a better place to live. Your assistance has been crucial to our continued ability to help more than 10,000 people in the region each year. Thank you so much for all you have done to support The Up Center and our community.

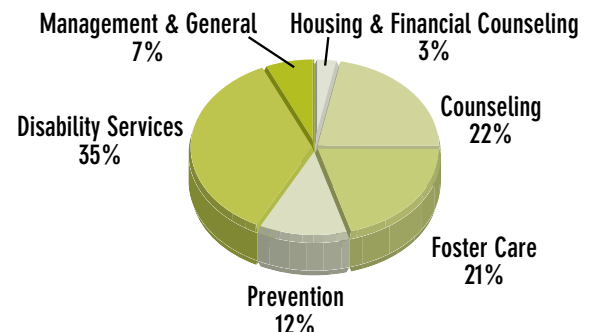
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Edward J. Welp
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Revenue: \$9,707,521



Expenses: \$9,709,064



Derived from financial statements audited by Wall, Einhorn & Chernitzer, P.C.

Looking UP

“There’s been a seed planted inside her now that someone has loved her and given her a chance.”

— Foster parent Colleen James, talking about her foster child.

The changes The Up Center has made are enabling the agency to provide more Uniquely Personal services. Some of the individual lives touched in the past year include:



Kyle Didio, who is served by the agency’s Family Life program, joined in the ribbon cutting and open house ceremony for the agency’s newest disability services location. He is pictured at left with his sponsored placement provider, Dona Didio, and his grandmother.



Juanita Rivera turned her life around at Spotlight Books after a 17 year drug addiction. She now helps other job trainees as a full-time employee at the book selling organization that is now a part of The Up Center.

Want to Help Create More UPlifting Moments?



Douglas Street, pictured above left in his wheelchair, is among those who regularly received food at the agency’s food bank in the last year. Standing by him is Bill Howell, a longtime volunteer who runs the food pantry for The Up Center. This past year demand for food was high, and Mr. Howell assisted numerous individuals in addition to Mr. Street, including a mother of eight children and a 100-year old lady.

“Spotlight Books helps people blossom into the man or woman they want to be.”

— Juanita Rivera

We’ll be asking the community to **Step UP** (literally) in 2010. So get out your running shoes, take the stairs at work and get ready to scale to new heights at Dominion Tower in Norfolk next April. Watch for more details at www.theupcenter.org.

Understanding People

You helped us handle increasing needs.

"I now can start living again."

— Mary McClellan, who avoided foreclosure with the help of The Up Center's housing counselors.

- ↑ **Housing Counselors** helped 205 homeowners facing potential foreclosure & provided housing education classes to 196 others.
- ↑ **Our Food Bank** distributed food to nearly double the number of people served in the previous year, totaling 1216 people assisted, including 434 children.
- ↑ **Our Substance Abuse Prevention** program doubled in size, helping 87 students and their families in three different schools.
- ↑ **Team Up Mentoring** grew at a steady pace throughout the year, serving 64 children and their mentors and starting the mentor search process for dozens of other children on the waiting list.
- ↑ **Individual & Family Counselors** provided more one-on-one counseling, offering over 4440 hours of assistance to help with grief, trauma and the other stresses of life.
- ↑ **Our Family Life Program** placed 40 adults with disabilities, five more than the previous year, in family homes, providing an alternative to institutional living.
- ↑ **Therapeutic Recreation Consultations** increased during the year, serving 32 individuals with disabilities by helping them find meaningful activities to foster their independence and enhance their quality of life.

- ↑ **Camp Horizon** grew from 81 campers with disabilities in the summer of 2008 to 97 campers in the summer of 2009



"We have found The Up Center to be incredibly gracious and willing to work with us."

— Lt. Luke Rice (pictured above left) with his mentee Dennis Jones. Lt. Rice and his wife Aimee asked to mentor Dennis together, which has worked out very well. Dennis' mother says her son "loves them to death."



You made new ventures possible.

- ↑ **A Sixth Location** was leased and renovated in anticipation of starting a new day support program for individuals with disabilities.
- ↑ **The Merger of Virginia Social Ventures into The Up Center** got underway in FY09 and was completed on the first day of FY10. This has brought the Spotlight Books job training program under the agency's wing.

Kemiyah Grimstead of the Healthy Families Program enjoys a party for the parents and children who participate in the agency's early childhood programs.

Understanding Problems

You helped us touch more lives.

- ↑ Our **Early Childhood Home Visiting Programs** served 352 families, ensuring healthy children and successful parenting.
- ↑ Our **Families & Schools Together (FAST)** program strengthened the families of 43 preschool children.
- ↑ **Foster Care** provided safe and loving homes for 80 children and facilitated three adoptions.
- ↑ **In-Home Services** provided nearly 21,000 hours of intensive in-home counseling, mentor services and/or supervised visitation to prevent children from being placed in foster care.
- ↑ **Representative Payee Services** assisted 1132 adults with disabilities, including veterans, by providing bill paying and money management services to prevent homelessness.
- ↑ **Financial Educators** helped 1194 people through our debt management classes or one-on-one counseling sessions.
- ↑ **Reverse Mortgage Counselors** provided 774 seniors information on how to use their home's equity to ensure financial stability.
- ↑ **Group Therapists** helped more than 200 people contending with anger management or domestic abuse issues. Group educators assisted dozens of other people wanting parenting classes or information about parenting while undergoing divorce.
- ↑ Our **Senior Exercise Class** helped 17 seniors improve their well being and health.
- ↑ **Students' Best Friend** utilized Jaegar, our agency facility dog, to help 31 students in special education classes.



Your donations have helped mothers like Shanette Simpson, who is pictured above left with her Healthy Families Support Worker Letitia Carrington. Ms. Simpson was honored as a finalist for the Dorian Award, which recognizes a Hampton Roads single mother who has demonstrated perseverance and resourcefulness. Ms. Simpson had a troubled childhood, but she worked hard to graduate with honors from high school while caring for her infant daughter. After high school, Ms. Simpson became a nurse's aide, moved into her own apartment and took custody of her two teenage siblings.



“I no longer live in fear that someone is going to hurt me.”

— Kimberly Hadzima, who has healed after enduring 16 years of physical, emotional and sexual abuse as a child.

Stepping UP

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for your support.*

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Bryan Beecroft enjoys The Up Center's Bad Pants Open Golf Tournament that raised more than \$38,000.





the UP center
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