

CELEBRATING

140

1883  
2023

Years of

*xcellence*

2023 Impact Report



# Dear Friends,

We are so excited to celebrate our 140<sup>th</sup> year of service in our community with you this year. It's incredible to think about the generations of people from all walks of life who have been helped by our agency since 1883. Our work in South Hampton Roads began 10 years before the founding of Ford Motor Company, before Theodore Roosevelt's presidency, and before anyone drank their first Coca-Cola. That is a legacy to be celebrated.

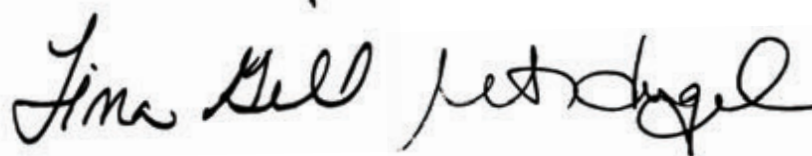
The Up Center has had many different names, locations, and lines of service during our 140-year history. Our mission, on the other hand, has remained steadfast: **to partner with children, families, and communities to improve lives and outcomes through prevention, intervention, and support services.** Those services have evolved and changed many times over, as each new decade brings new and different challenges. We began as an orphanage for girls. In the post-war 1940s, we helped place families fleeing Europe in local homes and schools. In the mid-2000s, we responded to a housing crisis brought on by a nationwide financial collapse. During the pandemic we increased mental health services by nearly 80%.

This ability to adapt is because of you – our partners, funders, and advocates. We remain grateful for a dedicated and talented staff, collaborative partners, hundreds of volunteers, visionary community leaders, and donors who have worked side by side for many decades to enhance and expand program delivery, filling gaps for critical needs, while ensuring sustainability for many years to come.

One important thing has not changed over the past 140 years, the commitment from **this community** to support our important work has never wavered. Thanks to the collective efforts of leaders past and present, today The Up Center is a thriving and vibrant resource committed to continuous improvement and furthering our reach in the community. There is still important work ahead of us. **We cannot do it without you.**

To everyone who has dedicated time and funds this year to make a difference in the lives of our neighbors, we sincerely thank you. We hope you enjoy this year's annual report. It is both a look-back and a summary of this year's activities and impact. We look forward to your continued interest and support.

With Gratitude

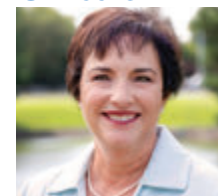


Tina Gill  
PRESIDENT & CEO

Mark A. Hugel  
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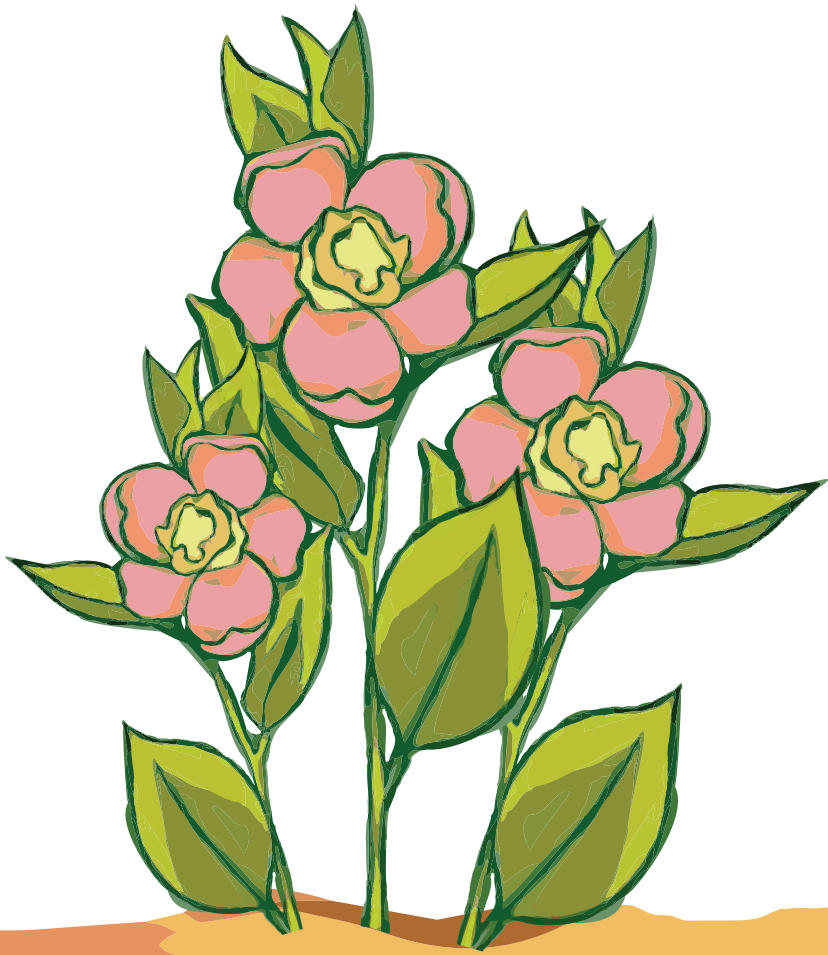
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# Our Mission

We are committed to partnering with children, families, and communities to improve lives and outcomes through prevention, intervention and support services.

Our services cover 3 core areas:



## Prevention EDUCATION

### Birthing Doula

provides physical and emotional support to birthing persons and their partner during pregnancy, childbirth and the postpartum period

### Early Childhood Home Visiting

increases children's school readiness and success by improving parenting practices, increases parent knowledge of early childhood development, and links families to community resources

### Education For Co-Parenting Families

reduces the traumatic impact of separation on children by teaching guardians how to effectively co-parent and offers mediation services as an alternative to other legal services

### Homeownership and Credit Counseling

assists households in obtaining, maintaining or improving financial stability and permanent housing, ensuring a consistent home environment for individuals and families; includes Reverse Mortgage Counseling for seniors

## Intervention BEHAVIORAL HEALTH & WELLNESS

### Foster Care

provides a safe, nurturing, trauma informed, teaching home environment designed to accommodate the needs of youth who have been removed from their family due to a traumatic event

### Mental Health Counseling Services

Outpatient Counseling Services for individuals, couples/partners, and families including Peer Recovery, Art and Play Therapy, and a dedicated clinic for active-duty service members, veterans, and their families

### Counseling Groups

provides education, skill-building, and support to participants in a variety of topic areas including Trauma, Anger Management, Intimate Partner Violence, Autism Spectrum Disorder, Body Positivity, LGBTQIA+, and Substance Use

### Substance Use Disorder and Peer Recovery Support Services

promotes and supports long-term recovery, wellness, and reduction of substance use for adolescents and adults working to maintain their sobriety, build relationships, and thrive in school and the workplace

### Eviction and Foreclosure Mitigation

assists individuals and families facing eviction and foreclosure to support housing stability

### Team Up Youth Mentoring

matches youth between the ages of 6-17 who need a positive role model in their lives with adult volunteers aged 20 and up to improve academic performance, social skills, and behavior with family and friends

## Support STABILIZATION

### Representative Payee & Veterans Fiduciary

manages Social Security and Veterans benefits payments for eligible beneficiaries to ensure their basic needs and best interests are met

### Sponsored Home Placement

provides safe, community-based residential services and supervision for adults with Developmental Disabilities, ensuring their independence and quality of life





**integrity**

**compassion**

**respect**

**commi**





tment

operational  
excellence

equity

accountability

the U Center  
the U Center  
STEP UP  
I CLIMBED  
THE TALLEST  
BUILDING  
IN VIRGINIA

The Steven A. Cohen  
Military Family Clinic  
at The U Center



# Our Results

## Prevention

252 ↑

parents & children ages 0-5

*received early childhood education and support*

increasing odds of on-time child development and school readiness while reducing child abuse and neglect

30 ↑

individuals

*received Doula services, perinatal mental health counseling or lactation consulting*

empowering them to communicate with their healthcare providers and improving maternal and fetal outcomes

203 ↑

families

*avoided foreclosure or eviction*

ensuring their housing stability

1,302 ↑

individuals

*improved financial capacity*

by preparing a sustainable budget and increasing savings, reducing debt and/or increasing credit scores

## Intervention

132 ↑

youth

*were matched with a caring adult*

including 58 new matches, who spend time together weekly encouraging their personal and academic growth and enjoying fun group activities with other matches

1,603 ↑

people

*in total received timely mental health counseling services*

that are proven to work. 84% reported an improvement in their overall well-being\*

\*This percentage is an average of our outpatient counseling and military family clinic surveys

# 38



youth

*were stabilized in their homes*

through placement in Foster Care, reuniting with their biological family, or finding their forever adoptive family

# 325



children

*including those from military connected families, were helped by therapists specializing in pediatric mental health care*

improving their quality of life following a parent's deployment or other separation

Support

# 1,000+



people with disabilities, including veterans

*avoided institutionalization, and were stabilized in the community*

through The Up Center's bill paying services

# 594



veterans, active-duty and military family members

*accessed quality, culturally competent mental health services in our Steven A. Cohen Military Family Clinic*

receiving tools for stress and worry to help manage depression, anxiety, PTSD, relationship challenges, as well as techniques to support suicide prevention

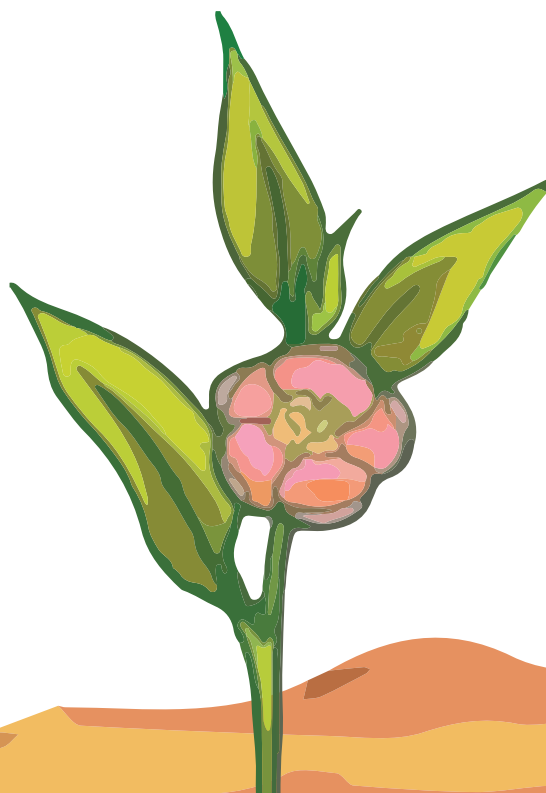
# 81



individuals with disabilities

*were able to live in homes with specially trained families*

instead of group homes or institutions, thereby reducing the burden on taxpayers



## Prevention

# Early Childhood Home Visiting

“ This month, Shantelle sang “Baby Shark” and played with toy sea creatures and nesting boxes during our home visit. Her daughter was so excited to have us on the floor playing with her she squealed with delight. Every time she helped her daughter stack a box on top of another, they celebrated. These interactions may sound common and simple, but not for this family. Being intentional about parenting and playing together is new and unfamiliar for Shantelle. This one small interaction will help strengthen this family and contribute to their resilience.

FAMILY RESOURCE THERAPIST



Brandie

## Intervention

# Outpatient Mental Health Counseling

“ Working with my therapist is the first time I’ve really been able to connect with someone and not feel judged. It has been the first time I have felt safe talking about my past. I can see these changes in myself and it is motivating me to continue on the path to healing and recovery.

OUTPATIENT MENTAL HEALTH  
COUNSELING CLIENT



Monica



# Substance Use Disorder Counseling

I started group therapy at The Up Center after my DUIs. After a while, I stopped using and drinking. My counselor really helped me get to where I needed to be. I've got my driver's license back, started working and started my own business. I kept going with my therapy for another 8 months because I can see how much it's helped me build up my relationships.

SUBSTANCE USE  
COUNSELING CLIENT

— Ben

# Foster Care

Malik has been with our family for over 5 years. Thanks to the support from The Up Center, he has really grown socially and emotionally. We wanted to find a way to celebrate his progress. He asked us to take him on a cruise earlier this year and we celebrated his 14th birthday cruising with our family members.

FOSTER PARENT

— Mary



# Housing and Financial Counseling



I closed on August the 16th. This is my first home. It's a 2 bedroom with a loft and 3 bathrooms. I went on the First Time Homebuyer's Class for the 3rd time. And the 3rd time I struck luck, and that was with The Up Center. (This process) is hard... but if I can do it, anybody should be able to go out there and buy a house.

HOMEOWNER

*Betty*



# Representative Payee Services



One of our Representative Payee clients, Mr. B., came to the office to pick up his weekly spending check. He started crying in the lobby because he could not afford his cancer medication. I connected him the Life Coach Program at Maryview Medical Center because I knew they helped uninsured and underinsured people with medication. The next week, M. B. came back and was very happy. He went to the Life Coach, and they helped him get his medication.

REPRESENTATIVE PAYEE  
CLIENT SPECIALIST

*James*

Learn more



# Sponsored Homes

Our Clinician Supervisor received information regarding free legal resources to pursue Guardianship.

We shared it with two Sponsors serving individuals whose families were not interested in or able to manage Guardianship. In January, both of them began the process of obtaining full guardianship for the individuals in their care. This will ensure the individuals will consistently have their best interests, safety, and quality of life protected moving forward.

DIRECTOR  
DISABILITY SERVICES

—Natasha

about our programs.



We are grateful to be recipients of the Sentara Community Health & Wellness Partnership grant to support our provision of Outpatient Mental Health Counseling and Substance Use Services in our community.

**Thank you to Sentara Healthcare for their continued support of our programs.**

Destiny, a student in the Legal Studies Academy of First Colonial High School selected The Up Center's Foster Care program to donate items to as part of her senior project. She donated over \$800 worth of gift cards for retail stores, restaurants, activities, several handwritten cards of encouragement for our families, and a plaque to encourage the team.



—Sabrina



# Special thank you to our donors from our staff and our clients.

Your support has helped us  
partner with approximately

# 10,000

people in South Hampton Roads  
to improve their lives and outcomes.



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(\$10,000+)

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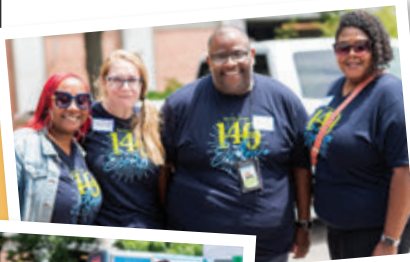
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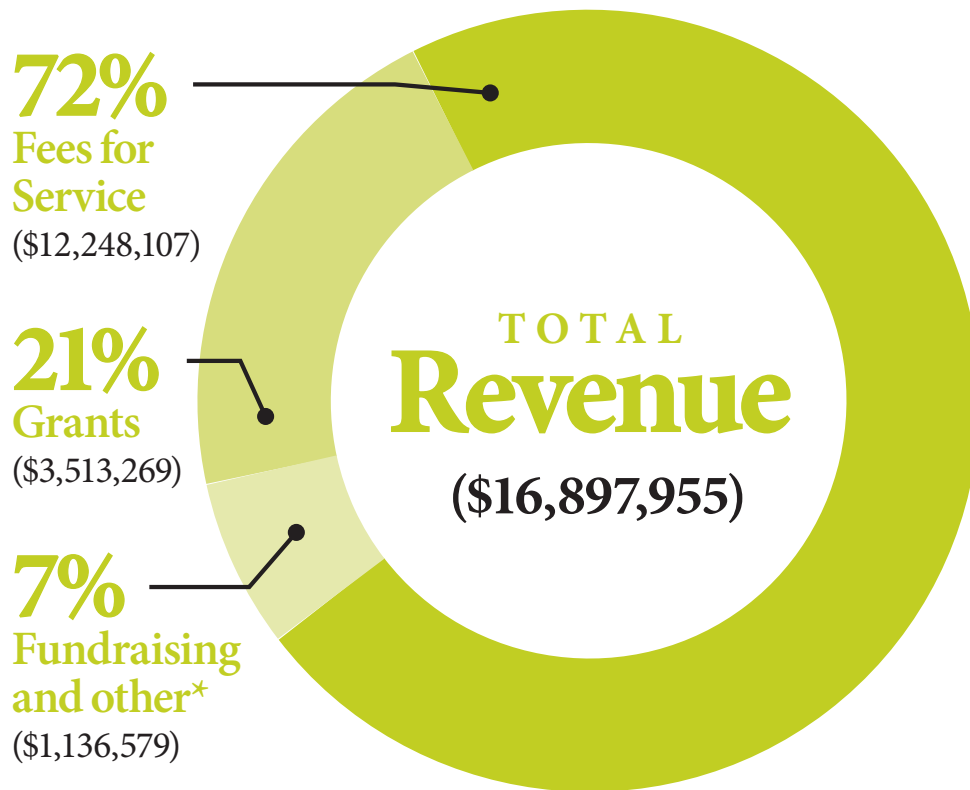


# Special thank you to our volunteers.

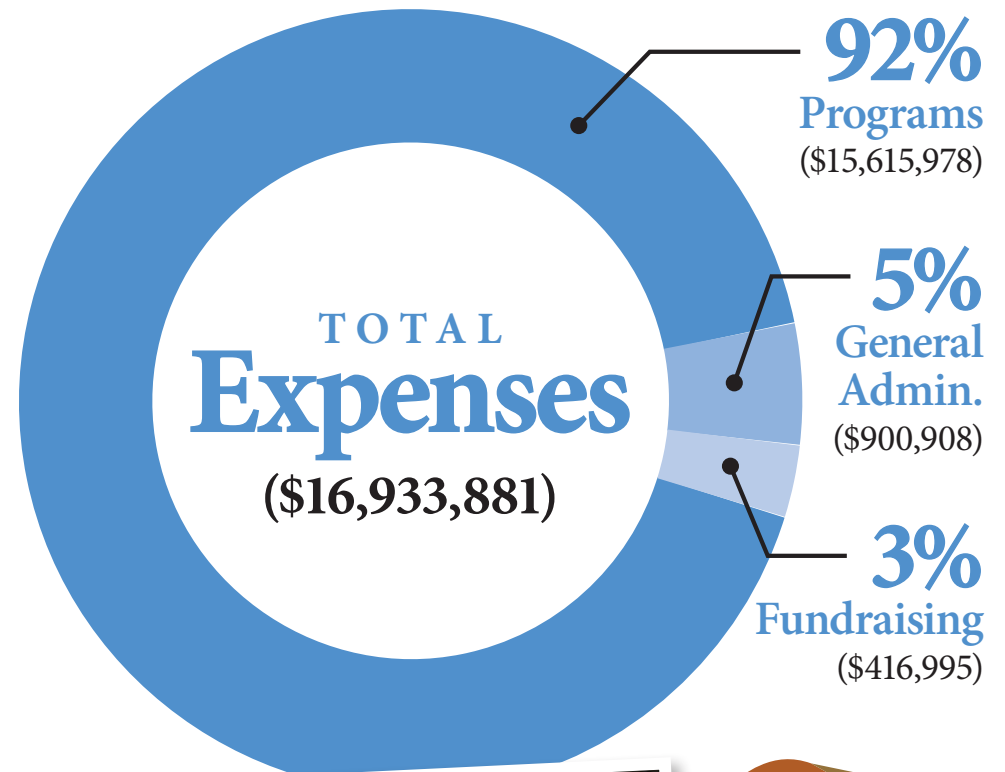
They contributed 14,167 hours  
of service this year, a value exceeding

## \$450,000

### Our Financial Highlights



\*Includes accrued restricted support  
for future years and investment return.



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The Hampton Roads Business Journal



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