

Building Resilience

2020 Impact Report



Dear Friends,

As we reflect on the challenges of 2020, we remember that The Up Center started its work in our community in 1883 – which means that our predecessors were also impacted by a pandemic, the influenza virus of 1918. Advances in science, medicine, research, technology and education have significantly improved the odds of survival faced by children and families more than 100 years ago. Our human experience, however, remains the same. The Up Center's mission, to change the trajectories of children and families from crisis to wholeness, has never been more relevant or needed.

This year we moved quickly to implement telehealth delivery across all our services. We added two full-time licensed mental health clinicians specializing in the needs of families and children. Following the recommendations of a community advisory committee, we began a new substance use disorder counseling program with certified counselors and peer recovery support specialists.

In August 2019, we partnered with the Cohen Veterans Network to launch The Steven A. Cohen Military Family Clinic at The Up Center located in Virginia Beach. In our first year, we saw 473 clients, including 97 children, providing more than 3,500 hours of counseling to veterans and military family

members. This year we are projected to double the number of total clients and triple the number of children who will reach out to us for support with issues like acute stress, PTSD and depression.

We worked closely with The United Way of South Hampton Roads, helping to distribute \$70,000 from their Coronavirus Recovery Fund for direct service to 158 families in need. We also offered Doula services to young mothers in our Early Childhood Home Visiting Programs because of new barriers to accessing prenatal care.

Our quick response and ongoing support of the families we work with is possible only because of our many longstanding community partnerships, private and public funders, corporate and civic support, and people like you. We count ourselves fortunate to have such important work to do – providing the tools to children and families for building resilience – at a time when we can truly make a difference. We thank you for your support and hope that you will continue on this journey with us into what we hope is a kinder and safer world.



Tina Gill
President & CEO



Barbara Lipskis
Chair

Our vision
is a healthy community where
children and families thrive.



Board of Directors

Officers



Tina Gill
President & CEO



Barbara Lipskis
Chair

Lisa Ehrich
Past Chair

James Forrester, EdD
Vice Chair

Timothy P. Callahan
Treasurer

Jean G. Lamkin, PhD
Secretary

Directors

Peggy Barney
Jody Canoles Benedict
Kirk Cizerle
Lamon T. Everett
Anne-Randolph Bolling Harrell
Virginia Batteen Hawks
Virginia Hitch
Mark A. Hugel RADM, USN (RET)
Steve E. Kocen
Ed Ladd
Dennis Lewandowski
Joanne Taylor
Theresa W. Whibley, MD

Because of your support...

117

families

avoided foreclosure or eviction
and kept their homes

88

individuals with disabilities

were able to live in homes
with specially trained families instead
of group homes or institutions

1,156

people with disabilities

including veterans,
avoided institutionalization, and were
stabilized in the community through
The Up Center's bill paying services

When we invest in all families
for school, parents are prepared
in the workplace, homes
love and hope, and new

Thanks to your investment, The Up Center served and impacted

15,200
hours

of mental counseling provided
to under and uninsured clients



473

people

received counseling services at
The Steven A. Cohen Military Family Clinic
at The Up Center, including 97 children

305

parents and children

ages 0-5 received early childhood
education and support, increasing the
odds of on-time child development
and school readiness while reducing
child abuse and neglect

families, children are ready
pared to invest their talents
e is a place of security,
ighborhoods flourish.

approximately 10,000 people in South Hampton Roads in 2020.

22

children

were placed in loving foster or
adoptive homes. 13 children were
reunited with their biological families

123

youth

were matched with
caring adult mentors.

...and a
special thank you
to our volunteers

who contributed more than **19,451 hours**
of service this year, a value exceeding **\$486,000**



Strengthening Families

“ I waved from my car... “I miss you; I love you all. Be safe. I will see you all soon.” Several mothers were pointing to my car and fathers came out to greet me, waving as if watching a parade, yelling “I love you, Teacher. Miss you. Namaste.” Though I didn’t leave my car, and no one left their balconies, I was happy to have finally had a home visit. Quarantine or not these families are the reason why we do this work.

The late Jeanette Ocasio

The Up Center Home Visitor, driving by to see 7 client families

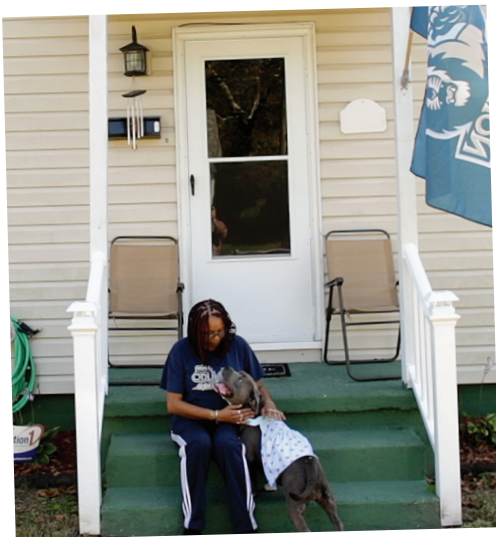


Creating Community

“ The help I received from The Up Center to purchase my first house was exceptional. The counseling services provided by Tiffany were tremendous. She helped with my credit score when it came to understanding how important credit is when purchasing a house. The program additionally taught me to budget by looking at my spending habits monthly and by cutting back on different activities. The first-time home buying class was influential because they helped me understand the process of buying a house and made it easier for me!

Teria Uzzle

Housing & Financial Counseling client



Investing in Children

Good morning my sweet oofs. I miss you both so much! It is so weird how quickly everything shut down. Isn't it? I've been working with your mom on something fun and special for you girls to do ❤️😘 once you both wake up there will be an Easter egg hunt in the back yard for 17 paint/polish filled eggs! Collect them all and throw them at the board provided to create some cool splat art! Make sure to send me plenty of pictures 📷👯🌈😘 Have fun chickies ❤️😘😘 There is a sample splat because y'all know can't let you guys have ALL the fun!

Katie Price

Team Up Mentoring (text message to mentees while Social Distancing)



Valuing Mental Health



The Up Center didn't give up on me even in trying circumstances such as the pandemic. They made resources to still see clients via video conferencing. They really care.

Mr. S.

Outpatient Mental Health Counseling client

A special thank you to our donors from our team and our clients

Benefactor

(\$10,000+)

Chesapeake Department
of Social Services
City of Norfolk
City of Norfolk Department
of Health
Susan and Norman Colpitts
Divaris Property Management
ECPI University
Alexander R. Ellis
James Forrester, Ed.D.
Goode Family Foundation
Hampton Roads Community
Foundation
Mark Hugel, RADM, USN
Landmark Communications
Foundation
Linda Bagby Family Trust
Mr. and Mrs. Mark E. Manion
Mrs. Ann Nusbaum
Obici Healthcare Foundation
Pruden Foundation
Sentara Health Foundation

Amy M. Skorupa
TowneBank
United Way of South
Hampton Roads
Virginia Board for People
with Disabilities
Virginia Department of Health

***“I am so appreciative
of the help and
solutions that come
through during all
the services that the
children receive.”***

Virginia Department of
Social Services
Virginia Housing & Development
Authority/HUD
Wells Fargo
Karen and Dale White

Investor

(\$5,000-\$9,999)

360IT Partners
Branch Banking and
Trust Company
Dollar Bank
Ms. Lisa Ehrich, Esq.
J.L. Camp Foundation
Jill King
Louis and Mary Haddad
Foundation
Mr. and Mrs. Alan L. Nordlinger
PRA Group, Inc.
Southern Bank and Trust Company
The Benevity Community
Impact Fund
Virginia Equipment & Development

Counselor

(\$2,500-\$4,999)

Peggy Barney
Jody and John Benedict
Mr. David Benjack and Mrs.
Claire Kaufman Benjack
Mr. and Mrs. Kenneth S. Berklee
Mr. Timothy Callahan
Mr. Kirk Cizerle
David R. Goode Charitable
Lead Annuity Trust -2010
Ms. Julianne Haycox
Jane Klein Goldman
Jean Lamkin PhD
Mr. Stephen Leaman
Maximus Foundation
Mr. and Mrs. L.H. Puckett

S.L. Nusbaum Realty Co.
Suffolk Foundation
Joanne Taylor and Michael Kearns
The Rotary Club of Churchland
Tidewater Children's Foundation

Leader

(\$1,000-\$2,499)

726 Sold, Inc.
Anonymous
Apprentice School Student
Association
Mrs. Mary Haddad
Hampton Roads Workforce Council
Virginia and John Hitch
Jessica Hunt
Kaufman & Canoles
Steven & Sally Kocen
Mr. James T. Lang
Barbara Lipskis
Lynnhaven River Circle of the
Virginia Beach City Union of the
Kings Daughters and Sons Inc.
Ms. Mary Morin
Mutual of America
Norfolk Redevelopment & Housing
Authority Employees' Charity
Norfolk Rotary Club
Prevailance, Inc.
Richard Bennett Trust
Robert W. Baird & Co. Inc.
Suffolk Iron Works
The Hitch Family
Ticket to Dream Foundation
Wall, Einhorn & Chernitzer, P.C.

Wegmans Food Markets, Inc.
Theresa W. Whibley, MD
Williams Mullen Foundation

Supporter

(\$500-\$999)

Mr. and Mrs. Kevin M. Andris
Mrs. Joy Fields Bolander
and Mr. Jim Bolander
Alice Clarke
Communications Workers
of America Local 2201
Duncan Family Charitable Fund
Glenn Gibson
Ms. Leah Gottlieb
Ms. Ann M. Kirk and Mr.
Mavilio Mendes
Mr. and Mrs. Herbert L. Magness
Mrs. Caroline McCartney

***"Everyone we come
into contact with here
has been amazing."***

Mid Atlantic Bath
Carol & Thomas Mueller
Norton Capital Management
Redeemer Lutheran Church
Luke Reynolds
Ed & Judy Welp

Partner

(\$250-\$499)

Buffy Barefoot
John and Kate Broderick
Mr. Tommy DiNardo
Diversified Building Services Inc.
Kate and Doug Green
Ms. Hunter Harmon Kerrison
Mr. Sam Hochberg and
Dr. Pamela Smith
Mary & D'Arcy Roper
Emily and James Washington
Wealthway Financial Advisors
Wells Fargo Foundation
Matching Gifts Program

Friend

(\$249 and under)

Ms. Elizabeth Allen Davenport
AmazonSmile Foundation
Mrs. Martha Ambler
Jennifer Amick
Katherine Arris-Wilson
Mr. and Mrs. Bangel
Elizabeth Baroody
Mr. and Mrs. Howard Batkin, Jr.
Olga Biro
Michelle Boone-Thornton
Mrs. Hannah Brewer
Joan Buckle
Dr. William Bundschuh
Mr. Alexander J. Campbell
Mrs. Thelma Carroll
Ms. Dianne Chatman

Lisa Chenet
Christopher and Julie Coffing
Mr. and Mrs. Charles N. Cooper
Ms. Amy Crawley
Jim Early and Garland Tillery
Bev Ehrich
Chloe Falivene
Leslie Finch
Jeri Lynn Francis
Ms. Connie Frazier
Mrs. Debby Freeman
Frontstream Holdings, LLC
Suzanne M Genz
Patricia Gill
Mr. William A. Gresham
Bobbie Gribble
Ms. Margaret Gupta
Anonymous
Ms. Amy and Bill Harrington
Ms. Edythe Harrison
Mr. and Mrs. Gary Hecht
Daun Sessoms Hester
Ms. Joy Hind
Mr. and Mrs. James Hinton, Jr.
James City Ruritan Club
Mr. and Mrs. Mark M. Jaxtheimer
Mr. Thurman Jones
Mrs. LoRain Kloskin and
Mr. Michael F. Kloskin
Jeanne Kruger-Williams
Tyler Leinbach
Dr. Edward Lilly
Mrs. Julia Dorsey R. Loomis
John and Karen Luecke
Mr. George Manning

Tiffany Mathews
Ms. Jan McCarthy
Mark and Ann McCarthy
Joanne C. McClellan
Mr. and Mrs. Arnold B. McKinnon
Jamie Midyette
Ms. Marion Mitchell
Ms. Carole Morris
Mr. and Mrs. Michael Myers
Eedy Nicholson
Norfolk Dredging Company
Norfolk Southern Corporation
Good Government Fund

***“The team at TUC
is amazing!!!
I can’t say enough
things about them.”***

Mr. Mark F Olmstead
Optima Health
Dr. Stephanie Peglow
Susan Perry. Ph.D.
Murry and Elise Pitts
Mr. and Mrs. D. Pope
Mrs. Karen Priest
Mr. and Mrs. Kent Queman
Quincy Carr, Inc.
Mr. Robert Reams
Mr. Randall Rice and
Mrs. Linda Rice
Rocket Sage Jewels

Mrs. Lynn Ruehlmann
Brynn Sheehan
Ms. Kelly Stefanko
Jane and Ed Stein
Danielle Stern
Ms. Elizabeth Stokes
Kay Stovall
Suez WTS Employee
Giving Campaign
SunTrust United Way Campaign
Virginia Thumm
Adam Wallace
Mr. Philip Walzer
Dr. William B. Warden
Dr. and Mrs. James Catesby Ware
Marisa Wayham
Mr. Ross Weinstein
Alice & Eric Werner
Ms. Melonie Whitehead
Darfeis Williams
Ms. Mindy Winslow
Mr. and Mrs. Don Wolfgang

Honorariums and Memorials

In Honor of Rob Marchand
- *Buffy Barefoot*
In Honor of Ed Ladd and Betty
Edwards - *Joan Buckle*
In Memory of Echols Young
- *Thelma Y. Carroll*
In Honor of Virginia Hitch
- *Alice Clarke*
In Honor of Lisa Ehrich
- *Bev Ehrich*
In Honor of Jody Canoles Benedict
and Virginia Hitch
- *Leslie Finch*

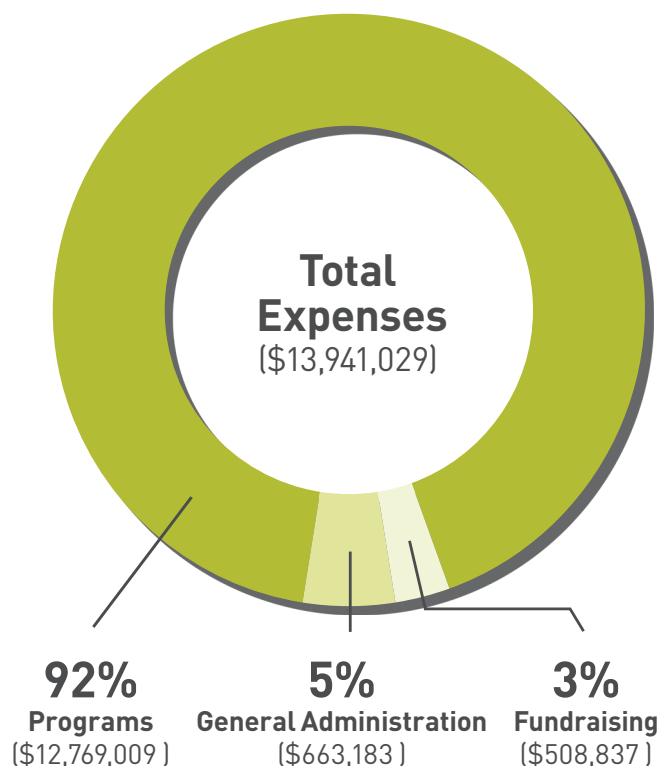
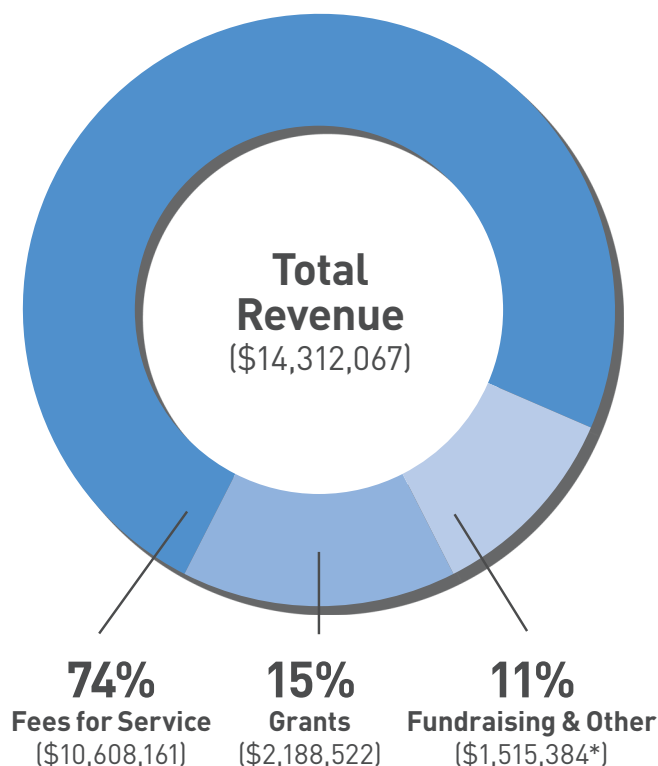
In Honor of Katie, Craig, and Mya Goodmurphy
 - *Glenn Gibson*
 In Honor of Joanne Taylor
 - *Kate and Doug Green*
 In Honor of Deb Leecy
 - *Bobbie Gribble*
 In Memory of Betty Humphries
 - *Matthew C. Harrell*

In Honor of Rick Beskin
 - *Joy Hind*
 In Honor of Alice Clarke
 - *Virginia Hitch*
 In Memory of Gill Leaman
 - *Stephen Leaman*
 In Honor of David Loomis
 - *Julia Dorsey R. Loomis*
 In Honor of Mary Midyette
 - *Jamie Midyette*

In Honor of Jen and Tim Pope
 - *Nancy Pope*
 In Honor of Brinn of Bhav Brigade - *Virginia Thumm*
 In Honor of Tina Gill
 - *Emily S. Washington*
 In Honor of Adam Alexander
 - *Marisa Wayham*
 In Honor of Lisa Ehrich
 - *Alice & Eric Werner*

* Quotes from 2020 Client Satisfaction Survey

2020 Financial Highlights



* Includes accrued restricted support for future years

Community Partner



www.theupcenter.org

150 Boush St., Ste. 500, Norfolk, VA 23510 · (757) 965-8683

222 West 19th St., Norfolk, VA 23517 · (757) 622-7017

1805 Airline Blvd., Portsmouth, VA 23707 · (757) 397-2121

109 ½ Clay St., Suffolk, VA 23434 · (757) 965-8663

828 Healthy Way, Ste. 105, Virginia Beach, VA 23462 · (757) 965-8686

Follow us

