

STAYING

COOL

NEED

HELP

Message from the CEO and Board Chair



Tina Gill, President & CEO (top) and
James Forrester, EdD, Board Chair

Dear Friends,

This has been a remarkable year. Like you, we have missed seeing people in person – our clients, our partners, our funders, and each other. The unpredictability of life during a global pandemic required us to develop innovative and creative ways to stay connected to the people in our lives and respond to urgent and unprecedented needs.

When mothers in our Early Childhood Home Visiting programs said they no longer had access to prenatal care, we launched Doula services, perinatal mental health counseling, trained our staff in lactation consulting and launched a podcast for new and expecting parents. According to a report from the Virginia Department of Health, 2020 was the worst year on record for fatal drug overdoses, worsened by lack of access to support services during the pandemic. In response, we expanded our substance use counseling services for people challenged with addiction and their family members. Our expanded clinical team now includes Peer Recovery Support Specialists. Peer Support Services, an evidenced-based practice we started this year, uses peers who are in recovery themselves to connect with clients seeking support with substance use.



As the year progressed, we rapidly honed our competency in delivering telehealth and other remote services for many of our programs, including Outpatient Mental Health Counseling, Early Childhood Home Visiting, Housing and Financial Counseling, Youth Mentoring and more. At the Steven A. Cohen Military Family Clinic at The Up Center, we added

clinicians, including a pediatric specialist, to address the exploding need for quality mental health services for post 9/11 veterans and military families in our community. In January, we launched a new website designed to improve client access to critical information, including a new client registration portal. **Together, our Board and staff reaffirmed our commitment to Equity, Diversity and Inclusion, recognizing that we must lead our social sector in making the changes we wish to see in society.**

You, our community partners, have made our response possible. With emergency funding from the United Way, the Hampton Roads Community Foundation, family and corporate foundations, state and federal funding, and generous donations both large and small from individuals across our community, The Up Center responded to critical and emerging needs with purpose and commitment.

We thank you for sharing our steadfast commitment to the well-being of children and families in our community and for your unprecedented generosity.

Sincerely,



Tina Gill
President & CEO

James Forrester, EdD
Board Chair



Thanks to your support, in 2021 we increased the delivery of outpatient counseling hours by 79% over the previous year.

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When we invest in all families, children are ready for school, parents are prepared to invest their talents in the workplace, home is a place of security, love and hope, and neighborhoods flourish.



59
children

were placed in loving foster or adoptive homes. 9 children were reunited with their biological families

65
mothers

received Doula services, perinatal mental health counseling or lactation consulting

100%
of youth in
Team Up mentoring

improved their school attendance and 99% of all matches stayed together during the year

84
individuals with disabilities

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



349

parents & 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

398

children

received quality
mental health services



1,100+

people with disabilities
including veterans

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

8,903

hours of outpatient
mental health counseling

were provided to under
and uninsured clients,
a 79% increase over 2020

283

households

improved financial capacity by
increasing savings, discretionary
income and credit scores

Our Commitment to Equity & Social Justice

We envision a world where society and its systems are just, fair, and inclusive, enabling all people to participate and reach their full potential. We believe in the dignity and humanity of all people. We strive for a healthy and prosperous society that promotes all people having equitable access and opportunity. Systemic and institutional inequities, especially in matters of race, remain significant barriers for people and communities working to reach their full potential. We recognize that to achieve our vision, we must lead our social sector in making the changes we want to see in society.

Strengthening Families



“I actually recommend The Up Center to anyone that needs, like resources, like a birth doula or a therapist. If I go through this process again, I would do it again with Deb, if that’s okay with her.” —AMANDA, BIRTHING DOULA CLIENT

Creating Community



“The Up Center changed my life by matching me with my mentee. The support and encouragement of the staff is so appreciated. Continuing to host online events during the pandemic shows dedication and resiliency. I am always surprised by the dedication and ways you give back to our community. Thank you.”

—MARTIN*, TEAM UP MENTOR

Investing in Children



“I recommend the Up Center to anyone we meet that expresses interest in becoming a foster parent. The Up Center has been with us through the thick and thin of the system and we couldn’t ask for better representation and support. We love our Up Center family!”—**SHEREE AND DERRICK***, FOSTER PARENTS



“My therapist, Brian, was so connected and engaged with this process for me. He listened to what was important for me and adjusted to meet my needs. He gave me tools and strategies to cope that I will continue to use into the future. My relationships, career and self-awareness has improved because of his help. Thank you, Brian!”—**JAMES***, MILITARY FAMILY CLINIC CLIENT

Valuing Mental Health

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

Your investment has helped us serve and impact approximately 10,000 people in South Hampton Roads.

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(\$10,000+)

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"I would recommend them to anyone because they are great people to work with."

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***"I've saved \$300 in my
new bank account for
emergencies and my credit
would still be bad if it
wasn't for Ann-Marie."***

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“There’s definitely a path to recovery... and that is the part that the peers play”

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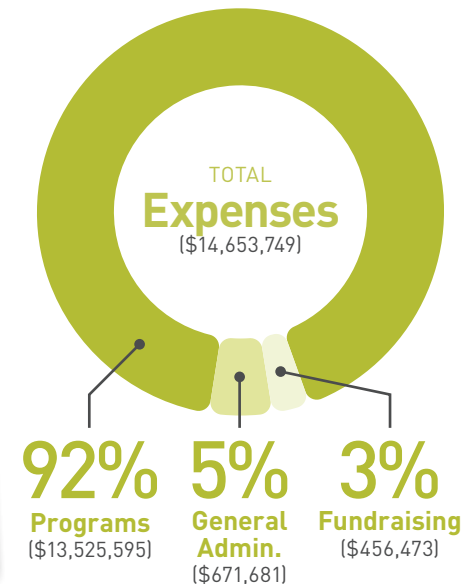
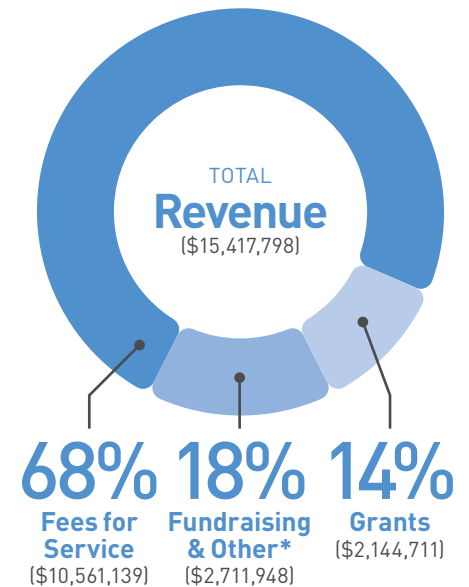
In Honor of Kellie Evans
- *Kimberlie Young*

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caring and excited staff. Your
team fully understands the
issues that veterans face"***



Every effort has been made to accurately reflect charitable contributions. Any error or omission is unintentional.

Financial Highlights



*Includes accrued restricted support for future years, investment return and Payroll Protection Program loan forgiveness.

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the **Up** center
SINCE 1883

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