

the **Up** center
SINCE 1883

We're on a **mission**

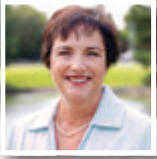
2022 Impact Report



Sowing Seeds for the Future

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Dear Friends,

This year we took some time to look ahead and imagine ways we could play a part in meeting emerging social and emotional needs for children, families, and communities in Hampton Roads. **Thanks to your consistent and generous support**, The Up Center can be flexible, innovative, and responsive to community needs while maintaining a focus on financial sustainability. This adaptive ability helps us evolve and expand across 20+ essential education, stabilization, and behavioral health and wellness programs and services that thousands of people in our community rely on.

After seeking input from our team, the Board of Directors, clients, and community partners, we got to work on a new strategic plan and on a new mission statement, one that would best reflect our purpose and clearly delineate the work ahead of us. Our new mission statement boldly reflects a commitment to you and to each other:

MISSION STATEMENT

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

To realize our mission, The Up Center stands ready to develop the next generation of well-trained, community-oriented, licensed mental health professionals so needed in our region. We will establish a Center of Excellence in Behavioral Health and Wellness, with a focus on innovation in service delivery, improving use and management of data, and proactive collaboration with community partners. To strengthen our commitment,

we plan to advocate at municipal, state, and federal levels to eliminate long-standing disparities in mental health and human service systems.

We will continue to work daily to educate children, families and communities through early childhood development and parent support services, birthing Doula services, and housing and credit counseling. The Up Center remains committed to ensuring housing and financial stability for people with disabilities, including veterans, and to matching youth in our community with a caring mentor who can be a consistent and stable presence in a young person's life.

It's not unusual for a person who seeks out The Up Center for parenting support or peer counseling for substance use disorder to also use our mental health counseling services. As one of the largest private nonprofit providers of mental health services in our region, we see daily the challenges people have in accessing quality care. **With your help, this year we addressed many of those barriers, and delivered 16,742 sessions of quality mental health and substance use counseling,** providing transportation and childcare, and offering free or low-cost services.

Incredibly, in 2023 we will mark the 140th year of improving lives and outcomes. We look forward to inviting you to celebrate this milestone with us in the coming year and to thank you for all you do for children, families, and communities in Hampton Roads.

Yours in service,

Tina Gill
PRESIDENT & CEO

James Forrester, EdD
BOARD CHAIR

Programs

Prevention

EDUCATION

Birthing Doula
Healthy Families
Homeownership and
Credit Counseling
Parents as Teachers

Intervention

BEHAVIORAL HEALTH & WELLNESS

Foster Care Services
Mental Health Outpatient
Counseling Services
Military Outpatient Services
Substance Use Disorder Services

Support

STABILIZATION

Eviction and Foreclosure Mitigation
Representative Payee
Sponsored Homes
Team Up Mentoring
Veterans Fiduciary



This is our *mission*

Prevention EDUCATION

291

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.

41

individuals received Doula services, perinatal mental health counseling or lactation counseling.

344

households improved financial capacity by preparing a sustainable budget and increasing savings, reducing debt and/or increasing credit scores.

Intervention BEHAVIORAL HEALTH & WELLNESS

21

children were placed in loving foster homes. 8 were adopted and 19 children were reunited with their biological families.

1,568

people in total received timely mental health counseling services that are proven to work. 89% reported an improvement in their overall well-being.*

612

veterans, active duty, and military family members were able to access quality, culturally competent mental health services in our Steven A. Cohen Military Family Clinic.

444

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

Support STABILIZATION

71

youth were matched with a caring adult mentor. Team Up met a yearly goal of 40 matches with three months left in the year.

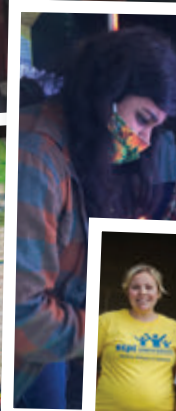
1,100+

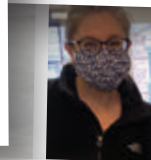
people with disabilities including veterans avoided institutionalization and were stabilized in the community through The Up Center's bill paying services.

80

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

*This percentage is an average from surveys of our outpatient counseling and military family clinic clients.





Investing in children

“What happens a lot of times is we say, ‘Well, young people don’t have anything to do,’ or ‘Young people are going down the wrong path,’ but you can’t have that story if you’re not doing anything to help them out or guide them down the right path.”

– SERGEANT ERIC CRAWLEY –

Valuing mental health



“I had never been to therapy before, but always thought that maybe I needed it. When I finally chose to go, my therapist made me feel comfortable and really listened to me. She has helped me to understand how things from my past affected me then, and how they are impacting me now. This helps me to know how to deal with all sorts of challenging situations and people and overall just feel better day by day.”

– KIERA R. –

Creating communities

Strengthening families

“There are families out there who are willing to love you and willing to accept, you know, who you are for you.”

– CHRISTINA J. –

“I was buying a home and at risk of losing the deal if my payment wasn’t sent to the mortgage company that day. The Up Center and Southern Bank were able to help me out to make that happen. Now I own my own home... which is the American Dream!”

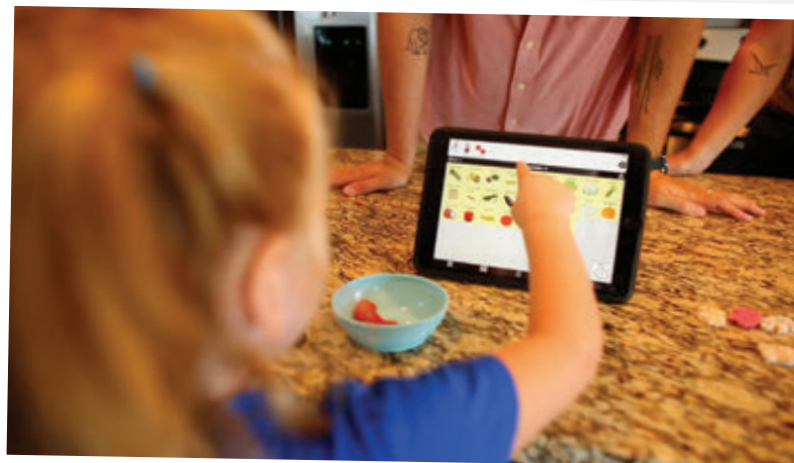
– CORREY L. –



Fostering youth

Kelly and Matt





"I obviously expected it to be challenging. But, the easiest part about this is always going to be, I think, to love the children and to do what's best for them."

– MATT AUSTIN –

"Some people say they could never foster because they get too attached. I know it's well-intended, but the purpose is to get too attached. That is a good thing. These kids need all the love they can get."

– KELLY JACKSON –

Kelly and Matt are foster parents to 5-year-old twin girls. Both girls have developmental delays and sensory processing disorders. With assistance from The Up Center's Foster Care team, Kelly and Matt have learned how to best support the girls' growth and development. They designed a sensory room in their home using lights, sounds, colors, fidget toys, and other items to calm and engage the girls, and to help them develop emotionally and cognitively.

Counseling *individuals*

Anisse*



*Name has been changed to protect client confidentiality





“I appreciate Tania’s availability outside of my normal scheduled appointments. I don’t normally need that level of support, but I really did earlier this year. She was able to help me in real-time during one of my biggest crises I’ve ever experienced. Her support in general while going through the complex grief I’ve experienced this year has been amazing. She always makes me feel heard and is very patient. I appreciate that she just lets me cry sometimes, and I never feel rushed during appointments.”

– ANISSE –

When Anisse started cognitive behavioral therapy with The Up Center, she was struggling with alcohol addiction and had difficulty communicating with others. Her therapist helped her to recognize patterns in her behavior that stemmed from past experiences. Anisse has maintained her sobriety for over 2 years and has developed “new tools in her toolbox,” including improved communication skills. She has also learned to regulate her emotions in a healthier way and has seen impactful changes in both her personal and professional life.

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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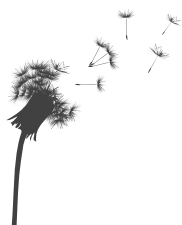
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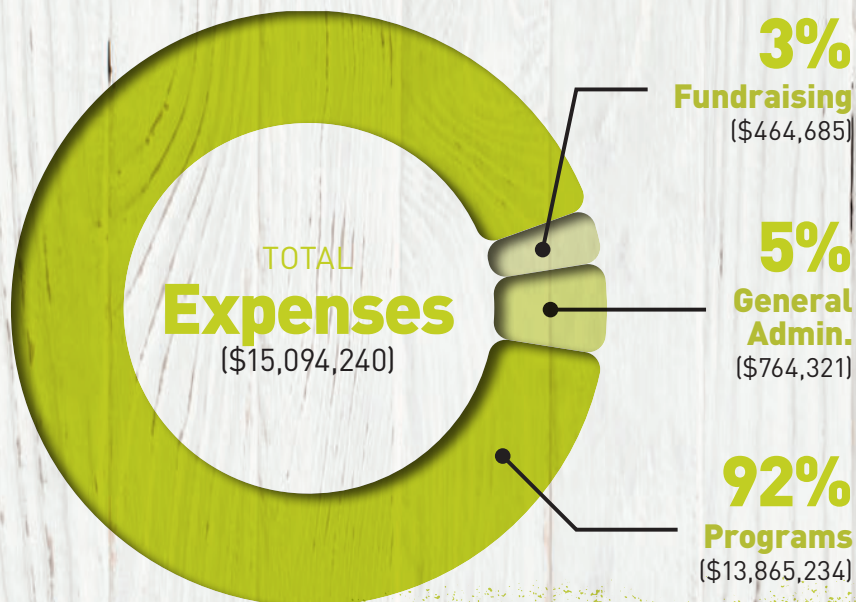
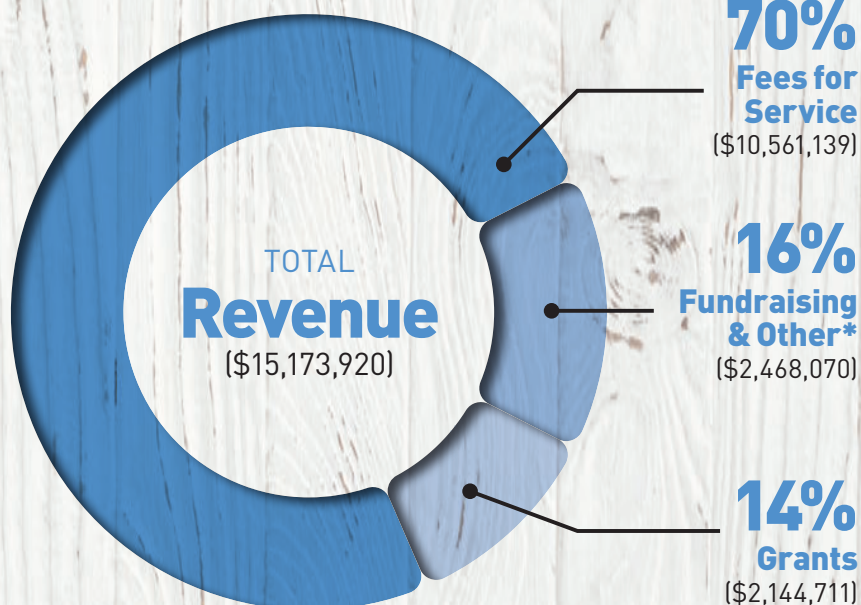
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to our volunteers

who contributed **13,224+** hours
of service this year, a value exceeding
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*Includes accrued restricted support for future years and investment return.



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