

[illegible]

A collage of 15 polaroid-style photographs showing diverse people in various settings: a woman smiling, a group of people outdoors, a woman holding a baby, two women smiling, a woman in a classroom, a woman working on a child's hair, a group of people standing, a boy writing, three people in a pool, a woman in a wheelchair, a group of people indoors, a woman in a pool, and a group of people holding a sign that says "theUp center STEP UP CLIMBED".

2018
IMPACT REPORT

Working TOGETHER

Creating opportunities
for transformation

theUpcenter
Since 1883

Dear friends,

AS WE REFLECT ON THE UP CENTER'S 135 YEARS OF SERVING AND ADAPTING TO THE NEEDS OF OUR COMMUNITY, we are well aware that it truly "takes a village"—of parents, children, teachers, counselors, funders, community leaders, volunteers, and more—to positively impact generations of families.

Whether those families are at risk of losing their homes, recovering from abusive relationships, in need of resources and training for the care and development of very young children, struggling with mental illness, or trying to keep a loved one with a disability out of an institution, **you have been integral in changing the trajectory of those families from crisis to wholeness.**

*Together,
we have helped
more than
10,000 people
this year.*

This work requires collaboration and coordination with partners who share our goal to provide stability to our most vulnerable children and their families. We launched a pilot program this year with Norfolk Public Schools to provide critical training and resources to teachers and staff facing the challenge of teaching and supporting children who have been exposed to trauma. **Because of you, more than 200 teachers are better equipped to meet the needs of thousands of their students as they start the new school year.**

The National Alliance on Mental illness estimates that 1 in 5 adults experienced a mental health issue last year. Staggeringly, the numbers are the same for children and adolescents. And nearly 80% won't get any treatment at all. **Thanks to your support, The Up Center provided more than 17,000 hours of counseling services to under and uninsured individuals, children, and families in 2018.**

Given The Up Center's long-term commitment to the people of South Hampton Roads and the growing need to provide affordable and accessible mental health services, **we are striving to transform our community's system of care**, investing in the lives of our most vulnerable neighbors through support and service. **Your support makes all the difference when those we serve need it most.**

We are grateful to have loyal supporters like you who are there to help us grow, adapt, and change to meet the needs of our community. Just as we have done for the last 135 years.

Yours in service,

Tina Gill
President & CEO

Lisa Ehrich
Chair



Tina Gill



Lisa Ehrich

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OUR COMMUNITY *working together!*

IN 2017, THE UP CENTER AND NORFOLK PUBLIC SCHOOLS BEGAN A MULTI-YEAR COLLABORATION TO PROVIDE TRAUMA INFORMED CARE TRAINING TO TEACHERS AND STAFF IN 5 TITLE I SCHOOLS.

With funding from United Way's United For Children initiative, together we set out with the goal to increase the presence of trauma informed practices that result in improvements in core areas of attendance, performance and staff relationships.

Thanks to the leadership of Dr. Melinda Boone, Superintendent, Norfolk Public Schools, this collaborative project is entering its second year. With support from Old Dominion University's School of Education, we are gathering empirical data to assess improvement in attendance, on-task time in classrooms, and teacher retention.

At The Up Center, we understand the value of helping teachers respond to the needs of students and recognize that we all have a role to contribute to their development.



Trauma Informed Care training helps develop skills to promote a culture of safety, empowerment and healing. This training prepares teachers, counselors and staff to recognize when someone has experienced chronic stress or trauma, such as violence, poverty, abuse, or loss, and how to best respond to them.

*"When you're learning to be a teacher, you think it's just about lesson plans, curriculum, and seating charts. I was blinded by the emotional aspect of teaching. I didn't know how to handle it."
— NPS Elementary School Teacher*



**Norfolk
Public
Schools**

**UNITED
for
CHILDREN**
SOUTH HAMPTON ROADS

THE UP CENTER IS



Sylvester Starkes

“My experience with The Up Center has been wonderful. They are equally concerned about the kids and the foster parents. Their training is impeccable and always current. They provide us with everything we need, including outside resources when necessary. As a retired teacher and foster parent to three, I am familiar with all of the organizations in the area. The Up Center is my trusted and favorite resource.”

— Sylvester Starkes, foster parent

“The Up Center has been a godsend for my son, Billy, who has autism. Because of them, Billy has been able to live at home in a familiar environment with balance and structure, instead of in a group home with a rotating staff of people who don’t know him or how to best meet his needs. Billy now has an effective communication system and requires minimal medication.”

— Bill Cook, parent and guardian to Billy



Bill Cook



Johanna York

“The day we walked in to The Up Center, the counselor put her hand on mine and told me I wasn’t crazy. She told me there was a name for what I was feeling and what we were experiencing. For the first time, I felt like I wasn’t alone. They believed me and gave me the strength to speak out. Today, I wouldn’t even recognize those people who walked into The Up Center. My children and I were in crisis, and they literally saved our lives.’

— Johanna York, counseling client

“The changes I’ve seen in Jaydah and Demii are immeasurable. They’ve grown so much and now think of each other before themselves. Team Up volunteers may think it’s just about the kids, but I’ve noticed the program has changed me as well. I’ve gained so much patience and become more adventurous. Together, we’re making a difference in the community and having fun while doing it.”

— Katie Price, Team Up Mentor to sisters Jaydah and Demii



Katie Price

TRANSFORMING LIVES

because of you.

THE UP CENTER SERVED AND IMPACTED

MORE THAN **10,000** PEOPLE IN SOUTH HAMPTON ROADS IN 2018.

Working closely with individuals and families across Hampton Roads, we supported many in overcoming crises and better managing life challenges. We increased our community's capacity to respond to trauma and mental health needs. **Your support made all this possible.**



63 children found safety and stability in loving foster homes. **20** children were adopted or reunited with their biological families.



1,359 families participated in housing counseling and financial education. **101** families avoided foreclosure or eviction and kept their home.



222 Norfolk Public Schools teachers and staff received Trauma Informed Care training, impacting the lives of an estimated **5,000** students.



The needs of our families are complex. Where needed, **99%** were connected to additional community resources outside of The Up Center.



330 at-risk parents and their children ages 0-5 years received early childhood education and support, increasing the odds of on-time development and school readiness, while reducing childhood abuse and neglect.



657 youth were matched with a mentor over a ten year period. **84%** of mentees showed an improvement in academic performance.



82% increase in mental health counseling services for under and uninsured children and families over 2017.



1,252 people with disabilities, including veterans, avoided institutionalization and were stabilized in the community through The Up Center's bill paying services.

PROGRAMS THAT MAKE A *difference.*

BY SUPPORTING THE UP CENTER'S **FAMILY PROMISE FUND**,
YOU ARE TRANSFORMING THE LIVES OF YOUR NEIGHBORS,
PROVIDING BOTH HOPE AND OPPORTUNITY.

THE FAMILY PROMISE FUND supports the sustainability of our more than 22 programs and services. We work with people in crisis, helping them develop the tools and the skills they need to be self-sufficient and thrive. Our goal is to have a **deep and lasting impact** on the families we serve, to transform their life experience.

In 2018, more than 400 people and organizations donated to The Up Center. Many of our clients are under or uninsured and **because of your generosity**, we remain a resource when people need it most. **We can't do it without you!**

PROTECTING OUR CHILDREN

- Foster Care and Adoption Services
- Youth Mentoring (Team Up)
- Intensive In-Home Counseling for youth at risk of being removed from their homes
- Education for Divorcing or Separating Parents (For Children's Sake)
- Supervised Visitation ensuring safe contact between children and noncustodial parents
- Treatment for Sexually Aggressive Youth (SAY Program)
- Mediation and Education for Divorcing or Separating Parents
- Trauma Informed Care Training to community agencies and providers

EMPOWERING PEOPLE IN CRISIS

- Mental Health and Substance Use Disorder Counseling for individuals, couples and families, including veterans and military families
- Group Therapy and Education (Seeking Safety) groups for victims of trauma, domestic violence and child abuse. Groups for batterers and those with anger issues
- Mental Health Skill Building life skills training and support for people with emotional or mental health issues
- Foreclosure Prevention and Intervention
- Reverse Mortgage Counseling for seniors

STRENGTHENING FAMILIES

- Parenting Education
- Early Childhood Home Visits (Parents as Teachers / Healthy Families)
- Re-entry Services for Fathers (Strengthening Fathers)
- Housing and Financial Counseling and Education

MAXIMIZING INDEPENDENCE FOR THOSE WITH DISABILITIES

- Day and Overnight Summer Camp (Camp Horizon) for children and young adults with disabilities
- Sponsored Family Home Placement (Family Life) for adults with disabilities
- Behavioral & Therapeutic Recreation Consultations
- Veterans and Representative Payee Programs money management and bill paying for people who are not capable of managing their finances



Arthur Arrage

"My situation has improved so much. I have been so happy these last few months. Without my counselor, Tiffany, and The Up Center, I am confident that I would be homeless. I have a real shot now at keeping this house and it's all because [The Up Center] helped me. To my generation, owning a home is important. I just needed a hand, and now I'll do the rest. I can finally get some good night's sleep."

— Arthur Arrage,
Housing and Financial
Counseling Client

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Thank you

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“As a community bank, we like to invest in organizations that improve the quality of life for children and families right here in Hampton Roads. Southern Bank is proud to support The Up Center and to be part of that mission.”

— Steve Kocen, Senior Vice President,
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Steve Kocen

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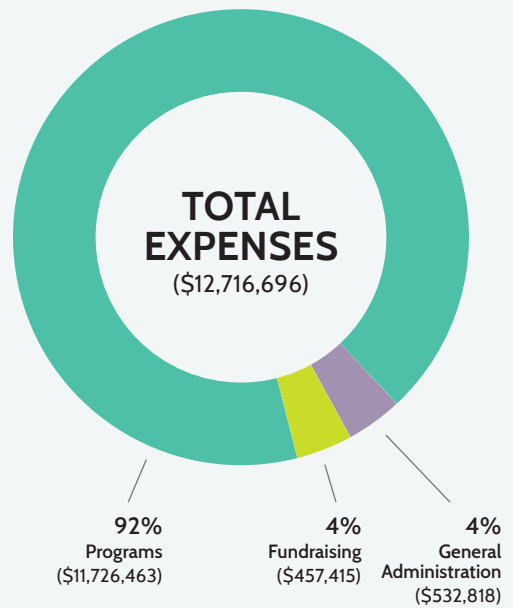
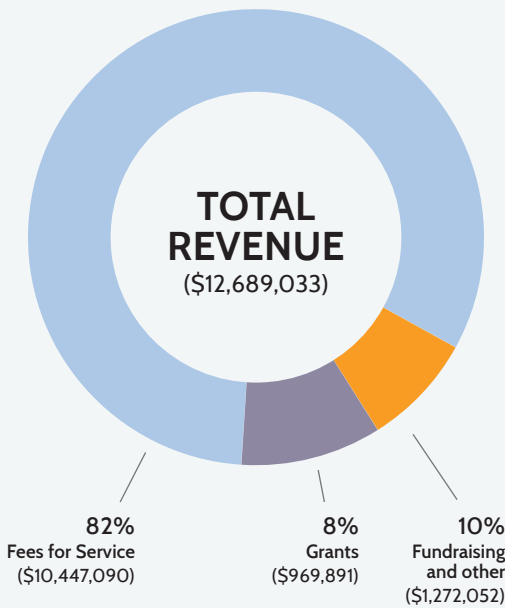
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2018

Financial Highlights



YOUR GIFT IMPACTS OUR MISSION

The Up Center values each gift received — large and small. Your gift, combined with gifts from other generous neighbors, corporate partners and community foundations, along with funds from city, state and Federal governments, impacts the lives of people we serve.

YOUR GIFT INVESTS IN OUR COMMUNITY

Thank you for entrusting The Up Center with your gift. Every dollar we receive creates impact by helping us advance healing and transformation in our community. Together, we can continue to build stronger futures for Hampton Roads families.

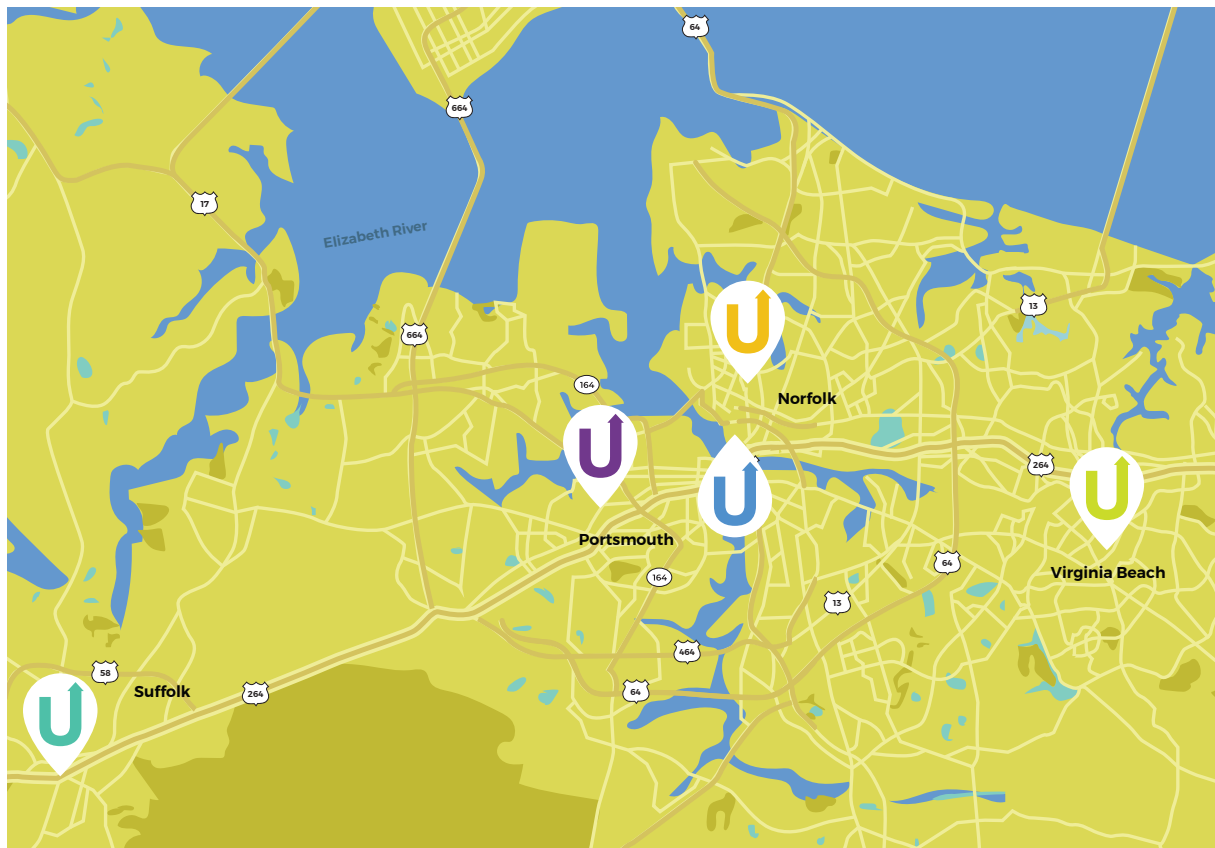
17,175 hours of counseling were provided to under and uninsured clients, representing \$1.6 million in mental health services.



92 people with disabilities were served in The Up Center's Sponsored Homes program, saving taxpayers an estimated \$11.3 million.



theupcenter.org



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U MAIN

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Fax: (757) 333-3273

U PORTSMOUTH

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Portsmouth, VA 23707
(757) 397-2121
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