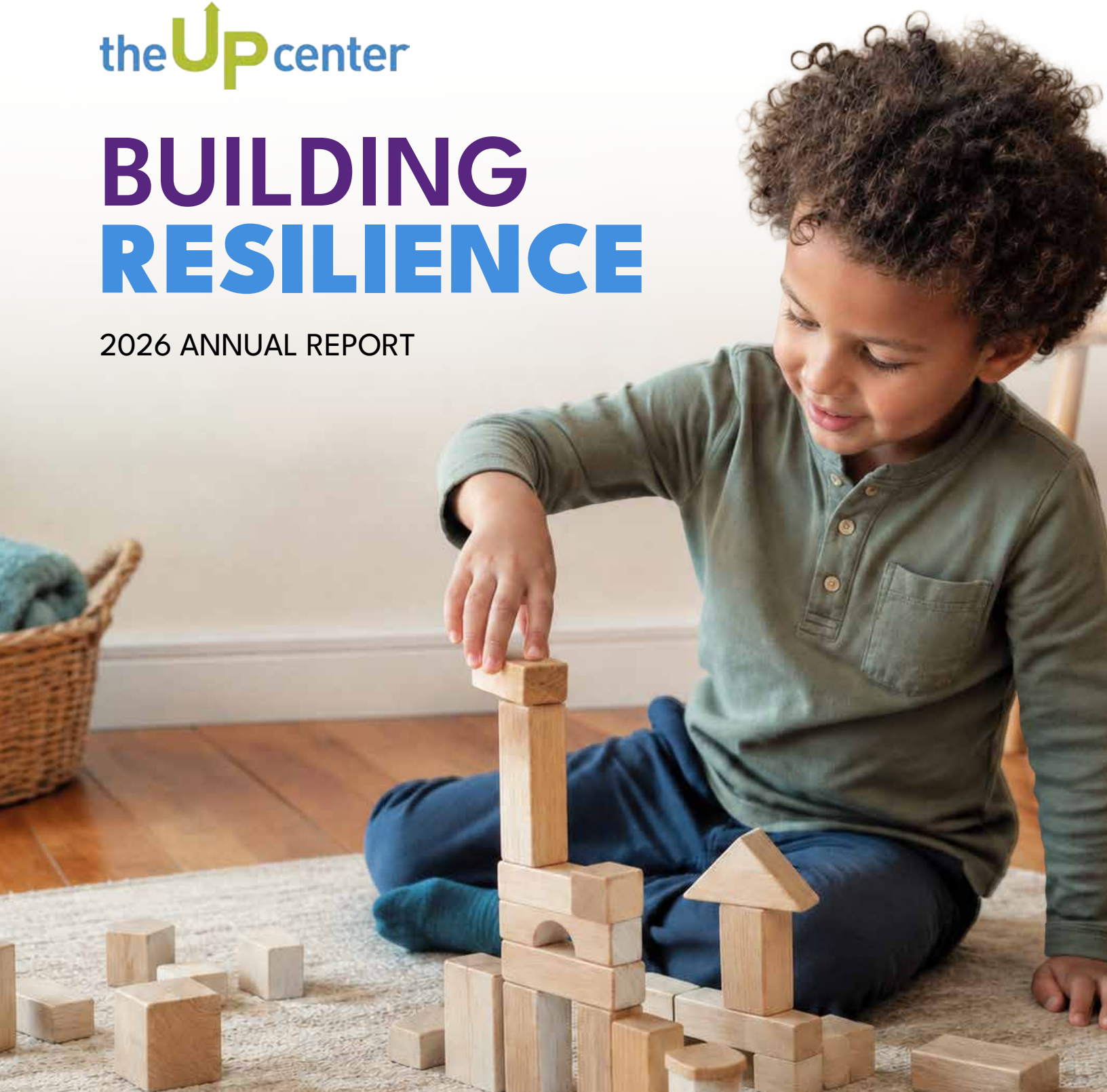




BUILDING RESILIENCE

2026 ANNUAL REPORT



Dear Friends & Supporters,

For more than 140 years, The Up Center has walked alongside individuals and families through some of life's most challenging moments. Across generations, one understanding has remained constant: people do not experience their lives in separate pieces, and the support they receive should reflect that reality.

This year, we have been especially intentional about what that understanding means for our work. Our strength lies not simply in the breadth of services we provide, but in how those services, relationships, and resources come together to support people through the complexities of their lives.

Throughout FY2026, we saw that commitment reflected in meaningful progress across Hampton Roads. Parents grew more confident in caring for their children. Young people built relationships with trusted adults. Individuals found hope and healing through mental health care and recovery support. Families strengthened their financial security, and people with disabilities experienced greater independence and belonging.

Behind these outcomes are people working hard to build better lives. Our role is to meet them with expertise, compassion, and a commitment to seeing the full picture, not just the immediate challenge that brought them to us.

As we look ahead, we are building on what makes The Up Center special. We are strengthening the connections across our services, making care easier to access, and creating a more seamless experience for people who place their trust in us. Life is complicated. Finding help shouldn't have to be.

None of this happens without the generosity and commitment of our donors, volunteers, community partners, Board members, and staff. Your belief in this work makes it possible for us to be present at moments that matter and to help create opportunities that extend far beyond any single service.

As you read this report, we hope you see more than one year's accomplishments. We hope you see what is possible when a community comes together around a shared commitment to helping individuals and families thrive.

With Gratitude,



Tina Gill

Tina Gill
President & CEO



Peggy Barney

Peggy Barney
Board Chair



When support is **connected**,
families can build **stronger foundations**.

OUR CONNECTED APPROACH

Support works better when it works together.

Life’s challenges rarely happen one at a time. A family’s financial stability can affect their mental health. A parent’s well-being shapes a child’s development. A safe home creates opportunities to build a stronger future.

The Up Center brings together mental health care, family support, financial stability, and other essential services so people can find the right support as their needs change.

OUR MISSION

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

OUR VISION

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



Mental Health & Recovery

Strengthening Families

Housing & Financial Stability

Pathways to Independence

Community Partnerships

FY26 IMPACT

What stronger foundations make possible.

Across Hampton Roads, individuals and families found support to strengthen relationships, improve mental health, and build resilience.



15,000+

lives impacted across Hampton Roads

COMMUNITY IMPACT

988

youth given guidance, support, & stability

STRENGTHENING CHILDREN

1,110

veterans, military, & their families cared for

MILITARY SUPPORT

88%

of all clients measured reflected progress or greater stability

RESILIENCE

Resilience grows when people have someone beside them.

Steady support helps children and families navigate challenges, celebrate progress, and build confidence for what comes next.

93%

of families demonstrated improved parenting skills
767 home visits brought guidance & support directly to families.

FAMILY GROWTH

306

fathers engaged through mentoring, groups, & resources
43 expectant fathers learned how to advocate for their partner.

PARENT CONNECTION



“Single parenting is hard, but you make it easy. I couldn’t do this without you.”
-FY26 Client Survey

43

children provided safe & caring foster homes
Our team coordinated each child’s care with over 860 care partners to address children’s complex needs and help foster families provide stable, nurturing homes.

FOSTERING HOPE

89%

of mentees grew confidence, made safer choices, & increased school performance.
Through one-on-one and school-based mentoring, 235 children gained guidance, encouragement and a consistent source of support with a trusted adult.

YOUTH DEVELOPMENT

The right care can change what happens next.

Timely care eases symptoms, strengthens relationships and helps people regain hope. From counseling to recovery support, access matters.

“My therapist saved my life!” -FY26 Client Survey

85%

of clients reported
improvement in mental
health symptoms

IMPROVED WELL-BEING

1,840

people received
mental health services

ACCESS TO CARE

1,121

people connected with
community-based
recovery support to
help them navigate
challenges, build stability,
and move forward in
their recovery.

RECOVERY CONNECTIONS

94%

of military, veterans, or
their families received
their first appointment
within four weeks

TIMELY CARE



ECONOMIC STABILITY

Stability creates room to move forward.

A safe home and stronger finances give individuals and families room to focus on their health, relationships, and future.

“My counselor was very helpful and always responded quickly. I felt understood, and she knew how to guide me while holding me accountable for the steps I needed to take to reach my goal.”

-FY26 Client Survey

31

families were able to remain in their homes

HOUSING STABILITY

65

families became homeowners

HOMEOWNERSHIP

\$147,000+

in savings gained & debt reduced, creating more financial breathing room for families

FINANCIAL PROGRESS

\$427,859

funds secured to help veterans live more safely & independently at home

ACCESSIBLE HOMES



Everyone deserves to live with dignity and choice.

Reliable support helps people remain connected to their communities, manage essential needs, and live in settings where they feel safe and valued.

954 individuals received support maintaining housing, utilities, food, & healthcare, building greater financial stability through the management of **\$14.7 million in SSI & VA benefits.**

FINANCIAL STEWARDSHIP



71

adults with intellectual & developmental disabilities lived in stable, supportive homes with dedicated sponsors

LONG-TERM STABILITY

“I am thoroughly satisfied with the quality of support and care that I receive. They seem to have genuine concern for my daughter’s safety and well-being.”

-FY26 Client Survey

Resilience: One Story at a Time

Every journey is different. These stories show how the right support, at the right time, can open new possibilities.



When John’s family began home visiting services, he was still finding his footing as a father and was often hesitant to join conversations about parenting. Through a trusting relationship with his Parent Educator, John became more confident in his ability to support his child’s development.

Over time, he became his child’s primary caregiver and an active participant in each visit. He learned how to recognize his child’s needs, seek the right resources and advocate for their care. Today, John is a confident father helping his child grow and thrive.

After experiencing several setbacks, Kat found herself in a difficult place emotionally. Her therapist recognized that she could benefit from additional support. That evening, a Peer Recovery Specialist met with Kat, helping her practice coping strategies, connect with others and stay grounded.

Kat later described the evening as a turning point. With counseling and peer support available when she needed it, she was able to work through a difficult moment and keep moving forward. Today, Kat is beginning a new job and feels more confident managing her mental health.



Antonio, a U.S. Navy Veteran, had a home, a steady income and was working hard to remain financially secure. But after an unexpected loan issue caused him to fall behind on his mortgage, protecting the stability he had built became increasingly difficult.

His housing counselor helped him understand his options, organize the information he needed and work with his mortgage company toward a solution. In less than three months, Antonio received a loan modification with a more manageable payment. Today, he remains on track to avoid foreclosure and keep the home he worked so hard to maintain.

Before joining Sponsored Homes, Mr. Henry had moved between several residences without finding a place where he felt truly settled. Through The Up Center, he was matched with a family who appreciated his gentle personality and welcomed him into their home.

More than 10 years later, Mr. Henry has built a life filled with belonging, familiar routines and meaningful connections. He enjoys going to church, visiting restaurants and taking family vacations. He communicates more often and takes special pride when people mistake him and his sponsor for brothers because of their matching beards. For Mr. Henry, stability means having a place where he truly belongs.



VIDEO INTERVIEWS

Resilience, In Their Own Words

Hear from the people behind the stories as they share what support, connection and moving forward have meant in their lives.



Monique & Niya | A Connection That Makes a Difference

A mentor and mentee share how showing up for one another builds trust, confidence and a lasting connection.

[WATCH THE FULL VIDEO](#)

Ruth | At Home, With Greater Independence

Ruth shares how support helped her find greater independence and security in the place she calls home.

[WATCH THE FULL VIDEO](#)



Kristen | Support for the Whole Family

Kristen reflects on finding support as a mother and what that care has meant for her family.

[WATCH THE FULL VIDEO](#)



Brittni | Finding a Way Forward

Brittni shares how support across different parts of her life helped her move forward, and why asking for help can be an important first step.

[WATCH THE FULL VIDEO](#)

See more impactful stories at www.theupcenter.org/stories.

STEWARDSHIP

Every gift helps build a stronger community.

The Up Center carefully manages every contribution to provide reliable support today while preparing for the needs of tomorrow. This commitment helps ensure that individuals and families can continue accessing care when they need it.

Source: FY2026 financial statements, preliminary and subject to completion of the annual audit.

Revenue		
Fees for Service	68%	\$12,397,052
Grants	19%	\$3,476,924
Fundraising & other*	13%	\$2,307,338
TOTAL		\$18,181,314

Expenses		
Programs	90%	\$15,560,661
Fundraising	4%	\$691,497
General Administration	6%	\$1,035,239
TOTAL		\$17,287,397

*Includes accrued restricted support for future years & investment return net of fundraising for special events and capital campaign.

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Leading the mission.

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OUR COMMUNITY

Resilience is built together.

Every outcome reflects the generosity of people who believe individuals and families deserve support, stability and hope. Donors make it possible for The Up Center to respond when challenges arise and remain present as people move forward.

We recognize those who have generously contributed to our Annual Operating Fund between July 1, 2025 and June 30, 2026. Thank you for your support!

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In Honor of Betty Harmon Edwards
- Lynn Cobb

In Honor of Omie Diaz
- Kim Lauterbach

In Honor of Charlie & Nancy Nusbaum
- Mary Eleanor & Wade McKenzie

In Loving Memory of
Frank & Ella Woodward, Jr.
- Frank Woodward III

In Memory of Dave Martin
- Jon Shatat

THANK YOU FOR YOUR SUPPORT!

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Every gift matters. While donors under \$500 are not listed here due to space constraints, we are profoundly thankful for their support.

Every effort has been made to ensure the accuracy of this list. If you see any errors, please contact development@thecupcenter.org.



Life is complicated. Help shouldn't be.

Together, we're making it easier for individuals and families across Hampton Roads to find support, build stability, and move forward.



580 E. Main Street, Ste 400, Norfolk, VA 23510 | 757.354.3819

222 W 19th Street, Norfolk, VA 23517 | 757.622.7017

828 Healthy Way, Ste 150, Virginia Beach, VA 23462 | 757.965.8686

109.5 Clay Street, Suffolk, VA 23434 | 757.965.8663

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