

Celebrating 125 Years
the **UP** center

Unleashing Potential. Then & Now.



2008 Commemorative Report



Unlocking the Promise of a Community

"It is with gratitude that the United Way of South Hampton Roads congratulates The Up Center on 125 years of dedicated and effective services to local families and individuals. The scope of programs that help people improve their lives is a genuine source of community strength that I hope continues for another 125 years."

—Mike Hughes, President,
United Way of South Hampton Roads

Above: Precious participates in our Team Up Mentoring Program, which pairs youths with adult role models

Right: Masonic building where Norfolk United Charities began

*Cover Photos: Wesley & Charles Foote of the Healthy Families Program, 2008 R. Gregory Photography
Black and White Photos from Travelers Aid Archives*

It all began in a brick Masonic building that would define both Freemason Street and the new spirit of giving in Norfolk. In that year of 1883, Norfolk United Charities was formed to help alleviate homelessness and poverty, which had been growing during difficult economic times. The organization was set up to help people of different races and different ages, with a special dedication to children. Over the decades, the agency responded to the ever changing needs of the community, helping families suffering from tuberculosis, parents needing shoes for their children, military families searching for homes, and those who were lost, abused, or disabled. Through the years, the agency brought various organizations under its roof and changed names multiple times through mergers and changing services. Finally, in January 2008, the organization that began 125 years ago changed its name to The Up Center, a new identity that aims to increase awareness of our never-ending desire to Unlock the Promise of the Hampton Roads community.

1915

Then

Number of
Families Assisted:
488

Number of
Loads of Fuel:
958

Number of
Grocery Orders:
1343

2008

Now

Number of
Individuals Assisted:
More than 10,000

Hours of
Counseling Provided:
More than 25,000

Amount of
Food Distributed:
Nearly 8 tons



With Strong Roots in the Past, We Look to the Future.

The 125th anniversary of The Up Center has given me an opportunity to look back at our history and the impact of our services. While looking through this lens of the past, it has become evident to me that many aspects of our agency have changed, but our commitment to responding to the community's needs never has.

Decades ago, we provided food, heating oil and bags of coal to needy families before the days of public assistance. Today we still provide a food bank for those in need. In the past, we ran an orphanage, providing a home to children who had no parents or whose parents could not care for them. Today we provide foster homes to children who have been abused or neglected. During both World Wars, we provided services to a large influx of military personnel and their families. Today we provide financial management for disabled veterans and free counseling for those suffering from post traumatic stress.

Over the years, we also have provided free and low cost professional counseling to families undergoing crises. Always too, we have had a special place in our hearts for those with disabilities. And the list goes on...

The common thread is that our agency, a partnership of volunteer leadership and professional staff, has always been ready to unleash the potential of individuals and families. I am proud of our proactive tradition and look forward to our future endeavors in the community.

Ed Welp
Ed Welp, President



The 2008 Fiscal Year Was Another Banner Period For Growth.

We saw revenue increase by more than a million dollars, enabling us to help even more people live better lives. We worked to spread awareness about our mission and embraced a bold new agency name. We opened two new offices — one in Suffolk and one on the Norfolk-Virginia Beach border — and we helped to fill gaps in community services through new programs, including our youth mentoring program, Team Up. None of this could have been possible without the hard work of our dedicated staff and volunteers, and the generous support of our donors and community partners. Thank you for stepping up!

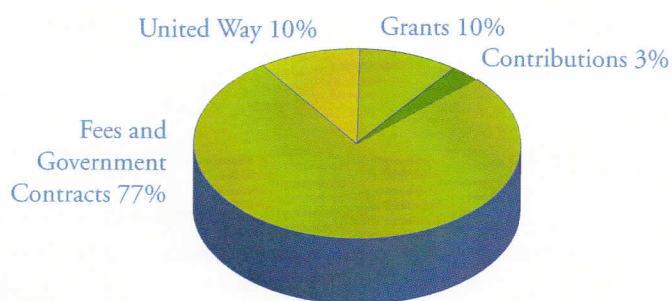


Timothy P. Callahan
Timothy P. Callahan, Chairman of the Board

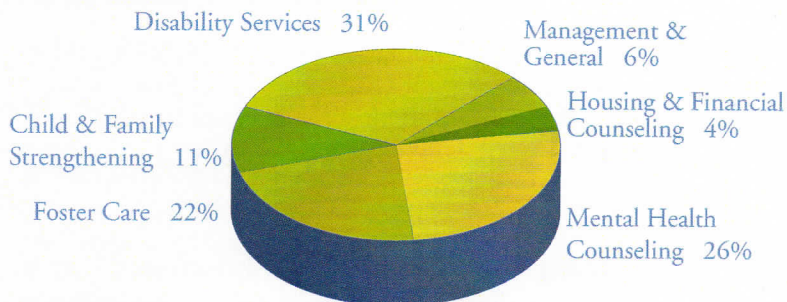
Unabashedly Proactive

An impressive 94% of The Up Center's income goes DIRECTLY to programs that benefit our community.

Revenue | \$9,632,155



Expenses | \$9,556,957



Understanding People



"I can't tell everyone enough how wonderful The Up Center has been to my family. The agency was able to help us through a situation that was very, very difficult."

—Joni Brooks,
talking about visitation and counseling services provided
after her grandson Braden was born drug addicted.
Braden (shown above) is now a happy, healthy two-year old.

"90% of the core structure of the brain develops in the first five years of life. The Up Center has several programs that educate and support parents in their role as a child's first and most important teacher."

— Lisa Howard, Executive Director,
Smart Beginnings of South Hampton Roads

"This agency touches ten thousand lives a year. When you think about it, there are few other institutions that can make that claim, and so the impact from early childhood to the senior years, in areas ranging from mental illness to financial literacy, is really overwhelming. I'm delighted to be associated with an organization that is so comprehensive in the value that it adds to the people of our region."

—Maurice Jones, Board Member
Publisher of *The Virginian-Pilot*

You Helped Us Grow

- **Our Early Childhood Home Visiting Programs** served 364 families, an 11% increase from 2007, ensuring healthy children and successful parenting.
- **Supervised Visitation Services** more than doubled from last year, providing more than 8,600 hours of services to help ensure ongoing, safe relationships between children and their non-custodial parents.
- **Foster Care** touched the lives of more children this year by providing 86 youths with loving homes.
- **Camp Horizon** served 14 more campers this year, providing summer recreation to 90 people with disabilities and giving their caregivers a much-needed break.
- **Our Family Life Program** placed 35 adults with disabilities, nine more than the previous year, in family homes providing an alternative to institutional living.
- **Reverse Mortgage Counseling Services** increased by 15%, providing 772 seniors information on how to use their home's equity to ensure financial stability.

You Made New Services Possible

- **Our new Suffolk Office** opened in December 2007, offering conveniently located counseling services to the under-served Suffolk community.
- **The Team Up Mentoring Program** began pairing children with adult mentors as it aims to fill the gap created by the closing of Big Brothers/Big Sisters of South Hampton Roads.
- **Adoption Services** were resumed through a new foster-to-adopt program. As a result, six kids were given permanent homes through adoption.
- **Therapeutic Recreation Consultations** were started to help individuals with disabilities find meaningful activities to increase their independence and enhance their quality of life.
- **The Creating Lasting Family Connections (CLFC)** program successfully completed its first school year, helping 43 Portsmouth students and their families avoid substance abuse.



1934 newspaper photo showing girls benefiting from the agency's Female Orphan Society

Understanding Problems

"There are massive holes in the behavioral health safety net, and The Up Center is playing an important role in Suffolk and surrounding communities in trying to get services to those with problems who are low income, on Medicaid or uninsured."

—Michael Beachler,
Executive Director, Obici Healthcare Foundation

You Helped Us Touch More Lives

- **Our In-home counselors** provided 14,839 hours of intensive support to prevent at-risk children from being placed in foster care.
- **Behavior Aides** provided 5,710 hours of one-on-one counseling and mentoring to help youth with problem solving.
- **Family and Individual Counselors** provided more than 4,200 hours of one-on-one counseling to help with the stresses of life, including grief and trauma.
- **Group Therapists** provided 2,600 hours of counseling to help families dealing with divorce, abuse, and anger management issues.
- **Our Food Bank** distributed 15,744 pounds of food.
- **Financial Educators** helped 1,922 people through our debt management classes or one-on-one counseling sessions.
- **Housing Counselors** educated 117 first-time homebuyers and provided 171 others with mortgage counseling, often to avoid foreclosure.
- **Our Payee Services** assisted 1,100 adults with disabilities, including veterans, by providing bill paying and money management services to help prevent homelessness.
- **Senior exercise classes** were held three times a week to help improve seniors' well being and flexibility.
- **Our Families and Schools Together (FAST)** program helped strengthen the families of 151 children and improve school performance.

Unleashing Potential

In-Home Counseling



Danielle Murphy was taken from her birth mother's home when she was one year old because of neglect. Her path after that point was rocky. Danielle said she was disobedient and lashed out at others when she was moved to new homes. Our agency provided in-home counseling and mentoring to help her. Danielle said her counselor Cynthia Wills never gave up on her like many others did. With her

support, Danielle finished high school and learned to manage her behavior without medication so she could enter the military. After completing basic training, Danielle sent a letter to Ms. Wills to thank her for being her "guardian angel." Today Danielle is married and is stationed at Fort Bragg in North Carolina.

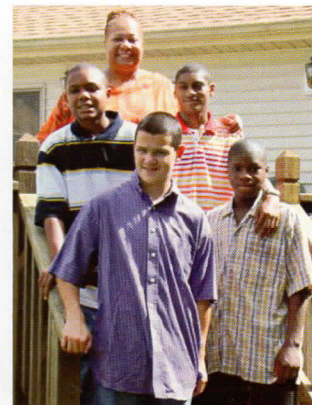
Adoption

Mary Barnes rocked a baby during her 17th wedding anniversary and held another during her daughter's college graduation. She held, changed and fed babies in the middle of the night year after year. From 1957 to 1983, she took in a total of 42 babies as a foster parent. She loved the work so much that she came to work for the agency. She headed up the adoption program, and she said, if need be, she took her "work" home if she had a baby who needed a place to stay.



Foster-to-Adopt

Sheila Owens was the first foster mother for the agency when it re-started its foster care program 25 years ago. She used the support of the agency and her mental health background to parent 30 biological, foster and adopted children. During that time, she has taken some difficult children, including boys who have been destructive, and turned their behavior around. In the past year, Ms. Owens stepped up her service by adopting three unrelated boys, who were all thirteen years old. Lonnie, Daniel & Ryan are now enjoying living at home with 17-year-old Isaac, who was adopted 11 years ago, and the foster youths currently in Ms. Owens care.



Disability Services

This archived photo shows children enjoying the agency's camp for children and adults with disabilities. In decades past, this was called Camp Civitan. Today it is known as Camp Horizon.

"Camp Horizon has been invaluable for the children of St. Mary's. It has allowed them to integrate in the community and enjoy activities in the summer that I don't think we could provide otherwise."

—William Giermak, CEO,
St. Mary's Home for Disabled Children

Counseling

Rachel & Morgan (right) lost their mother to cancer and infection two years ago. After her death, the girls were placed in their grandparents' home. To get help for the girls, their grandmother brought them to the agency where she had received assistance decades before when she was going through a divorce. Since then, The Up Center has provided grief counseling for the girls. Rachel says her counselor plays games with her and her sister and that she is now happy. She also is doing well in school and is in the gifted program.

*March 16, 1972 Minutes
Edgewater-Turney Home for Girls & Boys*

"A Mexican boy 3½ years old from Odessa, Texas was placed by Mrs. Shabot after working with many agencies to get this child here. Much preparation was made to prepare this child for his permanent home. He has speech difficulties now, but with special understanding and training, this can be overcome."



Parent Education & Support

Gabrielle Taylor says she found out she was pregnant before her senior year of high school. A school nurse told her about The Up Center's Resource Mothers program,

through which Gabrielle received not only information and support, but also baby formula when it was needed. With the help she received, daughter Naomi grew to become a healthy little girl, and Gabrielle and her boyfriend, who is the baby's father, not only finished high school, but are now pursuing degrees at Tidewater Community College.

"The Resource Mothers Program provides much needed educational, emotional, and social support for pregnant and parenting teens."

—Debbi Steiger, Executive Director, Virginia Beach Foundation



Uniquely Personal

Foster Care



Lisa Sallie, says she was told her drug addicted mother brought her to a babysitter when she was 4 years old and then never came back. Lisa then recalls bouncing from place to place until finally in high school she was placed in the home of Ms. Leola Brooks, pictured left with Lisa.

Ms. Brooks recognized Lisa's concerns the first day and put her at ease. Quickly the two bonded, and Lisa says Ms. Brooks is now like her mom. Her support has helped Lisa as she has continued her educational career. Lisa is now in her senior year of college at Old Dominion University and is considering a career fighting illegal drugs.

Stepping Up

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Hunter with his Team Up mentor Lt. Sean Murray

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"Of all the agencies we serve and fund, The Up Center is in the top 5% for many reasons, including competence of staff, attunement to community needs, exceptional management, strong mission focus, tight fiscal controls, and genuine care and concern for clients."

—Alan Gollihue, President & CEO, Portsmouth General Hospital Foundation

Community Friends

Cape Henry Rotary Club
Chesapeake Community Services Board
Cradock Middle School
Douglass Park Elementary School
Emily N. Spong Preschool Center
Health Occupations Students of America (HOSA)
Jacox Elementary School
Junior League of Norfolk-Virginia Beach, Inc.
Kids That Care Club
Lynnhaven United Methodist Women
Norfolk Community Services Board
Portsmouth Department of Behavioral Healthcare Services
Portsmouth Invitational Tournament Foundation
Princess Anne Rotary Club
Thurgood Marshall Elementary School
Virginia Beach Rotary Club
Westhaven Elementary School
Wilson High School

Gift-in-Kind Friends

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AJ Gators
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Bowman's Garden Center
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GOSAP (Governor's Office for Substance Abuse Prevention)
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Obici Healthcare Foundation
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Virginia Department of Social Services
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Dia DuVernet & Pierce Tyler

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The Future is Up to Us You Can Help.



Team Up Mentor Theresa Patrick teaches Precious how to bake.

"How lucky the business community is to have The Up Center as a resource. We frequently refer employees who are facing all types of challenges, personal and financial. The agency also provided crisis response to our entire corporate community when we suffered the traumatic loss of employees during the recent tragic events at the Thalia Garden Apartments in Virginia Beach."

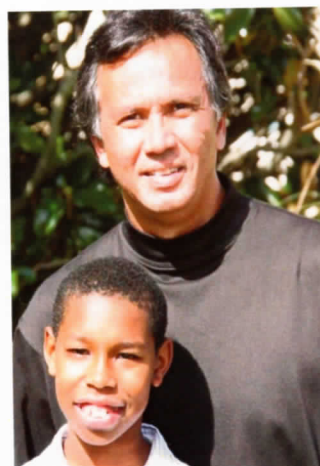
—Virginia Batteen Hawks, Board Member,
Vice President & CFO, S.L. Nusbaum Realty Co.

"You have the opportunity to impact another human being, and that impact can be generational if you think about that child having children and then those children having children."

—Scott Bearup, Foster Parent

- **Become a Foster Parent.** The greatest gifts our agency receives come from foster parents who help abused or neglected children reach their potential. Please call 757.965.8670 for more information on foster parenting.
- **Donate.** Donations are tax deductible; donors are listed in our Annual Report.
- **Give a Tribute Gift** in honor or in memory of a loved one. A Gift in Honor is often used to mark a milestone, such as a birthday or graduation. A Gift in Memory is often given in lieu of flowers.
- **Be a Sponsor.** Sign your corporation up as a Corporate Sponsor.
- **Make an In-Kind Donation.** Our Wish List includes items for babies and food for Thanksgiving.
- **Make a Planned Gift.** Include The Up Center in your will; name The Up Center as the beneficiary in your life insurance policy or retirement plan.
- **Volunteer.** From light clerical duties to staffing our food bank, volunteers really make a difference.
- **Become a Mentor.** Our Team Up program needs caring adults to serve as role models for youths in need. Please call 757.397.2121 ext. 302 for more information.

No gift is too small when it comes to helping children and families in need. All gifts are tax-deductible. For more information, contact Cynthia James at 757.965.8650



"He really does touch my heart"

—11-Year Old
Langston Scott,
talking about his Team Up
Mentor Bruce Lalonde

"The Norfolk Foundation has supported The Up Center for years because of its broad array of family services programming. In addition, The Up Center professionals are leaders in coordinating support for children by the nonprofit sector."

—Angelica Light, President & CEO, Norfolk Foundation



"The Planning Council is really honored to be a partner with The Up Center. The agency has a wonderful and well deserved reputation for quality and innovation and for the ability to see the needs of the community and respond to them. I have huge admiration for The Up Center and am very excited about its 125th anniversary."

—Suzanne Puryear, President, The Planning Council



In Memory of Irwin Berger

This 2008 Commemorative Report is dedicated to the memory of Irwin Berger, who spent more than 50 years of his life helping our agency grow and prosper as a Member & Chairman of the Board of Directors.



Unwavering Professionalism

1896: Mrs. F. has been sick for months and is not able to help herself. We will give her food and fuel.

1897: I found Mrs. H. very destitute and very sick with only her little girl of twelve years to wait on her.

1902: No one will go to see Mrs. C. on account of scarlet fever. Please give her coal.

—Notes from Norfolk United Charities'
Report Book

"Over the years The Up Center has been a major community player and partner in regional efforts to prevent child abuse and neglect and make Hampton Roads a safe and loving community for children."

—Betty Wade Coyle, Executive Director,
Prevent Child Abuse Hampton Roads

theUPcenter

UNDERSTANDING PEOPLE UNDERSTANDING PROBLEMS
SINCE 1883

Over the past 125 years, we have been known as:

Child & Family Services of Eastern Virginia
Family Services of Tidewater
Child and Family Services
Family Services/Travelers Aid
Association for Retarded Citizens
Child and Family Services of
Southwest Hampton Roads
Child and Family Services - Travelers Aid
Travelers Aid Society of Norfolk
The SHARE Program

Child and Family Service
Family Welfare Association
United Colored Charities of Norfolk
Society for the Prevention of
Cruelty to Children
Children's Bureau of Norfolk
Edgewater Home for Girls
Female Orphan Society of Norfolk
Norfolk United Charities

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UNIQUELY PERSONAL.

Services for children, families and individuals.



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