Building A Stronger Community
A hero is an ordinary individual who finds the strength to persevere and endure in spite of overwhelming obstacles.”

Those words were spoken by Christopher Reeve who faced overwhelming obstacles in his life. I see heroes on a regular basis in my work with The Up Center. My heroes are the children and families who use our services. They have overcome adversity in life. When times are tough, it’s good to remember that challenges make us stronger. Our staff is here to help, especially in tough, challenging times.

For more than 125 years, The Up Center has served as a safety net for the Hampton Roads community. We focus on four things – protecting children, strengthening families, empowering people in crisis, and helping those with disabilities live life as fully and independently as possible.

We are proud to be a symbol of hope and a resource for those in need. Thank you for your support. You are helping us build a stronger community.

2012 marked another great year for The Up Center as we work to build a stronger community here in Hampton Roads. It’s been a year of remarkable growth for our programs and services, all aimed at helping children, families, and people with disabilities live lives filled with promise.

The Up Center revenue was up 13% over last year, an amazing statistic given the difficult economic climate. We are addressing more community needs while consistently keeping overhead costs below 7%.

I take pride in presenting this annual report to you. It represents a snapshot of the work we do all year. With the help of our donors, our Board of Directors, committed volunteers, foster families and mentors, and our dedicated staff, close to 10,000 people received assistance this past year. Thank you for your generous support and hard work that makes it all possible.

Edward J. Welp
President & CEO

Andria McClellan
Board Chair

Messages from President & CEO Edward Welp and Board Chair Andria McClellan

Results Driven – Foster-to-Adopt

In our first year of providing foster-to-adopt services through a state grant, we doubled the expected number of adoptions. Our intensive support services are showing unprecedented success in helping children with special needs find forever homes.

Responsive – Mediation Services

The Up Center is helping to strengthen families through its newly acquired Mediation Services program, which helps parents focus on what is best for their children and empowers them to resolve disputes over issues such as custody and visitation without legal battles.

Innovative - Up Center Books

Up Center Books was recognized once again by Anmark in a national competition for Community Innovation Awards for Workforce Readiness. Our pioneering approach to serving hard-to-employ adults led to the award of a $475,000 federal grant to help unemployed fathers find and keep jobs, while becoming more supportive of their children emotionally and financially.

Results from FY 2012 financial statements audited by Wall, Einhorn & Chernitzer, P.C.

Expenses $12,461,793

Foster Care and Adoption 17%

Housing and Financial Counseling 2%

Management and Fundraising 6%

Job Training 5%

Disability Services 6%

Early Childhood Support & Youth Mentoring 5%

Counseling 4%

Revenue $12,351,422

Contributions and Special Events 3%
It was a beautiful winter day in 1991 when Deborah and Anthony McClain first held their newly adopted son, Bryon. "At just 11 months old, he stole our hearts," said Deborah. Bryon's biological mother suffered from substance abuse and had neglected her young son. The McClains gave him a happy home, a safe environment to grow up in, along with lots of siblings. In addition to a biological son, Deborah and Anthony expanded their family through adoption to include six other children. And now, they're in the process of adopting another daughter. The McClains believe that in order for children to reach their full potential they just need a stable and loving home. And today Bryon is living proof of that – he's a University of Virginia graduate and works as an apprentice at a large defense contracting firm. Deborah and Anthony are bursting with pride!

"You are braver than you believe, smarter than you seem, and stronger than you think." Those words from the great philosopher Winnie the Pooh capture the vision of Team Up, The Up Center's mentoring program.

Tommy DiNardo is a volunteer who mentors Vincent, a young man who loves to fix things. Vincent's mother was having trouble with her car window. Right away he was ready to help. Vincent and Tommy took the window mechanism apart, tried a few switches, and it started to work again. Vincent's ingenuity saved his mom the expense of hiring a mechanic to fix the window. "He was happy to save his mom some money, but most importantly he learned that he could trust his instincts and believe in himself," Tommy said.

Nearly 200 youths were linked with community volunteers in the Team Up Mentoring Program. Ninety-four percent of those surveyed showed improvement in one of the three areas of school performance, behavior, and psychological and social functioning. Our Early Childhood programs provided intensive parent education and support in the homes of 255 families, helping to ensure healthy children and future school readiness. Ninety-seven children were placed in loving foster or adoptive homes - doubling last year’s placements. Our counselors provided over 23,000 hours of service last year, assisting thousands of people in overcoming grief, trauma and other stresses of life – including military families dealing with the stresses of deployment.

"There are so many children who need help. We have seen over and over how a child with a stable home gains confidence, improves grades in school, and grows into a responsible citizen." Deborah & Anthony McClain, Adoptive Parents

Tommy DiNardo, Team Up Mentor

"I joined Team Up because I'm confident that all children will succeed if you believe in them and give them the courage to succeed."
Malik jumped out of bed each morning, excited to spend the day with his new friends at Camp Horizon. This was a big change from just three months earlier when Malik isolated himself and did not express emotions. “He barely said a word,” said his father, Emmanuel Foskey. “Now, thanks to Camp Horizon, he has opened up and is learning new things. The difference is amazing.”

Camp Horizon is The Up Center’s summer camp for children and young adults with disabilities. Campers socialize and build independence through fun and educational activities – arts and crafts, music lessons, and trips to area museums.

“Malik’s personality really blossomed throughout the summer,” said Counselor Ashley Murray. “He went from being quiet and withdrawn, to laughing and joking with the other campers and counselors. Camp Horizon is a place where friendships and laughter reign.”

The Up Center’s Camp Horizon served 133 children and young adults with intellectual disabilities in the summer of 2012, while offering the region’s only sleepover camp for people with profound physical limitations.

We helped over 2,400 people with disabilities, including disabled veterans, to avoid institutionalization and integrate into the community through bill paying services, day support, and supported placement in family homes.

**Housing Counseling – Keeping Families in Their Homes**

With two children, good jobs, and a home they were proud of, Tammi and Ken Clarke were living the American Dream. But the dream came to a halt when both were laid off and faced unemployment, decreased income, and the possible loss of their home.

“We asked ourselves how this could be happening to us,” Tammi said. “We both had degrees and had worked hard all our lives.” To make ends meet, they worked odd jobs, but the reduced pay took a toll on their finances. When the foreclosure notice came for their home, Tammi panicked.

“A friend told me about The Up Center. By this time, I had lost hope and was embarrassed to seek help. When I got to the office, everyone from the front desk receptionist to the counselors treated me with respect. When I left The Up Center, I felt a great sense of relief.”

Counselor Tovahna Jones worked with the Clarkes to file the paperwork necessary to stop the foreclosure, and now they have an affordable payment plan in place.

**Housing Counseling – Keeping Families in Their Homes**

Housing Counselors helped 400 families avoid foreclosure and keep their homes, and assisted another 1,000 households with financial and housing counseling.

Our Food Pantry served an increasing number of people in need, distributing over 18 tons of food to over 1,800 people.

**How We Have Empowered People in Crisis**

**Camp Horizon – Awakening Abilities**

Malik learns to backstroke. Something he’s never done before!

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**How We Have Empowered People in Crisis**

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**How We Have Maximized Independence for Those with Disabilities**

**Camp Horizon – Awakening Abilities**

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Step Up for The Up Center
Thank you, Donors, for Stepping Up for Our Community

January 26, 2013! us once again for our 4th Annual Step Up for The Up Center on

The Up Center's signature fundraiser and stair climbing event. Join Thank you volunteers, climbers and sponsors for participating in

Step Up for The Up Center

Team Up Mentoring
Bruce Laundrie was named the 2012 Outstanding Mentor of Virginia by the Virginia Mentoring Partnership. For the past five years, he has mentored two boys, Harry Dews a freshman at Booker T. Washington High School, and Langston Scott, an eighth-grader at

Our Dedicated Volunteers
Thank you, Donors, for Stepping Up for Our Community

INVESTOR
We are grateful to the companies and individuals who enter into financial relationships with The Up Center.

Thank you to sponsors of Riser\n
Step Up for The Up Center
Thank you, volunteers, climbers and sponsors for participating in The Up Center’s signature fundraiser and stair climbing event. Join us once again for our 4th Annual Step Up for The Up Center on January 26, 2013!

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Bettie Minette Cooper
Samantha Mire
Willow & Rose
William Mifflin
James Bolander
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Cynthia Beagan
Matthew Zimmerman
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Tami Strook
Mary Lorber
Pamela Wright
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American Rover Sailing Cruises

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Natalee Askew
G. Virginia Arnette
Nikki Alfred-Durant
Josephine Adams
Anonymous (10)

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Linda Hyatt Wilson

Westin Virginia Beach Town Center

WAVY TV 10

Center

Kristina Pittman
Eileen Pietila
Norman Patton
John Osterhout
Amanda Nieves
Mary Moore
Devan MacConnell
Angelique Lewis
Rachel Legum
Gale Lee
Patricia Washington
Shelley Andrus
Robert Washington
Roxene White
Leigh Ann Waddell
Gerry Brey
Janice Morgan
Ardene Carter
Tanya Chestnut
Sheyne Low
Sandra Clark
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C.J. Trice
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This report is being released for the Urban Center for All.

The Up Center is impacting thousands of lives in Hampton Roads.

Friends of the Up Center gathered at

the Up Center in April, 2012.

Please notify us of omissions
made to ensure its accuracy.

This report expresses
our gratitude to those who gave to

the agency between July 1, 2011
and June 30, 2012. In preparing
this report, every effort was made
in order to ensure its accuracy.
Please notify us of omissions
or corrections as desired.

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S.L. Nusbaum Realty Co.

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Virginia Batteen Hawks, S.L. Nusbaum Realty Co.

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macconnell@theupcenter.org
How you can help.

- Become a Foster Parent
- Mentor a Child
- Provide a home for an adult with disabilities
- Volunteer
- Donate
- Designate your United Way contribution to The Up Center
- Give a tribute in honor of a loved one
- Include The Up Center in your will

Watch this video to learn how The Up Center is impacting thousands of lives in Hampton Roads.