



2025

COMMUNITY IMPACT REPORT

upvalleyfamilycenters.org | (707) 965-5010

1440 Spring Street
St. Helena, CA 94574

913 Washington Street
Calistoga, CA 94515

1500 Cedar Street
Calistoga, CA 94515

2025 Annual Report

Dear Friends,

Every day in our region, our neighbors face **challenges that often go unseen**. A student struggles with anxiety. An older adult lives alone, unsure how long they can afford to stay in their home. A family navigates uncertainty, wondering where to turn for trusted guidance. **These stories are more common than many realize.**

At UpValley Family Centers, **we ensure no one faces these challenges alone**. As the community's trusted social service hub, we connect individuals and families to the resources, support, and advocacy they need to move forward.

In 2025, **we responded to the evolving needs across our community** as individuals and families came to us for 8,570 services. From housing support and school-based wellness programs to immigration consultations and case management, **our work is grounded in meeting people where they are** – and ensuring they feel seen, heard, and supported.

This year also marked important growth. Through expanded partnerships and new office space in Calistoga, we are bringing more services together under one roof, making access to support easier.

None of this work would be possible without you. **Thank you for standing with us.**

With deep gratitude,

Jenny Ocón, Executive Director and our 2025 Board of Directors

Doug Boesch, Board President	Ziggy Gutierrez	Bonnie Schoch*
Melissa Devore, Vice President	Fred Hipp*	Kyrsta Scully
Sam Martin, Treasurer	Jim Jespersen-Wheat	Caitlin Stuart
Julia Leza Gardner, Secretary	Doug Marriott	Sylvia Taplin
Terry Byrnes Fiddaman	Braulio Munoz*	Genevieve Welsh

**has since phased out*



UpValley Family Centers Board of Directors and Staff

Unseen Challenges in Our Community

Not all challenges are visible. But they shape the daily lives of our neighbors and the strength of our community. Across the UpValley, individuals and families are navigating complex struggles that require support, connection, and trusted guidance.

Student Mental Health

Students are facing increasing levels of stress, anxiety, and emotional need. Many lack access to consistent support and safe spaces where they can be heard and understood.

Fear & Uncertainty for Immigrant Families

Changing policies and limited access to reliable legal resources leave many immigrant families feeling uncertain about their future and hesitant to seek support.

Housing Instability

The cost of living continues to outpace wages for many families. Even small financial disruptions can create significant risk, making stable housing increasingly difficult to maintain.

Isolation & Economic Insecurity Among Older Adults

Older adults in our community often live alone on fixed incomes, facing rising housing costs and limited access to transportation and services. Many are at risk of becoming increasingly isolated.

2025 Snapshot

 **18,794**

community member touchpoints through 200 outreach events

 **Top 3**

Industries our clients work in:

- # 1 - Restaurant / Food Service
- # 2 - Farmworker
- # 3 - Housekeeping

 **80% of our clients**

have incomes at or below Very Low Income threshold in Napa County (\$80,150 for a household of 4)

*Older Adult Wellness
Flower Arrangement Workshop in February 2025*



Program Impact



Children and Youth Programs

Our children and youth programs provide safe spaces and guidance that help young people build skills, resilience, and positive connections – while ensuring children are prepared to succeed in school.

204 children and youth supported across programs

70 Niños Activos participants engaged in playgroups, building social skills and school readiness

101 CLAR@ students participated in weekly mentoring, strengthening belonging and engagement

10 Friday Night Live participants engaged in youth-led activities promoting healthy choices

23 Youth Diversion & Intervention participants received restorative and early intervention support, helping prevent justice system involvement



School-based Wellness Centers

Staffed by our certified wellness coaches, student wellness centers on school campuses provide safe, supportive environments where students can access emotional support and guidance during the school day.

977 visits by 259 students
at St. Helena High School,
which opened in May 2025

2,957 visits by 246 students
at Calistoga Elementary School,
grades TK-6



Immigration Services and Legal Support

Access to trusted legal support and reliable information is essential for many families. In 2025, demand for immigration services increased, and we expanded efforts to provide both consultations and critical resources.

413 free immigration legal consultations provided

358 community members attended Know Your Rights workshops about legal rights and how to respond in situations involving ICE

356 immigration-related applications completed

140 community members have been trained as Legal Observers, equipping volunteers to safely and responsibly document ICE activity



Housing Stability & Preventing Homelessness

Access to stable housing is foundational to the well-being of individuals and families. UpValley Family Centers provides both direct support and navigation services to help community members remain safely housed.

113 households received housing support, including system navigation, resource connections, public benefits referrals (Medi-Cal, CalFresh), emergency financial assistance, and financial coaching.

2,471 educational materials on tenant rights and housing resources were distributed to community members



SHARE Program

In partnership with Napa County Housing & Community Services, the Stable Housing and Community Resilience (SHARE) Program provides rental assistance and social service connections to older adults facing severe rent burden, helping them remain in their homes.

43 low-income older adults in the UpValley are receiving monthly rental subsidies of up to \$800 and other program supports

88% of participants have an annual income below \$30,000

When Advocacy Changes Everything

Maria was referred to UpValley Family Centers after her son Diego suffered a serious injury during an away soccer game. He was taken to the hospital that day and discharged, but Maria remained concerned. She sought a second opinion at another hospital, where **he was again sent home without clear answers** – only advised to monitor his symptoms. Maria knew something wasn't right – despite Diego's efforts to stay strong for her, he remained in visible pain.

When our Student Assistance Program (SAP) Case Manager met with the family, **it was clear Diego needed urgent, specialized care**. Maria was overwhelmed by language barriers and a complex healthcare system, unsure how to advocate for her son. **Within hours, the SAP Case Manager secured a referral to a specialized children's hospital in Oakland**, where doctors confirmed the severity of his condition – he should have received care immediately.

Diego was sent directly to the ER and admitted for emergency surgery. During the seven-hour procedure, doctors treated a **facial fracture that was placing dangerous pressure on his eye and risking permanent vision loss**. Despite the delay in care, the surgery was successful, and Diego is expected to make a full recovery.

Throughout the crisis, our SAP Case Manager **stood alongside the family – providing guidance and advocacy**, coordinating with the school district and Medi-Cal to eliminate out-of-pocket costs, and supplying gas gift cards to support travel for care. Both Maria and Diego were connected to mental health services, where Diego received **ongoing support to process the trauma as he recovered** and returned to school.

Through it all, **Diego stayed on track – and is now the valedictorian of the Class of 2026**. What began as a frightening crisis became a story of resilience, recovery, and the power of timely support.



A photograph of a community event at the Vermel House. A woman in a blue shirt is presenting a framed certificate to a group of people. A sign on the left reads "UpVillage Family Centers Vermel House Grand Opening" and lists sponsors including the University of Virginia and the Richard James Family Foundation. A green banner at the top right says "A Place for Community".



The new office has significantly increased the Family Centers' capacity to serve the community. It provides a **dedicated space for programs** like Niños Activos Playgroup and older adult wellness groups, while also **creating welcoming spaces** for workshops, community meetings, and client services.

This expansion reflects a shared **commitment to strengthening community health and wellbeing**, made possible through strong partnerships and community support.

More than a building, 913 Washington Street is now a place where community members can **access resources, build connections, and receive support** – together, under one roof.

Total Expenses \$4,667,875

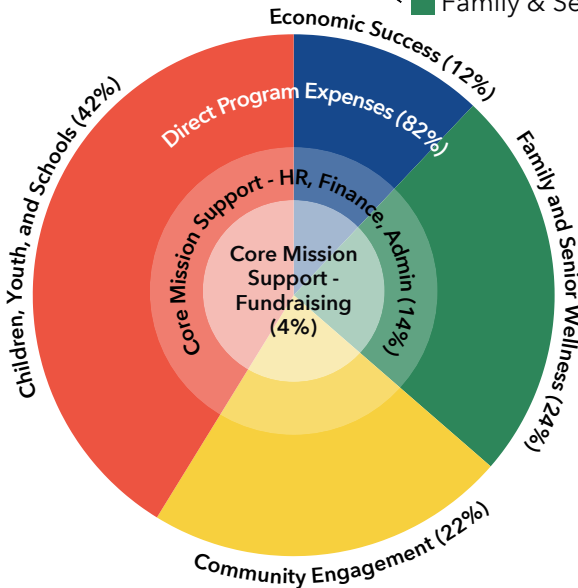
Fundraising: \$208,996

HR, finance, admin: \$645,484

Direct program expenses \$3,813,395

Direct Program Expenses

- Children, Youth, and Schools \$1,571,837
- Community Engagement \$854,105
- Economic Success \$459,860
- Family & Senior Wellness \$927,593



We ended FY25 with a cash reserve of 4.5 months' operating expenses, strengthening our long-term sustainability.

We received a clean, unqualified audit for FY25, the highest level of assurance an audit firm can issue. Our audit is available upon request.

Total Revenue \$4,931,268

Government \$2,471,064

Foundations \$1,094,241

Annual Fund \$1,202,113

Other \$163,850

Annual Fund

This includes individual donations, corporate gifts, service club contributions, and event proceeds.

37% of Annual Fund revenue came from Multi-Year Gifts - a significant source of support for our ability to plan for the long term and to respond to emerging needs.

