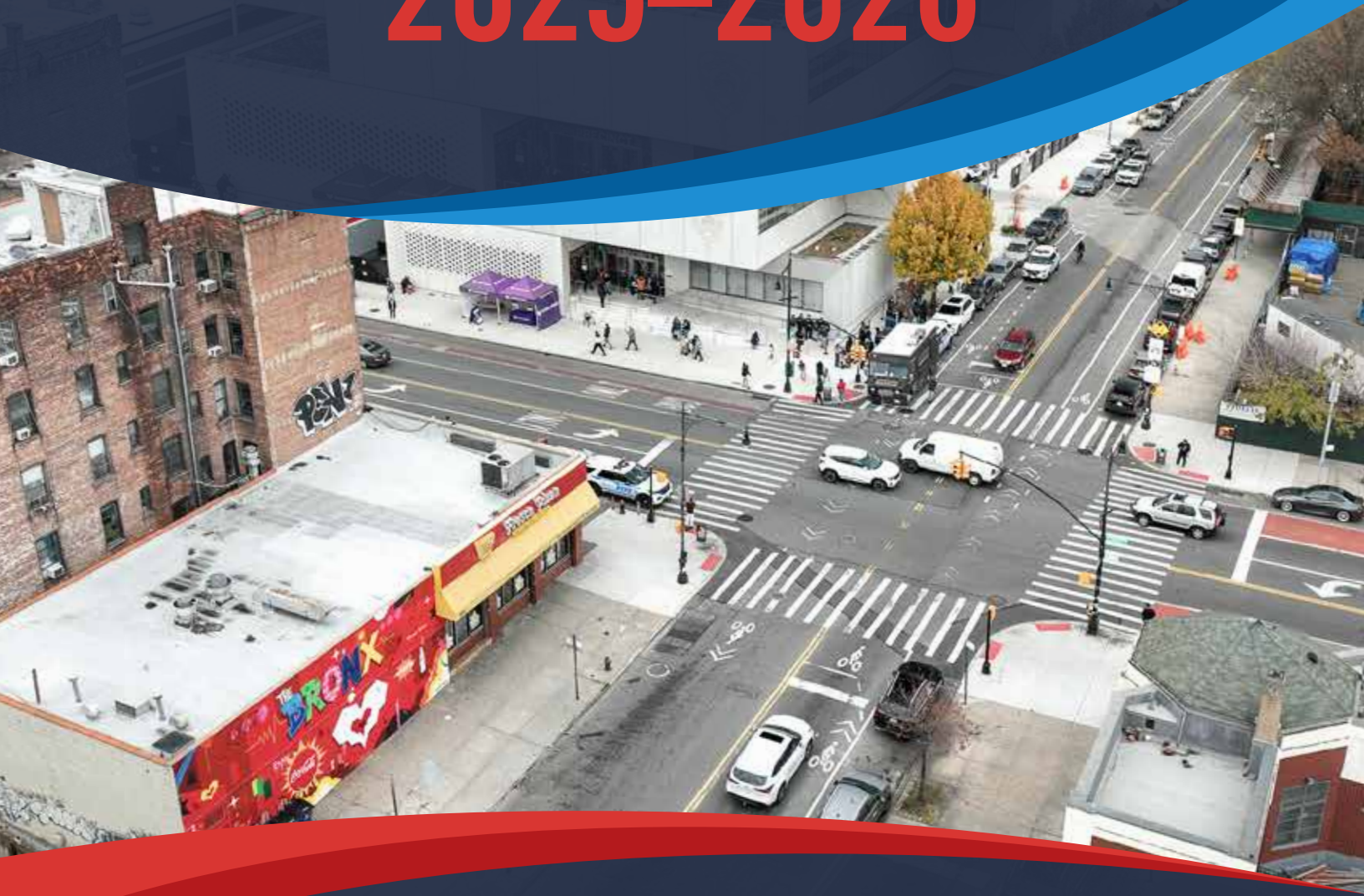


Impact **REPORT** **2025–2026**



A nonprofit organization serving children,
families, and future professionals.



THE TURNING POINT

This year marks a turning point for Step Up for Better Living.

For decades, SUBL has been a trusted anchor in the South Bronx, helping families navigate housing instability, economic hardship, and complex systems of care. That mission continues, but the needs of our community have grown more urgent and complex.

In 2025, SUBL strengthened governance, realigned services, and began preparing to deliver regulated outpatient mental health care. This includes our work toward becoming an Article 31 provider, expanding access to clinical support for the individuals and families who rely on us.

With the support of our partners and community, SUBL is building a stronger model of care for the South Bronx. One that responds to crisis and helps prevent it.

We invite you to be part of what comes next.

WE BELIEVE STABILITY IS NOT A PRIVILEGE. IT IS A RIGHT.

A MESSAGE FROM

Jessica Cordova

EXECUTIVE DIRECTOR

Growing up in the Bronx as the child of immigrants and a first-generation American shaped both my perspective and my purpose. From an early age, I witnessed the determination and sacrifice it takes for families to build a life in a new country.

Later, as a young mother navigating personal hardships while pursuing my education, I experienced many of the same challenges that families in our community face today. Balancing motherhood, education, and adversity was not easy, but those experiences taught me resilience and gave me a deeper understanding of the realities many Bronx residents encounter at different phases of life.

Those experiences continue to guide my work and the mission of SUBL.

I believe that everyone deserves access to support, opportunity, and a safe space where they can find the resources needed to overcome hardship.

Our goal is not only to support individuals during moments of crisis, but also to help prevent them by providing the tools, education, and guidance needed to build stability and long-term growth.



At SUBL, we believe in being innovative and solution-focused in the way we serve our community. By creating spaces for learning, mentorship, and meaningful support, we work to empower individuals and families to move forward with confidence and dignity.

I believe deeply in the strength of our community.

When we provide compassion, guidance, and opportunity, we help individuals and families find their light again, Step Up, and build a better tomorrow.

THE NEED IS URGENT IN THE BRONX.

40%

(of NYC high school students feel persistently sad or hopeless)

1 IN 5

NYC public school students qualifies for special education services through an IEP.

38%

of preschool special education students did not receive all mandated IEP services.

2× HIGHER

Certain Bronx neighborhoods experience psychiatric hospitalization rates more than double the citywide average.

Mental Health Professional Shortage Areas Many Bronx neighborhoods are federally designated as critical shortage zones for mental health providers.

When mental health and educational needs go unmet, families reach crisis before they receive care. Delayed access leads to emergency intervention, school disruption, and prolonged instability. The cost of waiting is paid by families and communities alike.

Sources:

New York City Comptroller, "New York City Faces Record High Youth Mental Health Crisis," December 9, 2025. · NYC Mayor's Office of Community Mental Health, Annual Report, 2024. · NYC Department of Education Special Education Data, 2021–2022. · U.S. Health Resources & Services Administration (HRSA), Mental Health Professional Shortage Area Designation Data.

WHO SUBL IS TODAY

Step Up for Better Living is a community rooted organization serving individuals and families across the South Bronx.

For years, SUBL has supported contracted tenants through housing stabilization services, educational workshops, and coordinated referrals to community-based resources. Our work has centered on helping families maintain safe housing, access essential services, and navigate complex systems with dignity and clarity.

That foundation remains strong.

Today, we are expanding our reach and strengthening our impact. As the needs of our community evolve, so does our approach. SUBL is transitioning from a referral-focused model to a direct, coordinated care model: one that brings critical services closer to the people who need them most.

We are building a trusted hub where families can access support, professional guidance, and pathways toward stability and healing under one roof.

Rooted in the lived realities of the South Bronx, our work is guided by cultural responsiveness, accountability, and a commitment to long-term outcomes.

At our core, we believe people matter. Every individual deserves access to care, dignity, and the opportunity to move forward with strength and stability.



TRUST

COMPASSION

INNOVATION

SOLUTION-DRIVEN

FROM REFERRAL TO RESOURCE

OUR FOUNDATION



For years, SUBL helped families navigate complex systems through referrals to external providers.

OUR FUTURE



Today, SUBL provides direct, integrated services to ensure timely, continuous care.

REFERRING INDIVIDUALS
TO EXTERNAL SERVICES



SURROUNDING THEM
WITH CARE IN ONE
CONNECTED SYSTEM

WHAT WE ARE BUILDING

Direct, Community-Based Therapeutic Care

Step Up for Better Living is building a wellness community center designed to serve people at every stage of life.

Our goal is a state of the art facility where individuals and families can access high quality mental health care, wellness services, and supportive resources **in one place**.

As part of this vision, SUBL is preparing for **Article 31 certification**, allowing us to provide licensed outpatient mental health services directly within the community. This shift expands our work beyond referrals to consistent, regulated, and culturally responsive care.

By bringing clinical services closer to home, we are strengthening our ability to address housing instability, family stress, trauma, and educational challenges. The goal is not only to respond to crisis, but to prevent it and build long term stability for the South Bronx.



BRINGING CARE CLOSER TO HOME



CORE VALUES

Shaping every interaction, program, and pathway forward.



"Believing People Matter"

TRUST



Building trust through consistent relationships, transparency, & accountability.

COMPASSION



Meeting individuals where they are, honoring their experiences & creating space for dignity and understanding.

INNOVATION



Connecting services so individuals don't have to navigate fragmented systems alone.

SOLUTION-DRIVEN



Supporting participants in taking practical steps toward stability, growth, & long-term success.

Together, these values guide how our team shows up for the community and ensure that our work remains focused, responsive, and grounded in dignity.

STEPS TO STABILITY, HEALING & GROWTH

Our services are designed to support individuals and families at every stage.



CONNECT & RISE

Empowering growth through engagement, recovery, and purpose.

BRIDGES OF BELONGING

Fostering community, connection, and peer support.

CASE MANAGEMENT & GOAL PLANNING

Creating personalized plans and coordinated support.

LIFE SKILLS & WELLNESS COACHING

Building the foundation for daily living and well-being.

SERVICES WE ARE BUILDING

Clinical Services Supporting Our Community

As SUBL prepares for Article 31 certification, we are expanding access to professional mental health services that provide deeper, more structured support for individuals and families in our community.



INDIVIDUAL THERAPY

For adults and adolescents seeking structured, one-on-one clinical support.

Private support when life feels overwhelming.



FAMILY THERAPY

Strengthening communication, stability, & intergenerational healing.

Healing together.



GROUP THERAPY

Reducing isolation and building peer connection through guided sessions.

Community reduces isolation.



CHILDREN'S THERAPEUTIC SERVICES

Including support for children with IEPs & educational challenges.

Early support prevents lifelong struggle.



All services are culturally responsive, trauma-informed, and rooted in the lived experience of the South Bronx community.

BUILDING TOWARD ARTICLE 31

READINESS IS RESPONSIBILITY

Building the Clinical Foundation

In 2025, SUBL began laying the groundwork to become an Article 31 provider under the New York State Office of Mental Health.

Article 31 certification allows organizations to deliver licensed outpatient mental health services within a regulated clinical framework. It ensures professional oversight, compliance standards, and long-term operational sustainability.

For SUBL, this designation represents preparation, not simply expansion.

Throughout 2025, leadership focused on strengthening internal systems to support this next phase. Policies were reviewed and updated. Governance structures were clarified. Clinical service models were designed with long-term accountability in mind.

Key areas of progress included:

- Organizational restructuring to support regulated outpatient care
- Alignment of policies with OMH compliance standards
- Strategic hiring planning for credentialed clinical staff
- Development of a coordinated outpatient service model



This year was not about volume. It was about readiness.

The infrastructure now being built ensures that when services expand, they will do so responsibly, sustainably, and with the highest standards of care.

EDUCATION & WORKFORCE DEVELOPMENT

Building the Next Generation of Social Impact Leaders

Expanding community-based care requires expanding the workforce prepared to deliver it. Step Up for Better Living is building a pipeline of culturally responsive practitioners rooted in the South Bronx.

Through partnerships with CUNY and other colleges and universities, SUBL provides structured internship placements, mentorship, and supervised learning that bridge classroom education with real-world community care.



Through Mentorship and Collaborative Learning, Interns:

- ▶ Develop meaningful relationships with staff and clients
- ▶ Think critically about community needs
- ▶ Design innovative solutions that support long-term impact

Many of the students who join SUBL are navigating personal challenges while pursuing their education. Their resilience reflects the same strength we see in the individuals and families we serve and their ideas, lived experiences, and dedication contribute to the continued growth and evolution of SUBL's work.

Program Impact:

- ▶ 2 Bachelor-Level Interns advanced to Master of Social Work (MSW) Programs
- ▶ Expanded pathways into community based careers
- ▶ Ongoing growth toward MSW-level placements



SUBL continues to expand internship opportunities, deepening both educational access and long-term community impact.

**INVESTING IN PROVIDERS
STRENGTHENS COMMUNITIES**

WHEN SUPPORT IS ACCESSIBLE, CRISIS IS PREVENTED.

REAL STORIES. REAL IMPACT.

HOUSING STABILITY THROUGH ADVOCACY

Before SUBL

Facing eviction after
20 years in her home.

With SUBL

Secured assistance to
stay safely housed.

Timely support helped prevent the loss of her home.

GRIEF SUPPORT THAT REBUILDS CONNECTION

Before SUBL

Left alone, grieving, after
multiple losses.

With SUBL

Found healing through
support groups &
community.

Accessible support helped prevent isolation.

**CRISIS DOES NOT BEGIN OVERNIGHT
AND WITH THE RIGHT SUPPORT, IT CAN BE PREVENTED.**

A YEAR OF TRANSITION & FOUNDATION

This was not a year defined by rapid expansion

While this was not a year defined by rapid expansion or large-scale metrics, it was a year of structural preparation and strategic rebuilding. Leadership realigned priorities, restructured internal systems, strengthened governance, and began laying the groundwork for Article 31 certification.

- ▶ Policies updated.
- ▶ Compliance systems reviewed.
- ▶ Service models redesigned.
- ▶ New partnerships initiated.
- ▶ Staffing structure improved to support clinical growth.

This foundational work may not appear in year-end data immediately, but its impact is already visible.

As of early 2026, SUBL is experiencing renewed engagement, stronger alignment across leadership, and increased interest from potential staff and community partners.

**2025 WAS THE YEAR WE REBUILT
THE FRAMEWORK.**

2026 is the year it begins to scale.

Impact is not only measured in numbers. It is also measured in capacity, infrastructure, and readiness for responsible growth.

The transformation is already underway.

IMPACT BEGINS WITH INFRASTRUCTURE

WHAT IT TAKES

What Responsible Care Requires

Expanding regulated mental health services requires more than program design. It requires infrastructure.

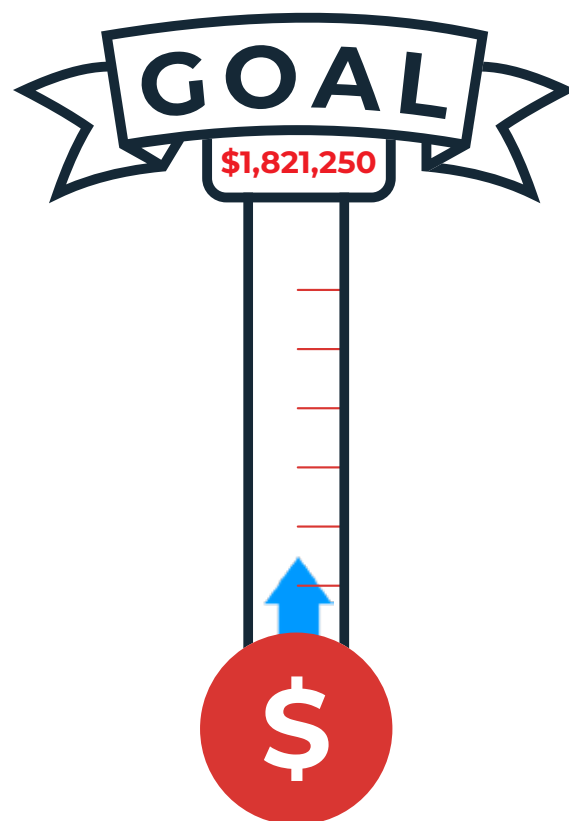
As SUBL prepares for Article 31 operations, staffing and compliance capacity are central to responsible growth.

Year One Capacity Plan

- **10.6** Full-Time Equivalent Positions
- Projected Personnel Investment: **\$994,375**

Full Clinical Expansion

- **19.9** Full-Time Equivalent Positions
- Projected Personnel Investment: **\$1,821,250**



**BEHIND EVERY POSITION IS A FAMILY
RECEIVING CARE SOONER**

These investments support licensed clinicians, structured supervision, compliance oversight, administrative coordination, and sustainable outpatient operations.

The goal is not rapid expansion. It is durable expansion.

Every investment strengthens access to care while ensuring that services meet regulatory standards and deliver long-term stability for families.

THE ROAD AHEAD



THIS IS THE FOUNDATION FOR HEALING

Over the next 12–24 months, SUBL will:

Launch outpatient
mental health services

Strengthen school and
institutional partnerships

Advance plans for a modern
Community Center



Expand clinical staffing
and capacity

Build compliance and
evaluation systems

Our long-term vision includes a dedicated Community Center serving as a central hub for therapeutic services, family programming, and coordinated care in the South Bronx. This space will provide dignified clinical environments, group programming areas, and accessible support services designed to meet the evolving needs of the community.

This is not simply a building. It is a permanent foundation for healing, stability, and opportunity.



GRATITUDE

Our mission remains clear:

to uplift individuals and families through stability, healing, and opportunity.

- ▶ We believe people matter.
- ▶ We believe healing is possible.
- ▶ We believe no one should face hardship alone.

Together, we are expanding access, restoring dignity, and creating a future where support is reachable and sustained.

STEPUP BOARD & LEADERSHIP TEAM



BRADLEY HAMBURGER
President



ERINN MALLORY KOLP
Vice President



PATRICIA BARTOS-WEST
Treasurer



DAVE CROSSEN
Board Member



BRIGITTE GREENE
Board Member



ALISON HIGGINS
Board Member



JENNIFER LEADBETTER
Board Member



WILLIAM MCKEITHAN
Board Member

STAFF MEMBERS



JESSICA CÓRDOVA
Executive Director



JASELI MINAYA
Operations Manager



RAMÓN ESPADA
Director of Case Management



JAQUELIN MENA
Case Worker



SHANDAL CORDEWELL
Case Worker

THANK YOU FOR STEPPING UP WITH US.

GRATITUDE

Message from the Board President

On behalf of the Board of Directors, I am proud to share this year's impact and the continued progress of SUBL's mission. Our work is rooted in a deep commitment to strengthening communities by providing meaningful support, resources, and opportunities for individuals and families facing hardship.

Throughout the year, we have witnessed the dedication of our staff, volunteers, partners, and community members who work tirelessly to create spaces where people feel seen, supported, and empowered. SUBL's programs reflect a strong belief that when individuals are given access to guidance, education, and compassionate support, they are better equipped to overcome challenges and build brighter futures.

As Board President, I am continually inspired by the resilience of the communities we serve and the leadership that drives this work forward. I am especially excited about what lies ahead for SUBL as the organization continues to grow, strengthen partnerships, and expand opportunities that support individuals and families across our communities.

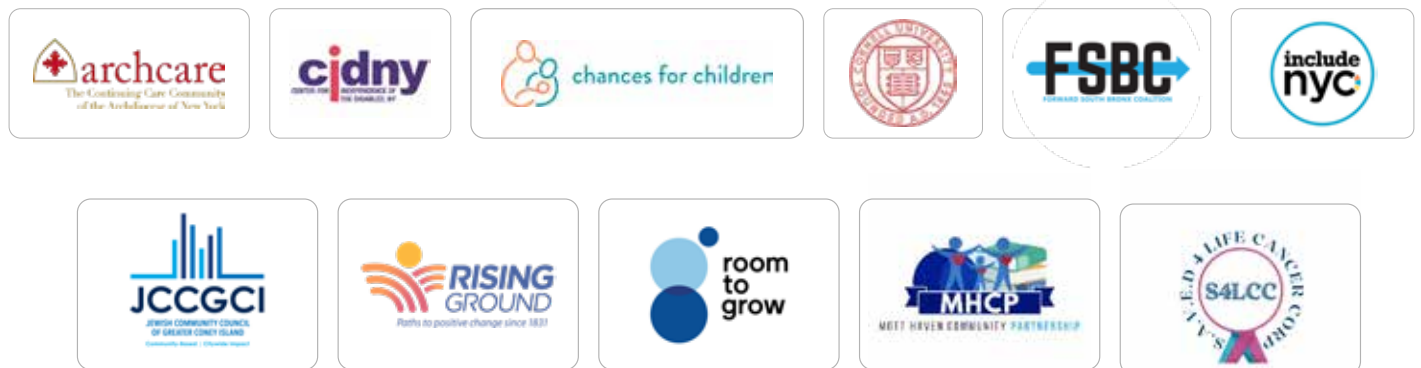
The Board remains committed to supporting SUBL's vision and ensuring that the organization continues to evolve in ways that are innovative, responsible, and deeply connected to the people it serves.

Thank you to everyone who contributes to this mission and helps make this work possible.

Brad Hamburger



PARTNERSHIPS



DONORS

\$10,000+

Bradley & Jill Hamburger
The Langman Family

\$5,000 – \$9,999

David Crossen

\$1,000 – \$4,999

Philip Altheim
Larry Cohen
Marc Comerchero
Dashboard Enterprises, Inc.
Justin Foa
Grassi
Jonathan Harris
Alison Higgins
Christine Ippolito
Erinn Mallory Kolp

Chris Langiulli
Jennie Leadbetter
Mark Bergman / MB Dislocation Fund
Jessica Presedo
Jamie Ramerini
Steve Ramerini
Schlactus Family
Scott Sloves
Scott Solomon
Stephen Weiss

\$100 – \$999

Zoe Alatakis
Patti Bartos-West
Dominick Bencivenga
Laurie Benjamin
Mark Berman
Emily Biggs
Gretchen Brinson
David Cedar
Carolyn Champ
Grace Clark
Benjamin Diamond
Mike DiMaulo

Jaime Echt
Eversource
Salvatore Fazio
David Frydman
Peter Furth
Patrick Gilbert
Dean Giuliano
Helen Gordon
Brigitte Greene
Zach Hames
Loleeta Hebrank
Andrew Higgins
Jackie Kabet

Leah Mallas
Lauren Milchereit
Paul Moore
Spencer Morin
Allie Posillico
PWC
Ana Rivera
Janis Robinson
Bill Saich
Yael Utt
Elliot Weinstein
Ian Weinkslebaum

Our work is made possible by the generosity of donors, partners, and community supporters who believe in the potential of the South Bronx. Your support allows Step Up for Better Living to stand beside individuals and families navigating housing instability, economic hardship, and complex systems of care.

Because of you, we are able to strengthen programs, expand services, and build new pathways to stability and opportunity for the people we serve. Your commitment helps ensure that care, support, and hope remain accessible within the community.

Thank you for stepping  and for believing in the work we are building together.

For detailed financial information, including our Form 990, please visit our website.



PARTNER WITH US



sublnyc.org