The 2022 Annual Report is dedicated to our staff, Champlain Valley Office of Economic Opportunity’s (CVOEO) most valuable asset. The following pages contextualize CVOEO’s accomplishments and community impact through the perspectives of staff from across the organization.

All of us at CVOEO are bound by a vision of a more just society where everyone can flourish and nobody is left behind. More than 200 employees bring their knowledge, compassion, and dedication to our work every day, and our collective action brings us closer to economic, social, racial, and environmental justice in the Champlain Valley and beyond.

Together, in 2022, our staff served more than 20,000 Vermonters through nine distinct yet interconnected programs. We provided individuals and families with the basic needs of food, fuel, and housing support in times of crisis, and we helped people acquire the necessary education, financial skills, and assets to build a stable future. Because of our staff, CVOEO continued to be one of the few organizations in Vermont to offer this holistic approach to ending poverty.

We are CVOEO.
Dear Friends,

There is a common thread that runs through our work at CVOEO. Regardless of whether you do this work or support this work, it connects us to each other. It is based on a simple, yet powerful, premise that we are the solution and hope to the desperation and pain around us. We are also the witnesses to the appreciation, happiness, and community that brings us light even in the darkest times.

In our Head Start program, a four-year-old holds my hand and leads me to the playground fence to show me the birds and chipmunks at the bird feeder. He is non-verbal and delights in touch, sound, and sight. Back in the classroom, after playtime, I marvel as my colleagues teach, connect, and provide warmth to every child. I see this in all of our Head Start classrooms, and there, ready at hand, is the proof in my hope for our future. Each one of these children will become an adult who will make decisions about their community, and decisions about this beautiful world. The compassion sown into their childhood classroom will guide their direction.

In a narrow attic above a mobile home, I sit with a member of our Weatherization team who patiently explains the technical process that will provide warmth and crucial financial savings for the owners. It is 85 degrees in the space we share, and after a couple of hours I crawl out, tired. My colleagues work in this environment day in and day out, through the summer heat and winter cold, and they bring so much more than technical skill. They bring an ability and willingness to talk and listen to people who are often lonely and isolated.

I sit in the small lobby of our emergency housing shelter on a Monday morning. I watch as the team there works with a middle-aged man who can’t understand how to receive his social security disability payment. There is a young guest who tells us there is glass growing from her arms and she doesn’t know what to do. Another man comes in asking for help. He is visually impaired and his legs have deep blue and purple blotches from a chronic medical condition. This is just a two-hour glimpse into work that must go on 24 hours a day, 365 days a year.

“My colleagues here give it their all every minute of every day. They provide shelter, food, and warmth, and they educate, advocate, and comfort.”

Paul
Executive Director
CVOEO
A team member from one of our Community Action Network offices sends me an excited email because she got someone housed. She tells me how long it took and how happy she feels for this person who had been houseless for so long. There are many times I have watched as my colleagues connect with and listen to people who come through their doors looking for food, clothing, and a sense of community, and we, as a staff, are able to meet their needs.

Our caring and dedicated staff are the heart and soul of CVOEO. If you are reading this as a friend, partner, or supporter, please know that you are also a member of our team. No single person or organization can do this work in isolation, and you, too, are our heart and soul. I hope you find and cherish this thread that connects us all. I hope it will provide you with much hope, good will, conviction, and, yes, even joy. We are ever grateful for you.

Together, we are CVOEO.

Paul Dragon
Last year, CVOEO’s Community Action Network was created, bringing together the three Community Action programs. The Network’s three offices in Burlington, Middlebury, and St. Albans provide a variety of services to people throughout the Champlain Valley, including housing financial assistance, housing services coordination, heat and utilities assistance, Volunteer Income Tax Assistance (VITA) and preparation, 3SquaresVT, and Farm to Family Coupons.

“Everyone at CVOEO has a collaborative and can-do spirit. We all work together to provide quality services to community members.”

Skyla
Administrative Specialist
Coordinated Entry

### The Numbers

#### ADDISON COMMUNITY ACTION

<table>
<thead>
<tr>
<th>Service</th>
<th>Individuals served</th>
<th>Households served</th>
<th>Amount dispersed</th>
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<tbody>
<tr>
<td>Crisis Fuel</td>
<td>171</td>
<td>79</td>
<td>$57,635</td>
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<tr>
<td>Warmth Support Program</td>
<td>64</td>
<td>31</td>
<td>$6,900</td>
</tr>
<tr>
<td>Housing Financial Assistance</td>
<td>23</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>Housing Services Coordination</td>
<td>57</td>
<td>29</td>
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</tr>
<tr>
<td>Addison Community Action Food Shelf</td>
<td>645</td>
<td>329</td>
<td></td>
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</tbody>
</table>

#### CHITTENDEN COMMUNITY ACTION

<table>
<thead>
<tr>
<th>Service</th>
<th>Individuals served</th>
<th>Households served</th>
<th>Amount dispersed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crisis Fuel</td>
<td>919</td>
<td>379</td>
<td>$282,557</td>
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<tr>
<td>Warmth Support Program</td>
<td>564</td>
<td>249</td>
<td>$52,765</td>
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<tr>
<td>Housing Financial Assistance</td>
<td>188</td>
<td>99</td>
<td></td>
</tr>
<tr>
<td>Housing Services Coordination</td>
<td>80</td>
<td>53</td>
<td></td>
</tr>
<tr>
<td>VITA</td>
<td>1,436</td>
<td>1,376</td>
<td>$4,428,615</td>
</tr>
</tbody>
</table>
Meeting people where they are.

In addition to the Community Action services and programs already highlighted, the Community Action Network staff conduct community-based outreach, and provide support to people experiencing homelessness and other community members in need. Community Action Network staff are committed to meeting people where they are through the following programs:

Community Outreach & Resource Advocacy (CORA) staff connect clients to case management, provide interim case management, support people in the midst of mental health crises, help people access warm shelter, and bring food and other essential items directly to people.

Community Resource Center staff provide support at a daytime warming and resource center located at Feeding Chittenden in Burlington. Services include meals and hot drinks, snacks, clothing, computer and phone access, support to access public benefits, and safe recovery information.

Coordinated Entry staff help those experiencing homelessness (or those at imminent risk of becoming unhoused) find permanent housing and get connected to support and resources.

The Numbers

CORA
Locations visited........................................30+
Individuals served ....................................650+
Individual visits .........................................1,000+

COMMUNITY RESOURCE CENTER
Individual visits ........................................8,900+
Individuals served ....................................1,070
Average individual visits per day ........66
CORA Truck individual visits ...............650+

COORDINATED ENTRY
Individuals served ....................................1,521
Households served ...................................1,166
Feeding Chittenden is committed to providing food for everyone, creating community, and cultivating opportunities. As the largest direct service emergency food provider in Vermont, Feeding Chittenden serves people through programs that include the Food Access Center and Network, home delivery, culinary job training, hot meals, and the Good Food Truck.

The Numbers

- Individuals served: 11,115
- Households served: 5,057
- Pounds of food distributed: 2,414,000
- Community Kitchen Academy graduates: 13
- Meals served: 27,438

**FOOD ACCESS NETWORK**

In an effort to reach more people experiencing hunger in the Champlain Valley, Feeding Chittenden has spearheaded the Food Access Network in collaboration with a network of external community partners as well as CVOEO’s Head Start, Addison Community Action Food Shelf, and NorthWest Family Foods. Last year, the Food Access Network launched an online ordering system, increased food deliveries and satellite food access sites, and reduced food waste while minimizing stigma associated with traditional food shelves.

“What motivates me to do this work? A strong belief that food, housing, and healthcare are human rights.”

Midhat
Food Service Manager
Feeding Chittenden
CVOEO’s Financial Futures Programs provide valuable resources to clients as they work towards their personal financial goals. Professionally trained staff members support clients through Financial Futures Programs’ five distinct programs: Financial Empowerment for New Americans, Micro Business Development, Personal Finance, Financial Energy Coaching (GreenSavingSmart), and Vermont Matched Savings. All five programs are available at no cost to adults earning low-to-moderate incomes, and clients learn skills through virtual and in-person classes, one-on-one coaching, intimate Financial House Parties, and more.

I hope that Vermonters in our region view CVOEO as a one-stop shop for knowledge, education, advocacy, and support. At CVOEO, our clients’ success is our collective success and I am proud to work here.”

Rachel
Director
Financial Futures Programs

Financial Futures Programs

The Numbers

Individuals Served
Addison County .......................... 34
Chittenden County ......................... 443
Franklin & Grand Isle Counties ....... 68
Other ........................................ 14

Households Served
Addison County ............................ 23
Chittenden County ....................... 233
Franklin & Grand Isle Counties ...... 35
Other ........................................ 14

Finance & Business Development
Financial literacy classes ............... 42
Micro Business Development workshops ........................................ 10
Digital Literacy classes for business owners ............................. 16
Community Kitchen Academy classes taught by Micro Business Development coaches ...................... 12
Financial energy workshops .......... 2
Micro Business Development clients supported in finding, applying for, and receiving grants and loans, and amount of money acquired to start, sustain, or expand a small business:
Individuals served ........................ 116
Grants & loans ............................ $630,506
Grants provided to small businesses run by New Americans totaling $62,900 ........................................ 13
Financial Empowerment for New Americans house parties & classes .... 61

Counseling Sessions
Financial literacy ........................ 96
GreenSavingSmart ...................... 7
Micro Business ......................... 925
Champlain Valley Head Start provides comprehensive services for pregnant people, children from birth to age five, and their families throughout Addison, Chittenden, Franklin, and Grand Isle Counties. Services for children promote school readiness, and include early education, health, nutrition, mental health, and resources for children with special needs. Programs for parents promote family engagement, and include parent leadership and social service supports.

"You know that old saying, 'it takes a village to raise a child'? I feel like I've been a part of that village during the last 30 years I've worked with CVOEO. In my current role as Family Support Specialist with Head Start, I have the privilege of serving the families and children who are enrolled at the St. Albans Early Learning Center."

Mary
Family Support Specialist
Champlain Valley Head Start

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**The Numbers**

**HEAD START**
- Total families: 237
- Addison County:
  - Families: 30
  - Children: 35
- Chittenden County:
  - Families: 174
  - Children: 185
- Franklin & Grand Isle Counties:
  - Families: 33
  - Children: 40

**EARLY HEAD START**
- Total families: 136
- Addison County:
  - Families: 28
  - Children: 31
- Chittenden County:
  - Families: 75
  - Children: 94
- Franklin & Grand Isle Counties:
  - Families: 33
  - Children: 40

**HOME VISITING PROGRAM**
- Total participants: 116
- Total home visits: 2,573
- Addison County:
  - Participants: 16
  - Home visits: 331
- Chittenden County:
  - Participants: 71
  - Home visits: 1,539
- Franklin & Grand Isle Counties:
  - Participants: 29
  - Home visits: 703

Average of 4 year old preschoolers meeting/exceeding expectations for kindergarten readiness:
- 85% (85% social-emotional, 93% physical, 88% language, 87% cognitive, 84% literacy, 74% math)
CVOEO’s statewide Housing Advocacy Programs (HAP) serve renters, mobile home residents, and people experiencing discrimination, and partner with housing and service providers, municipal officials, and other organizations to promote inclusive, affordable housing for all. Program services and activities are designed to build individual and community knowledge, confidence, and agency in rental housing and mobile home law, fair housing legal protections, strategies for finding and maintaining rental housing, and community engagement.

The Numbers

**VT FAIR HOUSING PROGRAM**
- Individuals served ............................................. 183
- Fair Housing & Know Your Rights Workshops ............................................. 18
- Community members, municipal officials, and housing & service providers in workshops ............................................. 163

**Fair Housing Month**
- Participants in virtual workshops, community conversations via Zoom, Fair Housing Friday discussions, art projects, and other events ............................................. 1,800
- Activities hosted for Fair Housing Month
  - Libraries .......................................................... 26
  - Housing sites .................................................. 14
  - Children’s art workshops ...................................... 4

**VT TENANTS**
- Households served via hotline .................. 848
- Individual consults via hotline ............... 1,092
- Participants in Rent Right and Tenant Skills classes ............................................. 347
- Households receiving housing navigation services ............................................. 93

**VT MOBILE HOME PROJECT**
- Households served via hotline .................. 220
- Individual consults via hotline ............... 568
- Mobile parks assisted ................................. 68
- Residents contacted ................................. 626
- Hours of direct service .............................. 482.5

**CARES HOUSING VOUCHER PROGRAM**
- Applications received ......................................... 556
- Leases approved ........................................... 272
  (338 adults and 317 children)
- Retention services ................................. 60 households
- Individuals experiencing homelessness served ............................................. 157

“I often hear from our clients that it can be very difficult and demotivating to navigate state and federal assistance programs. The folks at CVOEO understand this challenge because we work with clients through these systems on a daily basis, advocating to make these processes as accessible as possible.”

Nate
Statewide Resident Organizer
Mobile Home Program
CVOEO has been an anti-racist agency and a strong advocate for diversity, equity, and inclusion since its creation in 1965. In 2020, CVOEO formalized its commitment to racial justice by creating the Office of Racial Equity, hiring a Racial Equity Director, and forming a Racial Equity Committee (REC). Monthly meetings with the REC lead to tangible progress and organizational development to advance racial justice at CVOEO. Additionally, the Office of Racial Equity facilitates regular trainings for staff on topics including racism, white supremacy culture, bystander intervention, motivational interviewing, and LGBTQ+ issues. Further, CVOEO is engaged in a variety of initiatives locally and statewide to influence policy and advance racial justice.

“The Numbers”

- Diversity training sessions offered: 13
- Average participants per session: 72
- Racial Equity Committee members: 26

2022 Karibu Fashion Show and Crystal Family New Hope Award

The 2022 Karibu Fashion Show was held on Saturday, September 23 at The University of Vermont’s Fleming Museum of Art. The event was attended by more than 165 community members and raised over $20,000 to support the CVOEO Asylum Seekers Assistance Program, which provides asylees with emergency funds to purchase essential items, including personal hygiene supplies, diapers, food, and medicine. The evening also featured the Crystal Family New Hope Award Presentation Ceremony, honoring the 2022 winners, Hawa Adan (left) and Aden Haji (right). Through the generous support of the Crystal Family, the New Hope Award was established in 2017 to recognize two New Americans for their contributions, accomplishments, and potential within the community. Each recipient of the award receives a $1,000 gift.

“CVOEO is committed to combatting discrimination of all types, including racial and gender discrimination. Therefore, like other key priorities of CVOEO, anti-racist efforts are at the forefront of our work.”

Virginie
Director
Racial Equity Office
Since 1993, Samaritan House has provided emergency shelter and support services to people experiencing homelessness in Franklin and Grand Isle Counties. Located in St. Albans, the program offers emergency shelter through Tim’s House, case management services, as well as quality care to people experiencing homelessness.

CVOEO assumed operations of Samaritan House in July 2022. As a program of CVOEO, the emergency shelter and its accompanying programs will be sustained as a community asset and critical resource for our neighbors in need.

The Numbers

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individuals served</td>
<td>57</td>
</tr>
<tr>
<td>Total occupied bed nights in shelter (open all year)</td>
<td>6,503</td>
</tr>
<tr>
<td>The average length of stay for the 23 individuals (13 households) who moved to permanent housing in 2022</td>
<td>246 days</td>
</tr>
<tr>
<td>The median length of stay for these 23 individuals was close to the average</td>
<td>241 days</td>
</tr>
</tbody>
</table>

“All of us at CVOEO approach each client interaction with the goal of having that person leave the room a little better off than when they came in. We all work on the big picture stuff with a dream of ending poverty, discrimination, and homelessness, but our day-to-day is simply about making sure the people we work with know they’re valued and capable of greatness.”

Ben
Director
Samaritan House
Voices Against Violence works towards the elimination of domestic and sexual violence and stalking through direct service, education, and systems change. In addition to its day-to-day work helping survivors seek safety and support, Voices Against Violence’s mission includes longer-term efforts connected to prevention, transformative justice, racial equity, and community change.

Central to this work is the Laurie’s House emergency shelter in St. Albans. 2022 marked the 20th anniversary of the shelter, which remains a critical community asset that provides safety, hope, and healing for our neighbors in need.

**The Numbers**

Victims/survivors served
- Adults................................. 428
- Children............................... 91

Total nights of shelter offered for adults and children.................................. 4,831

Victims/survivors served in transitional housing
- Adults................................. 8
- Children............................... 13

Calls received for shelter that were not accommodated due to capacity........... 124

Hotline calls, chats, and emails ............................................ 2,011

Served via drop-in............................................. 166

**All About Kids**

- Families........................................... 38
- Children........................................... 48
- Total visits........................................ 319

“Every day we tangibly help people find safety. Being able to provide a safe, comfortable, non-judgmental, and empowering resource is a lot to feel good about. It is an honor for us to help survivors understand that they are the expert in their situation, and that the less violence we experience, the easier it is to be able to trust our own intuition.”

Shannon
Advocacy Services Coordinator
Voices Against Violence/Laurie’s House
Champlain Valley Weatherization helps low-income Vermonters make improvements to their homes to promote energy efficiency, comfort, and savings on their energy bills. In addition, the program supports safety, efficiency, and effectiveness of home heating systems, lighting and appliance upgrades (where applicable) through a partnership with Efficiency Vermont, and connects people with renovation construction services.

“What makes CVOEO different from other nonprofits? The number of services we provide to our community. In addition, the dedication and passion for our work can be seen on any given day throughout CVOEO and it is the main reason why I have stayed with the organization for as long as I have.”

Jeremy
Technical Team Manager
Champlain Valley Weatherization

The Numbers
Household units
Apartment (mobile home, or a single-family home) who received weatherization services/energy efficiency improvements
Household units .......................... 261
Single family household units........ 96
Multi-unit households (2-4 units).... 6
Multi-unit households (5+ units).... 159

Households who previously received fuel assistance (23.4%) .................. 61

Estimated average annual savings
Oil ........................................ 220.34 gallons
Propane .................................. 227 gallons
Kerosene ................................. 242 gallons
Natural gas ................................ 205 CCF
Wood ...................................... 1.3 cords
Pellets ..................................... 1.1 tons
Financials

$25,936,166
TOTAL REVENUE 2022

- Federal Grants ..................................... 60%
- State Grants ........................................ 16%
- In Kind ............................................. 10%
- Donations .......................................... 8%
- Foundation/Private Org. Grants ........ 4%
- Program Income/
  Fee for Service/Other ........... 1%
- United Way ...................................... 0.5%
- Local .............................................. 0.2%

$25,576,848
TOTAL EXPENSES 2022

- Champlain Valley Head Start... 25%
- Community Action............... 19%
- Champlain Valley
  Weatherization................. 15%
- Feeding Chittenden ............ 14%
- Housing Advocacy Programs ... 11%
- Admin & General Expenses ...... 8%
- Voices Against Violence/
  Laurie’s House ................. 5%
- Financial Futures Programs ...... 2%
- Samaritan House/Tim’s House.. 0.5%
- Children’s Integrated Services.. 0.2%
- VCAP............................................. 0.2%

“Even though I do not work directly with clients, I have the gift of knowing that the work I do is making the community better”

Paul
Senior Staff Accountant
Fiscal Office
Board Members
Wendy Bova
Franklin & Grand Isle Counties
Brian Cina
Chittenden County
Jon Crystal
Vice President
Addison County
Cody Fiala
President
Franklin & Grand Isle Counties
Aden Haji
Chittenden County
Diane Hermann-Artim
Addison County
Elizabeth Madigan
Chittenden County
Colleen Noni
Chittenden County
Nakuma Palkzewski
Franklin & Grand Isle Counties
Nial Rele
Addison County
Anne Rosenblum
Secretary
Chittenden County
Kelsey Stavseth
Chittenden County

Administrative Leadership
Matt D’Agostino
Chief Financial Officer
Stephanie Davison
Director of Quality Improvement
Virginie Diambou
Racial Equity Director
Paul Dragon
Executive Director
Kevin Lomedico
Controller
Carol Paul
Deputy Director
Jason Rouse
Director of Philanthropy & Communications
Terri Terreri
Director of Human Resources

Program Leadership
Linda Amante
Associate Director
Chittenden Community Action
Erin Davis
Associate Director
Samaritan House
Dwight DeCoster
Director
Champlain Valley Weatherization
Mark Demers
Associate Director
Addison Community Action
Christine Gilliam
Associate Director
Champlain Valley Head Start
Rachel Goldstein
Director
Financial Futures Programs
Jess Graff
Associate Director
Franklin/Grand Isle Community Action
Sandra Graves
Director
Champlain Valley Head Start
Jess Hyman
Associate Director
Housing Advocacy Programs
Ben Kaufmann
Director
Samaritan House
Sandrine Kibuey
Director
Housing Advocacy Programs
Kris Lukens
Director
Voices Against Violence/Laurie’s House
Rob Meehan
Director
Feeding Chittenden
Travis Poulin
Director
Community Action Network