

CVOEO ANNUAL REPORT 2019



Champlain Valley Office of Economic Opportunity
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Dear Friends,

I keep two winter coats in my office year round now: a man's coat and a woman's coat. The "why" takes me back to last winter when Jonathan came into the office to ask for some help. I've known Jonathan for five years. I've seen him in the worst of times under the influence of drugs and alcohol with no place to lay his head for the night and little hope for the present. I've known him in times when he was working a plan for safety and security. At this visit he had spent a very short time in jail and just needed a bus ticket home. Along the way he had lost his coat, gloves, wallet, and phone. He didn't know where, but he was here now, and though I had \$25 to give, he only wanted \$4. I didn't have a coat to share and right there and then I promised myself that wasn't going to happen again.

Doing the right thing at the right time for the right reason is a foundational platform for bridging gaps and building futures.

My relationship with Jonathan is built on mutual trust. Trust that we both want the best in life for each other. "Always recognize that human individuals are ends, and do not use them as means to your end." Immanuel Kant.

The highest number of households served by CVOEO is the category of households with incomes of 50% of the Federal Poverty level, or \$12,874 a year for a family of four. That, with the number of households who had no reported income (669 households), emphasize the continued need for crisis services of housing, food and fuel. Jonathan is not a number to me. I know his sincerity and I know his struggle.

Last year, CVOEO served 23,158 people. Over 4,453 of that number were children under the age of 13. 2,011 of that number were people 65 years of age or older. 1,341 of that number were homeless. 3,418 of that number were races other than Caucasian. 2,486 of that number had post-secondary education. We are all in that number.

We are most fortunate at CVOEO to do this work and we are rich beyond measure to do this work with you.

It is our everyday work to bridge gaps and build futures, and it is gratifying to see our board give so generously of their time and themselves to make certain that we succeed. It is an inspiration to see your faithful gift of 21,726 volunteer hours and the way you contribute that extra mile in giving. And it is energizing to know those who come through our doors and whose homes we enter; to see people find safety and envision a better world.

The following photos and quotes are witness to the difference made by your work.

I am grateful.

Jan



“Chittenden Community Action has helped me and my family so much. The staff is very respectful and 100% about the homeless and less fortunate.”

PROGRAM PARTICIPANT

community action

FOOD

Addison Community Action Food Shelf

881 individuals visited
42,696 pounds of food donated
\$16,413 worth of food purchased

NorthWest Family Foods, St. Albans

6,643 individuals visited
311,593 pounds of food donated
\$18,417 worth of food purchased

FUEL ASSISTANCE

1,451 households served through Crisis Fuel Program
1,550 households served through WARMTH Program

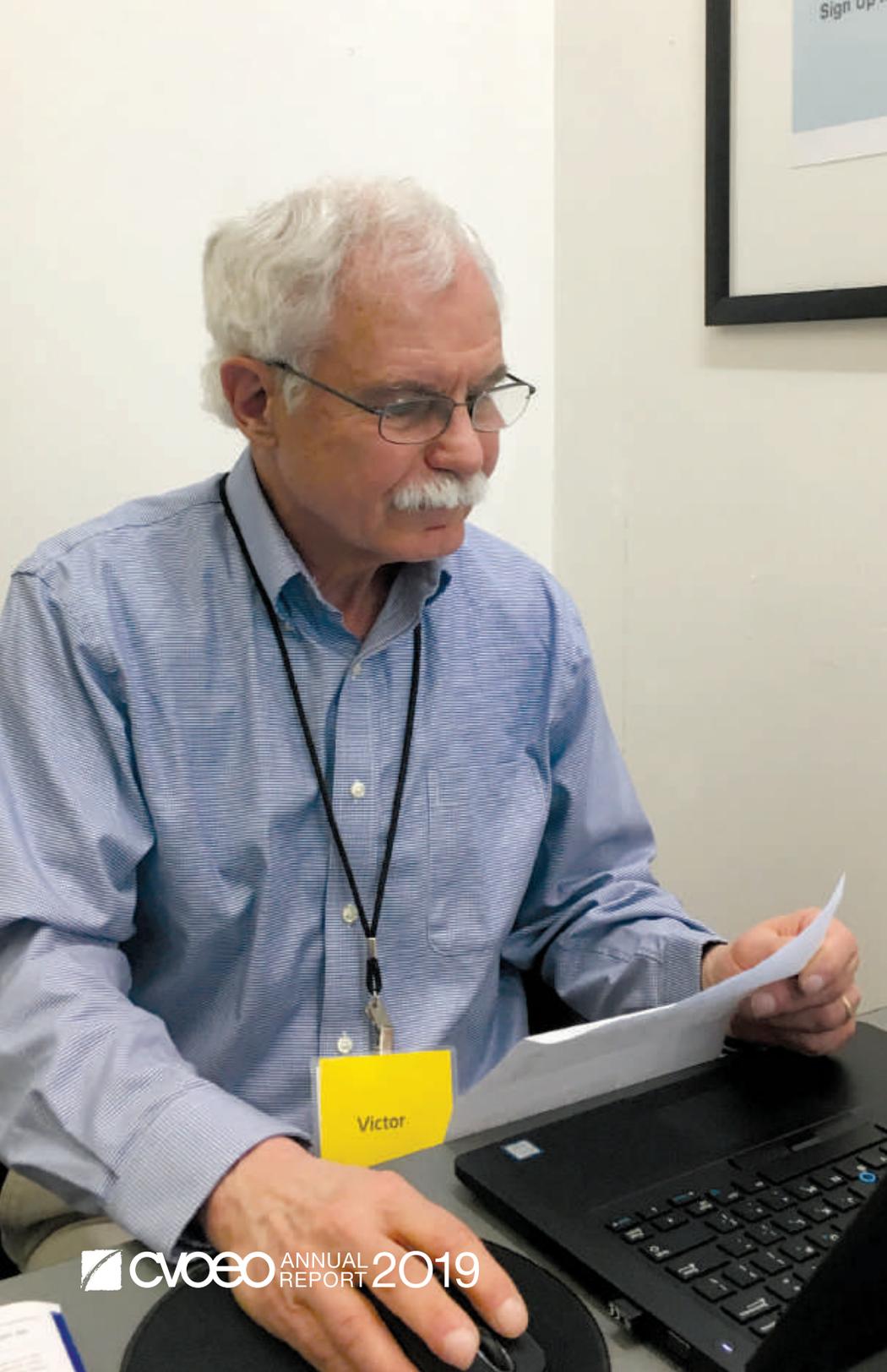
HOUSING ASSISTANCE

889 individuals served
97% remained stably housed after 90 days

To learn more about Community Action, contact:

Travis Poulin, Director, Chittenden County, tpoulin@cvoeo.org
Karen Haury, Director, Addison County, khaury@cvoeo.org
Robert Ostermeyer, Director, Franklin/Grand Isle, rostermeyer@cvoeo.org





“Working for CVOEO was incredibly eye-opening. It made me challenge the unfounded stereotypes I had previously held...If more people were to participate in a similar program, it is without question that many prejudices would be dismantled.” PROGRAM INTERN

community action: volunteer income tax assistance (VITA)

1,999 households served

\$3,915,103 returned to the Vermont economy in state and federal refunds

To learn more about Chittenden Community Action, contact:
Travis Poulin, Director, tpoulin@cvoeo.org

“To be able to give back,
you have to be well-fed.
You have to be healthy, and
if you can't afford that then
what can you give back?
This place allows people
the chance to give back...”

RECIPIENT & FREQUENT VOLUNTEER



feeding chittenden

12,580 unique individuals accessed the food shelf

1,926,060 pounds of food distributed

5,000 meals provided in morning breakfast program

145 served monthly in the Homebound Delivery Program

24 individuals graduated from the Community Kitchen Academy

8,655 Good Food Truck meals served

To learn more about Feeding Chittenden, contact:
Rob Meehan, Director, rmeehan@cvoeo.org



Madcollage, 2019 HeART & Home Art Exhibit

“My family is living in public housing and that helps them afford a place to live so that they can send their kids to college...Safe community, safe housing, diversity, and affordable living for a brighter Vermont. Thank You!”

BURLINGTON RESIDENT

fair housing project

231 local officials, housing and service providers, and members of the public attended workshops about housing discrimination and the importance of planning for inclusive, affordable communities

349 people participated in events and workshops celebrating home and community during April Fair Housing Month

3,133 people connected with the Thriving Communities campaign (www.thrivingcommunitiesvt.org)

To learn more about the Fair Housing Project contact:

Jess Hyman, Director, jhyman@cvoeo.org or visit www.cvoeo.org/fhp

“The training consisted of so many wonderful things... and the biggest one was to bring residents and park owners together in a light that made us all feel a part of our community, and to work with park owners to do so.”

MOBILE HOME PARK RESIDENT



mobile home program

33 mobile home parks assisted with cooperative development activities, mediation and park sale advocacy and support

731 park residents empowered to work towards improving their living conditions

644 individuals increased their leadership skills and knowledge through trainings and workshops

To learn more about the Mobile Home Project, contact:

Sandrine Kibuey, Director, skibuey@cvoeo.org or visit www.cvoeo.org/mhp



“I want to work on building my credit so I can reach my dream of owning a home. But as I walked in here today with the Vermont State treasurer and credit union staff shaking my hand with happy faces, I feel like I already bought that house!”

PROGRAM PARTICIPANT

financial futures

706 individuals attended financial education classes and/or coaching

198 micro business participants, creating 15 jobs and 55 business starts, enhancements and expansions

93% budgeted and tracked their money

60% reduced their debt

42% increased their credit score

80% felt more financially secure

To learn more about Financial Futures, contact:
Kathryn Baudreau, Director, kbaudreau@cvoeo.org



“I learned about eviction – never had to deal with it yet (hopefully never). But I’m not worried about it.”

RENTRIGHT PARTICIPANT

vermont tenants

529 participated in RentRight classes

883 counseled via hotline, in-person, and community outreach

To learn more about Vermont Tenants, contact:
Sandrine Kibuey, Director, skibuey@cvoeo.org or visit www.vttenants.org

“She had gotten my name and showed up at my doorstep. She helped me figure out what kind of path I needed to go on and helped me get back on my feet.”

AFTER HOURS HOTLINE ADVOCATE

voices against violence/ laurie's house

602 victims/survivors and 73 children served

24 women and 28 children sheltered for 3,489 nights

10 adults and 16 children served in transitional housing

1,836 students, professionals, and community members reached through education programs and training

To learn more, about Voices Against Violence/Laurie's House, contact:
Kris Lukens, Director, klukens@cvoeo.org





“Head Start is making sure all their development and mental health issues are being met with other programs. I’m not worried about their future because I have Head Start looking out for their whole well-being.”

HEADSTART PARENT

champlain valley head start

HEAD START: Served 290 children from 272 families

EARLY HEAD START: Served 97 children from 88 families

Head Start & Early Head Start

19% increase in math skills

24% increase in literacy skills

15% increase in language skills

21% increase in cognitive development

20% increase in social and emotional development

To learn more about Champlain Valley Head Start, contact:
Paul Behrman, Director, pbehrman@cvoeo.org

“My small humble home is more comfortable with each phase of the project! Each person is of the highest caliber – kind, cheerful, knowledgeable, careful...It feels like a dream come true.”

PROGRAM RECIPIENT



weatherization

178 households received weatherization and energy efficiency improvements

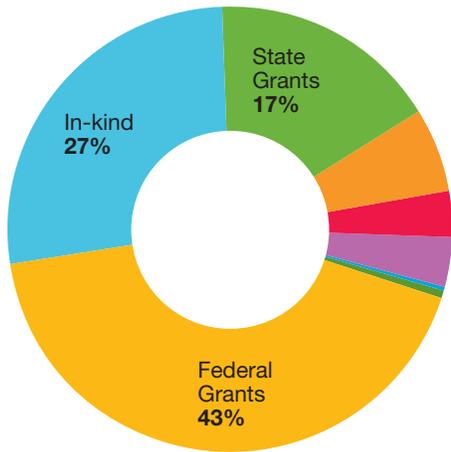
45% of households weatherized previously received fuel assistance

\$600-\$1900 Reduction in annual energy bills for Vermont families receiving services (national average \$437)

To learn more about Weatherization, contact:

Dwight Decoster, Director, ddecoaster@cvoeo.org or

Tim Yandow, Associate Director, tyandow@cvoeo.org

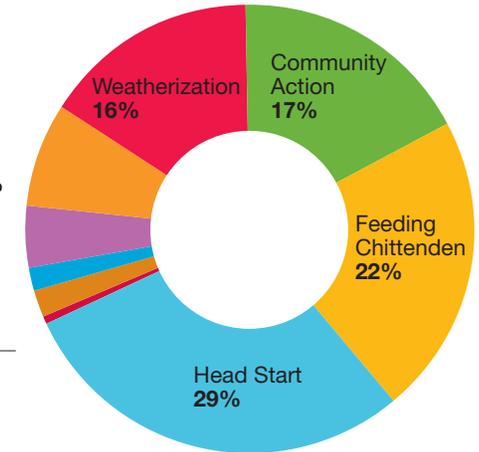


financials

FISCAL YEAR: 10/1/18-9/30/19

- Donations 6%
- Private Organizations/Foundations 3%
- Program Income/Other 4%
- United Way <1%
- Local <1%

Total Revenue 2019
\$20,987,528



- Administration & General Expenses 7%
- Voices Against Violence 5%
- Financial Futures 2%
- Statewide Housing 2%
- Children's Integrated Services <1%

Total Program Expenses 2019
\$21,826,438

thank you

We cannot do this work alone. There are some that go before us to pave the way. There are many behind the scenes that support, promote and make it possible for CVOEO to fulfill our mission. This is not a complete thank you list. It never could be.

CORPORATIONS

- Blue Cross/Blue Shield of Vermont
- Burlington Electric Department
- Champlain Housing Trust
- Champlain Investment Partners
- City Market
- Delta Dental
- Green Mountain Power
- Mutual of America
- New England Federal Credit Union
- NorthWestern Medical Center
- Subaru of America, Inc.
- Vermont Foodbank
- Vermont Housing Conservation Board
- Vermont Gas Systems, Inc.

FOUNDATIONS

- Agnes M Lindsay Trust
- Argosy Foundation
- Ben & Jerrys Foundation
- Community Bank NA Foundation of NE
- Fanny Allen Corp / Foundation
- Francis & Louise Nichols Foundation
- Fuller Family Foundation
- Hoehl Family Foundation
- Jane B Cook Foundation
- National Life Group Charitable Foundation
- Nichols Foundation
- One-Four-Three Foundation
- Peoples United Foundation
- R&R Foundation
- Ronald John Anania Family Foundation
- Serena Foundation
- The Morris & Bessie Altman Foundation
- The Oakland Foundation
- The Patrick Foundation
- Vermont National Life Group Foundation

FEDERAL GOVERNMENT

- U.S. Department of Agriculture
- U.S. Department of Education
- U.S. Department of Energy
- U.S. Department of Health & Human Services
- U.S. Department of Homeland Security
- U.S. Department of Housing & Urban Development
- U.S. Department of Justice
- U.S. Department of Treasury

STATE GOVERNMENT

- Vermont Department of Economic Services
- Vermont Agency of Human Services
- Vermont Center for Crime Victim Services
- Vermont Department of Children & Families
- Vermont Department of Education
- Vermont Department of Housing and Community Development
- Vermont Office of Economic Opportunity

CITIES, TOWNS & VILLAGES

- Alburgh
- Berkshire
- Enosburgh
- Essex
- Essex Junction
- Fairfax
- Fletcher
- Franklin
- Georgia
- Hinesburg
- Isle La Motte
- North Hero
- Sheldon
- Shoreham
- St. Albans
- Swanton
- Williston

NEW AMERICAN FASHION SHOW

Corporate Sponsors

- Community Bank
- Dinse, Knapp & McAndrew, P.C.
- Downs Rachlin Martin PLLC
- Hallam ICS
- Janitech
- Mutual of America
- National Life Group
- NFP Property & Casualty Services, Inc.
- Office Furniture Exchange
- Opportunities Credit Union
- Twincraft Skincare
- University of Vermont Medical Center

PULL AGAINST POVERTY

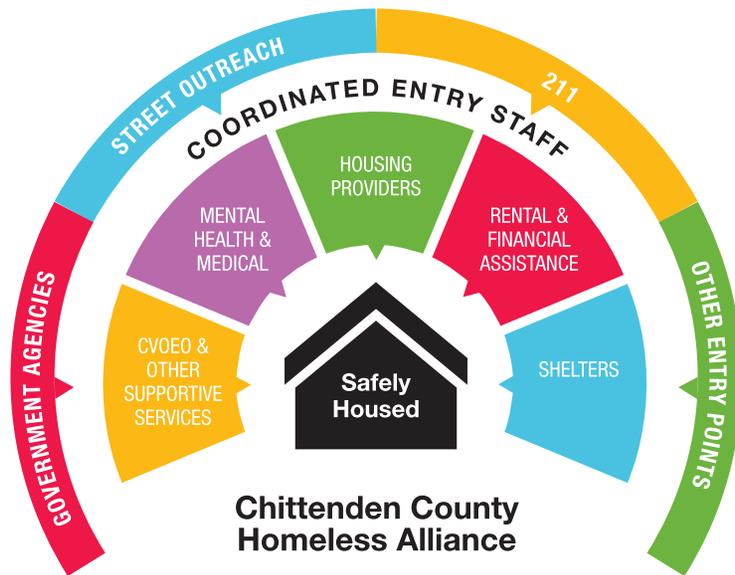
Corporate Sponsors

- Vermont Gas Systems, Inc.
- One Digital Insurance
- Switchback Beerworks

MISCELLANEOUS

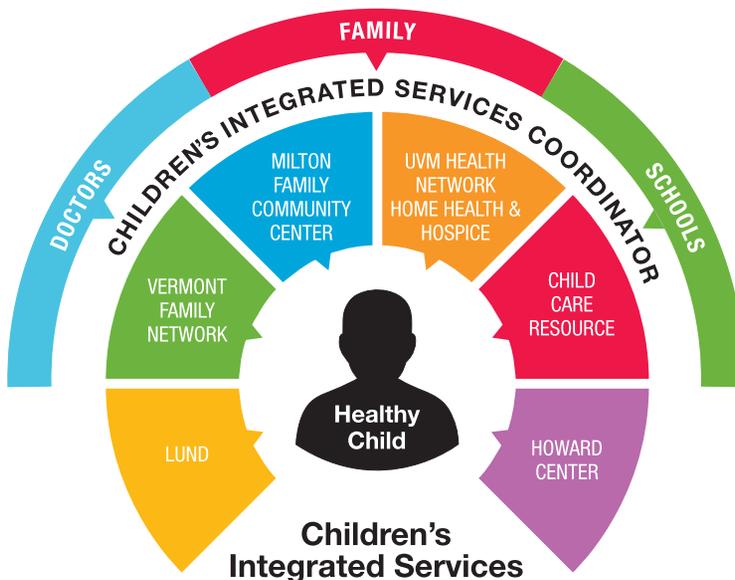
- Snow Angel Fund
- Peter D. Dreissigacker
- United Way of NorthWest Vermont

strategic partnerships



Chittenden County Homeless Alliance

To learn more, contact: Chris Brzovic, Administrator,
Chittenden County Homeless Alliance, cbrzovic@cvoeo.org



Children's Integrated Services

To learn more, contact: Sarah Russell, Director,
Chittenden CIS, srussell@cvoeo.org

BOARD MEMBERS

- Nina Harrington, *President*
Chittenden
- Ricky Padgett, *Vice President/Treasurer*
Chittenden
- Kendall Hoechst, *Secretary*
Chittenden
- Mark Boudreau
Addison
- Virginie Diambou
Chittenden
- Ali Dieng
Chittenden
- Cody Fiala
Franklin/Grand Isle
- Elizabeth Madigan
Chittenden
- Margaret Maley
Franklin/Grand Isle
- Efrain Rivera
Addison
- Kelsey Stavseth
Addison
- Laura Wilson
Franklin/Grand Isle

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- Michael Gauthier
Fiscal Director
- Carol Paul
Deputy Director
- Terri Terreri
Human Resources Director
- Joan White
Development Director
- Paul Behrman, *Director*
Champlain Valley Head Start
- Sandrine Kibuey
Director, Vermont Tenants Director, Mobile Home Program
- Dwight Decoster, *Director*
Champlain Valley Weatherization
- Kathryn Baudreau, *Director*
Financial Futures Program
- Kris Lukens, *Director*
Voices Against Violence
- Meg MacAuslan
Quality Improvement Coordinator
- Karen Haurly, *Director*
Addison Community Action
- Robert Meehan, *Director*
Chittenden Emergency Food Shelf
- Robert Ostermeyer, *Director*
Franklin/Grand Isle Community Action
- Travis Poulin, *Director*
Chittenden Community Action
- Sarah Russell, *Coordinator*
Children's Integrated Services
- Jess Hyman, *Director*
Fair Housing Project
- Chris Brzovic, *Administrator*
Chittenden County Homeless Alliance