Dear Friends,

In our Community Resource Center a young man quietly talks to himself and our housing advocate brings him over a hot meal and he smiles and thanks her. I talk with a man who has the sleeping bag he used last night folded up into a bed where his dog is sleeping. “We keep each other warm,” he tells me. A man walks past one of our team members with a cup of coffee and says, “We appreciate you.” He has the scent of Vermont cold and snow on his coat from sleeping out last night. An openly transgender woman wonders where she will stay that night.

This might seem like an especially unfair and even dark time, yet over the past two years as an organization we have adapted, grown and sought to bring hope and light to our communities. We are aided in our journey with your support and the compassion and determination of our team here at CVOEO.

In just this past year we developed a Community Resource Center for people who are unhoused along with an outreach team that brings essential services to people living in encampments, in cars and on the streets. We have administered a statewide housing voucher program, with housing rental assistance to over 250 people who were experiencing homelessness. Our Feeding Chittenden program, Northwest Family Foods and Addison Community Action Food Shelf are working to expand food access through mobile outreach to people in isolated areas and those disconnected from mainstream services, like migrant farm workers. Voices Against Violence, our domestic and sexual violence shelter has been overwhelmed with need and yet our colleagues still rise each day and work through the night to support survivors. Through this emergent need we continue to provide long-term solutions to poverty through our Head Start, Financial Futures and Weatherization programs. We do this while advocating, educating and organizing for social and racial justice through our Housing Advocacy Programs and Racial Equity Office.

I am honored to work with my colleagues who are devoting their professional lives to ending social, economic, racial and environmental injustice. For me they shine even brighter during this challenging time. They have showed me what resiliency means and how compassion can overcome any challenge. When I asked one of our street outreach workers how he copes with such physically and emotionally challenging work, he turned and told me he would like to do his job for another 20 years.
With your partnership, our dedicated and passionate staff served over 23,000 Vermonters this year.

Thank you! We cannot do this work without the gift of your support!

With gratitude,

Paul
Racial Equity Program

CVOEO considers racism a public health emergency and decided to formalize its commitment to racial justice by creating the Racial Equity Committee (REC), which is composed of 26 staff members, and the Racial Equity Director position in 2020, and by publishing a mission statement and a code of conduct. Monthly meetings with the REC lead to tangible progress and organizational development to advance racial justice at CVOEO. During the past year, the office has facilitated regular trainings for staff on topics including racism, white supremacy culture, bystander intervention and LGBTQ+ issues. Further, CVOEO is engaged in a variety of initiatives locally and statewide to influence policy and advance Diversity, Equity & Inclusion.

16 diversity training sessions offered
73 participants per session on average

2021 Crystal Family New Hope Award

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 and the Crystal Family were thrilled to honor Hadija Uwizeye (top) and MaryAn Maalin as the recipients of the 2021 Crystal Family New Hope Award.
To learn more about the Racial Equity Program, contact: Virginie Diambou, Director, vdiambou@cvoeo.org
To learn more about Community Action, contact:

**Travis Poulin**, Director, Chittenden County, tpoulin@cvoeo.org

**Karen Haury**, Director, Addison County, khaury@cvoeo.org

**Jess Graff**, Associate Director, Franklin/Grand Isle, jgraff@cvoeo.org
Community Action

CVOEO operates three Community Action offices that provide a variety of services, including housing financial assistance, housing services coordination, heat and utilities assistance, VITA tax preparation, 3SquaresVT and Farm to Family Coupons.

### Food

<table>
<thead>
<tr>
<th></th>
<th>Addison Community Action Food Shelf, Middlebury</th>
<th></th>
<th>NorthWest Family Foods, St. Albans</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>households visited</strong></td>
<td><strong>668</strong></td>
<td><strong>14,818</strong></td>
<td><strong>$13,162</strong></td>
<td></td>
</tr>
<tr>
<td><strong>pounds of food donated</strong></td>
<td><strong>14,818</strong></td>
<td><strong>369,998</strong></td>
<td><strong>$24,093</strong></td>
<td></td>
</tr>
<tr>
<td><strong>worth of food purchased</strong></td>
<td><strong>$13,162</strong></td>
<td></td>
<td><strong>$24,093</strong></td>
<td></td>
</tr>
</tbody>
</table>

### Fuel Assistance

- **836** households served through Crisis Fuel Program
- **555** households served through WARMTH Program

### Housing Assistance (Chittenden County)

- **513** individuals served
- **89%** remained stably housed after 90 days

### Volunteer Income Tax Assistance (VITA)

- **1,614** households served
- **$3.8 milion** in refunds and tax credits
Feeding Chittenden

As the largest direct service emergency food provider in Vermont, Feeding Chittenden works to alleviate hunger by feeding people and cultivating opportunities.

| 64,150 meals served by the Morning Meal Program | 300 households served monthly through the Home Delivery Program | 14 graduates of the Community Kitchen Academy |

Over **2 million pounds** of food distributed through the Food Shelf

More than **11,000** individuals served

“Every time I’ve been here I’ve engaged in conversations with complete and total strangers, and it’s been very enlightening because it really opens your eyes to what brings people here...we all come with a different set of circumstances, but we’re all here to do the same exact thing – to feed ourselves and to feed our families.”

RECIPIENT
To learn more about Feeding Chittenden, contact:

Rob Meehan, Director, rmeehan@cvoeo.org
Housing Advocacy

CVOEO’s Housing Advocacy Programs (HAP) provide education, support, advocacy, technical assistance and referrals for people and organizations throughout Vermont. These services are grounded in the belief that housing is a basic human right and that everyone deserves equitable access to securing and maintaining a home, free from discrimination.

The HAP team serves renters, mobile home residents and people experiencing discrimination, and also partners 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.

Fair Housing Project

| 962 | attended workshops on housing discrimination, fair housing law and planning for inclusive, affordable communities |
| 941 | participated in discussions, workshops and art activities for April Fair Housing Month |

Mobile Home Program

| 167 | households assisted via hotline |
| 14  | mobile home parks assisted |
| 404 | hours of direct service work |
To learn more about Housing Advocacy, contact:

**Sandrine Kibuey**, Director, skibuey@cvoeo.org

**Jessica Hyman**, Associate Director, jhyman@cvoeo.org
<table>
<thead>
<tr>
<th>Vermont Tenants</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>997</strong> individuals assisted through the hotline via phone and email</td>
</tr>
<tr>
<td><strong>482</strong> participants in 108 Rent Right and Tenant Skills classes</td>
</tr>
<tr>
<td><strong>80</strong> households received 337 hours of housing navigation services</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CARES Housing Voucher Program (CHVP)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>556</strong> CHVP applications received</td>
</tr>
<tr>
<td><strong>257</strong> families and individuals experiencing homelessness secured</td>
</tr>
</tbody>
</table>

“Some days are hard and some days are positive. You two coming here shifted today for me and turned it into a good one!”

MOBILE HOME RESIDENT

<table>
<thead>
<tr>
<th>527 unique clients in four counties</th>
<th>9 grants provided to small businesses owned by new Americans to support them during COVID-19</th>
</tr>
</thead>
<tbody>
<tr>
<td>90 finance and business development classes</td>
<td>1,162 finance and business coaching sessions</td>
</tr>
<tr>
<td>15 interpreted Financial House Parties for New Americans</td>
<td></td>
</tr>
<tr>
<td>115 micro business development clients received support in finding, applying for and receiving $568,127 in grants and loans to start, sustain or expand a small business</td>
<td></td>
</tr>
</tbody>
</table>

“My experience has been tremendously empowering. All of the resources provided have been essential to my success as I continue on this path of independent enterprise.”
MICRO BUSINESS DEVELOPMENT PROGRAM CLIENT
To learn more about Financial Futures, contact:

**Kathryn Baudreau**, Director, kbaudreau@cvoeo.org

**Rachel Goldstein**, Associate Director, rgoldstein@cvoeo.org
To learn more about Voices Against Violence or Laurie’s House, contact: Kris Lukens, Director, klukensr@cvoeo.org
Voices Against Violence/Laurie’s House

Voices Against Violence works towards the elimination of domestic and sexual violence and stalking through direct service, education and systems change. Central to this work is the Laurie’s House emergency shelter in St. Albans. 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.

| 440 victims/survivors served and 36 children | 49 women and 25 children sheltered for a total of 4,903 nights | 6 adults and six children served in transitional housing |

72 calls received for shelter that we were unable to accommodate due to full capacity

1,845 total hotline calls, chats and emails received

“I wanted to thank you, because at first I wasn’t sure if I was strong enough. And from day one, you were the most kind, most helpful, supportive stranger I could’ve crossed paths with, so open for me to talk to.” SURVIVOR
To learn more about Champlain Valley Head Start, contact:

Sandra Graves, Director, sgraves@cvoeo.org
Champlain Valley Head Start

Champlain Valley Head Start offers center-based and home-based services to eligible families in various locations throughout Franklin, Grand Isle, Chittenden and Addison Counties. Services for children promote school readiness and include early education, health, nutrition, mental health and services for children with special needs. Services for parents promote family engagement, and include parent leadership and social service supports.

**HEADCOUNT**

<table>
<thead>
<tr>
<th>Head Start</th>
<th>Early Head Start</th>
</tr>
</thead>
<tbody>
<tr>
<td>158 children served from a total of 145 families</td>
<td>96 children served from a total of 73 families</td>
</tr>
</tbody>
</table>

Home visit services expanded to a total of **1,631** home visits to a total of 77 participants

More than **70%** of our four-year-old preschoolers were meeting or exceeding widely held expectations tied to kindergarten readiness in the domains of social emotional development, literacy and math.

“Head Start has been an important agency to me over the course of the last 25 years, regardless of whether I’m currently using its services or not.”

CURRENT AND FORMER HEAD START PARENT

ANNUAL REPORT 2021
To learn more about Weatherization, contact:

**Dwight DeCoste**, Director, ddecoster@cvoeo.org
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, and lighting and appliance upgrades (where applicable) through a partnership with Efficiency Vermont. The program also connects people with renovation construction services.

217 households received weatherization and energy efficiency improvements
36% of households weatherized previously received fuel assistance
281 gallons of oil saved per household on average

“The team’s camaraderie and professionalism helped me to feel safe, and my home is now more energy efficient. They have done excellent work.”

RECIPIENT
Emergency Housing

After opening in April 2020, the Holiday Inn in South Burlington housed hundreds of individuals and families, making it the largest shelter in the state. CVOEO staff assisted more than 250 individuals and helped over 60 of them transition into more permanent housing. In addition to CVOEO staff, a Transitional Outreach Specialist from the Howard Center’s Community Outreach Team worked at the Holiday Inn. It closed on June 30, 2021 as the owners of the Holiday Inn were ready to resume normal hotel operations at that location.

The Daytime Warming Center opened in early January 2021 at the VFW Post as a place for people experiencing homelessness to stay warm and connect with resources. It closed at the end of April 2021.

**HOLIDAY INN SHELTER**
April 2020–June 2021

- 250+ total residents
- 60+ residents transitioned to permanent housing

**DAYTIME WARMING CENTER**
January–April 2021

- 500+ individuals served
- 7,000+ individual visits
Total Revenue

$27,445,154

Federal Grants: 59%
State Grants: 13%
In Kind: 10%
Donations: 10%
Foundation/Private Organizations Grants: 4%
Program Income/Fee for Service/Other: 3%
United Way: 0.4%
Local: 0.2%
Total Program Expenses
$25,969,491

Head Start 24%
Community Action 22%
Weatherization 14%
Feeding Chittenden 13%
Statewide Housing 12%
Administration & General Expenses 9%
Voices Against Violence 5%
Financial Futures 2%
Children’s Integrated Services 0.3%
Administrative & Program Directors
Paul Dragon  
*Executive Director*
Stephanie Davison  
*Director of Quality Improvement*
Virginie Diambou  
*Racial Equity Director*
Michael Gauthier  
*Fiscal Director*
Carol Paul  
*Deputy Director*
Jason Rouse  
*Director of Philanthropy & Communications*
Terri Terreri  
*Human Resources Director*
Kathryn Baudreau  
*Director, Financial Futures*
Dwight DeCoste  
*Director, Champlain Valley Weatherization*
Sandra Graves  
*Director, Champlain Valley Head Start*
Karen Haury  
*Director, Addison Community Action*
Sandrine Kibuey  
*Director, Housing Advocacy Programs*
Kris Lukens  
*Director, Voices Against Violence/Laurie’s House*
Rob Meehan  
*Director, Feeding Chittenden*
Travis Poulin  
*Director, Chittenden Community Action*
Sarah Russell  
*Director, Children’s Integrated Services*

Board Members
Kelsey Stavseth  
*President, Addison*
Cody Fiala  
*Vice President/Treasurer, Franklin/Grand Island*
Nial Rele  
*Secretary, Addison*
Wendy Bova  
*Franklin/Grand Island*
Jon Crystal  
*Addison*
Wendy Cunningham  
*Franklin/Grand Island*
Ali Dieng  
*Chittenden*
Diane Hermann-Artim  
*Addison*
Goma Mabika  
*Chittenden*
Elizabeth Madigan  
*Chittenden*
Ricky Padgett  
*Chittenden*
Anne Rosenblum  
*Chittenden*