



ANNUAL REPORT **2021**

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.

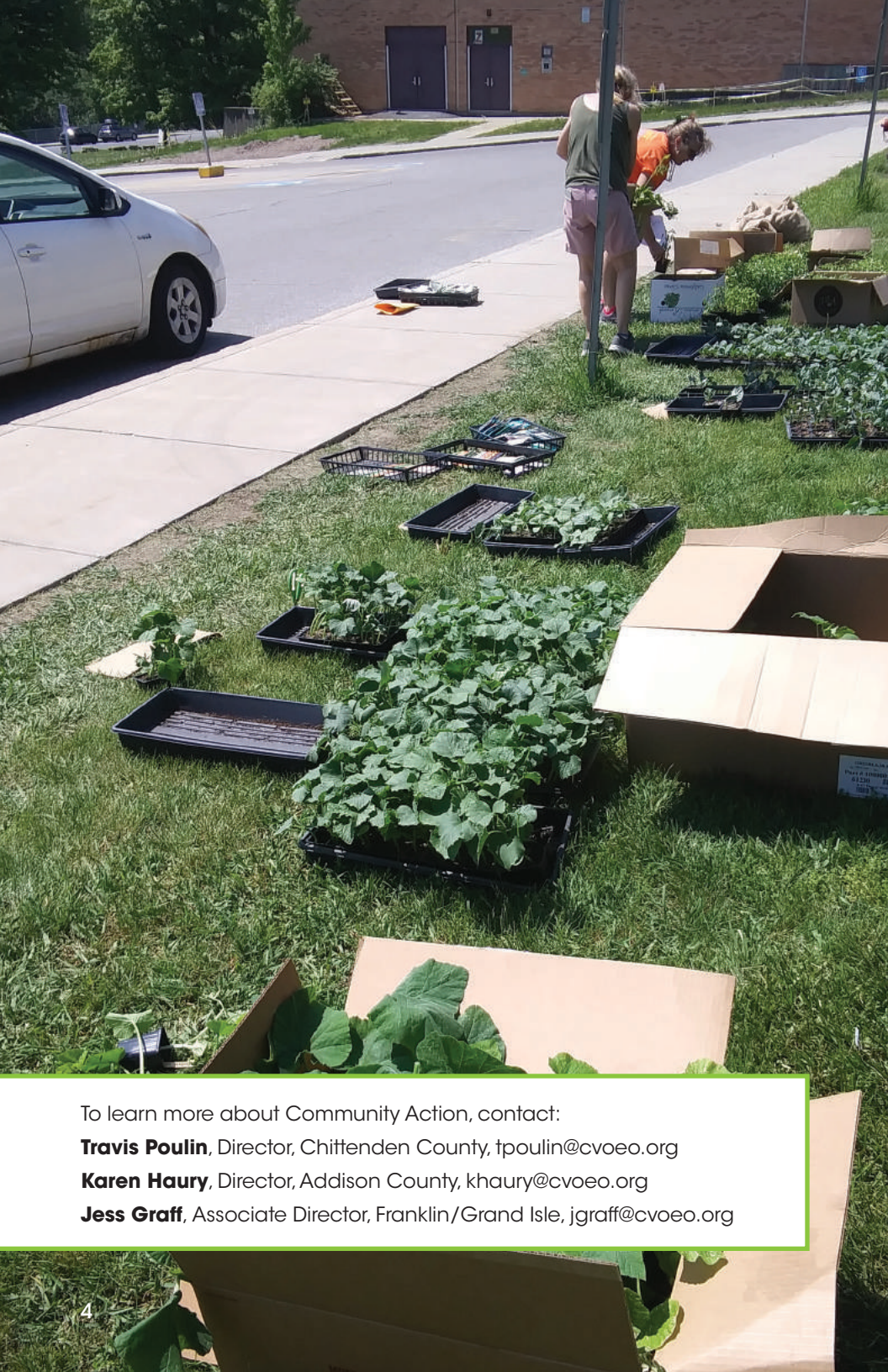
CVOEO and the Crystal Family were thrilled to honor **Hadija Uwizeye** (top) and **MaryAn Maalin** as the recipients of the 2021 Crystal Family New Hope Award.





To learn more about the Racial Equity Program, contact:

Virginie Diambou, Director, vdiambou@cveeo.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

ADDISON COMMUNITY ACTION FOOD SHELF, MIDDLEBURY

668

households
visited

14,818

pounds of food
donated

\$13,162

worth of food
purchased

NORTHWEST FAMILY FOODS, ST. ALBANS

4,550

households
served

369,998

pounds of food
donated

\$24,093

worth of food
purchased

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 million

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

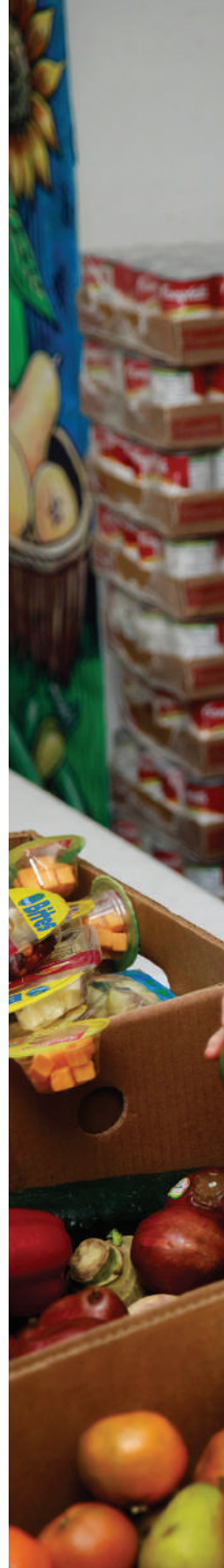
graduates of
the Community
Kitchen
Academy

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

Vermont Tenants

997

individuals
assisted through
the hotline via
phone and
email

482

participants
in 108
Rent Right
and Tenant
Skills classes

80

households
received 337
hours of housing
navigation
services

CARES Housing Voucher Program (CHVP)

556

CHVP
applications
received

257

families and individuals
experiencing homelessness
secured

**“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





Financial Futures

The Financial Futures Program supports Vermonters to reach their personal financial goals with four distinct programs: Financial Empowerment for New Americans, Micro Business Development, Personal Finance and Vermont Matched Savings. Services are available at no cost to adults earning low-to-moderate incomes in Chittenden, Franklin, Grand Isle and Addison Counties.

527

unique clients
in four
counties

9

grants provided to small businesses
owned by new Americans to
support them during COVID-19

90

finance and
business
development
classes

1,162

finance and
business
coaching
sessions

15

interpreted
Financial House
Parties for New
Americans

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

**“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, klukens@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.

HEAD START

158

children served from a
total of 145 families

EARLY HEAD START

96

children served from a
total of 73 families

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



To learn more about Weatherization, contact:

Dwight DeCoster, Director, ddecoster@cvoeo.org



Champlain Valley Weatherization

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

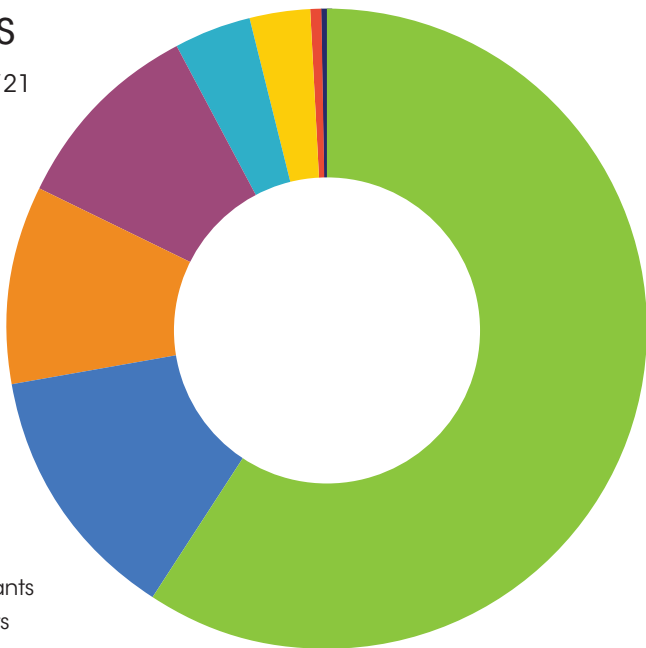






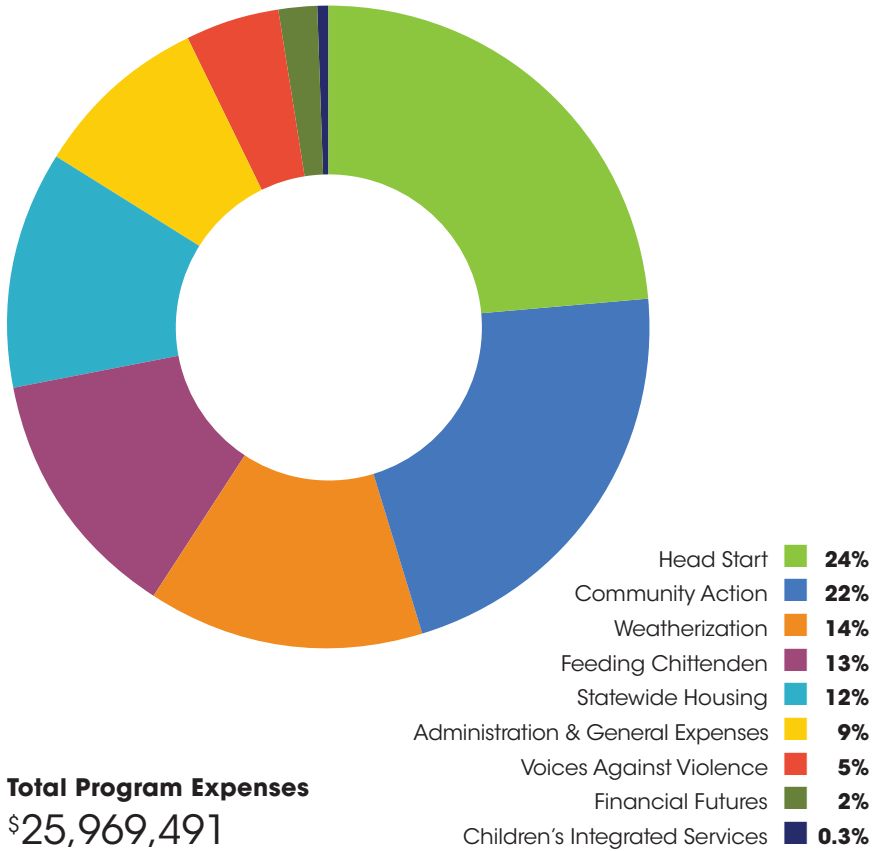
Financials

10/1/20 TO 9/30/21



- 59%** Federal Grants
- 13%** State Grants
- 10%** In Kind
- 10%** Donations
- 4%** Foundation/Private Organizations Grants
- 3%** Program Income/Fee for Service/Other
- 0.4%** United Way
- 0.2%** Local

Total Revenue
\$27,445,154



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 Terri
Human Resources Director

Kathryn Baudreau, *Director*
Financial Futures

Dwight DeCoster, *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 Isle

Nial Rele, *Secretary*
Addison

Wendy Bova
Franklin/Grand Isle

Jon Crystal
Addison

Wendy Cunningham
Franklin/Grand Isle

Ali Dieng
Chittenden

Diane Hermann-Artim
Addison

Goma Mabika
Chittenden

Elizabeth Madigan
Chittenden

Ricky Padgett
Chittenden

Anne Rosenblum
Chittenden



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