Dear Friends,

I was recently with our weatherization team at the home of an older couple who built their house by themselves years before. As the couple aged and with the onset of medical conditions the home had fallen into disrepair. In spite of the intensive work that needed to be done, the house maintained a vibrant energy of a life and home created by hard work and love. While we were there assessing the work the couple repeatedly apologized for asking for help until one of our efficiency coaches turned and quietly said, “We are all in this together.”

I have often wondered how we will get through this pandemic with so many people in need, including our staff members who have their own lives and families to consider and protect. Today, I realize we are getting through with strength and deep compassion, and we are thriving as a community.

Think about it: **With help from our community CVOEO served 21,117 people. 5,140 of that number were children under the age of 17. 1,970 people were 65 years of age or older. 1,143 of that number were people experiencing homelessness and 3,983 of that number were people of color.** These aren’t just numbers to us they are people like “Peg” who lives at our emergency housing shelter while working part time to secure permanent housing, and “Ruth” whose furnace wouldn’t start and called worried that her dog would be cold if it didn’t get fixed. Look deep into these numbers and we will each see a reflection of ourselves.

Since the pandemic, our food shelves have provided more than 15,000 pre-packed boxes of food.

We have opened up the State’s largest emergency housing program and housed over 270 people. Our Financial Futures program implemented a New American Hotline, hosted by our Community Ambassadors, so New Americans can reach someone who speaks their own language to navigate the financial and health challenges of the pandemic. Voices against Violence served 513 victims/survivors and 68 children and received 1,633 hotline calls. CVOEO hired a Director of Racial Equity to meet the challenge of racial injustice including health disparities that are intensified during this pandemic. Our Housing and Head Start programs quickly adjusted and leveraged technology to advocate for people’s housing needs and to educate young children.

It would be difficult to find an organization in the nonprofit or for-profit sector with so many programs that can adapt, deliver and excel during the hardest of times. We do this work for the family of three who were sleeping in their car until we housed them the night before Thanksgiving. We do this work for the community because you lift us up, and we do it for ourselves because in others we see our reflection.

It is community that supports and energizes us, and together with your help we accept this historic challenge. Indeed, we are all in this together.

We are forever grateful for your support.

Paul Dragon, **Executive Director**
CRYSTAL FAMILY NEW HOPE AWARD

This year’s two awards of $1,000 each were granted to Mohamed Jafar and Omar Biladi, recognizing their contributions, accomplishments and potential within the community.

MOHAMED JAFAR is originally from the Somali community, and now an American citizen. For the past year, Mohamed has been advocating on behalf of the non-English speakers in our community to create needed translated materials in their native spoken languages. Mohamed spearheaded the creation of the website newamericansinvermont.com. Mohamed’s initiative has had a positive impact on the lives of New Americans, and contributes to fortifying the community as a whole.

OMAR BILADI arrived in the US from the Democratic Republic of the Congo in 2019. As a single father of 6 children, he works hard to strike the balance of raising children in a new culture with unexpected social pressures, while being the sole income-earner in a single-parent home. He shares what he has learned from his own experience as an advocate for more recently arrived Swahili-speaking families, including keeping them informed during the pandemic. He is a model of leadership and parenthood in the community.

“Diversity has always existed; it starts within our households. Whether we live with our partner only, our children, or our siblings, all these individuals are unique, each with different features, personalities, and ambitions. We have to learn to tolerate these differences, while learning to love and live with them. Let us extend this tolerance to a state and national level to build a stronger, more diverse and inclusive community.”

Welcome to Viriginie Diambou, formerly of the Republic of Congo, CVOEO’s Racial Equity Director.
“CVOEO helped me get a roof over my head. They have given me food, mittens, etc., but the biggest thing is a home.”

PROGRAM RECIPIENT

ADDISON COMMUNITY ACTION FOOD SHELF

<table>
<thead>
<tr>
<th>Individuals Visited</th>
<th>Pounds of Food Donated</th>
<th>Worth of Food Purchased</th>
</tr>
</thead>
<tbody>
<tr>
<td>881</td>
<td>42,696</td>
<td>$16,413</td>
</tr>
</tbody>
</table>

NORTHWEST FAMILY FOODS, ST. ALBANS

<table>
<thead>
<tr>
<th>Individuals Visited</th>
<th>Pounds of Food Donated</th>
<th>Worth of Food Purchased</th>
</tr>
</thead>
<tbody>
<tr>
<td>5,320</td>
<td>369,998</td>
<td>$24,093</td>
</tr>
</tbody>
</table>

FUEL ASSISTANCE

<table>
<thead>
<tr>
<th>Households Served Through Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crisis Fuel Program: 1,211</td>
</tr>
<tr>
<td>WARMTH Program: 1,306</td>
</tr>
</tbody>
</table>

HOUSING ASSISTANCE

<table>
<thead>
<tr>
<th>Individuals Served</th>
<th>Stably Housed After 90 Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>520</td>
<td>97%</td>
</tr>
</tbody>
</table>

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
community action: volunteer income tax assistance (VITA)

1,016 households served

$2,720,274 returned to the Vermont economy in state and federal refunds and tax credits

This program was shut down a month early due to the pandemic.

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

“I hate doing my own taxes, but I love doing this! I can really see the impact it has on people.”

VOLUNTEER TAX PREPARER
“With what COVID-19 has done to the economy, we’re having to second guess what’s more important – if we’re not able to pay the mortgage or the rent or the utilities, how are we going to eat? Feeding Chittenden has been here for me through it all.”

PROGRAM RECIPIENT

10,596 individuals accessed the food shelf

2 million+ pounds of food distributed

61,952 meals served by the Morning Meal Program and Emergency Meal Delivery Program

200 households were delivered groceries each month by the Homebound Delivery Program and Emergency Grocery Delivery Program

11 individuals graduated from the Community Kitchen Academy

To learn more about Feeding Chittenden, contact: Rob Meehan, Director, rmeehan@cvoeo.org
I feel the Mobile Home Park Program is so very much needed, and should be supported especially because of the need for affordable housing, and helping communities to thrive.”

PARK RESIDENT

81 households assisted via hotline
252 residents in 3 parks assisted

Conducted a survey funded by United Way of Northwest Vermont to determine impact of COVID-19 on mobile home park residents, and to design a program recovery plan addressing residents’ needs and issues.

To learn more about the Mobile Home Program, contact:
Sandrine Kibuey, Director
Housing Advocacy Programs skibuey@cvoeo.org
www.cvoeo.org/mobile-home

“...”
“Fair housing laws are so important, but can sometimes be complex to understand for those not familiar with legal jargon. I appreciate how the presenters talked about these in a way that could be easily understood and digested.”

WORKSHOP PARTICIPANT

Megan J. Humphrey, 2020 Fair Housing Month HeART & Home Art Exhibit
“The EMBRACE grant has allowed me to purchase the tools needed to create a new paradigm as a performing artist. I have spent the funds wisely on my new home recording studio in my upstairs loft.”

WOODY KEPPEL, Creator & Co-Founder, Festival of Fools

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**591 clients in four counties**

**90 personal finance and business development classes**

**1,161 financial and business coaching sessions**

**5 interpreted Financial House Parties for New Americans**

**New programs to address financial crises due to COVID-19:** $247,970 distributed through 52 EMBRACE grants to micro businesses to help them survive COVID-19 and pivot their business models to sustain success moving forward.

**120 hours of phone support to New Americans in six languages via new Financial Hotline**

To learn more about Financial Futures, contact: Kathryn Baudreau, Director, kbaudreau@cvoeo.org
Thank you so much for your tireless effort to insure my daughter got to safely spend time with me over the past years, and your assistance in progress to more normalized family contact.”

PARENT AT ALL ABOUT KIDS

“I wish I’d known all this before I ever rented – I wouldn’t be where I am now if I had.”

PERSON EXPERIENCING HOMELESSNESS
I knew Head Start would be good for my son. But I really didn’t know it would be good for me.”

HEAD START PARENT
“They have done a wonderful job on my old house. My husband would have loved to watch them at work. My son thought that the work was done great. He used to be a carpenter but is now a farmer.”

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To learn more about Weatherization, contact:
Dwight Decoster, Director, ddecoster@cvoeo.org
Tim Yandow, Associate Director, tyandow@cvoeo.org

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157 households received weatherization and energy efficiency improvements
48% of households weatherized previously received fuel assistance
31% reduction in annual energy usage for Vermont families receiving services

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PROGRAM RECIPIENT

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"They have done a wonderful job on my old house. My husband would have loved to watch them at work. My son thought that the work was done great. He used to be a carpenter but is now a farmer.”

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To learn more about Weatherization, contact:
Dwight Decoster, Director, ddecoster@cvoeo.org
Tim Yandow, Associate Director, tyandow@cvoeo.org
“Everyone here has been compassionate and understanding. They keep us from slipping through the cracks.”

HOLIDAY INN RESIDENT

200+ served since opening in April 2020

136 residents as of December 2020

Services:
AA meetings
VT Tenants workshops
mental health counseling and medical clinic

Partnerships:
Financial Futures
Housing Advocacy Team
Agewell
Champlain Housing Trust
Community Health Center of Burlington
Howard Center
Turning Point, Burlington

27 moved to permanent housing
**2020 Revenue**
- Federal Grants: 48%
- Inkind: 17%
- State Grants: 16%
- Donations: 9%
- Foundation/Private Organizations Grants: 5%
- Program Income/Fee for Service/Other: 3%
- Local: <1%
- United Way: <1%

**2020 Expenses**
- Head Start: 30%
- Community Action: 20%
- Chittenden Emergency Food Shelf: 18%
- Weatherization: 15%
- Administration & General Expenses: 7%
- Voices Against Violence: 5%
- Financial Futures: 2%
- Statewide Housing: 2%
- Children’s Integrated Services: <1%

**Total Revenue**
$22,632,433

**Total Program Expenses**
$21,215,088

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