



2022
Annual
Report



WE ARE CVOEO

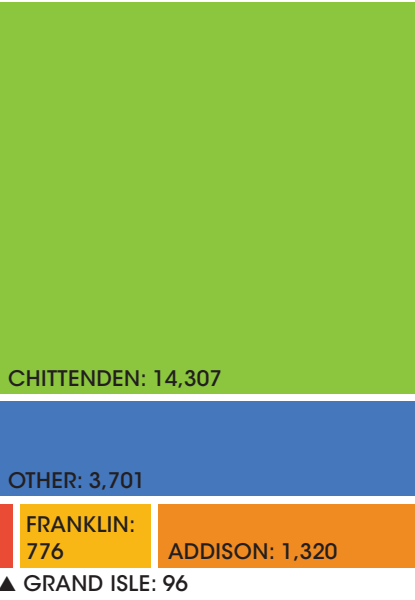
The 2022 Annual Report is dedicated to our staff, Champlain Valley Office of Economic Opportunity's (CVOEO) most valuable asset. The following pages contextualize CVOEO's accomplishments and community impact through the perspectives of staff from across the organization.

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.

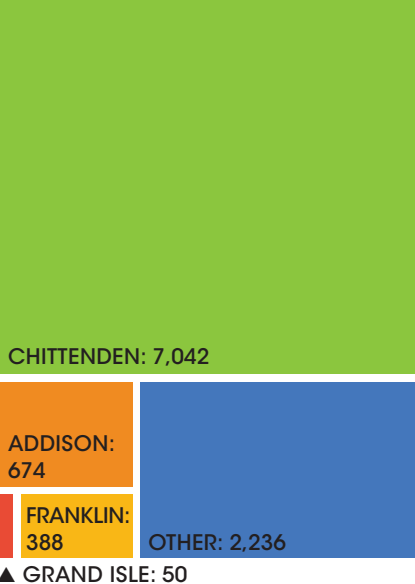
Together, in 2022, our staff served more than 20,000 Vermonters through nine distinct yet interconnected programs. We provided individuals and families with the basic needs of food, fuel, and housing support in times of crisis, and we helped people acquire the necessary education, financial skills, and 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.

20,200 INDIVIDUALS SERVED



10,390 HOUSEHOLDS SERVED



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

Paul Dragon





Community Action Network

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

Crisis Fuel

Individuals served	171
Households served	79
Amount dispersed	\$57,635

Warmth Support Program

Individuals served	64
Households served	31
Amount dispersed	\$6,900

Housing Financial Assistance

Individuals served	23
Households served	14

Housing Services Coordination

Individuals served	57
Households served	29

Addison Community Action Food Shelf

Individuals served	645
Households served	329
Pounds of food donated	15,820
Cost of food purchased	\$23,278

CHITTENDEN COMMUNITY ACTION

Crisis Fuel

Individuals served	919
Households served	379
Amount dispersed	\$282,557

Warmth Support Program

Individuals served	564
Households served	249
Amount dispersed	\$52,765

Housing Financial Assistance

Individuals served	188
Households served	99

Housing Services Coordination

Individuals served	80
Households served	53

VITA

Tax returns completed	1,436
Tax returns accepted	1,376
Tax credits and refunds	\$4,428,615

FRANKLIN & GRAND ISLE COMMUNITY ACTION

Crisis Fuel	Housing Services Coordination
Individuals served 753	Individuals served 88
Households served 308	Households served 43
Dollar amount dispersed..... \$268,615	
Warmth Support Program	NorthWest Family Foods
Individuals served 694	Individuals served 1,894
Households served 286	Households served 946
Dollar amount dispersed..... \$64,852	Pounds of food distributed 251,361
	Cost of food purchased \$35,438
Housing Financial Assistance	VITA
Individuals served 54	Tax returns completed 236
Households served 28	Tax returns accepted..... 232
	Tax credits and refunds \$537,561



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

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





Financial Futures Programs

CVCEO'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 CVCEO as a one-stop shop for knowledge, education, advocacy, and support. At CVCEO, our clients' success is our collective success and I am proud to work here."

Rachel
Director
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

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 recourses 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

The Numbers

HEAD START

Total families	237
Total children	260

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
Total children	165

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)



Housing Advocacy Programs

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.

“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

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



Racial Equity Office

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.

“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

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.



Samaritan House/Tim's House

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

Individuals served.....	57
Total occupied bed nights in shelter (open all year)	6,503
The average length of stay for the 23 individuals (13 households) who moved to permanent housing in 2022	246 days
The median length of stay for these 23 individuals was close to the average.....	241 days

"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/Laurie's 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.

"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

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





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, 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

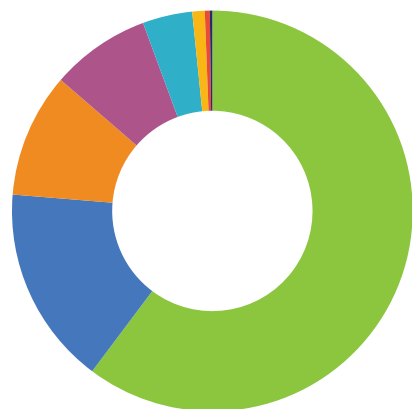
Estimated average annual savings

Oil.....	220.34 gallons
Propane	227 gallons
Kerosene.....	242 gallons
Natural gas.....	205 CCF
Wood.....	1.3 cords
Pellets.....	1.1 tons



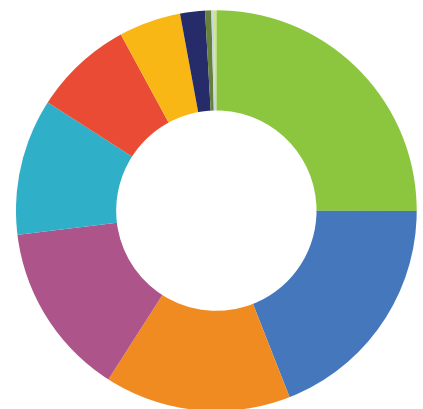


Financials



\$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



Champlain Valley Office of Economic Opportunity

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