

# CVOEO ANNUAL REPORT 2019



Champlain Valley Office of Economic Opportunity  
255 South Champlain Street, Burlington, VT 05401  
802 862 2771 | [www.cvoeo.org](http://www.cvoeo.org)







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.

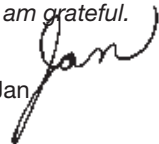
**Last year, CVOEO served 23,158 people. Over 4,453 of that number were children under the age of 13. 2,011 of that number were people 65 years of age or older. 1,341 of that number were homeless. 3,418 of that number were races other than Caucasian. 2,486 of that number had post-secondary education.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

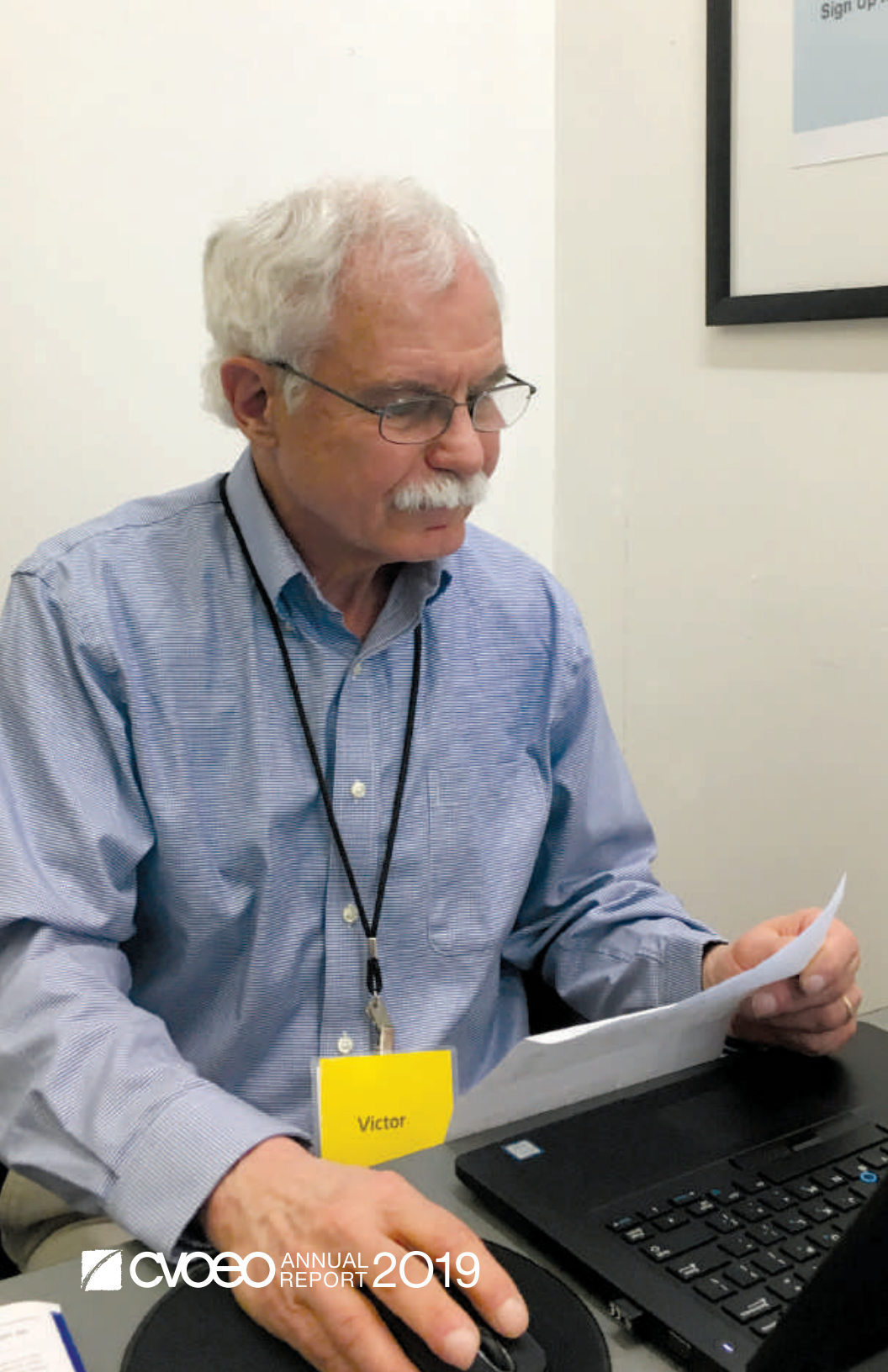
889 individuals served  
97% remained stably housed after 90 days

#### To learn more about Community Action, contact:

Travis Poulin, Director, Chittenden County, [tpoulin@cvoeo.org](mailto:tpoulin@cvoeo.org)  
Karen Haury, Director, Addison County, [khaury@cvoeo.org](mailto:khaury@cvoeo.org)  
Robert Ostermeyer, Director, Franklin/Grand Isle, [rostermeyer@cvoeo.org](mailto: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](mailto: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](mailto: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](http://www.thrivingcommunitiesvt.org))

To learn more about the Fair Housing Project contact:

Jess Hyman, Director, [jhyman@cvoeo.org](mailto:jhyman@cvoeo.org) or visit [www.cvoeo.org/fhp](http://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](mailto:skibuey@cvoeo.org) or visit [www.cvoeo.org/mhp](http://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](mailto: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](mailto:skibuey@cvoeo.org) or visit [www.vttenants.org](http://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](mailto: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](mailto: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)

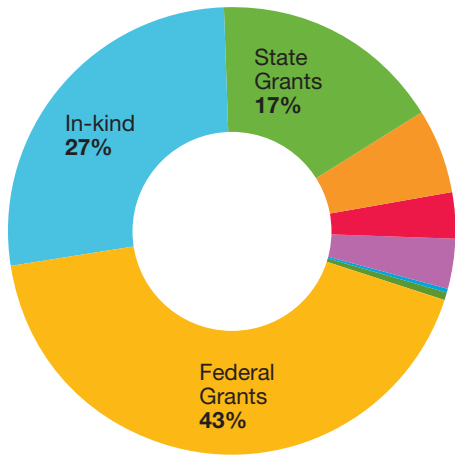
To learn more about Weatherization, contact:

Dwight Decoster, Director, [ddecoaster@cvoeo.org](mailto:ddecoaster@cvoeo.org) or

Tim Yandow, Associate Director, [tyandow@cvoeo.org](mailto:tyandow@cvoeo.org)





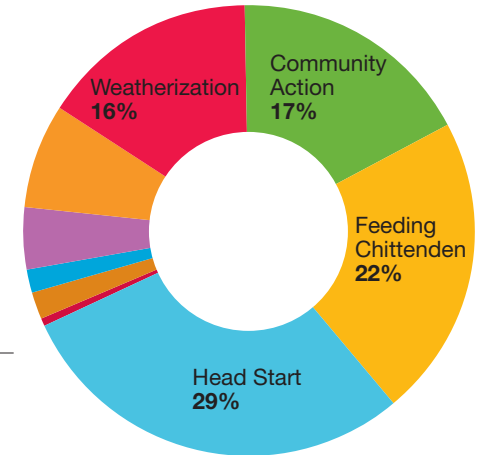


# financials

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

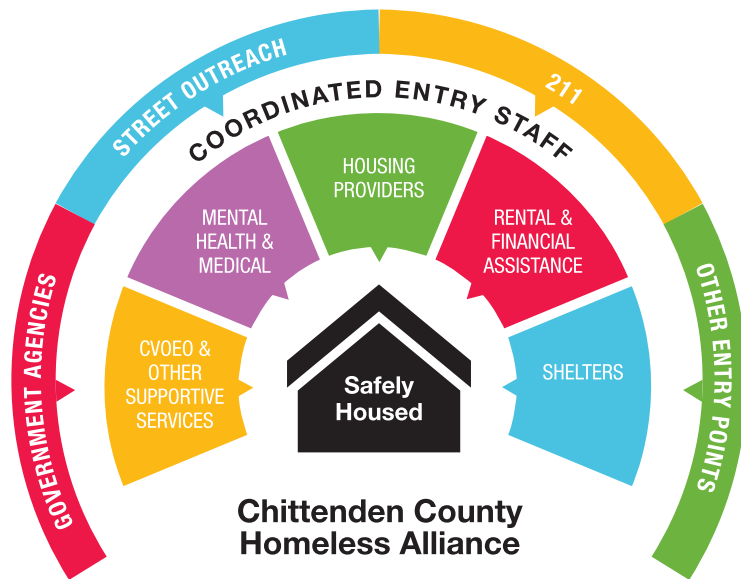
- Vermont Gas Systems, Inc.
- One Digital Insurance
- Switchback Beerworks

### MISCELLANEOUS

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

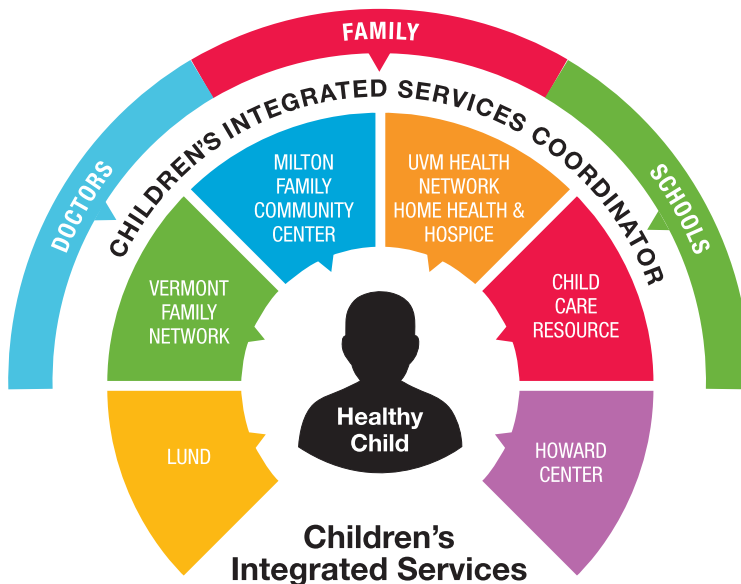


# strategic partnerships



## 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

### ADMINISTRATIVE & PROGRAM DIRECTORS

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*Executive Director*
- 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