



2024 GRATITUDE REPORT

A model walks
the runway at the 2024
Karibu Cultural Celebration.

STRONGER TOGETHER



Dear Friends,

As one year passes to the next, we reflect on all we've been through, prepare for the future, and always pledge to be ever-present for our community.

Every day, with your help, we renew ourselves and recommit to each person who is hungry, homeless, cold, or disconnected in our community. Last year, because of you, **we served over 23,000 people** through our distinct, yet integrated programs designed to provide both emergency support and long-term solutions out of poverty.

Those 23,000 people are all unique individuals with different lived experiences, strengths, and challenges – just like you and just like me.

In this next year, what will be expected of us? What will be asked? More importantly, how will we make a difference?

One of our neighbors recently shared, “You’ve all changed my life so much for the better. I want you to know that. I thank you all.”

Everything we are at CVOEO, we owe to all those who want to strengthen and heal our community. We know that with our team at CVOEO, and your support, we will always give our all for each and every person across the Champlain Valley, and beyond.



**Community support and advocacy
make this work possible.**

Thank you,

Paul Dragon

Paul Dragon, Executive Director

Our Programs

- Champlain Place Emergency Shelter
- Community Action Network
- Feeding Champlain Valley
- Financial Futures Programs
- Champlain Valley Head Start
- Housing Advocacy Programs
- Office of Racial Equity & Community Inclusion
- Samaritan House/Tim's House
- Voices Against Violence/Laurie's House
- Champlain Valley Weatherization

Keep reading to learn about these programs or visit cvoeo.org for more.

Supporting Our Unhoused Neighbors

Champlain Place Emergency Shelter

To help meet Burlington's critical need for emergency shelter, we welcomed Champlain Place to CVOEO in October 2023. This program helps unhoused people find permanent housing, apply for jobs, and get much-needed government benefits. Last year at Champlain Place, we helped **89 of our unhoused neighbors** find a safe, warm place to sleep. We offer healthy meals prepared by Feeding Champlain Valley, workshops from Housing Advocacy Programs, and clothing and supplies donated by our community.

A Champlain Place guest who attended a renters workshop hosted by Housing Advocacy Programs expressed gratitude for the support, sharing, "learning the steps to get housed and keep my apartment was so helpful."

Renovations will be completed at Champlain Place this spring, making it safer and healthier for guests and staff. When finished, we will have 30-35 beds available year-round, and an extra 30 beds during the cold winter months.

Housing Advocacy Programs

Renters, mobile home residents, and people experiencing discrimination come to CVOEO for help. Our statewide Housing Advocacy Programs help people learn about their rights as tenants and understand fair housing legal protections and mobile home law. Together, we help hundreds of people and families find and maintain safe housing.



Join us every April for Fair Housing Month!

Alongside our community, we celebrate the passage of the Fair Housing Act and raise awareness about housing discrimination that happens right here in our state.

CHAMPLAIN PLACE

89
NEIGHBORS SERVED

8,970
TOTAL NIGHTS
of shelter

10
NEIGHBORS MOVED
to permanent
housing



Champlain Place staff conduct daily room checks.

HOUSING ADVOCACY PROGRAMS

1,651
NEIGHBORS SERVED

145
FAMILIES SECURED
housing with a
HOME voucher

596
RENTERS WORKSHOP
attendees

22
MOBILE HOME PARKS
supported

Keeping Neighbors Comfortable in Their Homes

Champlain Valley Weatherization and the Warmth Support Program



"This year, an older woman called us. She was in a nursing home rehabilitating from an injury. Although she was set to be released, she couldn't return home because her heat had been shut off. Our Crisis

Fuel and Warmth Support team worked with Weatherization to get her fuel tank replaced and filled so that she could return home."

—Whitney Cassell, Crisis Fuel/Warmth Support Program Coordinator

High heating costs and low-efficiency homes can make Vermont winters especially hard on our low-income neighbors. Those in need can get immediate help from the Community Action Network and our Warmth Support Program to keep their heat and electricity on in the face of a shut-off. Our Weatherization team works on houses year-round, helping to reduce heating costs by insulating and weather-proofing inefficient homes.



▲ Our Weatherization team making improvements to a home in Isle La Motte.

COMMUNITY ACTION NETWORK

2,593

NEIGHBORS

helped through the Crisis Fuel Program

2,135

NEIGHBORS

received housing coordination services

\$404,473

DISPERSED

through the Warmth Support Program

CHAMPLAIN VALLEY WEATHERIZATION

313

NEIGHBORS SERVED

176

HOUSEHOLDS served

155

SINGLE-FAMILY homes weatherized

9

MULTI-FAMILY UNITS weatherized

Meeting People Where They Are

Homeless Outreach Services

Last year, Vermont had the second-highest rate of homelessness in the country per capita. Our Community Action Network team reaches unhoused members of our community through the following programs:

Community Outreach & Resource Advocacy (CORA) staff work out in the community, assisting those in crisis. We visited **60 locations** last year to provide immediate support, help people find warm shelter, deliver food and other essential items, and be of aid during mental health crises.

Community Resource Center (CRC) staff welcome visitors to our daytime warming and resource center in Burlington. Here, we provide meals, hot drinks, snacks, clothing, access to computers and phones, support with public benefits, and information about safe recovery to an average of **131 individuals** each day.

Coordinated Entry staff help those experiencing homelessness or who are at risk of becoming unhoused find permanent housing and get connected to support and resources to help them maintain housing. Thanks to this program, **440 of our neighbors** found safe housing last year.

CORA

339
SERVED

CRC

30,008
VISITS

2,664
NEIGHBORS
helped

**COORDINATED
ENTRY**

1,617
NEIGHBORS
helped



"It's a place that I feel safe. It helps me so much, every day, just to come here, get coffee, feel clean...You know that if you are cold, there is a place to go. And the people are so nice."

—Community Resource Center visitor

◀ City officials visit the CRC and Burlington Food Shelf.

Building Skills and Growing Futures

Financial Futures Programs and the Office of Racial Equity & Community Inclusion (ORECI)

We know that to fight poverty we must address issues of social and economic inequity. To do so, we are building our core values of diversity, equity, and inclusion into our policies and practices. Our hunger relief work offers culturally appropriate food, we have a team of Community Ambassadors who provide translation support to all our programs, we host workshops designed to uplift marginalized groups, and all our staff are offered ongoing professional development.

"The Community Ambassador Program is a vital bridge between non-English speakers and service providers, connecting communities to essential resources."

—Virginie Diambou, Director of the Office of Racial Equity & Community Inclusion

A highlight of this work is a collaboration between ORECI and our Financial Futures Programs, who host *Sewing for Success*, eight hours of interpreted sewing lessons for New American community members. This class teaches valuable skills, opens doors to potential jobs, and empowers participants to build a better future.



FINANCIAL FUTURES PROGRAMS

602
NEIGHBORS SERVED

53
FINANCIAL LITERACY
classes offered

19
MICRO BUSINESS
Development
Workshops offered

\$125,000
DISTRIBUTED
among five small
New American run
businesses

ORECI

26
COMMUNITY
Ambassadors
employed

1,476
NEIGHBORS
helped through
the Affordable
Connectivity
Program



- ▲ *Sewing for Success* hosted at Fourbital Factory's new education center, Continuing ThrED.

Ending Hunger in the Place We Call Home

Feeding Champlain Valley



**Last year,
2 in 5 Vermonters
experienced hunger.**

Feeding Champlain Valley, previously Feeding Chittenden, expanded its reach into Addison, Franklin, and Grand Isle Counties as we brought together Addison

Community Action Food Shelf, NorthWest Family Foods, Healthy Roots Collaborative, and the Richford Food Shelf as one program dedicated to ending hunger. Feeding Champlain Valley focuses on food access and meeting people where they are with the resources they need.

Through deliveries and our four food shelves in Burlington, Middlebury, Richford, and St. Albans, we supplied fresh produce, pantry staples, dairy, meat, diapers, toiletries, and hygiene products to **14,509 neighbors** last year.

Feeding Champlain Valley partners with other CVOEO programs, like Head Start, and over 30 other nonprofits and hundreds of volunteers throughout the region to deliver nutritious and culturally significant groceries and meals to those in need. We deliver to people without homes, migrant farm worker households, diverse seniors, and those in need of emergency food assistance.

For those in need of immediate hunger relief, our Burlington Food Shelf serves meals Monday through Friday, for guests of the Community Resource Center.

FEEDING CHAMPLAIN VALLEY

2,208,322
POUNDS OF FOOD
donated

1,949
NEIGHBORS
received a
grocery delivery

4
FOOD SHELVES
provide groceries to
our neighbors

3
FOOD HUBS
store and distribute
charitable food



▲ Healthy Roots Collaborative staff glean food at Pomykala Farm in Grand Isle.



"My family and I rely on the food shelf as food prices have skyrocketed. I don't know what I would do without it."

—Erin, St. Albans resident and NorthWest Family Foods visitor

◀ Feeding Champlain Valley staff sort food at the Burlington Food Shelf.

Helping Kids and Their Families

Champlain Valley Head Start



"I love the Head Start program. My son went to preschool and my daughter goes to the Early Head Start program. They have helped both my kids get to where they need to be before they move forward, which has been so great. My kids love going to school, which makes me so happy."

—Ashley, mother of two in our Head Start program

Head Start is here to provide full support to pregnant people, children from birth to age five, and their families throughout Addison, Chittenden, Franklin, and Grand Isle Counties. We help children with school readiness through early education, health, nutrition, mental health, and resources for children with special needs. Parents also receive support through family engagement, parent leadership, and social service referrals.

Bringing Nutrition to the Classroom

To further support children and their families, Head Start staff can sign up families, like Ashley's, to receive food deliveries from Feeding Champlain Valley. Staff help families from all backgrounds order the type of food they need and want, and Feeding Champlain Valley delivers their custom order to the Head Start location, making it easy for caregivers who pick up a box of nutritious groceries when their children are ready to go home for the day.

HEAD START

9

SITES

20

CLASSROOMS

197

FAMILIES SERVED
by Head Start

212

CHILDREN SERVED
by Head Start

137

FAMILIES SERVED
by Early Head Start

189

CHILDREN SERVED
by Early Head Start



"Feeding Champlain Valley staff meet families with their groceries during school pick up hours and Head Start home visitors can bring groceries to families during their weekly visits."

— Emmet Moseley, Feeding Champlain Valley Food Hub Supervisor, Addison County

Advocating to End Violence and Homelessness

Samaritan House



Samaritan House helps people who are experiencing homelessness in Franklin and Grand Isle Counties. Located in St. Albans, we provide emergency shelter through Tim's House, along with case management services and quality care for those in need. In the last year, **65 of our neighbors** received a safe, warm place to live as they looked for permanent housing.

▲ Interior of Tim's House emergency shelter, which was fully renovated in 2023.

"People experiencing homelessness are just people, and they're often some of the best people we know."

—Ben Kaufmann, Samaritan House Director

Voices Against Violence

Voices Against Violence works towards the elimination of domestic and sexual violence and stalking through direct service, education, and systems change. **446 adults & 56 children** found safety and support here last year. We provide a 24-hour Crisis Hotline and Online Chatline, emergency and transitional housing at our shelter, legal advocacy, supervised visitation, support groups, and community outreach.



▲ Voices Against Violence staff tabling at a community event in Swanton.

SAMARITAN HOUSE

65
NEIGHBORS SERVED

5,589
TOTAL NIGHTS
of shelter

15
NEIGHBORS MOVED
into permanent
housing

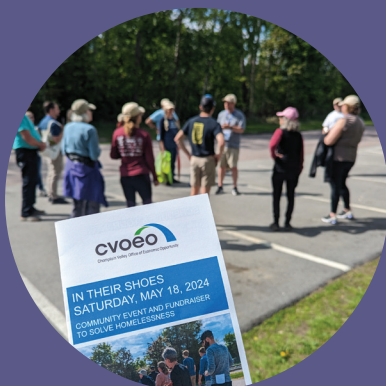
VOICES AGAINST VIOLENCE/ LAURIE'S HOUSE

446
ADULTS HELPED

56
CHILDREN HELPED

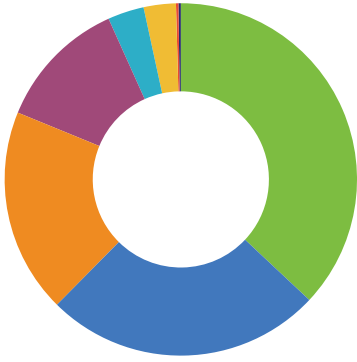
3,506
TOTAL NIGHTS
of shelter

1,427
TOTAL HOTLINE CALLS,
chats, and emails



In Their Shoes

We come together annually to raise awareness of homelessness in our community for "In Their Shoes," a family-friendly event hosted by Samaritan House, Franklin and Grand Isle Community Action, and Voices Against Violence/Laurie's House. We invite you to join us as we learn about the daily challenges faced by those without a home and advocate for more safe and secure housing.

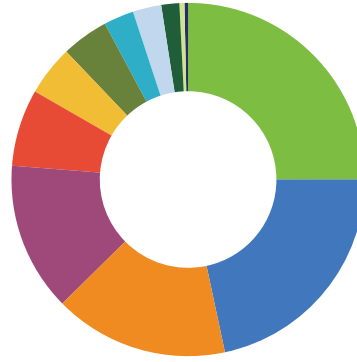


\$42,052,735*

TOTAL REVENUE

■ Federal Grants	\$15,631,202
■ State Grants	\$10,738,770
■ Foundations & Private Organizations.....	\$7,735,062*
■ In-Kind.....	\$5,104,747
■ Donations.....	\$1,405,613
■ Program Income, Fee for service, & Other.....	\$1,250,984
■ United Way.....	\$95,074
■ Towns & Cities	\$91,283

*includes a one-time \$5 million gift that will be spent over five years to help families experiencing homelessness.



\$37,502,433

TOTAL EXPENSES

■ Champlain Valley Head Start	\$9,370,371
■ Community Action Network	\$8,125,818
■ Feeding Champlain Valley	\$5,984,108
■ Champlain Valley Weatherization	\$5,114,402
■ Housing Advocacy Programs.....	\$2,645,732
■ Champlain Place Emergency Shelter	\$1,720,263
■ Voices Against Violence/Laurie's House	\$1,610,885
■ Samaritan House/Tim's House	\$1,035,835
■ Administration & General Expenses.....	\$980,598
■ Financial Futures Programs	\$617,405
■ Office of Racial Equity & Community Inclusion ...	\$173,731
■ Vermont Community Action Partnership	\$123,285

Board Members

Lesli Blount
Chittenden County

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

Elizabeth Madigan
Chittenden County

Sylvie Morrison
Addison County

Colleen Noni
Chittenden County

Nakuma Palkzewski
Franklin & Grand Isle Counties

Anne Rosenblum, *Secretary*
Chittenden County

Andrea Treadway
Addison County

Administrative Leadership

Matt D'Agostino
Chief Financial Officer

Stephanie Davison
Director of Quality Improvement

Virginie Diambou
Director of Office of Racial Equity & Community Inclusion

Paul Dragon
Executive Director

Shiferaw Gameda
Associate Director of Office of Racial Equity & Community Inclusion

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

Heather Bush
Director, Champlain Place
Emergency Shelter

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

Moira Jamieson-Brooks
Associate Director, Voices
Against Violence/Laurie's House

Ben Kaufmann
Director, Samaritan House

Sandrine Kibuey
Director, Housing Advocacy
Programs

Anna McMahon
Associate Director,
Feeding Champlain Valley

Shannon McMahon
Director, Voices Against
Violence/Laurie's House

Rob Meehan
Director, Feeding Champlain
Valley

Travis Poulin
Director, Community Action
Network

Tiffany Rich
Associate Director, Champlain
Place Emergency Shelter

Stephanie Smith
Director, Coordinated Entry

Ways You Can Give



▲ CVOEO staff gathered at our annual meeting.

Every donation makes an impact. When you give to CVOEO, we can provide individuals and families with essential services like food, fuel, and housing support in times of crisis, and help them acquire the necessary education, financial skills, and assets to build a stable future in which they thrive.

Volunteering

Dedicated volunteers work in tandem with staff to help meet community needs. You can volunteer as an individual, business, or family.

Make a Donation

Whether one-time or recurring, your gift will make a real difference in the lives of the Vermonters we serve.

Checks can be made out to:
CVOEO, Attn: Philanthropy,
P.O. Box 1265, Burlington, VT 05402.

Stocks or Securities

We welcome your gift of appreciated stock. Discuss with your Financial Advisor the options that are best for you. This kind of donation lets you maximize your giving while making a lasting difference to our mission.

In-Kind

Many of CVOEO's programs rely on in-kind support from our community. We often seek new or like-new clothing items, unopened food, baby clothes, toiletries, and more.

Remembering CVOEO in your Will or Trust

You can make an impact for years to come when you include CVOEO in your estate planning or by making CVOEO a beneficiary of your retirement account, life insurance, and other assets. To leave a gift to CVOEO, consider using the following language in your will:

"I give and bequeath unto CVOEO, tax ID #03-0216837, ___% of the rest, residue, and remainder of my estate to be used for general charitable purposes."

Questions?

Please contact, Jason Rouse, Philanthropy & Communications Director at 802-862-2771 X744 or jrouse@cvoeo.org.

CVOEO is a registered 501(c)3 nonprofit. Donations are tax-deductible. EIN #03-0216837.



Learn more:
cvoeo.org/donate

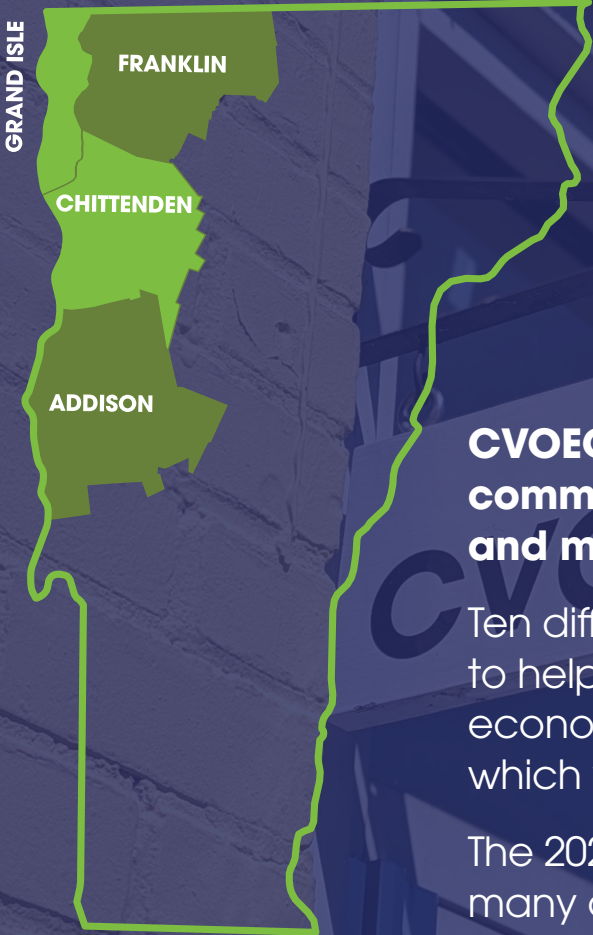


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*"You have all changed my life
 so much for the better. I thank
 you all." -CVOEO Program Participant*

2024 GRATITUDE REPORT



23,056 NEIGHBORS SERVED
2,118 IN ADDISON COUNTY
14,117 IN CHITTENDEN COUNTY
5,171 IN FRANKLIN COUNTY
626 IN GRAND ISLE COUNTY
1,024 IN OTHER COUNTIES

CVOEO is taking action to end poverty, build community, and create a healthier, happier, and more just future for everyone in Vermont.

Ten different anti-poverty programs work together to help people meet their basic needs, achieve economic independence, and grow a future in which we all thrive.

The 2024 Gratitude Report highlights just a few of the many connections between CVOEO's programs.