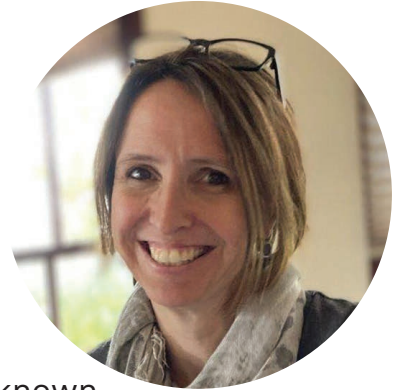


2023 Annual Report



CHARTER HOUSE
COALITION



A LETTER FROM THE EXECUTIVE DIRECTOR

Dear Addison County Neighbors,

As the nationwide housing crisis continues to make its presence known here in Vermont, I am pleased and honored to share how Charter House's mission and collaborations change the lives of unhoused and at-risk community members. Together with our **2023 Annual Appeal**, I am excited to include the very first **Charter House Annual Report!**

As you read through the program highlights, I hope you will feel the sense of connection, stability, and optimism that we aim to provide for all individuals. The report will focus on our most recent fiscal year that ended June 30th.

Charter House consistently provides “needed now” programming to people who are houseless, builds strong community partnerships, and overall continues to serve tirelessly to improve the lives of everyone we meet. Whether encountering vulnerable individuals or families seeking assistance, social service colleagues, volunteers, or legislative representatives, we are proud to recognize the inherent value and dignity of everyone we serve.

The data, the testimonies, and the values shared within this report are meant to provide meaningful insight and encourage you to stay connected and involved in our cause. It can be repeated, but never enough, that we live each day in awe and with tremendous gratitude for all that our community members do to support a mission focused on meeting those in need and helping to identify safer pathways forward that ultimately lead to housing stability.

This report is as much about you as it is about your local homeless shelter. We hope you enjoy the report and contribute to our annual appeal. You undeniably make our programs available and consistently accessible through your generous giving and we are honored to continue to serve.


With appreciation and gratitude,

A handwritten signature in black ink that reads "Heidi Lacey".

Heidi Lacey
Executive Director



THE WORK WE DO AND OUR IMPACT

 1,080	Calls received after hours involving shelter requests, crisis intervention, and referrals.	 56%	Individuals living in the shelter work in Addison & Chittenden County
 365	Days open and providing supportive services 24 hours each day.	 8,404	Bednights provided (1 night/1 individual).
 28	Cot spaces available, 25 permanent spaces, and 3 overflow/nightly spaces – on a first come, first serve basis.	 162	Visits by case management to persons living in motels or living unsheltered.
 83	Individuals provided with emergency shelter.	 428	Number of community members that have donated essential items and/or volunteered.
 31	Individuals transitioned from being houseless to permanent, sustainable housing.	 29	Individuals that remain safely housed after six months as of June 30, 2023.
 196	Harm Reduction Recovery Bags distributed – a collaboration with TPAC	 21,896	Free meals provided through delivery, pick up, and Charter House guests
 14	Households that avoided emergency shelter by receiving financial assistance to remain in their current rental (Diversion Funding).	 11	Employees support all CHC operations and services.
 6	Persons that gained employment or training within 30 days of arrival into the shelter.	 88%	Of guests have income but cannot afford fair market value rents.
 1%	Rental vacancy rate in Vermont.	 5	Average wait, in years, for project-based affordable housing in Addison County.
 49	Number of pages for one affordable housing application. It can take 9 applications per guest.	 \$17,120	Annual heating and fuel costs.
 11 PM	Nightly curfew for all shelter guests.	 70%	Of homeless persons living with a Traumatic Brain Injury.
 6	Length, in months, of the Power, Choice & Voice enrichment course offered to guests that offers life, budgeting, emotional regulation skills, and training for independent living.		

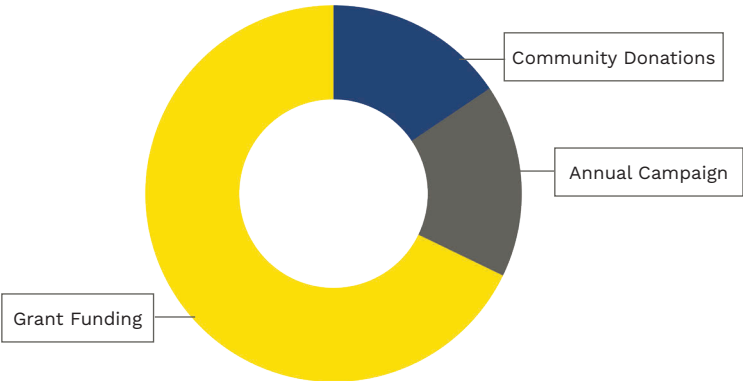
FINANCIALS

Fiscal Year Operations: July 1, 2022 - June 30, 2023

Revenue

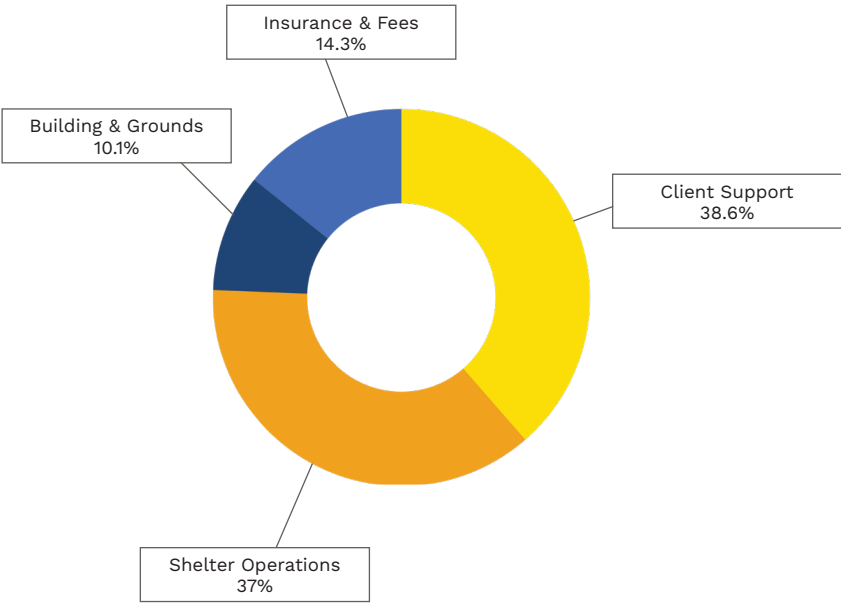
Community Donations: \$114,341
Annual Campaign: \$121,889
Grant Funding: \$498,290

Total Revenue: \$ 734,520



Expenses

ITEM	COST
Client Support:	\$283,875
Shelter Operations:	\$272,546
Building Maintenance & Grounds:	\$74,338
Insurance & Fees:	\$104,867
	\$735,626



Assets

Total Assets: \$1,448,467
Total Liabilities and Equity: \$1,448,467

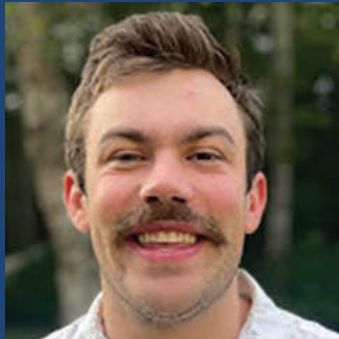




“United Way of Addison County (UWAC) is proud to partner with and invest in the Charter House Coalition. Heidi and her team have created an environment where people feel safe, seen, and heard, allowing people in difficult situations to envision a brighter future. CHC’s collaboration with local organizations, volunteers, and community members demonstrates their commitment to making a lasting impact beyond the shelter’s walls. CHC is a critical partner in UWAC’s advocacy work, helping to bridge the gap between those experiencing homelessness and the broader community and fostering a greater sense of understanding, solidarity, and compassion.”

Helena D. Van Voorst

Executive Director, United Way of Addison County



“From providing nutritious meals to temporary housing, Charter House provides essential services to our most vulnerable community members. It is full of talented and complex individuals who together create a home. From the hardworking staff members to each resilient guest that comes through the doors, we work together to grow as individuals and as a community.”

Nathaniel Klein

President, Charter House Coalition Board



“As one of two emergency shelters in Addison County, JGHS works closely with CHC to serve the local community. While we are independent organizations, I consider the CHC staff essential support to our team here at JGHS. Our weekend staff frequently collaborate to cobble together limited resources for individuals and families in crisis, and our respective service coordinators and housing navigators interact in countless ways to lift up community members in need. We frequently train our staff together to maximize opportunities for learning and to benefit from each other’s perspectives. They are an essential and deeply committed community partner at the forefront of the effort to end homelessness in Addison County. We are grateful to work with them on this mission!”

Jessica Horner

Program Director, John Graham Housing Services



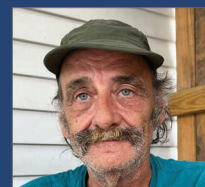
“I have the privilege of working with various social service agencies around the county – partners and dedicated professionals who go many extra miles on behalf of the people they serve. Of no organization is this truer than the Charter House Coalition. I have seen the compassion and skill CHC’s Executive Director and staff employ, both in their work with individual clients as well as collaboratively with other agencies. I appreciate Heidi Lacey’s abilities as well as her humility, always leading when necessary and ready to look to partner with others in service to neighbors in need. I have no doubt the information in this annual report is accurate; I am just as certain it presents only a glimpse of the good work CHC does in our community.”

Mark Demers

Associate Director, Addison Community Action

"I feel safe here, I have support and have everything I need to continue until I can get my own place and great people to be around. Best shelter I have ever stayed in. I know that if I really need to talk to someone, I know that someone will listen."

— Richard, Charter House guest



"Charter House helped me get into my apartment. They connected me with a lot of resources and helped me get on food stamps. They helped me get a bank account."

— Rebekah, former Charter House guest

"My experience has been amazing, the people here care for you, they love you, they want to see you do better, they want to see you strive for more."

— Joel, Charter House guest

"I feel proud to work at Charter House. The word that comes to mind for what we do here is tireless: staff who go above and beyond to exhaust every angle of a problem, and residents who find the courage to keep going when life throws them challenge after challenge. Every day I come here, I see hope in action."

—Nellie Pierce, staff member at Charter House

Donate & Volunteer

Visit www.chcvt.org/want-to-get-involved to get started.

Board of Directors

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Vice President: Tim King
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Garret Hewes
Jackie Lore
Eva McDonough
Dottie Neuberger

Mary Jane Nottonson
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Jane Steele
Vicky Widerman



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Support Vermont Homelessness Awareness Day

Learn more at www.unitedwayaddisoncounty.org/homelessness-awareness-day.