



**CONCHO VALLEY  
COMMUNITY ACTION  
AGENCY**

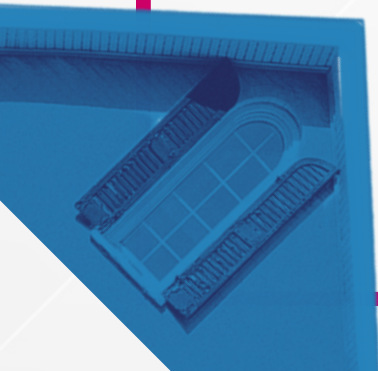
# HELPING PEOPLE CHANGING LIVES



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**2022**  
ANNUAL REPORT

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## WHAT IS COMMUNITY ACTION?

Community Action changes lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

Founded in 1966, CVCAA has worked tirelessly toward poverty eradication in the Concho Valley. We provide a variety of services in partnership with community resources to improve lives and empower people in the Concho Valley area.

The goal that drives all our efforts is to create a community that is thriving with self-sufficient individuals.



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# OUR MISSION

Our mission is to provide a variety of services in partnership with community resources to improve lives and empower people in the Concho Valley Area.

# OUR VISION

We strive to improve the conditions in which low-income individuals live, learn, and work. The goal that drives all our efforts is to create a community that is thriving with self-sufficient individuals.

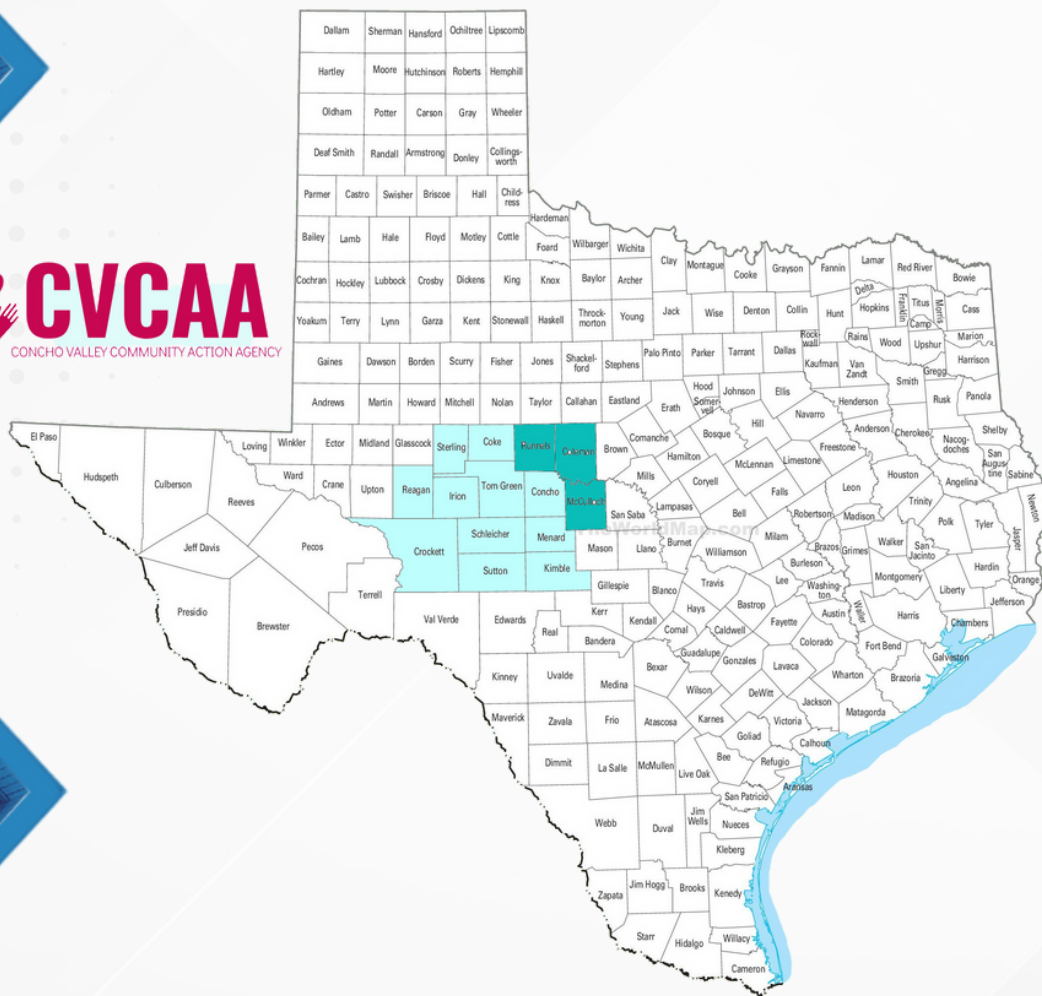
# OUR PROMISE

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live.

We care about the entire community and we are dedicated to helping people help themselves and each other.

# WHO DO WE SERVE?

CVCAA provides services to low-income individuals and families across fourteen\* counties in the Concho Valley area.



\*Some services not available in all counties

# EXECUTIVE DIRECTOR UPDATE

**MIKE BURNETT**

**EXECUTIVE DIRECTOR**



What a whirlwind of the year 2022 was for CVCAA. We saw an increase in individuals assisted, a record-setting amount of dollars spent in assistance to low-income individuals, a change of leadership, and a new physical home for the agency. I am inspired by our donors, partners, and staff who have risen to the unprecedented challenges of this past year. They have demonstrated resilience and dedication to the communities we serve.

Despite uncertainty in the face of a global pandemic that magnified and exposed social and economic inequalities – there was an unwavering commitment to our mission to Helping People and Changing Lives for our Concho Valley communities.

The extraordinary generosity of our funders allowed us to meet the needs of the most vulnerable communities.

CVCAA collaborated with advisors, donors, City, County and State leaders, nonprofit organizations, businesses, and philanthropic partners to deploy funds and resources for the greatest impact. Amidst the needs of our communities, our various donors overwhelmed us with their outpouring of support. I am deeply grateful to each of our donors, community leaders, partner agencies and nonprofits for meeting the need in the Concho Valley in a remarkable way.

This year has shown us that the Concho Valley residents are resilient. I am proud to say that CVCAA has emerged stronger and remains even more committed to serving our communities at a time when the need is most. We were able to fund short-term, intermediate, and long-term efforts for vulnerable populations.

I invite you to learn more about our commitment to our neighbors as we move forward in 2023. We are working towards a more equitable Concho Valley through our stewardship of funds. You can read about some of the impact made through the stories featured in this year's annual report. Thank you for inspiring us and for joining us in our work of Helping People and Changing Lives.

For Everyone Born,

A handwritten signature in blue ink, appearing to be 'MB', located at the bottom of the page.

# COMMUNITY NEEDS ASSESSMENT & ACTION PLAN OUTCOMES

In 2021 CVCAA conducted a full **Community Needs Assessment** across the main eleven counties that we serve. Using a combination of surveys, interviews and focus groups, we found out what our neighbors really need.

To ensure that our agency is focused on resolutions for our community's most pressing needs, every year we create an action plan that is reported to the state for approval. We want to make sure that our work focuses on alleviating the needs of our neighbors.

Our next community needs assessment will be conducted in 2024.

On the next page are the top five needs identified in our community along with a few highlights from our action plan accomplishments in 2022.



# TOP 5 NEEDS

FAMILIES LACK  
FINANCIAL RESOURCES  
TO PAY FOR  
TRANSPORTATION

145 bus passes provided to  
neighbors

FAMILIES LACK SAFE  
AND AFFORDABLE  
HOUSING

75 homes received energy  
efficiency improvements  
31 homes received repairs  
233 permanent home  
placements

INDIVIDUALS LACK  
AFFORDABLE HEALTH  
CARE

21 Medicaid applications  
25 referrals to medical  
providers  
Assisted 64 individuals with  
getting physicals

INDIVIDUALS NEED  
ASSISTANCE WITH  
FOOD

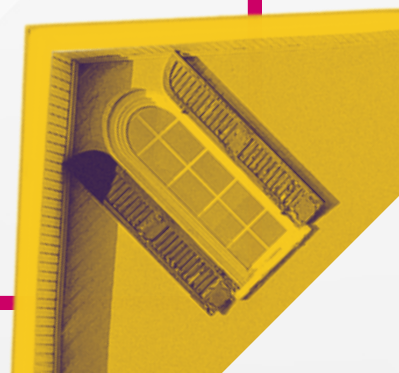
65 SNAP applications filed  
449 emergency food cards  
provided

COMMUNITIES LACK  
JOBS THAT PAY AN  
AFFORDABLE WAGE

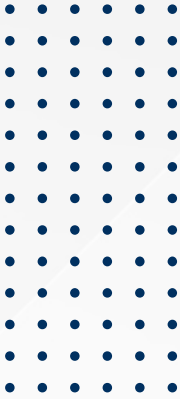
20 adults with improved  
employment  
9 educational scholarships  
provided  
7 neighbors received a new  
degree or certificate

CLICK HERE TO SEE THE  
CVCAA IMPACT IN  
ACTION!

[HTTPS://TINYURL.COM/  
4AJXNYT6](https://tinyurl.com/4AJXNYT6)

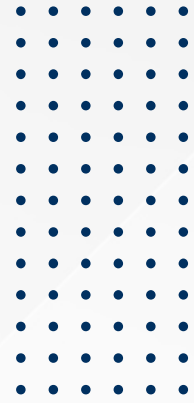


# PROGRAM REPORTS





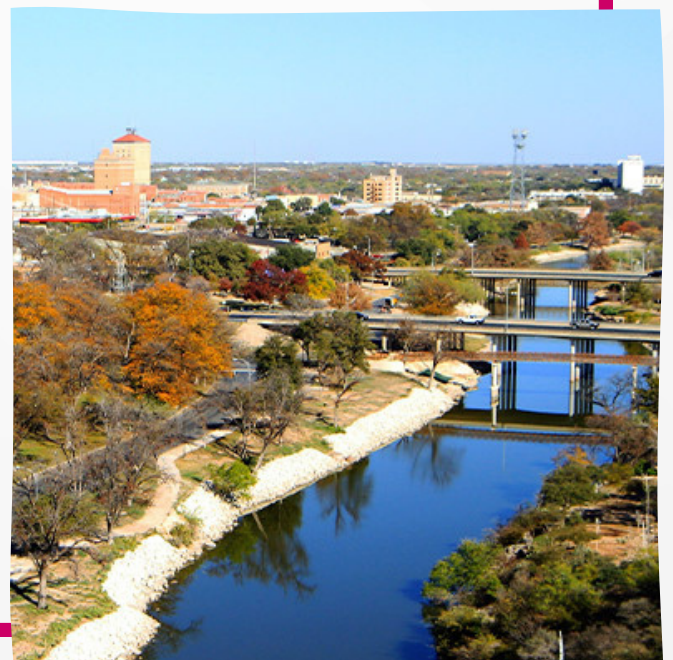
# PROGRAM REPORTS



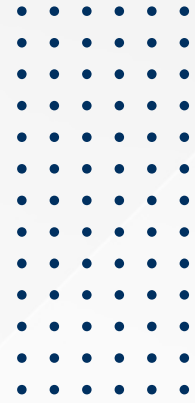
Service is at the heart of everything we do at CVCAA. Our programs provide critical services to our neighbors by removing crisis points, creating actionable plans, and establishing paths to success.

Programs at CVCAA are focused on moving families toward stable housing and keeping them there. Maybe that is helping with an electric bill, but it could also be paying a rental deposit, repairing a broken furnace, providing internet access, or even moving a family into their first home. In 2022, CVCAA placed over \$8.2 million dollars back into our community.

By connecting our neighbors in need with a variety of services, we can make our communities a safe place for everyone.



# MAKING AN IMPACT



**\$2.4M**  
processed  
client tax  
refunds

**7604 people**  
helped with  
utility bills

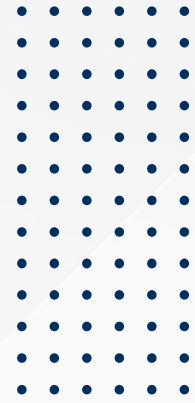
**795**  
people  
avoided  
eviction or  
foreclosure

**1336**  
Referrals  
made

**106 Homes**  
Weatherized  
or Repaired

**134 Partner**  
agencies and  
organizations

# CHANGING COMMUNITIES



County	Weatherization	Utilities	Water	Housing
Coke		102	13	1
Concho	3	117	19	4
Crockett	5	111		1
Irion		21	1	3
Kimble	3	101		2
McCulloch	2			1
Menard		113		
Reagan	4	65	1	6
Runnels	3			
Schleicher		82	6	1
Sterling		9		
Sutton		89	12	1
Tom Green	60	4555	2192	413
<b>Total</b>	<b>80</b>	<b>5365</b>	<b>2244</b>	<b>433</b>

- Number of individuals served by county and program in 2022. The Housing number represents households.

## 2022 Expenses

■ Weatherization 
 ■ Utilities 
 ■ Housing 
 ■ Transition out of Poverty (TOPS) 
 ■ Direct Services





# COMMUNITY PROGRAMS

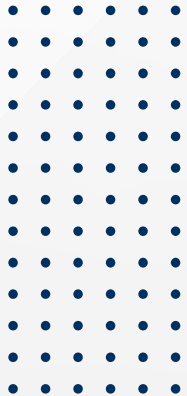
Tracey Dishon

Community Programs provide a variety of services that directly help our neighbors in need. Households with an income of less than 150% of the federal poverty level can receive assistance with their utility payments such as electric, gas, propane and water. This program is especially important for our elderly neighbors who rely on social security and those with jobs that pay minimum wage.

BEGAN A NEW  
WATER  
ASSISTANCE  
PROGRAM

LAUNCHED DIRECT  
SERVICE PROGRAM  
TO CONNECT  
CLIENTS WITH  
OTHER RESOURCES

HELPED 7604  
PEOPLE WITH  
THEIR UTILITY  
BILLS



# PROGRAM HIGHLIGHTS



“

I wanted to tell you from my heart how much of a Godsend your organization has been for me.

”

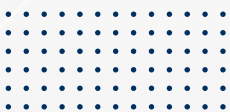
## THE IMPACT

Many of the people who come to our agency for assistance are employed, but still live paycheck to paycheck. They work hard, but struggle to make ends meet. These are clients just like Jenny\*.

Jenny came to our agency to apply for utility assistance. As a single mom, she was getting by and working full time, but there never seemed to be enough money to go around. Luckily, her mom was able to help her so she wasn't alone. Unfortunately, Jenny's mom passed away. She not only lost her biggest supporter, but now had the added medical and funeral expenses.

We were able to help Jenny with utility assistance and a food card to alleviate some of her biggest needs. We also ensured that she applied with SNAP so she could get provide for her children. With a little extra breathing room in her budget Jenny is able to be a strong mother to her children while they learn to live without their grandmother.

\*Names have been changed to protect client identity





# COMMUNITY SERVICES BLOCK GRANT

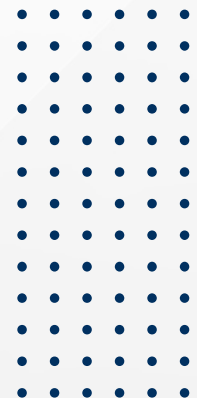
The Community Services Block Grant (CSBG) is a small piece of funding for CVCAA. However, this is the crucial piece that connects us with 1000 other Community Action Agencies across the county.

The primary program funded by CSBG is the Transition Out of Poverty (TOPS) Case Management program. TOPS connects individuals who are working for a better future with essential services, special funding, and a guiding hand to walk with them through their education, past graduation, and into a new career. Our staff work to create a plan with our neighbors so that they can break the cycle of generational poverty.

TRANSITIONED  
14 PEOPLE OUT  
OF POVERTY,  
BEATING THE  
GOAL OF 9!

PROVIDED  
OVER \$18K IN  
TUITION  
ASSISTANCE

PROVIDED OVER  
\$2K IN  
EMPLOYMENT &  
EDUCATION  
SUPPLIES SUCH  
AS WORK  
CLOTHING AND  
BOOKS



# PROGRAM HIGHLIGHTS



Thank you so much! I don't know if I could have done this without you.



## THE IMPACT

Amy\* joined our TOPS Case Management program in April of 2022. At the time she had just begun the RMA program at Howard College. As a single mom, she knew that she needed a steady career to provide for her girls and set an example for them. Every day, Amy made the commute from Ozona so that she could attend classes.

Despite a long commute and the stress of school, Amy not only graduated, but did so with honors. She was inducted into Phi Theta Kappa, an honor society for two-year colleges. Amy didn't get to walk for her high school graduation and is the first person in her family to go to college, so she was proud to walk across the stage in December to accept her diploma.

Our case manager walked next to Amy on her path providing a caring listener, practical advice, and helping with expenses such as tuition and scrubs.

Amy is now working as an RMA with Shannon Medical Center. This year, she plans to buy a house in San Angelo and is looking forward to her new, brighter future with her family.

\*Names have been changed to protect client identity





# WEATHERIZATION PROGRAM

William Ferreira

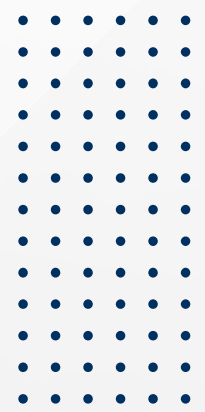
Weatherization is a free program available to both homeowners and neighbors who rent their homes. This program provides services such as insulation, weather stripping, and caulking. These services help to lower utility costs by making a home more energy efficient. On average, families receiving weatherization services see a savings of \$283 per year.

In addition to basic weatherization services, we also provide HVAC repairs and replacement and minor home repairs when funds are available. These important repairs save our neighbors money and reduce their burden on the energy grid that we all share.

32 HOMES RECEIVED REPAIRS SUCH AS STRUCTURAL UPDATES, NEW APPLIANCES, OR ACCESSIBILITY MODIFICATIONS

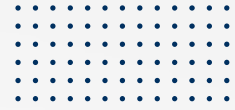
TEAM LOGGED OVER 300 HOURS OF TRAINING TO BETTER SERVE OUR CLIENTS

31 HOMES WEATHERIZED AND MADE MORE ENERGY EFFICIENT





# PROGRAM HIGHLIGHTS



This will be the best  
Christmas gift anyone has  
given me.



## THE IMPACT

Two weeks before Christmas, Mrs. Jones's\* home was assessed for weatherization. During the inspection, she mentioned that her home was always cold in the winter months and super hot during the summer months. Sometimes it was cooler outside in the shade than it was in the house.

Our team discovered that there was not any insulation in the attic or the exterior walls. Her home was also leaking air around the air conditioning units, some holes in the walls, and unsealed windows and doors. This meant her utility bills were much higher than they should be.

By using several different funding sources, CVCAA was able to insulate Mrs. Jones's home and replace her doors and windows. Once all the work was completed, our team conducted a final inspection on a day when it was only 22 degrees outside, but Mrs. Jones was warm in her home in only shorts and a tank top.

Now Mrs. Jones can be comfortable in her home year round and she is saving money on her energy bills.

\*Names have been changed to protect client identity





# HOUSING PROGRAMS

Crystal Narviz

CVCAA currently operates multiple housing programs to assist our neighbors in obtaining safe and secure housing. We work with neighbors who need assistance moving into a new apartment, those who are facing eviction, and homeless neighbors who are trying to get off the street.

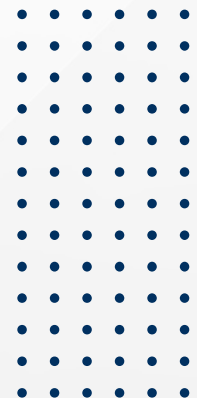
In 2022, our agency was able to utilize a combination of different grant and state funds to bring housing stabilization to our community despite soaring housing costs in our area. CVCAA follows a Housing First model that recognizes the importance of safe housing in order for our neighbors to reach their full potential.

623 NEIGHBORS  
AVOIDED  
EVICTION  
THROUGH  
RENTAL  
ASSISTANCE

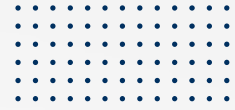
172 NEIGHBORS  
AVOIDED FORECLOSURE  
THROUGH MORTGAGE  
ASSISTANCE

233 PEOPLE  
WERE PLACED IN  
PERMANENT  
HOUSING

86 PEOPLE  
RECEIVED  
MEDIATION  
SERVICES WITH  
THEIR  
LANDLORD



# PROGRAM HIGHLIGHTS



Thank you so much. You don't know how much of a relief you just took off my shoulders!



## THE IMPACT

When a domestic violence situation caused Clara\* to become homeless, she wasn't sure where to go with her large family. As the only working adult, she had a lot on her plate taking care of her children and her disabled sister. She knew she could afford an apartment, but coming up with all the deposits and upfront fees was keeping her from finding a home.

CVCAA was able to help her move into a new home and helped with rent for a few months to let her build up some savings. Clara was completely self-sufficient and taking care of her family when tragedy struck and they lost their home in a fire.

CVCAA was happy to step in again. The family was safely and temporarily housed in a hotel while CVCAA housing staff helped them find their new home. Clara was also connected Clara to other agencies who could help with immediate needs like clothes and shoes.

Now Clara and her family are safe, secure, and completely self-sufficient in their beautiful new home. Sometimes it really does take a village!

\*Names have been changed to protect client identity





# OUTREACH & MARKETING

Sidney Timmer

It's one thing to provide services to our community, but it's not enough. At CVCAA, we want to meet our neighbors where they are. This includes making regular visits to all the counties in our service area. Our outreach specialist is on hand, so our rural neighbors can apply for assistance and learn about our programs.

This year we also held our first annual Burrito Standoff. This event pitted burritos from all over the city in an intense battle for the title of "Best Burrito". The Burrito Standoff helped bring awareness to our agency and to some phenomenal restaurants who are dedicated to helping us in our fight against poverty.

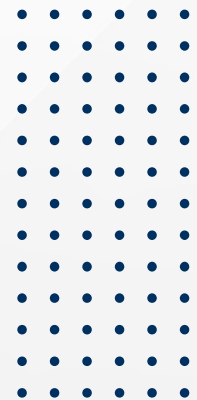
We also focused on ensuring that our neighbors get the services they need, even if it's not something that we can assist with. In 2022, we sent over 100 referrals to our partner agencies to ensure that our neighbors are fully supported on their path to self-sufficiency. Our team also launched a hygiene closet in 2022 to provide full sized hygiene products to anyone who needs them.

OVER 400  
SOCIAL MEDIA  
POSTS TO KEEP  
OUR  
COMMUNITY  
UPDATED

STAFF ATTENDED OVER 20  
OUTREACH & MARKETING  
EVENTS

PROVIDED FULL  
SIZE HYGIENE KITS  
TO OVER 400  
NEIGHBORS

MADE OVER A  
DOZEN  
APPEARANCES  
ON TV OR  
RADIO



# PROGRAM HIGHLIGHTS



It's the little things that add up when a budget is already stretched so thin!



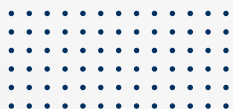
## THE IMPACT

Things were looking up for Dan.\* He just got a new, better job that was going to provide more financial security for his family and he was looking forward to their future. But before that future could start, he had to make it until his first paycheck arrived which wouldn't be for another month.

They had enough money to cover the bills, but were running low on items like toothpaste and deodorant. With weeks until more money came in, Dan's family was starting to ration their products, which can lead to hygiene issues for everyone.

Thankfully, Dan heard about our hygiene closet and stopped into the office. We were able to provide his family with full sized items that would keep them clean and healthy until that first check came in.

\*Names have been changed to protect client identity





# HOMELESS OUTREACH

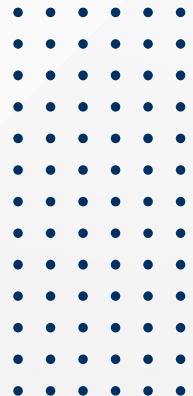
At CVCAA we are here to help all of our low-income neighbors, and that includes our homeless neighbors. Since the closure of our only homeless shelter, CVCAA, in collaboration with other area agencies, has been working to keep our unhoused neighbors safe while we find more permanent solutions. This year we participated in the Into the Warmth program run by the Concho Valley Homeless Planning Coalition (CVHPC) to get our neighbors into hotel rooms during freezing temperatures.

Our homeless outreach team spends at least one day a week visiting with our homeless neighbors at various campsites and at the Oasis day shelter. They work to connect them to services and provide essentials such as food and clothing. This team also participates in the Homeless Navigation Day program (also under the CVHPC). This multi-agency effort brings together over a dozen service providers to a single location so our unhoused neighbors can get the right kind of help that will move them closer to a housing solution.

271 PEOPLE  
ATTENDED A  
HOMELESS  
NAVIGATION  
DAY IN 2022

345 HOURS SPENT  
WORKING DIRECTLY  
WITH OUR HOMELESS  
NEIGHBORS

124 PEOPLE  
WERE PLACED IN  
EMERGENCY  
SHELTER



# PROGRAM HIGHLIGHTS



“ I didn't have my ID or Birth Certificate because I had to leave it behind with my abuser. But the people here have been really helpful. ”

## THE IMPACT

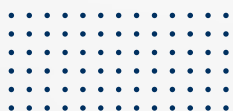
Shannon\* had a normal life. A home with her husband in the suburbs and everything she thought she wanted. Until he began abusing her. Shannon fled domestic abuse and came to San Angelo. But without her family, a job, or even her possessions, she had to start over from scratch.

Shannon is staying at the family shelter and is trying to go back to school at Howard so she can become a nurse. She wants a life where she can take care of herself and others.

But with nothing to her name, getting started was the biggest battle until Shannon found our Homeless Navigation Day. There she was able to get help with her IDs and learn about other opportunities like the Workforce Education program.

With the right support system, Amy has a bright future ahead of her.

\*Names have been changed to protect client identity





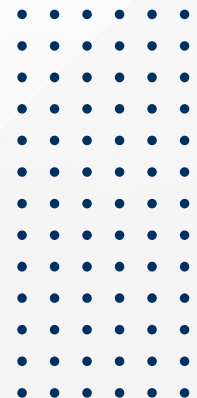
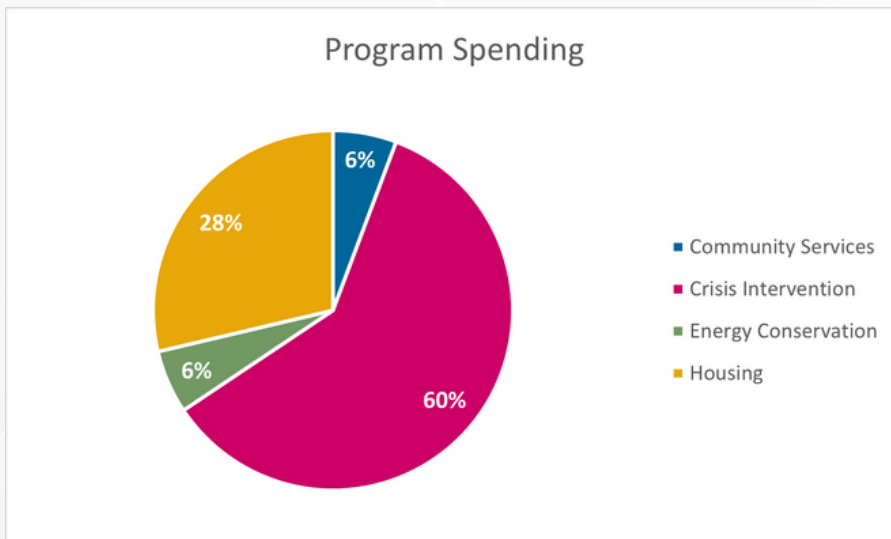
# FINANCIAL FOCUS

Lyla Martinez

At CVCAA we pride ourselves in making sure that the dollars coming into our agency are making a clear impact on our community. That all starts with a strong finance department. Our team was responsible for processing 16,594 payments to 260 vendors in 2022.

We recognize that every dollar entrusted to us is an opportunity to help people and change lives. This is why it's crucial that we know how every penny is being spent.

Funding Sources	Program Funding
Contributions	\$98,922
Federal Grants	\$7,444,004
Local Grants	\$55,000
Private Grants	\$105,162
Other	\$26,543

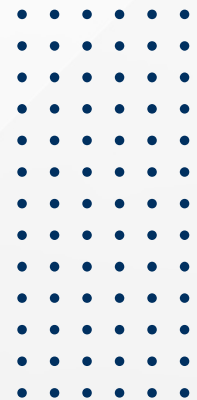




# EVERY COMMUNITY COUNTS



County data includes dollars spent and % of low-income residents served





# DIVING INTO DEVELOPMENT

Sarah Negovetich

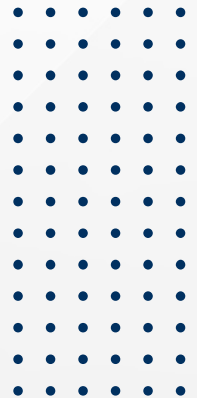
In order to ensure we are always striving to meet the needs of our neighbors, it's important for CVCAA to work with government agencies, private foundations, and generous donors right in our community.

In 2022, CVCAA made important changes to secure the financial stability of our agency for years to come. While our dream is to work ourselves out of a job by ending poverty in our communities, we want to ensure that we are here as long as our neighbors need us.

LAUNCHED  
MONTHLY  
NEWSLETTER TO  
KEEP ALL OUR  
NEIGHBORS  
INFORMED.

RAISED OVER \$700K FROM  
FOUNDATIONS AND  
GRANTS

PILOTED  
CROCKIN' 4  
KIDS YOUTH  
COOKING CLASS





# VOLUNTEER SPOTLIGHT

Tony Bonilla

Tony has been a volunteer with our VITA (Volunteer Income Tax Assistance) Program for the past 6 years. Prior to working with CVCAA, Tony ran VITA programs for the armed forces, serving for 5 years at Vandenberg AFB and in Qatar for 16 years.

Tony first learned about VITA when he used their services on base to file his own taxes. After that he began volunteering and gained enough experience to become a VITA trainer.

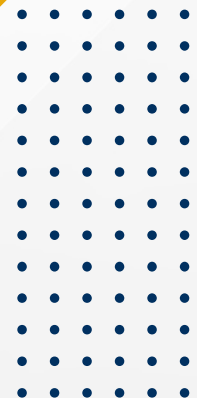
What he loves most about being a VITA volunteer is the interaction he gets to have with our clients. And not just providing free tax preparation, but also teaching others about new tax laws and how to avoid pitfalls.

CVCAA is lucky to have Tony as a dedicated volunteer in our efforts to help people and change lives.

2022 VITA  
VOLUNTEERS  
PROCESSED  
OVER 2000  
RETURNS

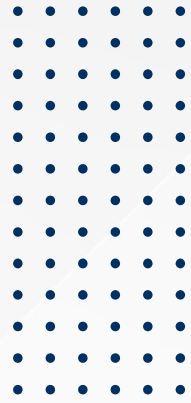
VITA TAX  
RETURNS PUT  
\$2.4 MILLION  
DOLLARS BACK  
INTO OUR  
ECONOMY

VOLUNTEERS  
DONATED  
ALMOST 300  
HOURS OF TIME  
TO OUR  
NEIGHBORS



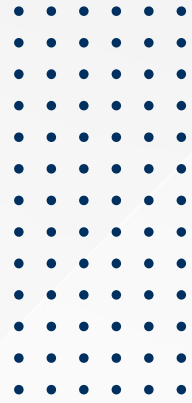
# KEY PARTNERS

We are always so grateful to other agencies in our communities who come together for the greater good. We can't possibly do everything, but we don't have to when we get to work with other dedicated organizations, all serving our community together.



# FUNDING PARTNERS

We couldn't do what we do without financial support to provide services and keep the lights on. Special thanks to these businesses and organizations who believe in our mission and work with us to help people and change lives.



United Way Concho Valley



# BOARD MEMBERS

As always, a huge thank you to our dedicated  
Board of Directors!



Brandon Corbin  
Board Chair



Hal Spain  
Vice Chair



Bernadette Coffee  
Secretary/Treasurer

## Additional Board Members

David Dillard  
Lane Carter  
Sonya Venzor  
Becky Trojcak  
Stephanie Hamby  
Noemi Samaniego  
Neta Wescott  
Victor Belman  
Mary Anne Deaton  
Amanda Cruz  
Shelly Bailey  
Mikki Murr Hand

“

We shall not rest until that war is won. The richest nation on Earth can afford to win it. We cannot afford to lose it.

”

-President Lyndon Johnson  
1964 State of the Union address  
speaking about the War on Poverty

Together we can eradicate poverty in  
our community.

Visit [www.cvcaa.org/donate-to-cvcaa](http://www.cvcaa.org/donate-to-cvcaa) to  
make your own impact and help us win  
the fight against poverty





# CONCHO VALLEY COMMUNITY ACTION AGENCY

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133 W. Concho Ave, Ste 301  
San Angelo, TX 76903



325-653-2411



[info@cvcaa.org](mailto:info@cvcaa.org)



[www.cvcaa.org](http://www.cvcaa.org)

