



A Year of Uncertainty, a Time of Flexibility



EARLY CHILDHOOD & FAMILY SUPPORT



WORKFORCE &
CAREER SERVICES



HOUSING & FINANCIAL EMPOWERMENT



thank you

We want to offer our heartfelt THANK YOU to all those who support our mission. Your generosity of time, talents, and resources continue to make a positive impact on the people we serve.

To our **DONORS**, whose generosity and financial investment make a great difference in thousands of lives every year. To our **VOLUNTEERS**, who share their precious time to lift up others. To our **BOARD LEADERSHIP**, who provide wisdom and expertise to guide us. And to our **STAFF**, who dedicate themselves to advance Telamon-TRC's mission of ending the cycle of poverty for all we serve. You are an inspiration to many, and we are grateful for you.



A Message from Our CEO and Board Chair

resilient. determined. persevering.



Suzanne Orozco,
Executive Director



Mary Wedgeworth,
Board Chair

Dear Friends,

At Telamon-TRC, our mission is to provide education that leads to better jobs, better lives, and better communities. Whether it is through Early Childhood and Family services, Workforce Career services or Housing and Financial services, our entire organization is dedicated to helping transform the lives of the people we serve. Like 2020, the prolonged effects of COVID-19 made this past year as challenging as ever. We are grateful to all those who supported our ongoing effort to help make a positive impact in our communities.

We are especially thankful to our staff members who remained committed to meeting the needs of our customers in spite of staff shortages, closures, and multiple challenges related to the global pandemic. We would not have made it through 2021 without their unwavering devotion and grit to stick it out with us.

This year's annual report reflects the emotional highs and lows our staff experienced throughout 2021. As shown on the cover, when staff were asked for one word to describe the year, there was a wide range of thoughts and feelings, from exhausted, stressed, and unpredictable to humbled, adaptable, and empowered. Overall, the feedback we received was both heartbreaking and inspirational.

Words like **resilient**, **determined**, and **persevering** defined many of our customers during their journey with our staff members. The stories of Merina, Patti, and Carlos demonstrate the power of the human spirit in the face of adversity and uncertainty. Bolstered by the support of our devoted staff members, these individuals worked through financial insecurity, personal setbacks, and ongoing anxiety to reach their lifelong goals. When they felt overwhelmed, they were guided, motivated, and supported. Because that's what we do in times of crisis — we rise and support each other.

There continues to be loss and challenge, but we can — and we will — move forward together. Thank you, again, for your dedicated partnership in our mission to provide individuals with much-needed services that lead to better jobs, better lives, and better communities.

Sincerely,

A handwritten signature in blue ink that reads "Suzanne Orozco".

Suzanne Orozco
Chief Executive Director

A handwritten signature in blue ink that reads "Mary Wedgeworth".

Mary Wedgeworth
Chair, Board of Directors



*“Head Start doesn’t feel
like a program, it feels
like a family.”*

—Merina

resilient

Merina Formerly a nanny, Merina has always been interested in helping people. Since her aunt was a retired paramedic and her grandma a retired nurse, Merina believes that service-oriented work is in her blood. As a hardworking single mom, Merina needed support for her three-year-old son, Jaylin when she decided to pursue a career in the healthcare field.

Once Merina learned about Telamon's Head Start program, she enrolled Jaylin right away. She was grateful that her son's teacher quickly identified a speech and language delay and connected him to additional support services. Speech therapy helped his ability to communicate effectively as well as to increase his self-confidence. Now at age 5, Jaylin is a spirited and loving child who likes to hug and interact with everyone he meets. Merina is certain that he's going to excel, thanks to the nurturing experience he has had through the Head Start program.

Merina has been an active parent at the Head Start center in North Carolina. She bubbles over with enthusiasm when she recalls her first project decorating her son's classroom door. As secretary on the center's parent committee, she has become a passionate representative for families. "Merina is engaged, curious, inquisitive, and helpful," said Yuvanka, a Family Services Assistant at the Head Start center. "She's an asset to our center and our community,"

Like many parents during the pandemic, Merina had to deal with limited day care and schooling for her child. While the Head Start center was closed temporarily, she experienced the technical challenges of online learning and the feeling of social isolation. Even though her son's Head Start teachers were supportive, Jaylin still experienced delays in speech and language. Fortunately, Yuvanka checked in with Merina and Jaylin on a regular basis. Yuvanka's positive and caring attitude made a big difference in keeping Merina's spirits up and helping Jaylin stay on track.

Merina also experienced financial setbacks, but that didn't stop her from moving forward. With the support of Telamon staff and her local community college, she was encouraged to pursue her educational and career goals. Likewise, the Head Start center provided childcare that was instrumental in allowing Merina to attend classes to prepare for the Certified Nursing Assistant (CNA) exam. After 6 months of study, she became a registered CNA. She feels confident that a job as a traveling CNA will provide a more secure income for her family.

"Where I am now is what I am most thankful for," said Merina. Her pride and gratitude show on her face and in her voice.


To learn more about our Early Childhood & Family Support programs: www.telamon.org/what-we-do#EARLY



Yuvanka Stokes, Family Services Assistant, Telamon Head Start

Yuvanka has worked for Telamon's Head Start program 14 years. Her goal is to see families strive, succeed, and thrive. She loves being in a position where she can help parents to see the progress that they're making for themselves and to become aware of their own remarkable journeys.

"We are here. We have open hearts and working hands, to make sure you are lifted up and get to where you need to be."



"This has been a whole team effort: my parents, the Telamon staff, the scholarships I received. There are many people behind the curtain that have been pulling the strings and making great suggestions. I'm so appreciative. I couldn't have done it without the highly skilled people at Telamon who have supported me all along the way."

—Carlos

determined

Carlos

The son of seasonal farmworkers who picked blueberries in the fields of Michigan, Carlos learned about Telamon when a team from Workforce & Career Services (WCS) visited his high school. He was a young man with a dream of owning his own construction company one day.

As Carlos began the transition from high school to post-secondary education, he needed career guidance. He felt unprepared for the next step and at a disadvantage due to his economic situation. Even though he ranked third in his graduating class, his family couldn't afford to pay for college tuition. He was a good student with an aptitude for math and he wanted to take higher level classes in engineering, his field of interest. He needed exposure to engineering concepts, drafting programs, and basic business skills to achieve his long-term goals.

That's when Carlos started his journey at Telamon's WCS office in Michigan. Eligible for services through the National Farmworker Jobs Program (NFJP), he was connected to staff who quickly saw his determination and potential. Recognizing his academic strengths and ambitious attitude right away, staff member Guadalupe helped him to acquire a scholarship to assist with his college tuition. Throughout his college years, Guadalupe and Telamon staff provided Carlos with career guidance and access to financial support to help him complete his education. He was even able to do an internship working as an estimator for a construction company to gain hands-on experience in the field.

"Working with Carlos was an exciting and rewarding experience," Guadalupe said. "He was a go-getter who was always organized, dedicated, and determined to succeed." Despite the ongoing stress, disruption, and shutdowns caused by Covid-19 — including the loss of a job that helped him pay for basic needs — Carlos stayed focused on his long-term goals. In the fall of 2021, he earned a Bachelor of Science degree in Civil Engineering, graduating cum laude.

Carlos went on to complete the required 60 hours of prelicensure education and pass his Residential Builders License exam. Armed with the entrepreneurial expertise he gained while working with Telamon's financial coach, he registered his own LLC. Carlos is the proud owner of RoseGold Construction in West Michigan. It's a stressful and busy profession, but he's honored to call it his own.

Carlos employs three people at RoseGold, including his dad, who help him to run his growing family business. With a full slate of projects on deck, Carlos has built a firm foundation upon which to continue pursuing his professional aspirations.


To learn more about our Workforce & Career Services programs: www.telamon.org/what-we-do#WORKFORCE



Guadalupe Moreno, Program Monitoring Specialist

Guadalupe has worked with Telamon's Workforce & Career Services program since 2019. As a daughter of farmworkers, she feels a personal connection with all NFJP students that face financial hardships. She loves providing them with the right tools and resources to help them thrive in whatever career path they pursue.

"It's been a joy to watch Carlos progressively build upon each new experience. It really takes a village to help somebody out. I'm determined to do everything I can to help Carlos and clients like him to build better lives."



"At Telamon, everyone loves you and wants the best for you. That makes a difference. I realized that you're never too old to learn, so take every opportunity!"

—Patti



persevering

Patti

Upon meeting Patti, you're immediately impressed by her optimism and zest for life. Telamon staff member Maggie has witnessed amazing changes in her client over the past eight years.

Patti learned about Telamon in 2014 when she and her boyfriend were homeless. With Maggie's help, she found a townhouse through West Virginia's low-income housing coalition. Living in addiction, her boyfriend's repeated relapses led to the loss of the townhouse. The personal challenges she'd endured left her with emotional scars and serious debt.

After two difficult years, Patti ended her abusive relationship. Even though she was holding down two jobs, she was homeless and living in her car. She needed Telamon's help more than ever. Without delay, Maggie stepped in to help her learn how to manage her money and improve her credit so that she could gain financial security. Patti also had to clear up several traffic violations and fines that her former boyfriend incurred while using her vehicle.

That's when Patti embarked on a new path that would change her life. With Maggie's guidance and support, she was able to develop a plan to help eliminate her debt. While Patti worked on her finances and credit, Maggie helped her find temporary housing. She also received counseling on budgeting and credit repair. A clean record would lead to better employment options, too.

Then, the pandemic hit. While undergoing counseling for PTSD, Patti was terminated from her job. Since the Telamon office was shut down, the absence of classroom education and in-person meetings added another layer of challenges. But Patti worked closely with Maggie and took advantage of Telamon's online resources available to her.

Ever perseverant, Patti worked multiple jobs to earn money: as a cashier, at a rehab center, walking dogs, and cleaning houses. On top of this, she completed her state's training program to become a Certified Peer Recovery Support Specialist.

When Patti first started working with Telamon's housing advisors, her credit scores were in the 400s. Even while holding down a job and dealing with the loss of family members due to addiction, she was steadfast in reaching her goal. With Maggie's help, Patti's credit score increased exponentially. Her dream of gaining financial stability and having a home to call her own has become a reality. Since 2021, Patti has been a proud homeowner — the first person in her family to own a home.

A strong woman in active recovery, Patti is dedicated to helping to break the cycles of addiction that ravage families. Her grandchildren fuel her determination to facilitate positive change for their future. She also works with peer recovery and mental health support programs in her community, using her experience to help others.

To learn more about our Housing & Financial Empowerment programs: www.telamon.org/what-we-do#HOUSING



Margarita (Maggie) Garrido-Cortes, Housing Program Coordinator

Maggie started with Telamon's NFJP in 1998, returned in 2011, and has been back for 11 years. She is dedicated to helping others and she radiates compassion and joyfulness of spirit. Maggie provides resources, educational opportunities, guidance, and motivation to her clients as she helps them work to achieve their housing and financial goals.

"At Telamon, we're dedicated to supporting people holistically — caring for their physical, mental, and emotional well-being — in addition to helping them work through their financial issues and housing needs."

at-a-glance 2021

Total number of customers served: **25,788**

EARLY CHILDHOOD & FAMILY SUPPORT



3,245

GA, IN, MI, NC, & TN

Comprehensive early childhood services are provided to eligible children and families, including migrant and seasonal farmworker families via Head Start Centers and home-based services. Early Childhood & Family Support programs are focused on preparing young children for school and strengthening families through education and family support services. Our services are augmented by collaborations with local community agencies and partners.

WORKFORCE & CAREER SERVICES



14,588

AL, DE, GA, IN, MD, MI, NC, SC, VA, & WV

Our Workforce & Career Services encompass a broad array of customized work readiness and job skill training programs, focusing on helping farmworkers and youth who seek to build skills and career prospects. Work readiness and job skill development is often supplemented by language services (ESL), educational support (GED) and includes one-on-one counseling, group workshops and supportive services.

HOUSING & FINANCIAL EMPOWERMENT



5,706

DE, GA, IN, MD, MI, NC, SC, VA, & WV

Telamon-TRC's Housing & Financial Empowerment programs help customers build financial security through education and to secure affordable, revitalized and safe housing options. We offer a variety of Housing & Financial Empowerment workshops and customized services, specializing in: financial management and budget counseling, credit education, pre-purchase homebuyer programs, rental education and counseling, foreclosure prevention and loss mitigation services, and personal financial coaching.

COMMUNITY SERVICES



2,249

DE, MD, VA, & WV

Community services are those supportive services we provide to customers participating in our programs. These include health and nutrition services such as food pantries, mental health screening and referrals. We also help immigrants and others with language skill development, emergency and supportive services.

programs & services

EARLY CHILDHOOD & FAMILY SUPPORT

- Center-based Head Start & Early Head Start
- Child Care Partnerships
- Disability Services
- Financial Literacy Services
- Home-based Early Head Start
- Health, Mental Health & Nutrition Services
- Migrant & Seasonal Head Start
- Parent, Family & Community Engagement
- Transportation
- Volunteer Initiatives

WORKFORCE & CAREER SERVICES

- Adults & Youth
- English as a Second Language
- Career Path Development
- Case Management
- Migrant & Seasonal Farmworker Program
- Job Retention
- On-the-Job Training
- Pesticide & Safety Training
- Positive Youth Development
- School-to-Career Programs
- STEM Experiences for Youth
- Supportive Services
- Work-based Learning Experiences
- Youth Development & Training

HOUSING & FINANCIAL EMPOWERMENT

- Fair Housing Education & Counseling
- Financial Coaching
- Home Purchase Counseling
- Homebuyer Education Programs
- Housing Rehabilitation
- Loss Mitigation & Foreclosure Prevention Counseling
- Money Management & Credit Counseling
- Mortgage & Foreclosure Assistance
- Rental Education & Counseling
- Services for the Homeless
- Services for Veterans
- Transitional & Supportive Housing

COMMUNITY SERVICES

- Health & Nutrition Services
- Emergency Food & Support Services
- Emergency Repairs
- Community Resource & Referral Services
- Financial Empowerment Services
- Volunteer Initiatives

Not all programs and services are available in every state.

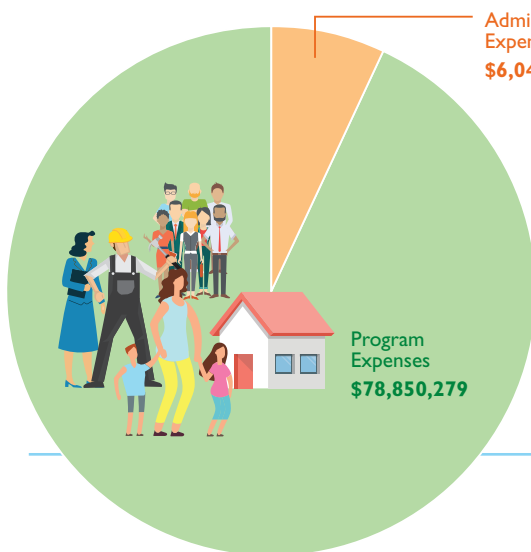
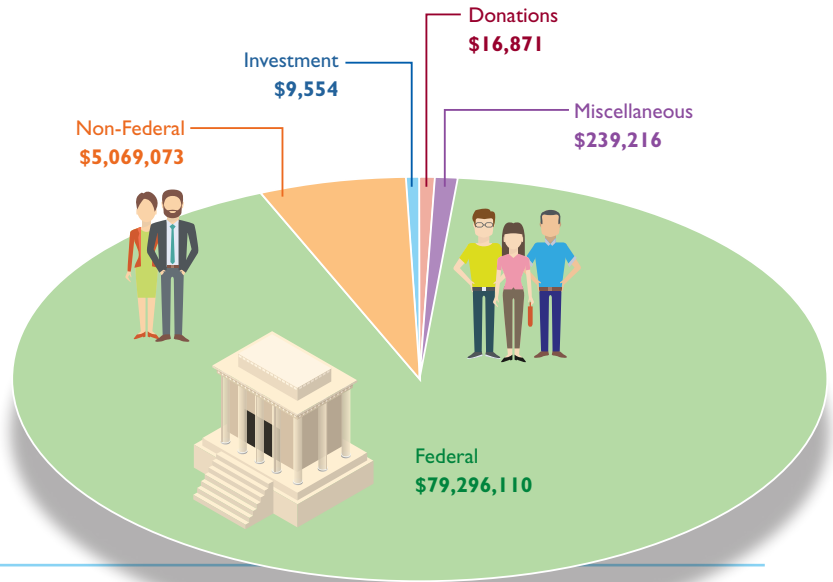
For more information, please visit
www.telamon.org or
www.transitionresources.org.

financial report 2021

Support & Revenue

Total \$84,630,824

Federal	\$79,296,110
Non-Federal	\$5,069,073
Investment	\$9,554
Donations.....	\$16,871
Miscellaneous Program Income.....	\$239,216
Total Support & Revenue	\$84,630,824

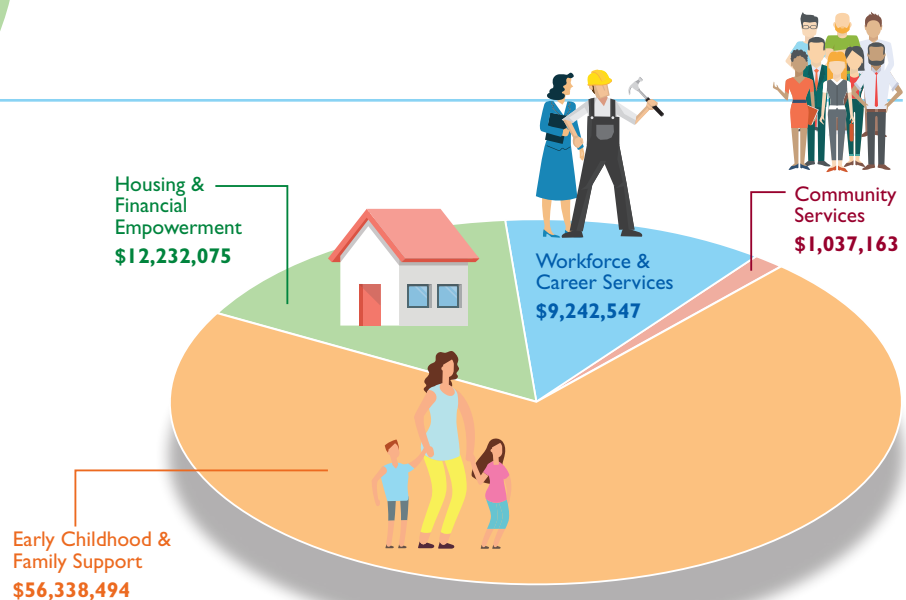


Program vs. Administrative Expenses

Total \$84,898,694

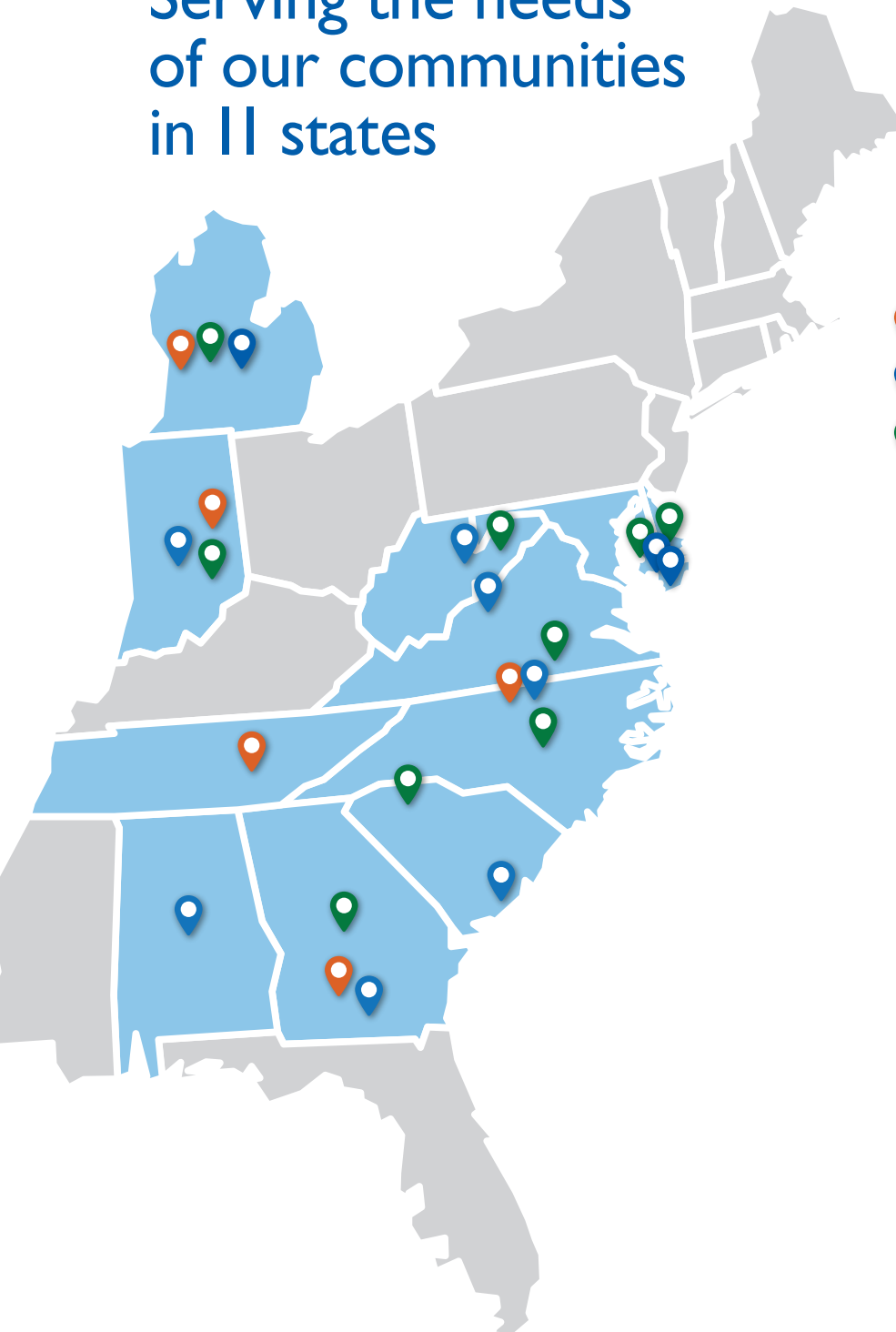
Expenses by Program Area (Line of Business)

Total \$78,850,279



TELAMON-TRC

Serving the needs of our communities in 11 states



-  Early Childhood & Family Support
-  Workforce & Career Services
-  Housing & Financial Empowerment

CORPORATE OFFICE

Headquarters
5560 Munford Road, Suite 201
Raleigh, NC 27612
919-851-7611

WHERE WE ARE LOCATED

Alabama

WCS Birmingham, Dothan, Mobile

Delaware

HFE Seaford

WCS Seaford

Georgia

ECFS Norman Park, Glennville, Lyons, Macon, Pearson

WCS Valdosta, Tifton, Dublin, Vidalia

HFE Macon

Indiana

ECFS Muncie, Anderson, Pendleton

WCS Indianapolis, Beech Grove

HFE Greensburg, Pendleton

Maryland

WCS Salisbury, Snow Hill

HFE Salisbury

Michigan

ECFS Pullman, Sodus, Benton Harbor, Watervliet, Kent City, Adrian, Bear Lake, Hart, New Era, Holland, Conklin, Decatur, Hartford, Lansing

WCS Sparta, Hart, Holland, Paw Paw, Lansing

HFE Paw Paw, Holland

North Carolina

ECFS Yanceyville, Siler City, Clinton, Faison, Newton Grove, Dunn, Harrells, Roseboro, Raleigh, Knightdale, Cary

WCS Reidsville, Whiteville, Dunn, Ahoskie, Clinton, Wilson, Raleigh, Winston Salem, Burgaw

HFE Raleigh

South Carolina

WCS Johns Island, Florence, Greenville, Sumter, Kingstree

HFE Spartanburg

Tennessee

ECFS Pikeville, Elizabethton, Newport, Bulls Gap, Unicoi, Knoxville

Virginia

WCS Onley, Harrisonburg, Danville, Montross

HFE Danville

West Virginia

WCS Moorefield

HFE Martinsburg

To find a location near you, visit
www.telamon.org/where-we-work



www.telamon.org | www.transitionresources.org