2017 ANNUAL REPORT
Building Better Lives
One Step At A Time
Meet Natasha. **Hi, I’m Natasha.** I work with children, parents, and families every day. This is not where I started!

When my own babies were small, I was approached by a Telamon staff member about enrolling Gabe and Sidney into a Head Start program. I was working as a correctional officer in a prison 12 hours a day. My job was stressful, and I wasn’t able to spend any time with my family. All I knew is I needed a babysitter. When my Gabriel and Sidney were accepted into Head Start I was happy to have the childcare, but didn’t see any use in getting involved otherwise.

I had no interest in any of the activities offered to parents. With patient encouragement, I slowly came around, participating for 5 or 10 minutes — working up to a whole 90 minute session. However, I was still stressed due to my job and had very few social skills.

When my little boy was seen because of some speech delays, I left my job to be a stay-at-home mom. I became more involved in my children’s education in Head Start. In the words of Ms. Tanya, the Head Start Center Director where I am now employed as a secretary, I “blossomed”!

Inspired by what I was learning and doing, I got involved with our local Chamber of Commerce to arrange a coat drive — to help keep children in Sampson County warm. From there, I developed a project called “Village Closet,” to provide Head Start families with clothing and other helpful items.

Tanya says that I’m a role model, mentor and advocate for other parents, children, and families, but I say that Telamon Head Start has truly been a blessing to ME. Now ages 3 and 5, my children are growing up to be great at everything that they do, and I attribute this to being blessed to cross paths with Telamon.

**A journey to a better life begins with a single step.**

Whether it’s a parent enrolling their child in one of our Head Start programs, a worker looking for a new career path, or a family interested in learning how to manage their finances and achieve stable housing, the people we serve all aspire to better, more fulfilling lives.

Our customer’s journey begins with the desire to live a different life. With guidance and support provided by Telamon-TRC staff out of the gate, our customers learn new insights and skills, which are applied and practiced as part of a step-by-step plan — until success is achieved. It is a beautiful thing to behold, and we invite you to glimpse a few of these transformative experiences through the stories within this report.

There are a few key things that our programs have in common – they help people to create better lives, one step at a time. Generally, the steps look like this:

**Step 1** — a customer identifies the need or desire for a different life circumstance for themselves or for their child.

**Step 2** — the person connects with a Telamon staff person, who learns about their life situation, assesses options and provides ideas.

**Step 3** — together, a step-by-step action plan is developed to help the customer work toward their goal. Support is provided every step of the way to increase their customer’s chance of success.

**What the final step looks like:** successful achievement of the goal, setting a person or their child up for future growth in their lives beyond Telamon-TRC. It’s a big moment — a source of pride, inspiration, and hope for the future.

Meeting people where they are in life is one of our core operating principles. We treat each person with respect, dignity, kindness and compassion, customizing services to meet individual needs. We build relationships that motivate people to create and sustain positive changes in their own lives.

Our customers inspire us each and every day. We invite you to read their stories here and on our Facebook pages. The stories of Cristian, Natasha, and Doug provide a quick snapshot into our step-by-step approach. These incredible, courageous people are representative of the thousands of people that Telamon-TRC guides and supports on their individual paths to self sufficiency and personal success each year.

Your support plays a key role in making this transformative work possible, and we thank you.

Sincerely,

Suzanne Orozco, Executive Director
Thank You to our donors and 2017 funding contributors — with us every step of the way.

FOR GRANTS/PROGRAM FUNDING IN FISCAL YEAR 2017
October 1, 2016 - September 30, 2017

MULTI-STATE SUPPORT
Association of Farmworker Opportunity Programs
NeighborhoodWorks America
U.S. Department of Agriculture, Child & Adult Care Food Program
U.S. Department of Homeland Security, Emergency Food Assistance Program
U.S. Department of Health & Human Services, Administration for Children & Families, Office of Head Start
U.S. Department of Housing & Urban Development
U.S. Department of Labor, Employment & Training Administration, National Farmworkers Jobs Program
U.S. Department of Labor, Employment & Training Administration, Veterans' Employment & Training Service, Homeless Veterans' Reintegration Project
U.S. Environmental Protection Agency

INDIVIDUAL STATE SUPPORT

DELAWARE
Delaware Department of Education
Delaware Department of Health & Social Services
The Delaware Financial Empowerment Partnership
The Delaware State Housing Authority

GEORGIA
Georgia Department of Early Care & Learning
Ware County Board of Health

INDIANA (TRC)
Ball Brothers Foundation
The Annie E. Casey Foundation
The Community Foundation of Muncie & Delaware County, Inc.
Delta Dental Foundation
EmplyIndy

MARYLAND
Bank of America Charitable Foundation
City of Salisbury, Maryland
Community Foundation of the Eastern Shore
Food Lion Feeds Charitable Foundation
Lower Shore Workforce Alliance
Maryland Department of Agriculture
Maryland Department of Housing & Community Development, Community Investment Tax Credits
Maryland Emergency Food & Shelter Program
NCALL Research, Inc.
United Way of the Lower Eastern Shore

MICHIGAN
Aida Ortiz Professional Development Fund
Chemical Bank Foundation
Delta Dental Foundation
Great Start to Quality
Michigan Department of Education
Michigan Department of Health & Human Services
Michigan State University
National Kidney Foundation

NORTH CAROLINA
Cape Fear Workforce Development Board
Chatham County Partnership for Children
North Carolina Department of Health & Human Services

SOUTH CAROLINA
South Carolina State Housing Finance & Development Authority
U.S. Department of Agriculture, Rural Development, Housing Preservation Grant
U.S. Department of Labor, Employment & Training Administration, YouthBuild

TENNESSEE
Tides Foundation, Art 4 More Fund
Tennessee Department of Health

VIRGINIA
The Theodore H. Barth Foundation, Inc.
Danville Community Housing Development Organization
NCALL Research, Inc.
United Way of the Eastern Panhandle
West Virginia Department of Health & Human Resources Behavioral Health & Health Facilities
West Virginia Community Advancement & Development Office

WEST VIRGINIA
U.S. Department of Veterans Affairs, Supportive Services for Veteran Families
U.S. Department of Veterans Affairs, Homeless Providers Grant & Per Diem Program
U.S. Department of Housing & Urban Development McKinney-Vento Homeless Assistance Grant
United Way of the Eastern Panhandle

For more information about our programs and services, please visit:
www.telamon.org | www.transitionresources.org
Total number of customers served: 26,667

Some customers receive services through more than one line of business & program

5,786 Customers served in the states of DE, 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. Our 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.

4,598 Customers served in the states of 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, veterans 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.

7,504 Customers served in the states of DE, IN, 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.

8,779 Customers served in the states of IN, MD, MI, NC, TN, VA, & WV

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

Meet Cristian. My name is Cristian. I am 19 years-old, and was recently granted authorization to work in the U.S. I have worked in tobacco fields every summer since I was 12 years old. My parents have been working these fields for years, planting and harvesting tobacco, since we came to U.S. from Mexico. While working the tobacco fields is an easy job to get, the work itself is very hard and we struggled daily. I worked in the fields every summer daily from 6am–8pm in 90–100 degree heat, to save enough money to attend college. I spent many days being sick from just working there.

At the end of each summer, I would go back to school. I graduated high school with a GPA of 3.5. Shortly upon graduation, I soon realized that I would not be eligible for financial aid, and that the money I had saved from working in the fields was not even enough to purchase textbooks. It was at that moment that I realized that all my hard-work and efforts would not be enough to make my dreams come true.

When I learned about Telamon from a family friend, all of a sudden I had hope. Entering Telamon’s youth program, I became excited once again about my future. I enrolled in Wake Technical Community College and now I am in my third semester, working toward a degree in the Electronics Engineering Technology Program. Telamon has had a positive impact on my life, helping to ease my family’s financial burden regarding my education. Without Telamon, I would not have been able to attend college and would still be working in the tobacco fields. The employees at Telamon, have been more than just helpful. Telamon has been the best thing to happen to me in my life and I’m grateful.
Meet Doug. **I’m Doug.** I am a disabled veteran and until recently... a homeless veteran. 2½ years ago, I had a nice job and a nice home. But when I suffered a heart attack late in 2015 my life changed forever. I lost my savings, my job, my insurance, my car, my peace of mind, and eventually my home. I was down-and-out, physically and emotionally... and I needed help.

My social worker at the Veterans Affairs Medical Center told me about Victory House, a nice transitional house for veterans experiencing homelessness, run by Telamon in West Virginia. Upon entering Victory House late in 2017 I had nothing but this new roof over my head.

Christie, a dedicated Telamon staff member, provided the support that I needed during my stay at the Victory House. My first week, she helped me to devise a realistic “personalized plan” that would allow me to achieve my goals. She helped me apply for food stamps, get a monthly bus pass. She reviewed my budget and held me accountable for saving a set percentage of my monthly income, to work toward my goal: moving into my own apartment. A top priority in my plan was application to veterans’ assistance programs. With Christie’s encouragement, I was awarded benefits shortly after applying. Yes!! I now had the financial resources to move into my own apartment, which I did in the spring of 2018.

My primary goal upon entering Victory House was to create a source of income for myself and secure stable, permanent housing. With the help of Christie and Telamon, I was able to achieve both these goals. I am now happy, healthy, finally feeling like myself again, and preparing to be a substitute teacher in the local school system. Thank you, Telamon!!

“Thanks to Telamon, I am now happy, healthy, finally feeling like myself again.”
Telamon-TRC’s Governing Board membership represents a cross section of the states and lines of business in which we operate. Members include community members, subject matter expert professionals, as well as former recipients of Telamon-TRC services.

**Officers:**
- Delores Dixon, Chair ……….. Greensboro, NC
- Mary Wedgeworth, Vice Chair ……….. Montgomery, AL
- Herbert Williams, Treasurer ……….. Valdosta, GA
- Theresa Muellenberg, Secretary ……….. Muncie, IN

**Members:**
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- Esther Graham ……….. Wyoming, DE
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- Marcus Holley ……….. Greensboro, NC
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- Nicole Mance ……….. Trenton, SC
- Jewell Moore ……….. Vidalia, GA
- Nathaniel Orr ……….. Martinsburg, WV
- Ernestine Payne ……….. Danville, VA
- Samuel Puckett ……….. Goochland, VA
- Juana Rivera ……….. Walkerville, MI
- John Shelton ……….. Houston, DE
- Brandy Smith ……….. Magnolia, DE
- Craig Unstead ……….. Wilmington, NC
- David Whittaker ……….. Martinsburg, WV

Telamon-TRC
Financial Report
2017

Support & Revenue
Total $67,774,813

- Federal ........................................ $66,343,560
- Non-Federal ................................ $1,653,238
- Investment .................................... $91,637
- Donations .................................. $104,289
- Miscellaneous Program Income ........ $590,105
Total Support & Revenue … $67,774,813

Program vs. Administrative Expenses
Total $70,739,148

Expenses by Program Area (Line of Business)
Total $65,328,560
We believe that better education leads to better jobs. Better jobs lead to better lives, which create better communities. Better communities supply better education... and the cycle of empowering individuals and improving communities continues.

Telamon Corporation
Transition Resources Corporation

www.telamon.org  |  www.transitionresources.org

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