

2024

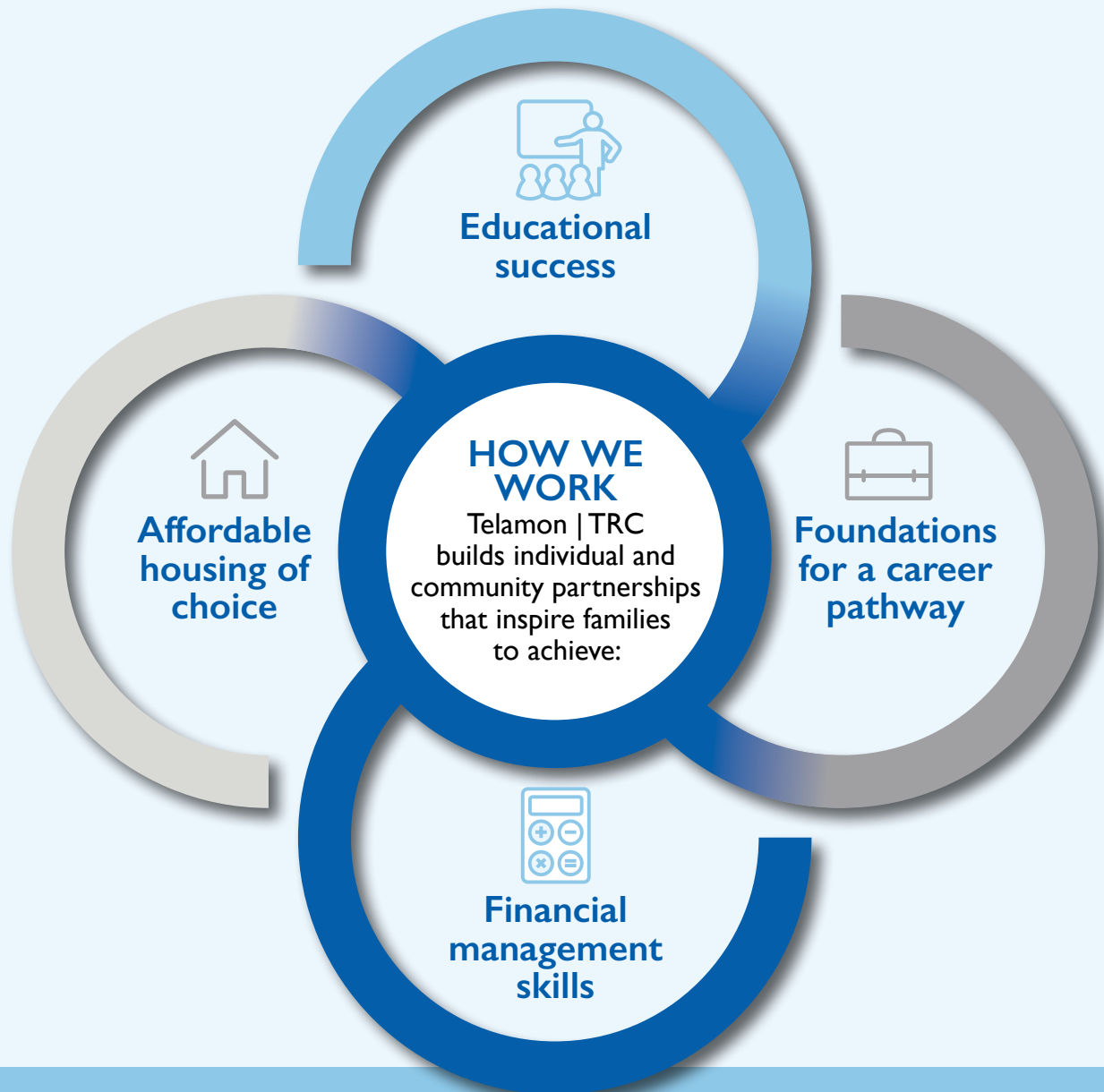
ANNUAL REPORT



EMPOWERING
FAMILIES
TRANSFORMING
COMMUNITIES

OUR MISSION:

Telamon | TRC disrupts the cycle of poverty by empowering families to overcome barriers to success.



OUR VISION:

A future where families thrive and create a legacy of success and well-being.

OUR PROMISE:

Telamon | TRC is committed to embracing and nurturing a collaborative work environment. Our promise is to be a catalyst for change, partnering with community resources and building on the strengths of the individuals and families we serve to create lasting, transformative change. We value and are committed to communicating with respect and transparency and following through with our commitments. We value those who participate in our programs and strive to demonstrate outstanding work through the services we provide.

A MESSAGE FROM OUR CEO AND BOARD CHAIR

Empowering Families, Transforming Communities



Suzanne Orozco,
President and CEO



Thomas Jefferson
Carmon III,
Chair, Governing Board

Dear Friends,

Telamon|TRC had an eventful year in 2024, and despite facing challenges, we witnessed the ongoing power and strength of community. The collaboration between our teams and the communities they support has been inspiring. Working collaboratively is a long-standing pillar of Telamon|TRC and is embedded in our Core Values. One of the most poignant examples coming out of 2024 was when our team of employees in our Georgia and Tennessee programs demonstrated they were “Stronger than the Storm”. Hurricane Helene devastated parts of GA, TN, and NC but the outpouring of support showed us the power of community; employees immediately reached out to families in the community, organized distributions, and participated in clean-up efforts. Employees throughout Telamon|TRC also contributed to fundraising efforts in support of their peers who were impacted. Even as we head into 2025 and the communities continue to rebuild, the Tennessee team is distributing foundation funding to families in need.

Our funding mix was reshaped in 2024 as well. Housing counseling funding was reduced but quickly replaced with new Home Ownership funding. Our Housing team is working in collaboration with Habitat for Humanity and other groups to support community members becoming homeowners. We were not refunded for a large portion of our National Farmworker Jobs Program funding, yet we saw our employees work to support each other through the closing of offices and transition of customers. This shift in funding has advanced our strategic goal of focusing on integrated services. When our programs collaborate with both internal and external partners, we can support a whole family approach, which is the type of intervention needed to help families break the cycle of poverty, furthering our mission.

The year 2024 began our second year towards becoming a trauma-informed organization. Trauma-informed work is what helps us build resiliency through challenging times. As we transition into 2025, we will continue to rely on the power of the community, and we will need to demonstrate resiliency. If 2024 has taught us anything, it is that the Telamon|TRC Team is ready, willing, and has the strength to take on anything as long as we do it together.

Sincerely,

Suzanne Orozco
President and CEO

Thomas Jefferson Carmon III
Chair, Governing Board

BOARD OF DIRECTORS

Justin Hanke

Thomas Jeff Carmon III

Christopher Schuster

David Hood

Chelsie Jaramillo

Mary Wedgeworth

Ronald Funderburk

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Cindy Santiago

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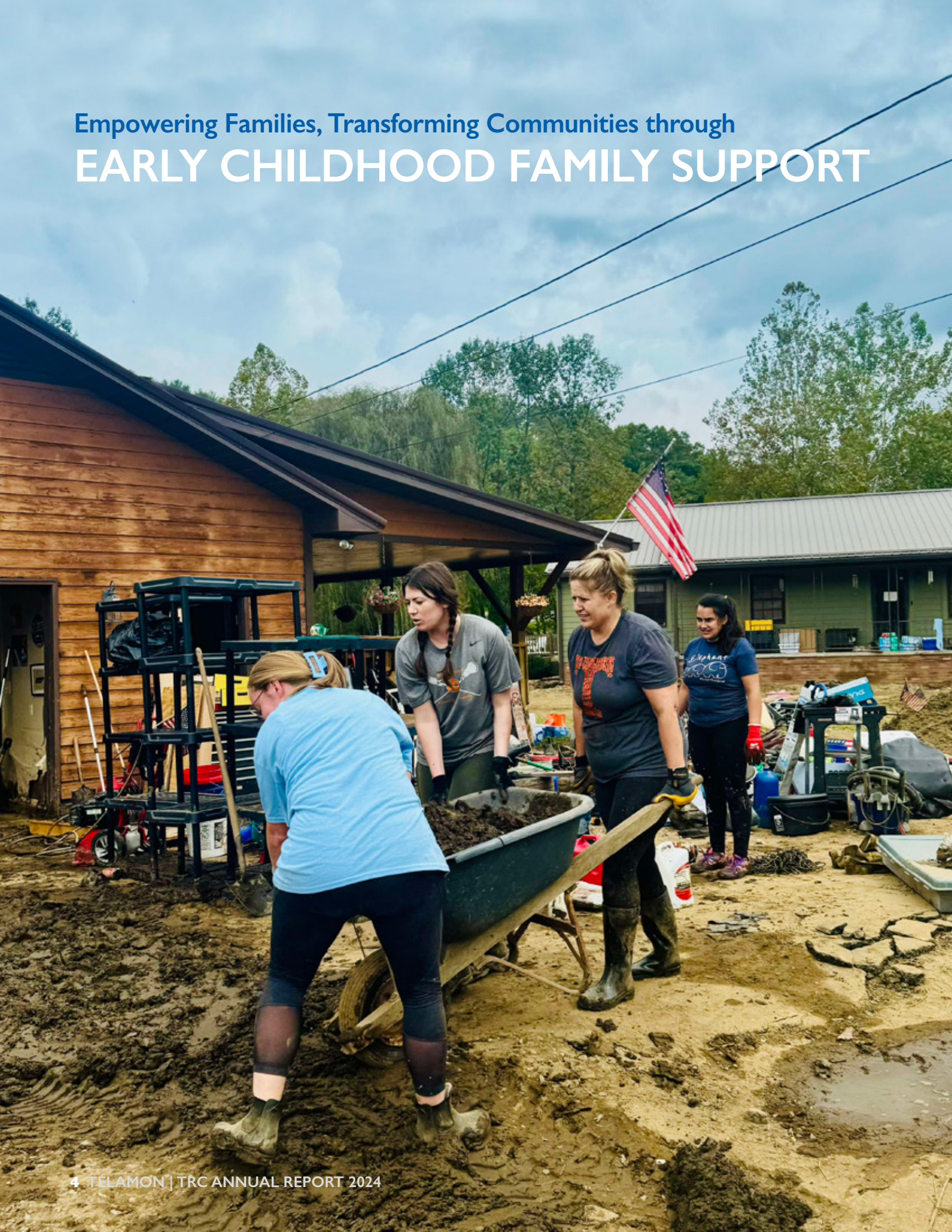
Kei Alegria-Flores

Polly Raible

Cherell Harris

Patricia Glidewell

Empowering Families, Transforming Communities through
EARLY CHILDHOOD FAMILY SUPPORT



On Friday, September 27th,

Telamon Tennessee Family Services Coordinator Zully Manzanares remembers a surreal feeling. Of course it had rained a lot, and Helene had been in the news for days. Her house was fine though. Her neighborhood seemed almost normal, but less than a mile away, the Nolichucky River was swallowing large swaths of Erwin, Tennessee. Then she received word that Unicoi County hospital was underwater, and her cousin was one of more than 50 people trapped on the roof. News quickly followed that other people she knew, including former Telamon families, were also in need of rescue. She remembers making her way in the rain to Unicoi County High School, which had quickly become a shelter and meeting point. There she was reunited with her cousin. He had made it off the roof safely. She remembers seeing other families reunite with the tears and embraces of overwhelming relief. She also remembers the people who were still waiting anxiously as this scene unfolded—the families that would have no tearful reunions. The families whose loved ones were not coming back.



Four of the people who went missing that day were former Telamon Head Start parents. Zully knew them professionally, but in this small community, she knew them personally as well. She threw herself into the work of volunteering with clean up and shelters and supply distributions, and she interpreted for those former Telamon families who only spoke Spanish. She tried to advocate for them, to ensure that their voices were not only heard but honored. More than anything though, she tried to be present for them during this time when others were so painfully absent. She remembers helicopters coming and going each day and the hope that this time they would bring the missing back alive.

What Carter County EHS Center Director Lisa Bryan remembers about that day is the disbelief and concern for Telamon staff and families. There were countless messages and updates as staff checked on each other, and there was immediate outreach to enrolled families. Were they ok? Did

they need anything? As soon as staff were able to safely make it to the center, they got to work making sure the food needs of enrolled children were met. They cooked and delivered meals to Telamon families, first responders, and the national guard. Deliveries of diapers, wipes, and educational supplies went out to EHS children, and staff “scattered everywhere working at the different drop-off centers, sorting and delivering donated supplies.” Some staff also took emergency supplies to areas that were cut off by damaged roads and bridges, handing those supplies over to people who would then deliver them via 4-wheeler, backpack, and even horseback to the hardest-to-reach areas.

When Hurricane Helene slammed into East Tennessee, the hardest hit communities were all within the service area of the Telamon TN Head Start programs. The actions of our staff in the aftermath of this tragedy demonstrate our dedication to supporting children, families, communities, and one another.

As soon as the flood waters receded, Telamon and TRC staff sprang into action, and we are deeply grateful for their unwavering commitment. Tragically, several staff members and enrolled families experienced significant damage to their homes and property. Telamon TN mourns the loss of life and recognizes that recovery will be a long journey, but we are here to help—as long as it takes.

In response to this devastation, Telamon | TRC received emergency funds from the East Tennessee Foundation Neighbor to Neighbor Hurricane Relief Fund to support those impacted by this disaster. We are dedicated to ensuring that everyone who needs support can access it. We have been in ongoing discussions about how to equitably distribute funds and determine what would constitute reasonable requests for the various challenges our families and staff are facing. While some decisions are still pending, we have decided to survey all families to assess the full extent of the impact.

LEFT: After Hurricane Helene devastated East Tennessee, Telamon TN staff exemplified resilience and compassion, working tirelessly to support families in need, providing critical supplies, and reunite loved ones. Their dedication underscores our commitment to standing by our community, no matter the challenge.



Empowering Families,
Transforming Communities
through

HOUSING & FINANCIAL EMPOWERMENT

From fleeing danger to owning a doughnut shop, Ms. Martinez's journey shows the power of community, mentorship, and determination, all supported by Telamon | TRC's Permanent Supportive Housing program.

When Ms. Martinez arrived in West Virginia with her four daughters, she brought with her little more than courage, determination, and the will to survive. Fleeing a dangerous domestic violence situation in Texas, she found herself in unfamiliar territory—starting over with no home, no job, and no safety net. For several months, the family lived in a small camper on the outskirts of Romney, facing harsh conditions and deep uncertainty. But through it all, Ms. Martinez never lost hope. “I knew I had to do something for my girls,” she said. “We left everything behind, but I couldn’t let fear decide our future.”

That future began to take shape when Ms. Martinez enrolled in Telamon|TRC’s Permanent Supportive Housing (PSH) program. Designed to serve families experiencing chronic homelessness or facing multiple barriers to stability, the PSH program combines affordable housing with wraparound support services tailored to each participant’s unique needs. For Ms. Martinez, the program was a lifeline and a launchpad.

Central to her transformation was the consistent support of her Housing Family Mentor and the West Virginia Telamon|TRC community. From day one, her mentor walked alongside her, helping her break down overwhelming challenges into manageable steps. They worked together to establish routines, set attainable goals, and access vital community resources. “Having someone in my corner, helping me break things down step by step, made all the difference,” Ms. Martinez shared. As Ms. Martinez and her family began to experience the security of stable housing, a new sense of possibility began to emerge. With her immediate needs met, she was able to shift her focus from daily survival to long-term planning. That’s when opportunity began to take root. With consistent support from her Housing Family Mentor, Ms. Martinez was introduced to Telamon’s financial counseling services. She began meeting regularly with financial counselors who helped her understand how to budget, reduce debt, and set realistic financial goals. One of those counselors, Andrew Anderson, played a key role in her journey, providing guidance as she navigated unfamiliar budgeting tools and took the first steps toward rebuilding her credit. “Andrew helped me see my finances in a whole new way,” Ms. Martinez shared. “He didn’t just give me advice; he made sure I understood how to make decisions that would help me build a future for my family.”

Her doughnut shop became more than just a source of income, it was a powerful symbol of everything she had overcome, and a source of pride for both herself and her daughters.

As her financial skills improved, so did her confidence. With encouragement from her mentor and the entire PSH program team, Ms. Martinez began to imagine a future beyond just making ends meet. She remembered her love of baking, a talent that had once brought her joy, and slowly began to see it as more than just a hobby. Inspired by her progress and supported by a growing network of community resources, she began to explore the idea of starting her own business. Through careful planning, unwavering determination, and the tools she gained through the PSH program, Ms. Martinez eventually took the bold step of launching her own doughnut shop. It was a moment she once thought was impossible. “I never thought I could be a business owner,” she said. “But the community believed in me, and that gave me the courage to believe in myself.”

Her doughnut shop became more than just a source of income, it was a powerful symbol of everything she had overcome, and a source of pride for both herself and her daughters. It represented not only personal growth, but the collective power of mentorship, financial education, and community support coming together to transform a life.

Over the course of 18 months, her business flourished, becoming a beacon of resilience in the local community. More than just a shop, it became a place of warmth, connection, and inspiration, especially for her daughters, who witnessed firsthand the strength and perseverance of their mother. Ms. Martinez returned to Texas with her daughters, stronger and more empowered than ever before. She now continues to work in the bakery industry

and is planning to open a cinnamon roll shop, a new chapter in a remarkable journey that is far from over.

Ms. Martinez’s story is one of personal triumph. It is also a powerful example of how comprehensive, community-based programs like Telamon’s PSH can change lives. Beyond providing stable housing, the program fostered growth, confidence, and long-term self-sufficiency. Through her participation, Ms. Martinez and her children gained access to not just shelter, but also security, mentorship, and a supportive network that helped them heal and thrive. Her story is a testament to what’s possible when determination meets opportunity. It reminds us that behind every family we serve is a future worth fighting for. As Ms. Martinez herself said: “I want other families to know you’re not alone, and with the right support, you can overcome anything.”

Empowering Families, Transforming Communities through
WORKFORCE & CAREER SERVICES





Seleste and Anita

Meet Seleste: At just 18 years old, Seleste stood at a defining moment in her life, armed with ambition, compassion, and a powerful desire to help others. Her graduation from Fort Defiance High School with an Advanced Studies Diploma marked more than an academic milestone; it was a symbol of her strength, perseverance, and deep commitment to creating a future in healthcare. Even during high school, Seleste was determined to get a head start on her career. She earned certifications as a Patient Care Technician, Medication Aide, and Nurse Aide—each one reflecting countless hours of effort and an unwavering belief in her calling to serve. These weren't just credentials; they were steppingstones toward a life of purpose and service.

Her journey gained momentum when she connected with Telamon | TRC's Workforce Career Services. More than just a job placement program, Workforce Career Services offered Seleste a community of support team that believed in her, invested in her potential, and stood beside her as she took bold steps forward. Through this partnership, Seleste was placed in a paid work experience at Bridgewater Retirement Community, a pivotal opportunity that brought her vision to life.

For Seleste, Bridgewater wasn't just a job site, it was the start of something bigger. Immersed in the rhythms of elder care, she found herself thriving. Her natural empathy and commitment quickly made her an essential part of the team. She brought joy to residents, earned the respect of her colleagues, and gained practical experience that deepened her passion for healthcare. "Workforce Career Services didn't just give me a job," she shared. "They gave me a chance to see what I'm truly capable of. They believed in me when I was still finding my way, and that belief gave me the confidence to pursue my dreams." That belief, and the

community behind it, was transformative. Through her time at Bridgewater and the steady guidance of her Telamon | TRC Career Advisor, Anita Faerchuk, Seleste began to truly envision her future. Anita worked closely with her, helping her navigate uncertainty, set realistic goals, and stay focused on the bigger picture. More than a mentor, Anita became a trusted source of encouragement and perspective during a formative time in Seleste's life.

For Seleste, Bridgewater wasn't just a job site, it was the start of something bigger. Immersed in the rhythms of elder care, she found herself thriving.

After high school, Seleste made a strategic decision to take a Gap Semester before enrolling in college. A mature and thoughtful choice that allowed her to continue working, save money, and better prepare for the demands of higher education. In Spring 2024, she enrolled at Blue Ridge Community College, continuing her studies in healthcare with a stronger sense of direction and purpose. Her progress did not happen in isolation. Behind her growth was a

network of support—counselors, mentors, and advocates from Telamon | TRC who provided not just resources, but relationships, reassurance, and a roadmap forward. That sense of community was critical in helping Seleste believe in her potential, even during moments of doubt.

Seleste's story is a shining example of what happens when a young person's drive is matched by meaningful support. Her success illustrates how community investment, targeted education, and personalized mentorship can transform not just one life, but an entire future. Today, Seleste continues to pursue her dream of working in healthcare, carrying with her the lessons, confidence, and encouragement she received along the way. Her story is more than an individual achievement—it's a testament to the power of community-based programs like Telamon | TRC, which meet young people where they are and help guide them to where they want to go.

LEFT: *Seleste's journey from high school graduate to healthcare career highlights the power of determination and community support. With Telamon | TRC's guidance, she gained confidence, experience, and mentorship to pursue her dreams.*

TELAMON | TRC AT-A-GLANCE 2024

TOTAL NUMBER OF CUSTOMERS SERVED: **16,249**



EARLY CHILDHOOD & FAMILY SUPPORT GA, IN, MI, NC, & TN

3,799

Comprehensive early childhood services are provided to eligible children and 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.



HOUSING & FINANCIAL EMPOWERMENT DE, GA, IN, MD, MI, NC, SC, VA, & WV

3,840

Telamon | TRC 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.



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

8,610

Our Workforce & Career Services encompass a broad array of customized work readiness and job skill training programs, focusing on helping adults and youth who seek to build skills and career prospects. Work readiness and job skill development are often supplemented by educational support services and includes one-on-one counseling, group workshops 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 Agricultural Worker 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

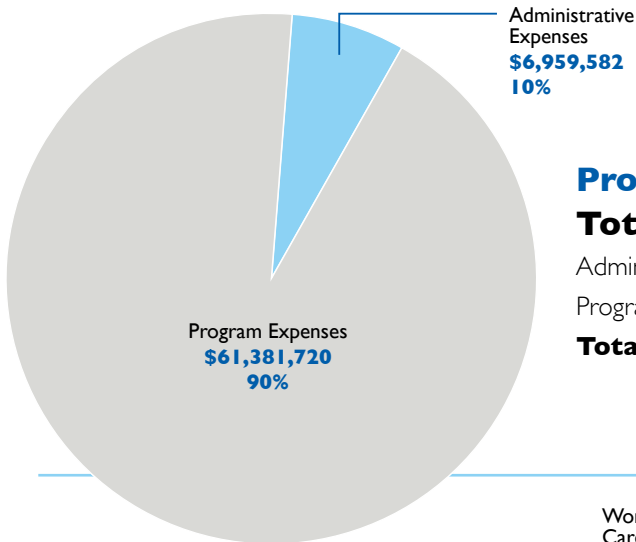
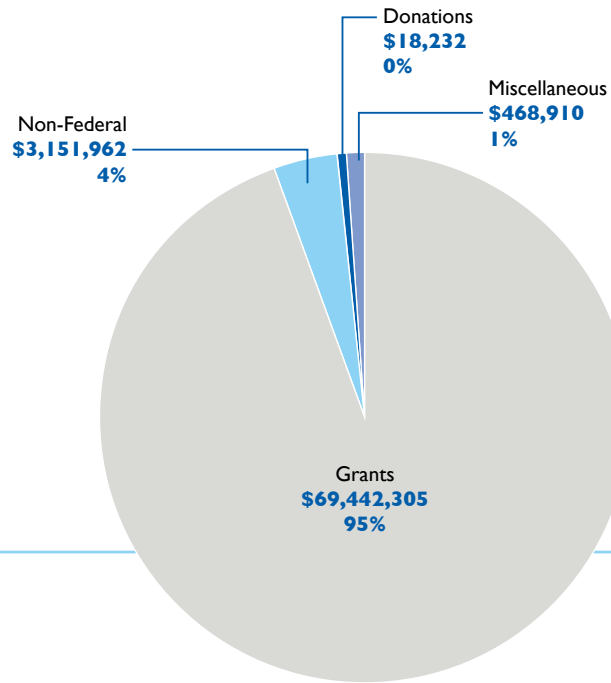
Not all programs and services are available in every state.

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

TELAMON | TRC FINANCIAL REPORT 2024

Support & Revenue Total \$73,081,409

| | |
|---|---------------------|
| Grants..... | \$69,442,305 |
| Non-Federal..... | \$3,151,962 |
| Donations..... | \$18,232 |
| Miscellaneous Revenue..... | \$468,910 |
| Total Support & Revenue..... | \$73,081,409 |

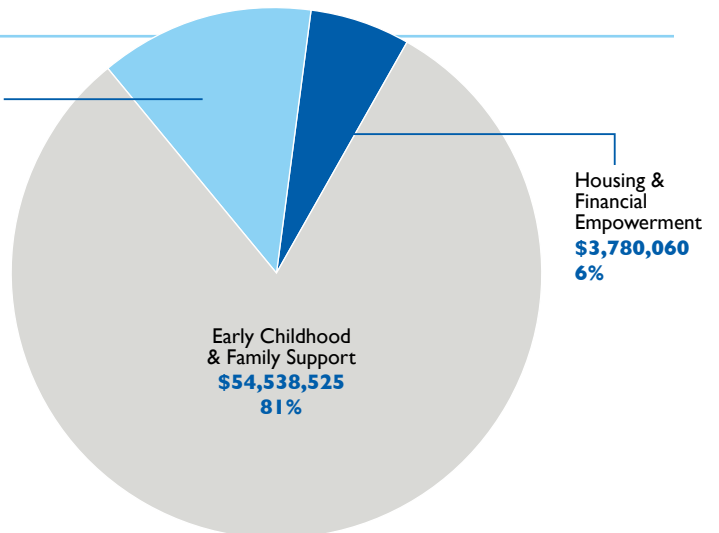


Program vs. Administrative Expenses Total \$68,341,302

| | |
|------------------------------|---------------------|
| Administrative Expenses..... | \$6,959,582 |
| Program Expenses..... | \$61,381,720 |
| Total Expenses..... | \$68,341,302 |

Expenses by Program Area Total \$ 66,988,679

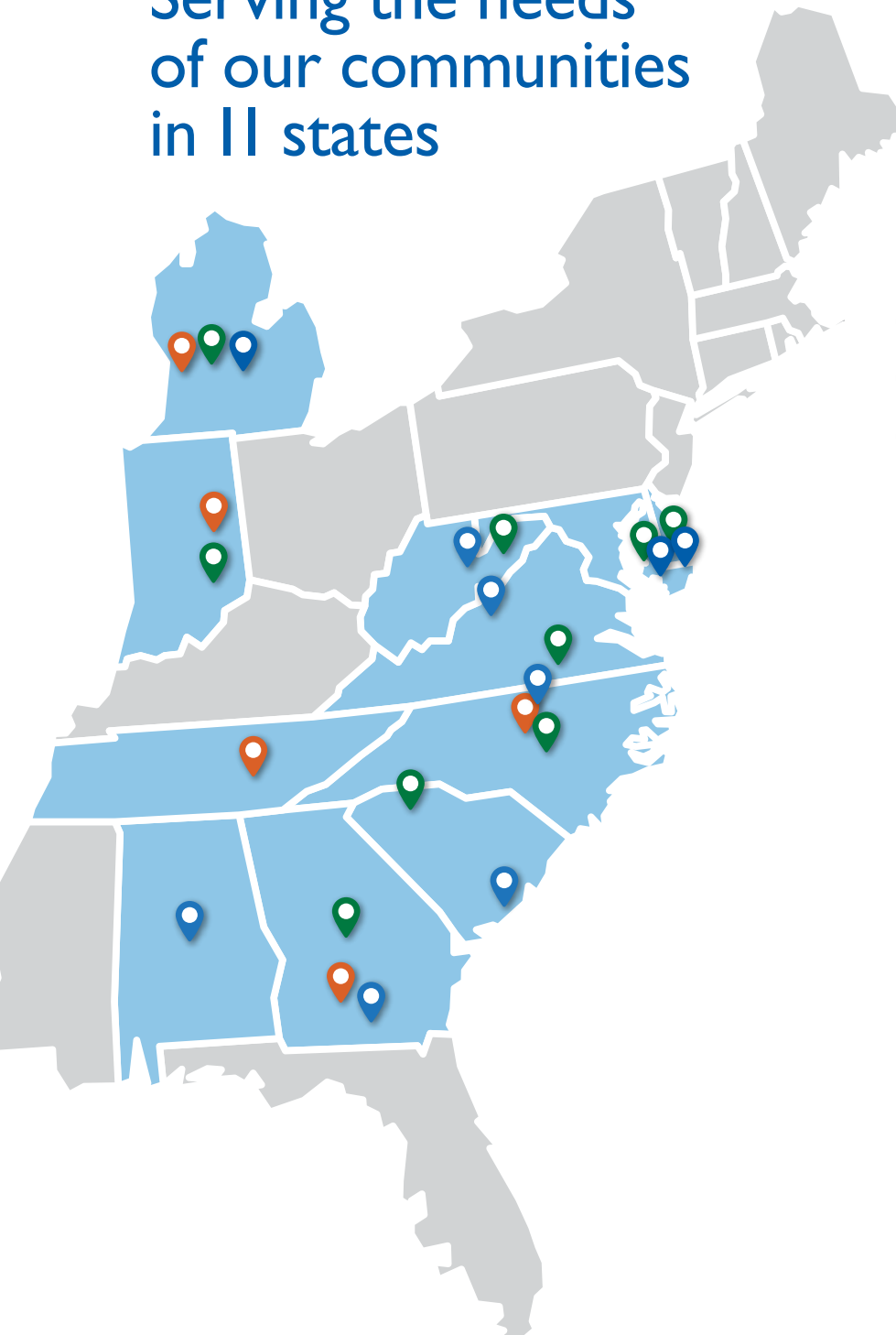
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|-------------------|---------------------|
| ECFS..... | \$54,538,525 |
| WCS..... | \$8,670,094 |
| HFE..... | \$3,780,060 |
| Total..... | \$66,988,679 |



For Telamon-TRC's full financial report, please visit www.guidestar.org

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 Georgetown
WCS Georgetown

Georgia

ECFS Norman Park, Glennville, Lyons, Macon, Douglas
WCS Valdosta, Tifton, Douglas, Vidalia
HFE Macon

Indiana

ECFS Muncie, Anderson, Pendleton
HFE Indianapolis, Pendleton

Maryland

WCS Salisbury
HFE Salisbury

Michigan

ECFS Pullman, Sodus, Watervliet, Kent City, Bear Lake, Hart, New Era, Conklin, Decatur, Hartford, Lansing
WCS Sparta, Hart, Holland, Paw Paw, Lansing
HFE Paw Paw, Holland

North Carolina

ECFS Yanceyville, Siler City, Clinton, Newton Grove, Dunn, Roseboro, Raleigh, Knightdale, Cary
WCS Reidsville, Whiteville, Clayton, Clinton, Wilson, Raleigh, Winston Salem, Lumberton, Greenville
HFE Raleigh

South Carolina

WCS Johns Island, Florence, Greenville, Sumter, Kingstree, Columbia
HFE Spartanburg

Tennessee

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

Virginia

WCS Onley, Harrisonburg, Warsaw, Danville, Salisbury
HFE Danville

West Virginia

WCS Moorefield
HFE Martinsburg



www.telamon.org | www.transitionresources.org

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