

# **TOTAL ACTION FOR PROGRESS**

*ANNUAL REPORT • 2020—2021*



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# OUR MISSION

**TAP helps individuals and families achieve** sustainable, equitable economic and personal independence through education, employment, affordable housing, and safe and healthy environments.



# A LETTER FROM THE PRESIDENTS

## **Our lives are made up of stories.**

Stories we tell ourselves. Stories we tell others. Stories we tell about others and the ones they tell about us. Human beings crave connection, and we foster it through our stories.

And what stories we all have after this past year! That a pandemic brought the world to a standstill during our lifetimes—it's something most of us never could have imagined. Although no one's life remained unaffected, our individual experiences were unique. So were the narratives that grew from them.

This annual report presents stories of our clients, our community, and our agency as we grappled with the unimaginable coming to our doorsteps. Yet even amid such uncertainty, one thing remained certain: the overwhelming compassion of people in the communities we serve. You rose with us, worked alongside us, encouraged us, and kept us grounded as we responded to the next emerging need.

Compassion isn't always comfortable. It requires we see other people's suffering and that we allow them to see ours. That level of vulnerability is something most of us actively avoid. Yet compassion is a fundamental expression of our connection, and it strengthens the bonds between us. That idea of connection is reflected in the word's Latin roots: *com-* ("with") and *pati* ("to suffer")—quite literally "to suffer together."

**Thank you for having the courage to be compassionate and accompanying us as we walked with others in their time of need.**

**Annette Lewis**  
President & CEO

**Craig Balzer**  
Board Chair





## CLIENT TESTIMONIALS:

# jane

Jane (not her real name) works in the medical field and is a devoted mom to six children. She works hard, loves dancing, and has a passion for interior design and decorating.

**She is also a domestic violence survivor whose abuser once abducted her at gunpoint.**

## “Be concerned about your safety, and make sure you are getting support.”

Late one night, shortly after Jane had left her increasingly abusive relationship, her abuser showed up at her new apartment, loudly demanding entry. “I was afraid he would wake my children,” she says, so she answered the door. He immediately grabbed her by the hair and dragged her out of the apartment, threatening to kill her. He then forced her into her car and told her to start driving.

Trapped at gunpoint in a car going 60 miles per hour on Interstate 581, Jane didn’t know what to do. When her abuser started shooting, she leapt from the vehicle and tumbled onto the road, skinning her arms, face, and legs. Fueled by adrenaline, she thought only of reaching her children to protect them in case her abuser returned to her home. She flagged down a passing car and asked the driver to drop her off at her apartment. Only once she got back home did she realize the extent of her injuries.

Tremendous pain radiated through her ankle, back, and wrist. She spent the next week in the hospital recovering and needed crutches when she left.

While Jane was in the hospital, her mom called TAP’s Domestic Violence Services (DVS) hotline and connected Jane with the program. Jane told DVS staff her concerns—particularly the safety of her children—and together they formed a plan.

Since it was not safe for them to come to the hotel where she was staying, Jane’s children stayed with another relative while she recovered.

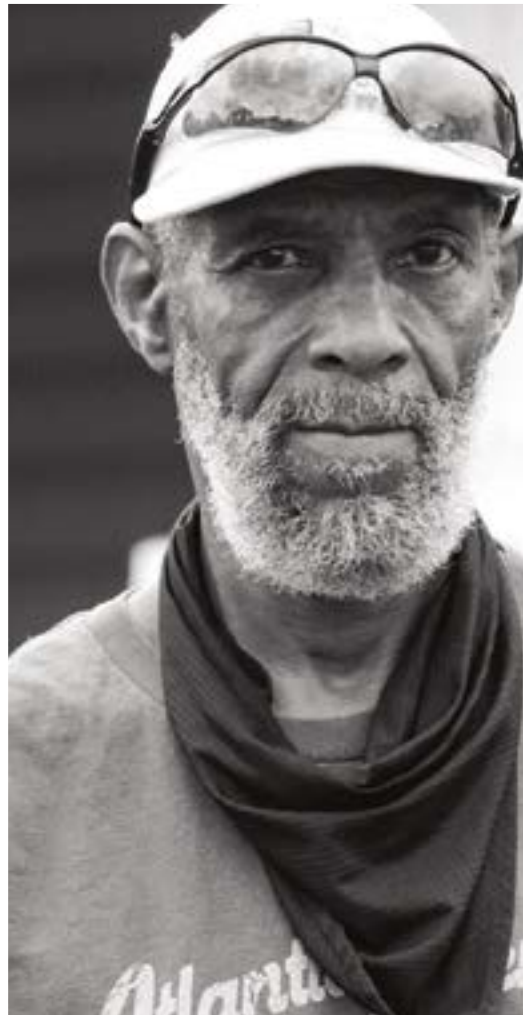
During that time, she learned that her vehicle had been found, crashed, with its windows shot out. Her abuser had not been found. While she waited, hoping to hear news of his arrest, TAP staff arranged for her to visit her children at Sabrina’s Place—a secure safe exchange facility that is guarded by off-duty Roanoke police officers and designed to protect against violent abusers.

By the time Jane learned her abuser had been arrested, DVS staff had already helped her move into a new apartment—and made it safer by installing cameras. They also accompanied her during the initial court process, and again when her abuser came up for early parole due to COVID-19 policies.

Since then, TAP has continued to be part of Jane’s support network—but this is just the beginning of her journey.

## “I feel like I am getting my self-confidence back.”

**Jane is an incredible person with a bright future ahead of her, and she advises others who are suffering that they shouldn’t hesitate to find help. “Be concerned about your safety,” she tells others now, “and make sure you are getting support.” Reflecting on her time working with TAP, she says, “I feel like I am getting my self-confidence back.”**



## CLIENT TESTIMONIALS: Kenneth



During the pandemic that kept many people—especially the elderly—housebound for over a year, safe housing became more important than ever.

**When Kenneth Hayes found himself spending more time at home than usual, he knew it was time to finally make his home of almost 30 years a safe place to live.**

**I don't think I could have made it another year like I'd been making it the past 15 years."**

Before the house belonged to Kenneth, it belonged to his aunt and uncle. Kenneth was the only one of their nephews who frequently came by to visit and check on them. When his aunt passed away in 1992, Kenneth moved in to care for his uncle, who was around 100 years old. A few years after Kenneth moved in, his uncle passed away, and he has lived alone in the house ever since.

While Kenneth has many good memories of spending time at the house with his uncle and aunt, he also watched it become more and more dilapidated over the years. "When I was younger, I could do things," he says, but at 70, he felt overwhelmed by the accumulating issues. The bathroom ceiling collapsed. The siding was damaged. The back porch was unsafe to walk on. Eventually, his homeowner's insurance was canceled due to the home's condition.



Lee Lovern

When Lee Lovern, our construction manager, surveyed Kenneth's house, he noticed an immediate danger: a broken pipe was leaking carbon monoxide into the basement. He fixed the pipe right away and installed a carbon monoxide detector. Over the next two months, the program

completed all the major repairs that the house needed, including fixing the floor, siding, and roof. The total repair cost was \$88,500.

The repairs were a major relief for Kenneth. "I don't think I could have made it another year like I'd been making it the past 15 years." When your house is in bad shape, he says, "weather can shut you down." He's glad not to have to worry about rain anymore.

**...weather can shut you down."**

For 15 years, Kenneth couldn't leave home when it rained because he had to push a trash can under his leaking roof and empty it before the floor flooded. From holes in the floor and roof to broken pipes, the house was full of dangerous problems, and he felt like there was nothing he could do about it. Now, thanks to our Major Rehabilitation program, he says, "I can breathe again."

TAP staff worked with the insurance company and got them to cover the repair period. With that protection in place, the improvements started.

Now that TAP has helped Kenneth get the major repairs out of the way, he can work on his own projects around the house. Lately he's been painting the hallway, his bedroom, and the bedroom where his great-grandkids stay when they come to visit.

**He recommends TAP to anyone who needs house repairs to keep them safe. Once the major problems are fixed, he says, "you don't have to look back."**





## CLIENT TESTIMONIALS:

ann

It was the beginning of the COVID-19 pandemic. Ann Ellis found herself unemployed and unprepared for the workplace. Caring for her daughter kept her busy, and she wasn't sure how she could juggle work or job training on top of being a parent.

**But after learning about TAP and our SwiftStart program, Ann began to see a path forward. "TAP just opened up the door for me," she says. "It was the right recipe for me to reconnect and get started."**

**TAP just opened up the door for me. It was the right recipe for me to reconnect and get started."**

Job training was what initially drew Ann to TAP, but we were able to help her and her daughter with other challenges, too. Ann ultimately connected with several programs at TAP, which provided her with critical supports as she worked through our Certified Clinical Medical Assistant (CCMA) training. She recalls that receiving housing support from our HELP coordinator, Hannah, was especially impactful, as it provided the stability necessary for her to focus on her studies.

Ann explained that Hannah went the extra mile to provide the tools she needed to become established in her new apartment. "It was a tremendous help, and the help has not ceased," she says.

Balancing work and life during the CCMA course was challenging, as Ann knew it would be. She felt the pressure of raising her daughter while taking classes herself. Ann knew she had to prioritize her education. "I had to get this job so that we could keep our heads above water," Ann explains.

Reflecting on her time in the CCMA program at TAP, Ann says, "I didn't know how tough I was until I took that course." She didn't know

how she would do it, but she was determined to complete the course. When things got hard, Ann's SwiftStart mentor, Jennifer, encouraged her to come up with solutions rather than excuses. "All I had to do is put one foot in front of the other, and that's exactly what I did," Ann reflects.

She completed the TAP CCMA program in December and gained employment at Carilion Clinic soon after. She now works in a competitive position with Carilion General Surgery where she's challenging herself and learning new skills daily.

**It was a tremendous help, and the help has not ceased."**

With these resources and experiences from TAP under her belt, Ann's next goal is to pay it forward. She says, "I want to transition from being the person seeking and needing help to the person who can actually be help. Instead of being the receiver, I'll be the giver."

**Ann's advice to other individuals interested in TAP's programs is to keep moving forward; "...to not give up on yourself, and to thank God first," she says. Ann reminds others not to feel ashamed of falling down. "There are resources set in place to help you, and all you've got to do is go after them."**



Hannah Jarrett



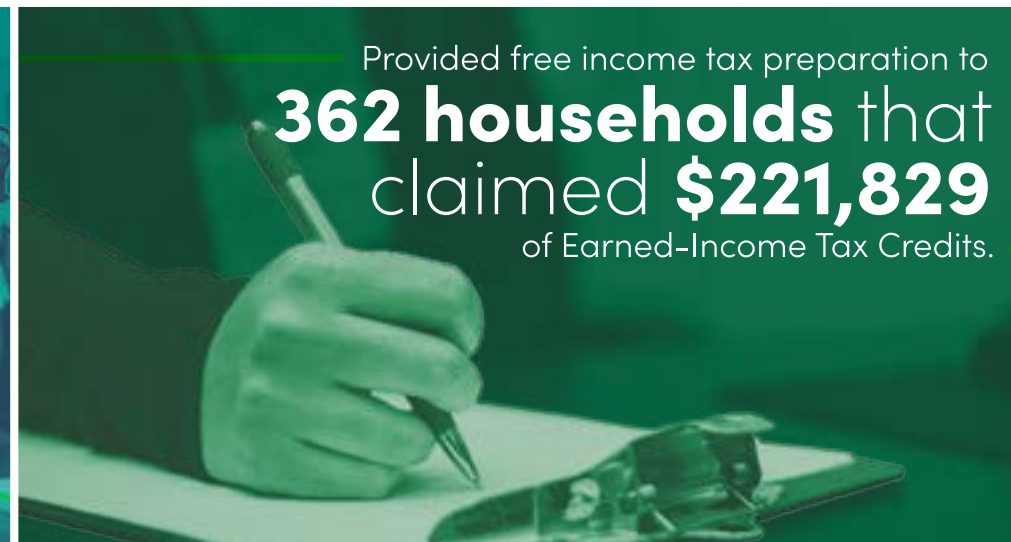
In the last year, TAP...



Prepared  
**1,282 children**  
for success in  
school through  
Head Start.



Educated and trained  
**772 youth  
and adults.**



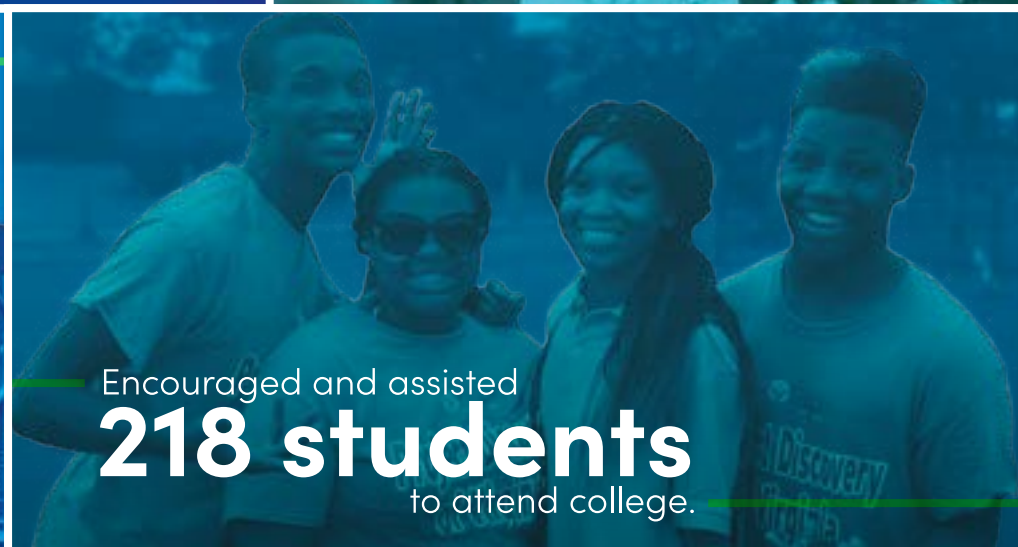
Provided free income tax preparation to  
**362 households** that  
claimed **\$221,829**  
of Earned-Income Tax Credits.



Saved  
**741  
households**  
from homelessness.



Reduced  
the energy burden for  
**52 families**  
by weatherizing  
their homes.



Encouraged and assisted  
**218 students**  
to attend college.



Helped  
**344  
individuals**  
find safe housing.



Saved  
**281  
households**  
from domestic violence.



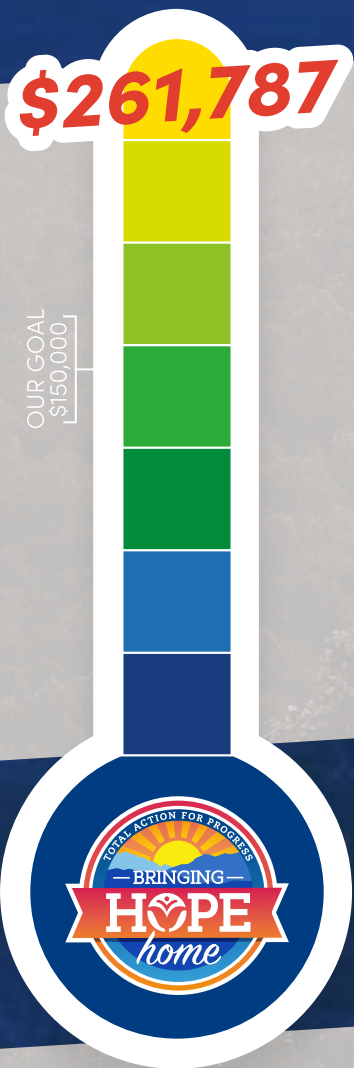
Nurtured the  
entrepreneurial spirit of  
**47 small business owners.**

...served **8,815 individuals** in **5,511 households.**



# THANK YOU

## FOR HELPING US RAISE OVER \$260,000



Last year was the inaugural year of **Bringing Hope Home**, our new annual campaign. We launched this campaign during the unsettling summer of 2020 and set a conservative goal to raise \$150,000 from the community.

To our amazement, **more than two hundred donors** partnered with TAP to provide life-changing programs for people in our community. Plus, donors helped us respond to the staggering needs that arose during the pandemic.

Thank you to the **224 donors** who supported Bringing Hope Home and pushed us past our original goal!



“Part of my goal is to inspire others to give and get involved with TAP and their mission and the great things TAP is doing for our community and for our future.”

It is an organization that gives people hope. It also gives them a springboard for a better life.”

– **Bob Fetzer**  
Building Specialists, Inc.

## Bringing Hope Home SPONSORS

We owe a debt of gratitude to the following corporate supporters who led the way with their gifts for Bringing Hope Home. Their leadership provided the foundation for our campaign and helped us to bring hope into the lives of thousands in our community.

### EmpowerSponsors

Carter Bank & Trust  
Delta Dental of Virginia  
Marsh & McLennan Agency  
Network Computing Group, Inc.  
Pinnacle Financial Partners  
Roanoke Gas Company  
Roanoke Valley Orthodontics  
Spilman Thomas & Battle, PLLC

### CourageSponsors

Building Specialists, Inc.  
Carilion Clinic

### InspireSponsors

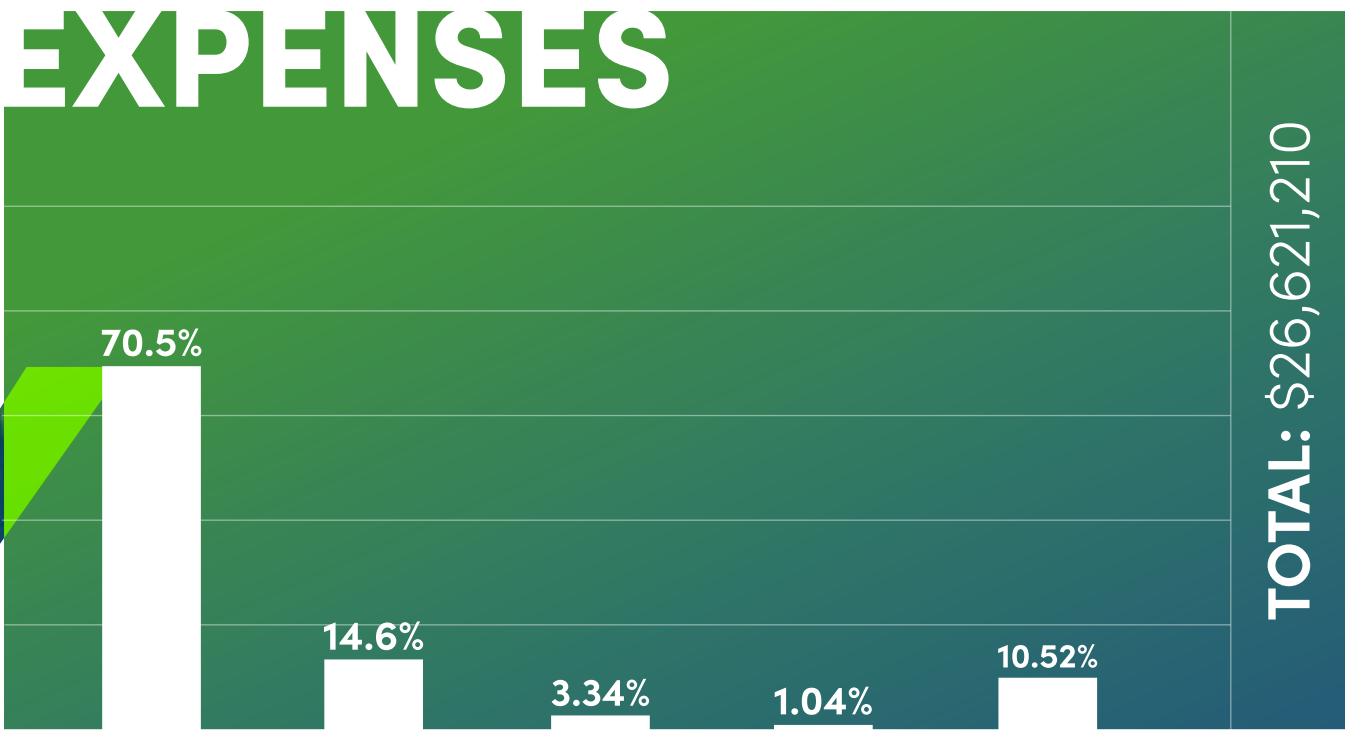
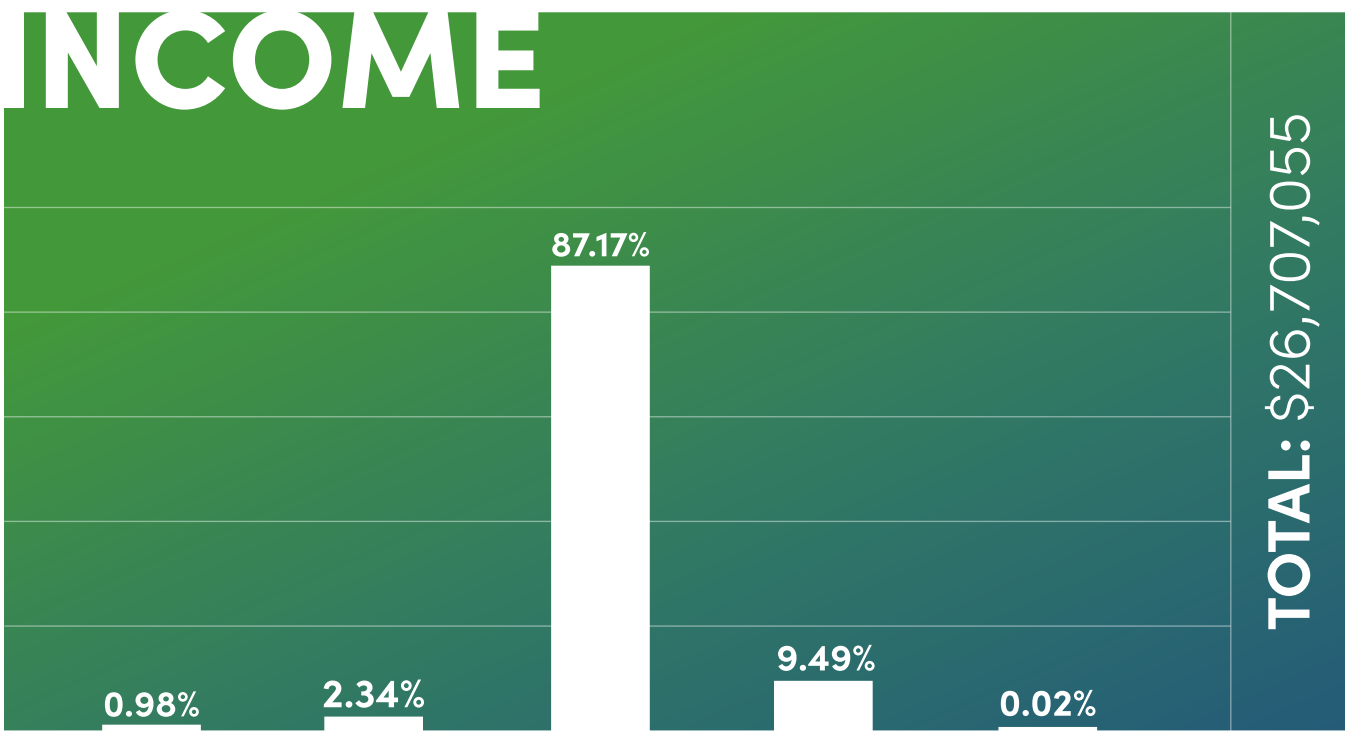
Atlantic Union Bank  
Bank of Botetourt  
Brown Edwards  
First Citizens Bank  
JM Ford & Associates  
Member One  
Roanoke Higher Education Center  
Woods Rogers

Bringing Hope Home is an annual effort supporting TAP's ongoing work. To make your own gift to this year's Bringing Hope Home campaign, visit:

**[tapintogether.org/donate](https://tapintogether.org/donate)**

# SHOW ME THE MONEY

2020–2021 Financial Report



\*Management expenses include grant writing and communications.

\*\*The data presented here are unaudited.

\*\*\*The most recent fiscal year audit can be found at [tapintohope.org/news/publications](https://tapintohope.org/news/publications).



# Annual Report:

## Head Start & Early Head Start



### ENROLLMENT

Funded enrollment .....	997
Average monthly enrollment .....	884
Total number of children served .....	1,104
Total number of families served .....	1,023
Total number of pregnant women served .....	88
Eligible infants & toddlers served .....	290
Eligible preschoolers served .....	814

### PROGRAM DATA

Number of infants & toddlers who are up-to-date on their physicals .....	71
Number of preschoolers who are up-to-date on their physicals .....	452
Number of infants & toddlers who received a dental exam .....	110
Number of preschoolers who received a dental exam .....	126
Number of infants & toddlers who are up-to-date with immunizations .....	227
Number of preschoolers who are up-to-date with immunizations .....	747

### FUNDING SOURCES & AMOUNTS

HHS: Head Start & Early Head Start .....	\$10,247,325
USDA: Head Start & Early Head Start .....	\$630,001
Co-pays for Before and After Care (HS & EHS) .....	\$0
Child Care Block Grant .....	\$0
City of Salem .....	\$21,000
TOTAL .....	\$10,898,326

### PREPARING CHILDREN FOR KINDERGARTEN

**Infant/Toddler Curricula:**  
*Creative Curriculum for Infants, Toddlers, and Twos* and *Teaching Strategies GOLD* online assessments

**Preschool Curricula:**  
*Creative Curriculum for Preschoolers, Tools of the Mind*, and *Teaching Strategies GOLD* online assessments

### TRANSITION TO KINDERGARTEN ACTIVITIES

- Guided observation of kindergarten classrooms by Head Start teachers
- Classroom field trips to elementary schools
- Transition to kindergarten activity kits; children's books & activities related to the transition are used in classrooms & during home visits
- *Building Bridges* transition to kindergarten handbooks
- Summer activities calendar
- *All About Me* parent-kindergarten teacher information sheet
- PALS Pre-K assessment of children's pre-reading skills
- Sharing information about rising kindergarteners with their future teachers
- Providing parent trainings on kindergarten readiness

*Note: Observations and field trips have been suspended due to COVID, but will resume.*

### PARENTAL INVOLVEMENT ACTIVITIES

- Early Childhood (Step) Parenting Class
- Home visits
- In-school conferences
- Parent support
- Parent meetings
- Policy Council
- Training Tuesdays: Early Childhood Education Trainings
- TAP Mental Health Support Group
- Number of children whose fathers participated in fatherhood involvement activities .....
- 370

### PROGRAM REVIEWS

The last federal monitoring review was completed in July 2021 and had **no deficiencies**.

*Note: Some of our normal program activities and outcome percentages were affected due to the COVID-19 pandemic.*

# Child Outcomes

## Related to School Readiness

Percentage of three- and four-year-olds meeting highest assessed level\*



### SOCIAL-EMOTIONAL

**90.6% of children** met the highest assessed level of social-emotional skills in Spring 2021, up from **72.9%** in Fall 2020.



### PHYSICAL

**92.05% of children** met the highest assessed level of physical skills in Spring 2021, up from **75.06%** in Fall 2020.



### LANGUAGE

**89.28% of children** met the highest assessed level of language skills in Spring 2021, up from **69.26%** in Fall 2020.



### COGNITIVE

**85.51% of children** met the highest assessed level of cognitive skills in Spring 2021, up from **69.64%** in Fall 2020.



### LITERACY

**88.58% of children** met the highest assessed level of literacy skills in Spring 2021, up from **72.76%** in Fall 2020.



### MATHEMATICS

**85.24% of children** met the highest assessed level of mathematical skills in Spring 2021, up from **65.51%** in Fall 2020.

*\*According to Teaching Strategies GOLD assessments*

*\*\*Some of our normal outcome percentages were affected due to the COVID-19 pandemic.*

# 2020-2021 FINANCIAL SUMMARY

### PROPOSED VS. ACTUAL

#### SALARIES & WAGES

\$6,262,293.12      \$6,791,649.79

#### ADMINISTRATIVE

\$654,452.88      \$418,530.82

#### FACILITIES

\$326,321.00      \$334,706.12

#### OTHER

\$1,354,606.00      \$1,315,292.22

#### CONTRACTS

\$1,008,287.00      \$921,311.57

#### GENERAL INSURANCE

\$50,400.00      \$75,834.22

#### NUTRITION

\$631,614.00      \$217,840.69

#### TRAINING & TECHNICAL ASSISTANCE

\$145,091.00      \$145,091.00

#### TRANSPORTATION

\$239,130.00      \$62,532.00

#### TRAVEL

\$70,750.00      \$41,537.73

#### SUPPLIES

\$176,381.00      \$159,655.37

### TOTAL

**\$10,898,326.00      \$10,483,982.03**

*\*Some of our normal expenses were affected due to the COVID-19 pandemic.*



# Annual Report:

Early Head Start Child Care Partnerships



### ENROLLMENT

Funded enrollment	148
Average monthly enrollment	148
Total number of children served	253
Total number of families served	224

### PROGRAM DATA

Number of infants & toddlers who are up-to-date on their physicals	251
Number of infants & toddlers who received a dental exam	86
Number of infants & toddlers who are up-to-date with immunizations	183

### PARENTAL INVOLVEMENT ACTIVITIES

- Early Childhood (Step) Parenting Class
- Home visits
- In-school conferences
- Parent support
- Parent meetings
- Policy Council
- Training Tuesdays: Early Childhood Education Trainings
- TAP Mental Health Support Group
- Number of children whose fathers participated in fatherhood involvement activities 73

### FUNDING SOURCES & AMOUNTS

HHS: Head Start & Early Head Start	\$3,024,455
TOTAL	\$3,024,455

### PREPARING CHILDREN FOR KINDERGARTEN

**Infant/Toddler Curricula:**  
*Creative Curriculum for Infants, Toddlers, and Twos* and *Teaching Strategies GOLD* online assessments

### PROGRAM REVIEWS


The last federal monitoring review was completed in July 2021 and had **no deficiencies**.

*Note: Some of our normal program activities and outcome percentages were affected due to the COVID-19 pandemic.*

# Child Outcomes


Related to School Readiness

Percentage of children meeting highest assessed level\*




## SOCIAL-EMOTIONAL

**90.3% of children** met the highest assessed level of social-emotional skills in Spring 2021, up from **86.26%** in Fall 2020.




## PHYSICAL

**95.52% of children** met the highest assessed level of physical skills in Spring 2021, up from **95.42%** in Fall 2020.




## LANGUAGE

**81.96% of children** met the highest assessed level of language skills in Spring 2021, down from **86.26%** in Fall 2020.




## COGNITIVE

**92.53% of children** met the highest assessed level of cognitive skills in Spring 2021, down from **93.89%** in Fall 2020.



## LITERACY

**87.32% of children** met the highest assessed level of literacy skills in Spring 2021, down from **90%** in Fall 2020.



## MATHEMATICS

**84.33% of children** met the highest assessed level of mathematical skills in Spring 2021, down from **86.15%** in Fall 2020.

\*According to Teaching Strategies GOLD assessments  
\*\*The information above includes partnership classrooms only. In Early Head Start we transition our children throughout the year. At any given time the dynamics of the classroom can change based on the number of transitions, child's age, disability, and lack of previous academic experience at time of enrollment. In addition, some of our normal outcome percentages were affected due to the COVID-19 pandemic.

# 2020–2021 FINANCIAL SUMMARY

## PROPOSED VS. ACTUAL

SALARIES & WAGES	
\$472,437.65	\$319,195.00
ADMINISTRATIVE	
\$83,371.35	\$56,329.00
FACILITIES	
\$14,400.00	\$14,548.00
OTHER	
\$466,867.00	\$554,215.00
CONTRACTS	
\$1,761,760.00	\$1,724,768.00
GENERAL INSURANCE	
\$5,000.00	\$4,461.00
NUTRITION	
\$0	\$0
TRAINING & TECHNICAL ASSISTANCE	
\$66,279.00	\$66,279.00
TRANSPORTATION	
\$0	\$0
TRAVEL	
\$21,700.00	\$3,060.00
SUPPLIES	
\$132,640.00	\$211,896.00
TOTAL	
\$3,024,455.00	\$2,954,751.00

\*Some of our normal expenses were affected due to the COVID-19 pandemic.

# DONORS

## CORPORATE DONORS

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YourCause, LLC

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*RAKE Digital Company*

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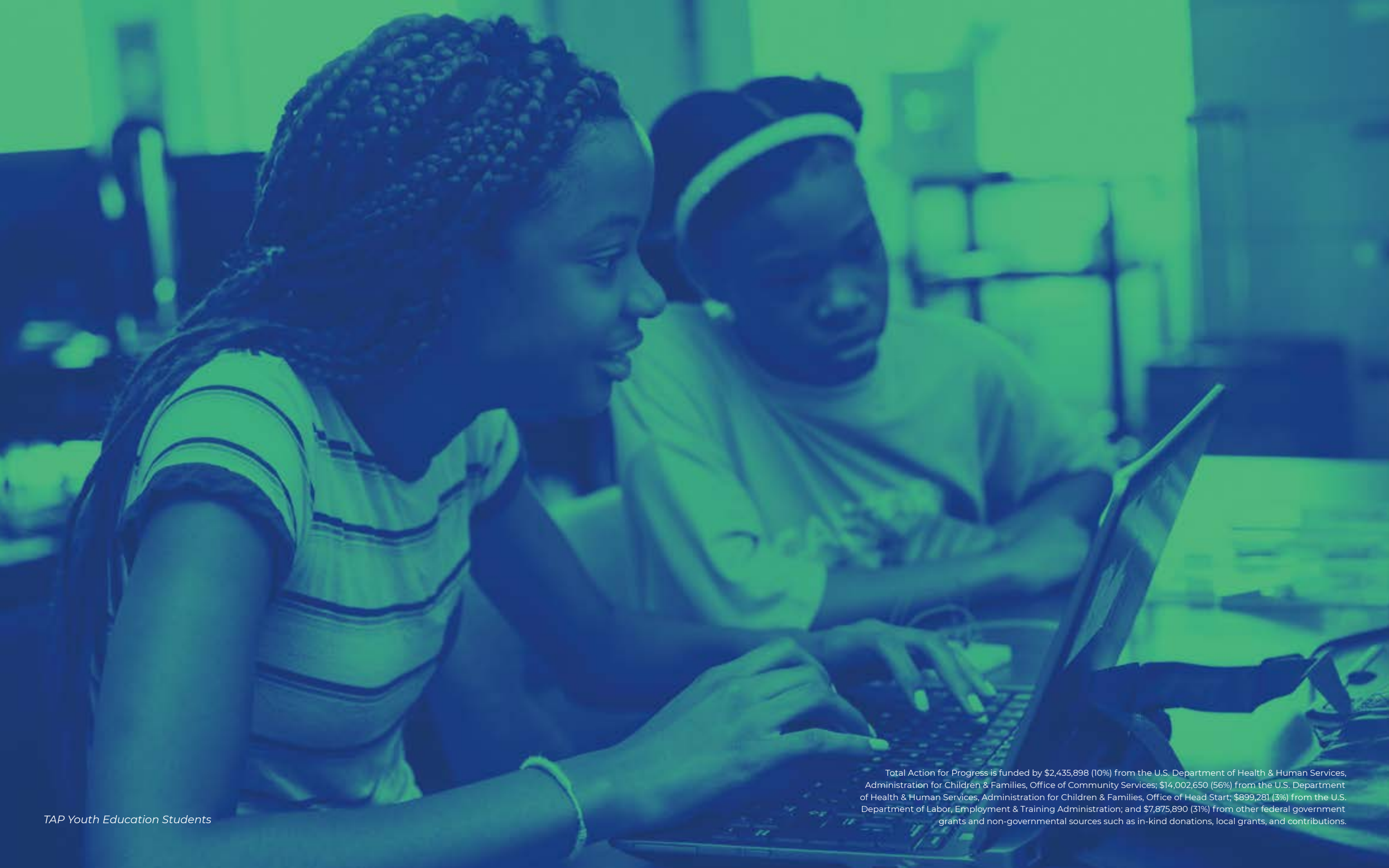
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**Total Action for Progress**

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