

A year of you-are-not-alone made possible by you

GRATITUDE REPORT 2018



SPECTRUM
YOUTH & FAMILY SERVICES



DETAIL WORKS

A year of “you-are-not-alone”

Dear Friend,

You were there when no one else was.

As one of our youth put it, “I can honestly say that I don’t know where I’d be now if it weren’t for Spectrum welcoming me with open arms when no one else would.”

You gave our youth an opportunity to succeed.

As another youth said, “Spectrum has helped me by giving me a safe and warm place to be, giving me support, helping me find a house and jobs, and giving me a need to succeed.”

You made human connection possible.

“I couldn’t possibly explain all the ways Spectrum helped me,” says another youth. “Drop-In is a nice, safe place to hang out and get human connection and yummy food.”

Our youth are some of the most resilient people I have ever met (just wait until you read Asia’s story in this report). Whether they’re transitioning to

adulthood after living in foster care, or pushing to get through school in a foreign language, or trying to overcome a childhood of trauma, they are determined to build a life for themselves.

What they need is someone to help them figure out what their goals are, to offer a friendly ear no matter what, and to let them dream big.

And you make that possible.

As another youth put it, “Life is hard. It’s going to throw stuff at you, but it’s what you do with that stuff that matters—and how you do it. **I’m so grateful. I’m so grateful for your donation. Thank you so much for giving me an opportunity to have a good life, a better life that I want.**”

And I’m grateful, too.

With gratitude,

Mark Redmond, Executive Director



“We’ve all had hard times, but because of Spectrum and the Drop-In Center and Detail Works, we’re able to learn and grow. And we’re learning the proper way! They’re teaching us what we need to know so that we have the skills and experience for our future.

We’re stronger and better because of it.”

Follow us on Instagram at @spectrumdropinfood to see what Spectrum youth are having for dinner!



Basic Needs & Stable Homes

Thanks to you, our Drop-In Center and Supported Housing programs were open for teenagers and young adults who needed a hot meal, clean clothes, a shower, or a place to sleep.

What’s new: A steady stream of federal and state funding cuts in recent years means that more and more, **we rely on the generosity of people like you to keep our doors open.** In 2018, 33% of the funding for our housing programs came from you, our donors. This year, that percentage rose to 48%, and in 2020, we expect it to be 59%. Thanks to you, we know we’ll be here for the next youth who needs help.

260
SERVED
Drop-In
Center

33
SERVED
Winter
Warming
Shelter

50
SERVED
The
Landing
*short-term
housing*

37
SERVED
Transitional
Housing

Life & Survival Skills

With your help, teenagers and young adults learned how to find and keep a job, get into and pay for school, budget for an apartment, and other critical life skills.

What's new: Spectrum's Multicultural Youth Program set up a Help Desk in the libraries of Burlington and Winooski High Schools to help multicultural youth with anything from tutoring, to driver's ed, to preparing for life after high school. The Help Desks were staffed with assistance from our partners: the U.S. Committee on Refugees and Immigrants and Burlington's Community Economic Development Office.

160

SERVED

Youth Development Program

Youth in state custody

112

SERVED

Jump on Board for Success

Howard Center partnership

283

SERVED

Multi-cultural Youth Program

14

SERVED

Detail Works

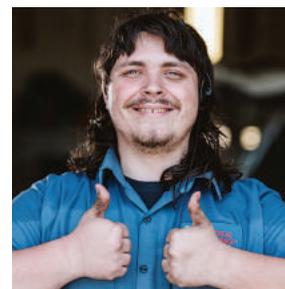
Spectrum's car detailing business



GLENN RUSSELL

Above: Yuol Herjok Yuol, Multicultural Youth Program outreach coordinator, speaking with senior Halima Said at Winooski High School's Multicultural Help Desk.

From left: Galen Blodgett, the General Manager at Detail Works, working on a car with a youth staff member. A youth staff member at Detail Works. Rana Abdelhamid teaches a self-defense workshop at the Multicultural Youth Leadership Conference.



“The staff at Detail Works gave me multiple chances and helped me through my rough times. They pushed me to do better and work harder. Now I know you have to work really hard to get what you want. It’s not going to come straight to you. This job has really helped me with work skills, but also with life skills like living on my own, managing my money. It is scary, but it is really nice to be on my own. You should bring your car to Detail Works because we put our heart into it. We try our best and we all work together to push out a great product.

There’s a lot of love around here.”

“I was hesitant at first about this program, but I’m so glad I opened my mind to it!

My son really looks forward to his visits with his mentor.”

A PARENT OF A SPECTRUM MENTEE



Our Riverstone counselors provide culturally responsive services and offer counseling services in Bosnian, Hindi, Nepali, and English. We also provide translation services to clients in all other languages.

Prevention & Intervention

Because of you, teenagers and young adults are working through substance use and mental health challenges with our therapists, befriending positive adult role models in our mentoring program, and practicing self-care through the health clinic housed in our building.

What’s new: In January 2019, the Vermont Department of Children and Families asked us to launch a new program called **Compass**, which works with youth who are at risk of going into foster care, becoming involved with the justice system, or otherwise facing a crisis. We offer intensive support to both the youth and the family to help them get their lives back on track.

319
SERVED
Counseling

106
SERVED
Mentoring

794
SERVED
Pearl Street
Youth Clinic
*Community Health Centers
of Burlington program*

Thanks to all of the volunteers



and mentors that have donated their time to support Spectrum youth!





Asia's Story

We're in awe...

Asia still earned a 3.8 GPA that semester and got promoted at her job, even after all she had been through.

Last summer, Asia rented a room in a house, signing a lease with the woman who owned it and who also lived there. Taking college classes and working full-time, she diligently paid her rent on time for four months.

It turned out, however, that this woman didn't own the house.

The actual landlord came knocking at the end of August, looking for the rent that Asia's roommate had never turned over to him. The roommate was nowhere to be found.

Asia had two days to move out.

"I didn't know where to go. I had to pack a duffel bag and I had one trash bag of things. I walked down the street and was just standing in the neighborhood like, 'Where do I go? What do I do?'"

"I went to Greer's on Williston Road—a 24-hour laundromat—and I sat there all day and night just trying to figure out what I'm going to do. I ended up falling asleep there that night."

Early the next morning, Asia found a storage facility down the road, and rented the smallest unit they had. "I took my duffel bag and my plastic bag, and I sat

inside of the storage place and I was like, 'Okay. I'm protected from the outside elements.' So I started sleeping in there. I did that for a while and still went to school, still went to work. I also got a gym membership so I could shower."

After sleeping in the storage unit for a month, the owner noticed and asked her to leave. She gave up the unit, packed what she could into the duffel bag, and found places to sleep wherever she could—all while showering at the gym, working, and going to school.

"I slept in gas station bathrooms...just crazy situations," she says. "But once mid-terms started to approach, I was like, 'I can't do this,' it's just physically draining, mentally draining, keeping up the same facade."

She went to Economic Services, but she couldn't get food stamps. "They said that I made too much based off the school loans that I got and the amount of hours I was working," she says. "But they said I can go down the street—**there's a place called Spectrum.**"

"I went to the Drop-In Center and as soon as I walked in, Christina [Drop-In senior staff] greeted me and her spirit alone is just so sweet. I let her know my

situation. She was very understanding. I never felt judged. I didn't feel alone."

Asia asked about housing and was connected to Alex, our intake coordinator, who offered her a bed in The Landing upstairs. "And when she said that, I just couldn't even deal with it," says Asia. "It was just overwhelming, but she took me right upstairs immediately said I can put my stuff down and to come back later when we're serving dinner if I'm hungry. It made me feel like I'm not the only one in this, that they're here for me."

"The staff were very welcoming and it just made me feel so secure and so safe. It was just opposite of what I had been feeling and it just felt so good to just take a deep breath and just say, okay, I'm going to be fine."

And from there, things just kind of got better.

"The fact that the community supports this organization is just amazing to me," says Asia. **"Even when I thought I was alone, I wasn't alone.** Now that I know that there are people out there that care, it just makes living each day even better and it makes me want to do the best that I can. **So thank you again, even the people that I didn't know were in my corner.**"



Counter-clockwise from top left: A mentor pair playing Frisbee golf. The Youth Advisory Committee for the Multicultural Youth Leadership Conference. Bike Club youth after a ride to the Burlington Waterfront this summer. The Drop-In Center's weekly calendar this spring.



Clockwise from right: A youth staff member washing car mats at Detail Works. Dr. Stephen Leffler, dishing out soup at the Empty Bowl fundraiser. Rabin Dahal, Yuol Herjok Yuol, and Aden Haji, Multicultural Youth Program outreach coordinators. The National Life Group team at the Sleep Out. Burlington City Councilors getting ready to camp outside at the Sleep Out.



FINANCIALS

It's all thanks to you!

Each year for the past decade, we have gotten the word that another source of federal or state funding is ending.

And each year, YOU step in and make sure that the 1,500 youth who walk through our doors will get the help they need. You donated over half of our funding in fiscal year 2018.

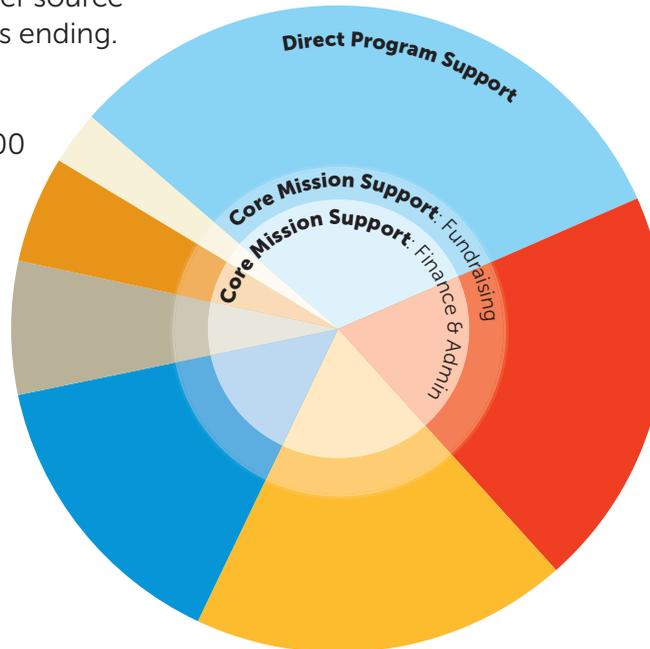
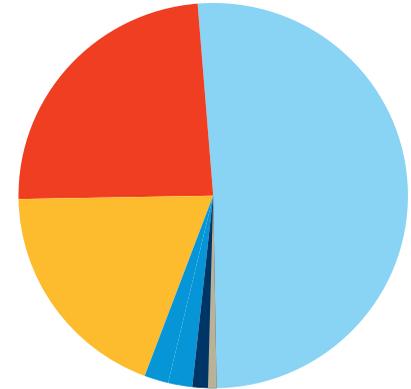
You make it possible for us to greet our youth with open arms and say, "We're here for you. What do you need?"

Thank you.

REVENUE **\$3,860,453**

| | |
|-------------------------|------|
| Donations* | 53% |
| Program Fees | 23% |
| Federal & State Funding | 17% |
| Investment Income | 6% |
| Rental Income/Misc | 0.8% |
| Cash Reserves | 0.2% |

* Includes 2% from the United Way of Northwest Vermont



EXPENSES **\$3,860,453**

Core Mission Support

| | |
|-----------------|-----|
| Finance & Admin | 13% |
| Fundraising | 11% |

Direct Program Support

| | |
|-----------------------------|-----|
| Residential Programs | 24% |
| Skills Programs | 14% |
| Counseling | 14% |
| Drop-In Center | 10% |
| Detail Works | 8% |
| Multicultural Youth Program | 4% |
| Mentoring | 2% |



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was alone, I wasn’t alone.
So thank you again, even
the people that I didn’t
know were in my corner.”**



SPECTRUM

YOUTH & FAMILY SERVICES

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A UNITED WAY AGENCY