60 YEARS OF IMPACT

Celebrating Legacy

ANNUAL REPORT
JULY 1, 2024–JUNE 30, 2025

TRI-COUNTY COMMUNITY ACTION AGENCY

From the Desk of the President/CEO

Tri-County Community Action Agency

Celebrating 60 Years of Service

Dear friends and community partners,

This year marks a significant milestone in the life of Tri-County Community Action Agency—we are celebrating 60 years of service. It is a moment of both pride and reflection.

For six decades, we have walked alongside our neighbors, providing vital services, advocating for equity and working to improve the quality of life for individuals and families in our region. Our longstanding presence in the community is a testament to our agency's sustainability, as well as adaptability, and the unwavering commitment of our staff, partners and supporters.

Yet, while we celebrate our longevity, we must also confront a sobering truth: The core mission that founded this agency—to eradicate poverty—remains incomplete. The persistence of poverty in our communities is a call to action. It tells us that while we have made progress, there is still much work to do.

This report reflects both our achievements and the challenges ahead. It is our hope that as you read it, you will be moved by not only what has been accomplished, but also by the potential of what we can achieve together. The next chapter in our agency's story must be one of transformation, innovation and collective impact.

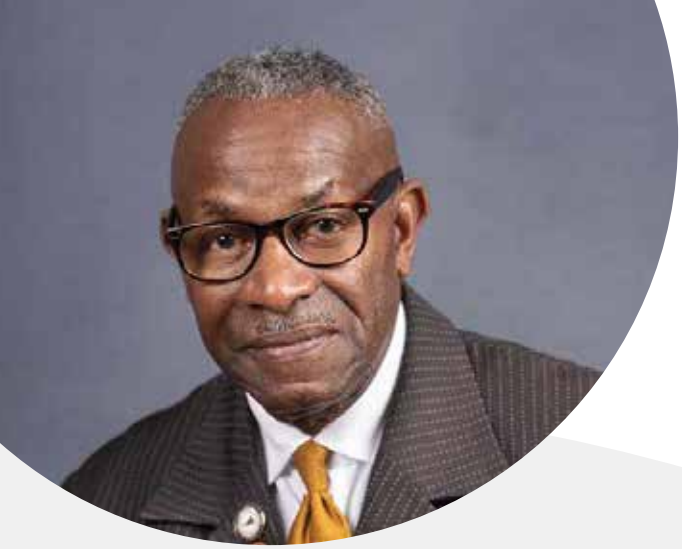
We envision a community where every family thrives, where opportunities are abundant and where the cycle of poverty is broken for good. But we cannot do it alone. Your involvement—whether through partnership, advocacy, volunteering or financial support—is critical to this vision.

Let this 60th anniversary mark not just how far we've come, but how much more we can achieve together!
Thank you for your continued support, and thank you for believing in a future where all members of our community can thrive.

In partnership and hope,

Petrina A Carter

Petrina A. Carter
President/CEO
Tri-County Community Action Agency



Celebrating 60 Years of Impact

Dear TCCAA friends and partners,

It is with great pride and gratitude that I write to you. In 2025, we are celebrating the 60th anniversary of Tri-County Community Action Agency. This remarkable milestone is not just a reflection of time passed, but of lives changed, communities strengthened and a legacy of unwavering service built over six decades.

Since 1965, TCCAA has stood as a beacon of hope and empowerment for individuals and families across our service areas. What began as a response to poverty has grown into a dynamic, mission-driven agency dedicated to addressing critical needs and creating opportunities for lasting change in Halifax, Mecklenburg and Charlotte counties.

Throughout the years, we have expanded services, embraced innovation and deepened our commitment to community partnerships. From youth and family services to emergency assistance and housing initiatives, our programs continue to adapt to meet the evolving needs of the communities we serve.

This 60-year journey would not have been possible without the dedication of our staff, the vision of our leadership, the passion of our volunteers and the steadfast support of our community stakeholders. Each of you has played a role in helping TCCAA deliver on its promise: to empower people, strengthen communities and eliminate the causes and conditions of poverty.

As we look to the future, we remain inspired by our past and energized by the possibilities ahead. Together, we will continue to innovate, advocate and uplift—ensuring that every individual has access to the tools and support they need to thrive.

Thank you for standing with us for the past 60 years. We look forward to continuing this important work—together.

With sincere appreciation,

Hubert Pannell

Hubert Pannell
TCCAA Board Chairman

TABLE OF CONTENTS

02 About Us

04 60 Years of Excellence

06 From Legislation to Local Movement

07 Funding

09 Support Tri-County

10 Thank You to Our Donors!

11 Employees in Action

12 Youth and Family Services
- Infant & Maternal Health
- Head Start
- Mentor Role Model Program

20 Emergency Services
- Energy Share
- Serving Hope/Backpack Buddies
- Housing Services
- Domestic Violence & Sexual Assault

26 Housing Services

27 Weatherization

28 Home Maintenance & Private Jobs

29 Volunteer Income Tax Assistance (VITA) Program

31 Westside Mobile Home Project

33 Thank You to Our Volunteers!

34 Thank You to Our Staff!

35 In Loving Memory of Henry Brooks

36 Looking Ahead: The Next 60 Years

ABOUT US

2,393

Total clients served in 2024-2025

Mission Statement

Tri-County Community Action Agency is a non-profit 501(c)(3) organization dedicated to eliminating the violence of poverty through advocacy, empowerment and self-sufficiency. The agency consists of an array of services and programs that are built to empower the clients we serve through wrap-around program case management, education and support.

Our Approach

We believe lasting change doesn't happen in isolation—it happens in community. We support the whole person, from before birth through every stage of life, with wrap-around case management that meets evolving needs. Our programs meet clients where they are, surround them with care and support them as they build brighter futures. In moments of uncertainty, our clients know they're not alone. Every call for help is answered with compassion—because when life gets hard, no one should wonder if someone will pick up the phone.

$4,873,106.18

Spent serving our clients in 2024-2025

Our Leadership Team

Petrina Carter - President & CEO

Alisha Rice - Director of Operations

Penny Jackson - Director of Human Resources

Catherine Maloney - CFO & Development Officer

Dianne Burton - Finance Officer

Carmina Eder - Impact Director of Youth & Family Services

Leroy Childress - Director of Housing Services

Kim Carson - Director of Emergency Services

> **"I let people know how much they've helped me. If I know somebody who's having a small struggle, I always mention Tri-County."**
>
> **— Anonymous Client**

Our Board Of Directors

At the heart of Tri-County is a passionate, hands-on Board of Directors. Every Community Action Agency is designated by the Governor and overseen by a local tripartite board. Ours is made up of individuals from all walks of life: local elected officials, private and public sector leaders, and members of the low-income community—some of whom have experienced (or are experiencing) the same hardships we're working to eliminate. Board members are appointed or elected by their peers, bringing voices from across the region to the table. They span a variety of professions, including lawyers, childcare professionals and county supervisors. This wide range of perspectives and skillsets helps us create the best solutions for our clients. For our board, serving isn't about titles—it's about hard work, empathy and a shared commitment to building a better tomorrow, together.

Our Board Members

Hubert Pannell - Chairman

Sylvia Lovelace - Vice Chair

Clarice Smith - Secretary

John Terry - Assistant Secretary

Wayne Smith - Assistant Treasurer

Annette Tucker - Board Member

Laverne Taylor - Board Member

Trakecha South - Board Member

Lott Rogers - Board Member

Mona Rainey - Board Member

Ryland Clark - Board Member

Nathan Parker - Board Member

Claudia Lundy - Board Member

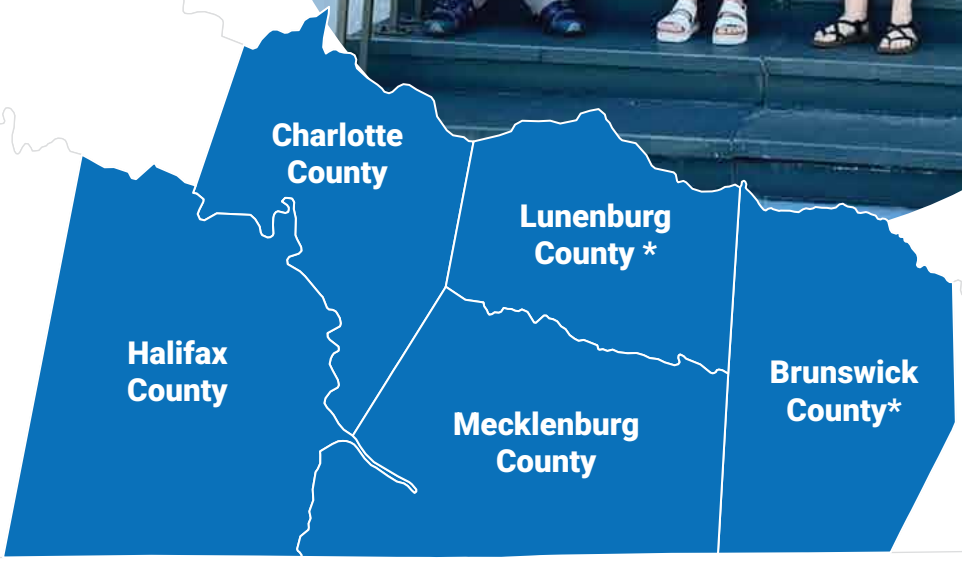
Sherry Tharpe - Board Member

Jacqueline Barnette - Board Member

Our Community Partners

At Tri-County, we know it takes a community to lift a community. Eliminating poverty requires more than just good intentions—it takes a village. That's why we work hand-in-hand with local organizations, leaders and everyday champions to understand what our community needs and how we can help. We are incredibly grateful for all of the people and organizations who walk alongside us and help build a brighter, more hopeful future for all.

Tri-County staff with Ryland Clark of Hitachi Energy. Ryland is also one of our board members!



***Note:** Lunenburg is served by our Domestic Violence & Sexual Assault Program and Brunswick by our Virginia Homeless Solutions Program.

60 YEARS OF EXCELLENCE

Credit: SamePassage.org

October 1965

Halifax County Community Action Agency (HCCAA) is established under President Lyndon B. Johnson's "War on Poverty" and the Economic Opportunity Act of 1964.

1967

William E. Coleman is hired. In 1971, he will become HCCAA's first Executive Director.

1984

HCCAA assumes leadership of the existing local Head Start program.

2004

HCCAA expands its services to Mecklenburg County and Charlotte County, officially becoming Tri-County Community Action Agency.

2007

Tri-County's South Hill office opens.

January 2009

William E. Coleman retires, and Rev. William J. Coleman becomes Tri-County's new President & CEO.

January 2011

Tri-County receives grant funding to provide support for those experiencing domestic violence and their families.

January 2016

Tri-County's domestic violence shelter (now known as "Mahalia's Place") is founded.

July 2016

Tri-County receives grant funding to provide support for those experiencing domestic violence and their families.

February 2018

Current President and CEO Petrina Carter joins Tri-County.

July 2018

Tri-County's second satellite office opens.

January 2019

Mentors and mentees are paired in the Mentor Role Model Program (in its first year under Tri-County).

June 1, 2022

Opened Chase City Tech Access Center to increase Mecklenburg residents' technology resources.

August 15, 2023

The Infant & Maternal Health program is incorporated under Tri-County.

2025

Tri-County is a thriving agency with countless programs primarily serving Halifax, Mecklenburg and Charlotte counties.

FROM LEGISLATION TO LOCAL MOVEMENT

We know trust has to be earned—and kept.

That's why transparency is a cornerstone of how we operate—from how we spend funds to how we measure impact. We undergo regular governmental monitoring and independent audits and hold ourselves accountable to the communities we serve.

Helping People. Changing Lives.
community Action PARTNERSHIP
AMERICA'S POVERTY FIGHTING NETWORK

Similar to VACAP, NCAP is the national membership organization that supports Community Action Agencies across the US. NCAP offers training, technical assistance and other resources to strengthen agencies like Tri-County.

Virginia Community Action Partnership

VACAP is Virginia's membership association for the 31 Community Action Agencies statewide. VACAP supports, audits and builds the capacity of these agencies so they can best serve their clients.

VIRGINIA DEPARTMENT OF SOCIAL SERVICES

VDSS is Virginia's official state administrator for the Community Services Block Grant (CSBG). This federal grant funds anti-poverty work in underresourced communities throughout the US. As our regulatory agency, VDSS distributes federal funds to agencies and is responsible for monitoring, auditing and compliance—including fiscal oversight, performance reviews and on-site evaluations.

TRI-COUNTY
Est. 1965
COMMUNITY ACTION AGENCY
Empowered People Strengthen Communities

To receive and remain eligible for the CSBG, we must adhere to

58

standards spanning categories such as organizational leadership, financial oversight, data and analysis, and community engagement.

Curious about the standards Tri-County adheres to each year?

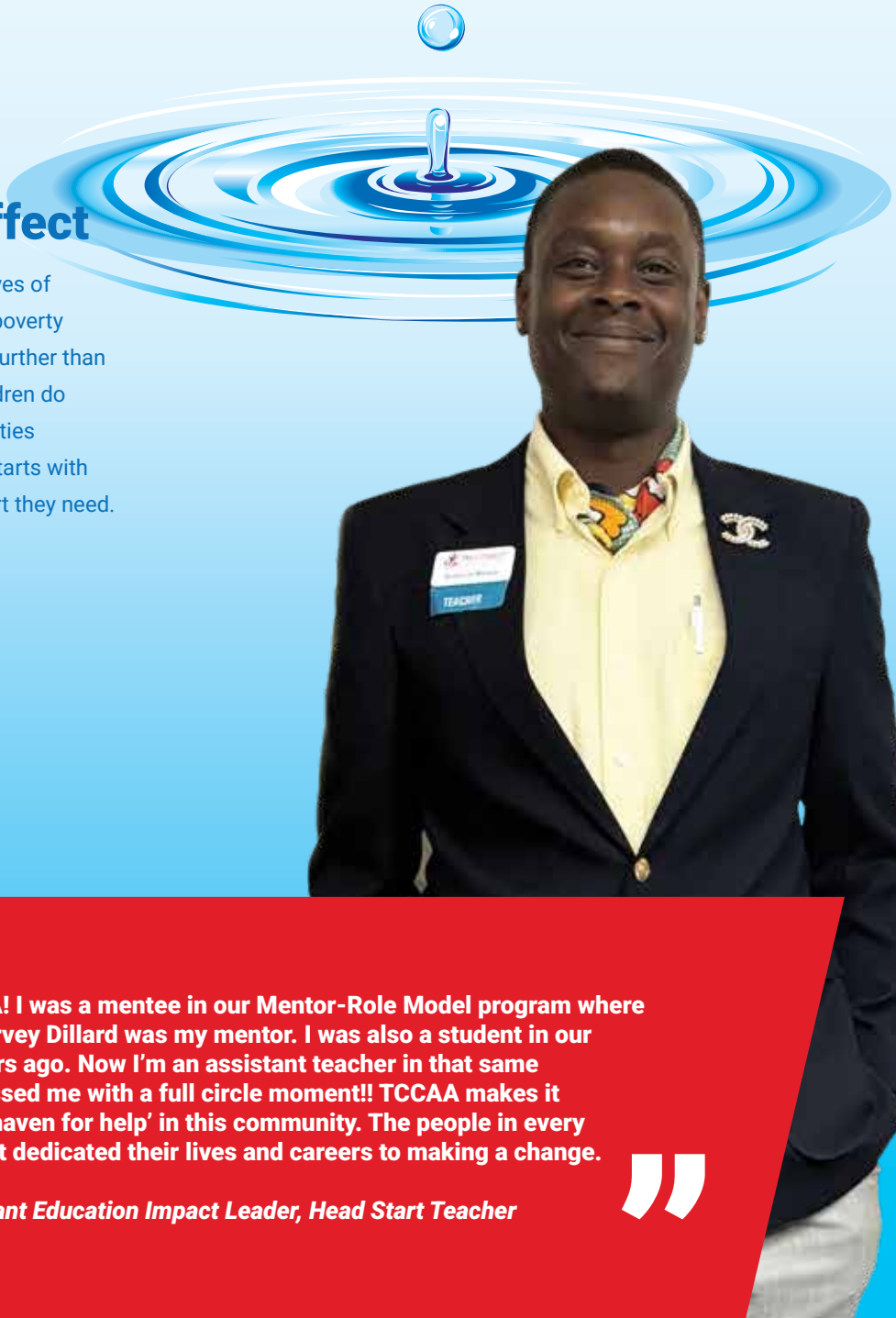
Learn more on NCAP's website!

Where Our Funding Goes

At Tri-County, every dollar we receive creates real, lasting change for our clients. Your support powers everything from early childhood education to housing assistance, job readiness and beyond. Behind every successful program is a dedicated team—teachers, case managers and support staff—who show up every day with compassion and expertise to help our neighbors thrive. Funding doesn't just keep the lights on; it keeps hope alive. It allows us to meet families where they are and walk with them toward a brighter future.

The Ripple Effect

In addition to improving the lives of individuals, every step out of poverty creates a ripple that reaches further than we see. Health improves, children do better in school and communities become more resilient. It all starts with one person getting the support they need.



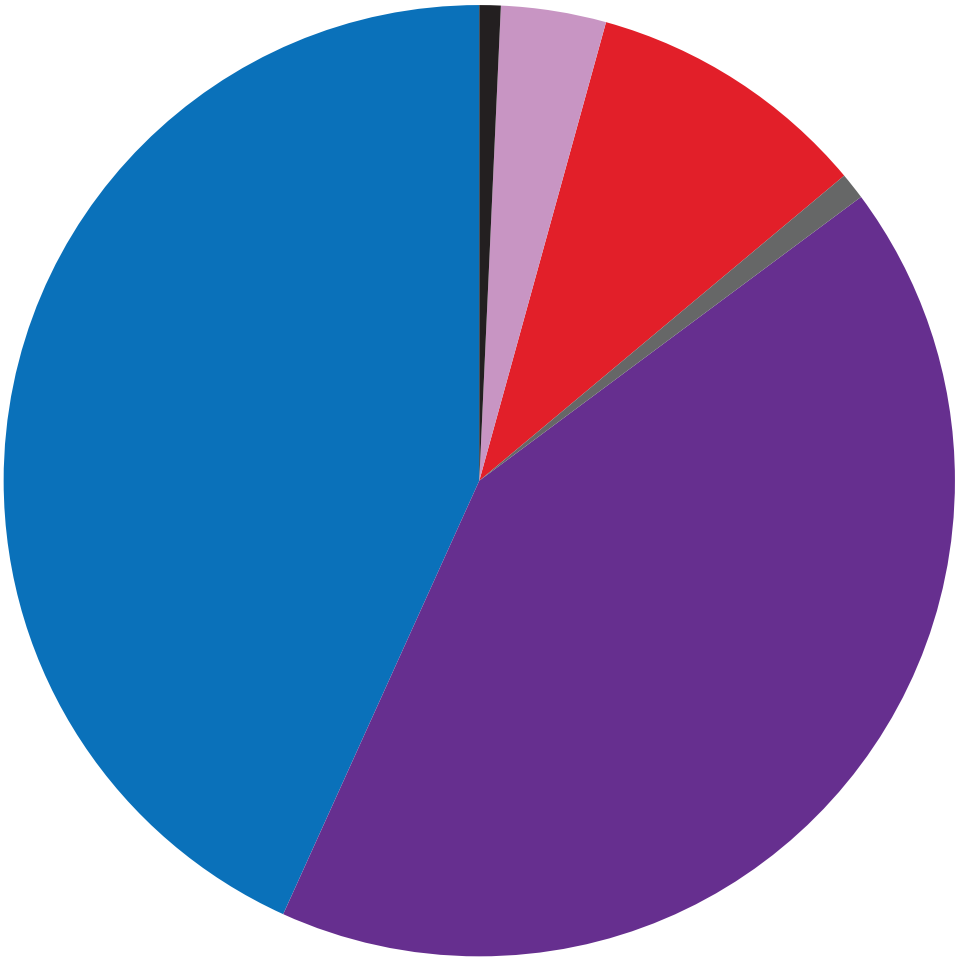
I am a product of TCCAA! I was a mentee in our Mentor-Role Model program where the highly respected Harvey Dillard was my mentor. I was also a student in our Head Start Program years ago. Now I'm an assistant teacher in that same classroom. God has blessed me with a full circle moment!! TCCAA makes it possible to create that 'haven for help' in this community. The people in every auxiliary and department dedicated their lives and careers to making a change.

— Antonio Moore, Assistant Education Impact Leader, Head Start Teacher

FUNDING OUR WORK

Behind every service we provide is the funding that makes it possible. From local support to state and federal resources, our work is fueled by a range of public and private partnerships. We work hard to maximize every dollar—no matter where it comes from.

Funding Breakdown



- **Federal** $2,037,835.91
- **State - Federal Pass-Through** $2,105,202.52
- **State** $38,210.00
- **County** $175,634.77
- **Private** $471,312.36
- **Donations** $44,910.62

Tri-County undergoes annual independent audits to ensure every dollar is managed responsibly and used to advance our mission. These reviews confirm our commitment to transparency, accountability and strong stewardship of resources. For full transparency, all recent audit reports are available on our website.

Scan to read our most recent audit report!

SUPPORT TRI-COUNTY

A gift to Tri-County is more than charity—it's a statement that everyone deserves an opportunity to thrive. Your generosity fuels programs that help people find stability and build a better future. It's local giving with long-term impact. Stand with us and support the work that changes lives every day.

Donate In Person

Make your in-person contribution by dropping off or mailing a check to our main office location.

1176 Huell Matthews Highway
P.O. Box 799
South Boston, VA 24592

Donate Online

Donation from Caesars Virginia for the **2025** Tri-County Banquet.

Become a Key Partner

Sponsorship Packages

BRONZE - $1,000

ACCOUNTABILITY LEVEL

Recognition of Sponsorship Level on TCCAA Website
3 Annual Banquet Tickets

SILVER - $1,500

COLLABORATION LEVEL

Half-Page Ad in Banquet Booklet
Recognition of Sponsorship Level on TCCAA Website
5 Annual Banquet Tickets

GOLD - $2,000

EXCELLENCE LEVEL

Full-Page Ad in Banquet Booklet
Logo on TCCAA Website for 6 Months
7 VIP Annual Banquet Tickets

PLATINUM - $5,000

EMPOWERMENT LEVEL

Full Page Ad in Banquet Booklet
Logo on TCCAA Website for 1 Year
10 VIP Annual Banquet Tickets
Opportunity to Share Company PSA at TCCAA Event

THANK YOU TO OUR DONORS!

Our work is only possible because of the generosity of people like you.

Each gift—large or small—helps us reach more individuals, build stronger communities and offer hope where it's needed most.

Tri-County receiving a donation check from the J.M. Huber Corporation. **2024**

Water donated to Serving Hope Food Pantry on behalf of Hitachi Energy in South Boston. **2024**

Two vehicles donated to Tri-County on behalf of the Mecklenburg County Board of Supervisors. **2017**

Generosity
Through The Years...

Bicycles donated for Christmas outreach in **2022**.

A $5,000 check from Centra to support Tri-County's homelessness prevention efforts. 2024

EMPLOYEES IN ACTION

Working at Tri-County means making a difference every day.

Our staff members don't just serve the community—they're part of it. Across departments and roles, you'll find people who are deeply committed to helping others, supporting each other and building a stronger region together.

Check out our commercial about working at Tri-County!

Learn more at
tricountyva.org

"I love being a part of a team supporting families with wrap-around services and sharing resources during community events. TCCAA's Infant and Maternal Health Coalition is working to support mothers in their pregnancies, helping to fill gaps in maternity care for rural Southside Virginia."

— Danielle Lucas, Agency Planner/Compliance

"What I love most about being a part of the Tri-County team is being given an opportunity to become certified through my employer, at no cost, and having team members who can guide you while giving you a good understanding of the job."

— Darryl Gomes, Weatherization Technician I

YOUTH & FAMILY SERVICES

Head Start teachers and students. **2024**.

Setting the stage for success starts before our newest neighbors are even born.

From nurturing healthy pregnancies through our Infant & Maternal Health program to providing a safe, enriching start in Head Start classrooms and connecting youth with caring mentors through our Mentor Role Model program, we're there for our community members at every stage. Our goal is simple but powerful: to surround each family with the care, guidance and resources they need to thrive. When children and families have opportunities, the possibilities are endless—no matter where their story began.

Mentor Role Model program volunteers at an open house. **2025**.

Presenters at the **2025** Infant & Maternal Health Summit sharing information about breastfeeding in black communities.

INFANT & MATERNAL HEALTH

Every parent deserves to feel safe, supported and empowered on their journey to parenthood. But in rural areas like ours, that journey poses unique challenges. Hospitals that deliver babies are few and far between—often more than 45 minutes away—and for families in rural communities, that distance can mean the difference between life and death. Nationally, women of color are already dying in childbirth at alarming rates. The Center for Disease Control reported that in 2023, the maternal mortality rate for Black women was 50.3 deaths per 100,000 live births—a significant jump from the rates for white (14.5), Hispanic (12.4) and Asian (10.7) women. But in areas like ours, everyone faces an increased risk due to lack of access. That's why our Infant & Maternal Health Program is more than just a service—it's a lifeline.

INFANT & MATERNAL HEALTH

We help families create personalized emergency delivery plans—because when labor starts at 2 a.m., the preparation beforehand makes all the difference. We're also expanding access to doulas across our region to ensure families have trusted local support when medical help is far away. With support from the Southern Virginia Higher Education Center, we're helping develop a local doula certification program to grow the care our clients need right here at home.

Our care doesn't end at birth—it continues through those tender early years when support matters most. Tri-County walks alongside families during the postpartum stage and beyond, offering guidance, encouragement and connection. Whether it's sharing lifesaving skills like CPR, supporting breastfeeding or teaching safe sleep practices, we're here to help parents feel confident and empowered. Through in-person and virtual home visits, our compassionate community health workers offer thoughtful, research-based conversations that celebrate each family's strengths and help them navigate challenges. Because when we support families during these critical years, we're not just changing one life—we're planting the seeds for stronger, healthier generations to come.

1000

attendees at community outreach events hosted and/or supported by Infant & Maternal Health Coalition

INFANT & MATERNAL HEALTH COALITION

The Infant & Maternal Health Coalition, led by Tri-County Community Action Agency, brings together healthcare providers, community partners and advocates who share a commitment to improving outcomes for mothers, infants and families in our region. By creating a strong network of support, the coalition works to reduce barriers to care, expand access to resources and promote healthy beginnings for every child.

Through collaboration, shared learning and coordinated efforts, coalition members are building a healthier, more resilient community where families have the support they need from pregnancy through early childhood. If you are a provider, community leader, or simply passionate about supporting infant and maternal health, we invite you to reach out and join us in this important work.

2024-2025 Infant & Maternal Health Coalition Partners

Birth in Color
Halifax County – South Boston Library
Piedmont Access to Healthcare (PATHS)
Postpartum Support Virginia
Sentara
Sol Blossom Birth Services
Southside Behavioral Health
The Health Collaborative
The Selah Center
Virginia Department of Health (VDH)
Virginia Interfaith Center for Public Policy (VICPP)
Virginia Neonatal Perinatal Collaborative (VNPC)
Virginia Rural Health Association (VRHA)
National Birth Equity Collaborative
VCU Health Community Medical Center
Center for Early Learning Success
Maternal Health Task Force
Bright Beginnings of Central Virginia

2025 Infant & Maternal Health Summit

EVENT SPOTLIGHT

2025 Doula Appreciation Brunch

June **2025** CPR Class

HEAD START

At TCCAA, Head Start is more than a preschool—it's a launchpad for lifelong learning. Originally operating independently, this program became part of Tri-County in 1984 and has been a powerful collaboration ever since. Now in its 60th year, Head Start has stood the test of time—changing lives, strengthening families and proving that education can be one of the most powerful tools we have to fight poverty.

In various locations across Halifax and Mecklenburg counties, children ages three to five engage in high-quality early learning while receiving vital health and developmental screenings. Many of these children may otherwise enter kindergarten without ever having been in a classroom or having access to consistent support—but thanks to Head Start, they walk through those doors ready to learn, with families who are ready to advocate for them. When intervention is needed for health and development, it's timely and supportive.

A Head Start student on a field trip to the NC Zoo. **2022**

A **2025** Head Start graduate receiving his "diploma" from Tri-County staff.

540 **consultations with parents for additional career resources**

Head Start supports more than just the child. Parents gain access to career and educational resources of their own, creating opportunities for the whole family to thrive. Head Start doesn't just prepare kids for kindergarten—it fosters family empowerment and self-sufficiency, breaking the cycle of poverty.

A Head Start parent receiving a Certificate of Appreciation from Tri-County. **2025**

"My child was nonverbal until she started Head Start. She has excelled past what I expected since Head Start. They helped potty train her. She goes to Parks and Rec three days [per week] in addition to Head Start."

— Anonymous Client

HEAD START

2025 Head Start graduates.

2024-2025 FAST FACTS

11 Total professional development programs completed by staff

108 Total students

29 Total graduates

$275,000+ Total funds donated

48 Total support staff (including teachers, transportation staff, etc.)

1,020 Total hours spent in school

1,920 Total hours spent processing applications and registering students

107 Total number of health and disability screenings

2025 Gloster celebrating 2025 Head Start graduates.

Head Start in Action:
Creating a Thriving Life for Families

When three-year-old Morgan walked into TCCAA's Boydton Head Start Center for the very first time, his mother, Jamenia Baskerville, couldn't hold back the tears. As an older mom raising an only child, she knew this was more than just the first day of preschool. It was the first step toward something bigger—helping Morgan build friendships, gain confidence and preparing them both for the years ahead.

"I knew my three-year-old son needed a more structured routine to be ready for kindergarten—and so did I," Jamenia said. "Yes, I cried when he left that first day, but I knew it was the right thing to do."

At Boydton Head Start, Morgan quickly discovered a world beyond his tablet screen. With encouragement from his teachers, storytime became a nightly ritual between mother and son.

"We'd read stories at bedtime and sometimes make up our own," Jamenia said. "I was so happy when he stopped looking at that tablet so much. Now he loves reading and even has his own bookshelf full of books!"

Morgan at his Head Start graduation. **2025.**

Morgan and his parents.

Morgan on the Head Start bus.

Like many families, Jamenia chose Head Start because of friends who shared how it gave their children a strong foundation. But she soon realized it offered much more. With six centers across Mecklenburg and Halifax counties, TCCAA's Head Start program is designed not only for child development and early education but also for family growth and stability. Parents are active partners in the process, setting whole-family goals that might include career advancement, financial planning or strengthening routines at home.

For Morgan, the results were clear. By the time he entered kindergarten, he was already reading at age five, writing his name and even learning math skills like counting, adding and sequencing. But academics were only part of the picture.

"They took trips to the library, fire department, sheriff's office, the county fair, a park in Danville and the Metro Zoo in Richmond," Jamenia said. "They even taught the kids how to sit still and how to get on and off a bus."

These experiences helped Morgan grow into a more responsible, confident child.

"He picks up after himself now because he learned it at Head Start," Jamenia said. "He's also more social. He started baseball at four, and now he's playing football."

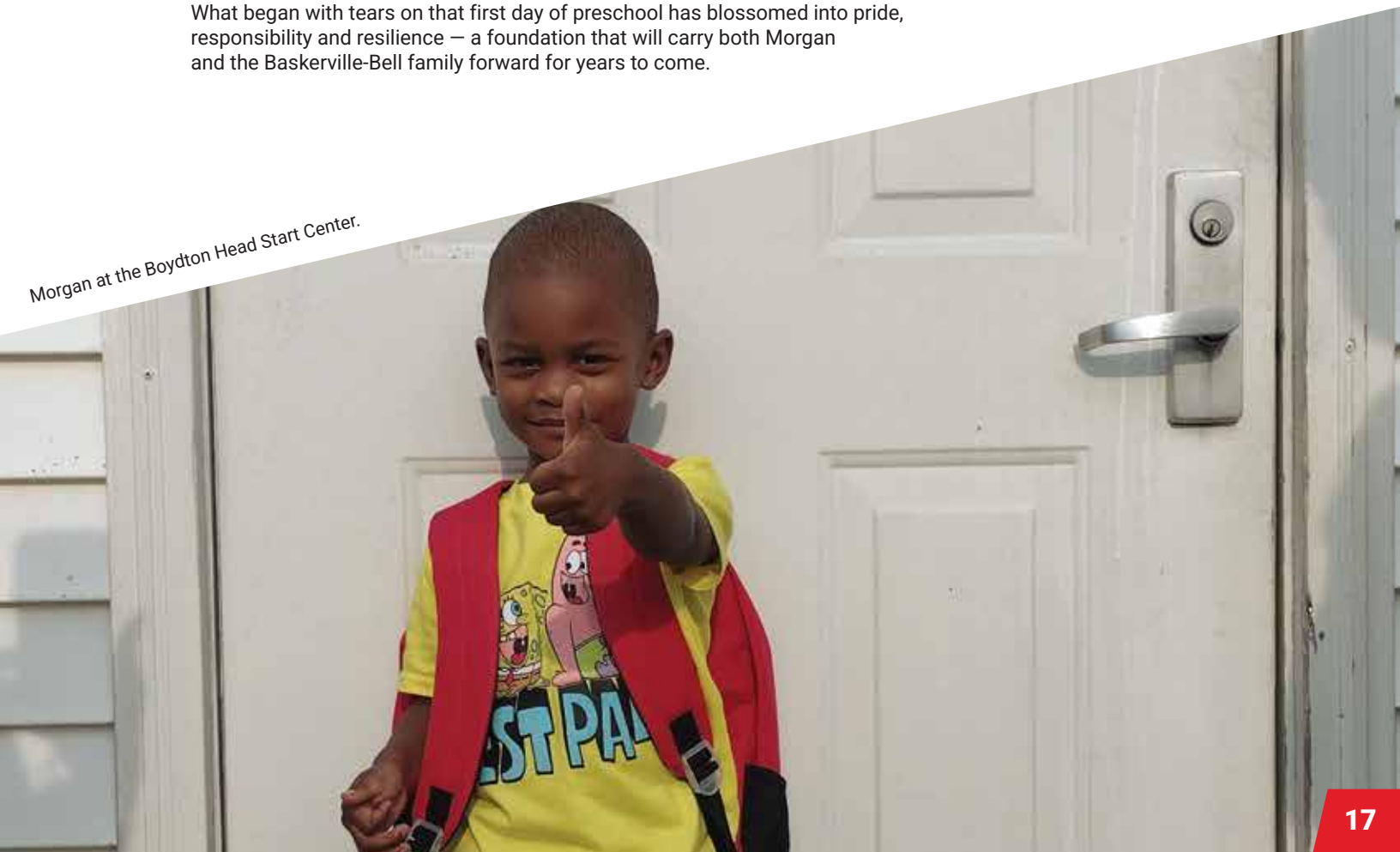
One of her proudest moments came when Morgan received Head Start's "How to Be a Friend" award.

"He was so proud of himself—and so was I," Jamenia said with a smile.

But the impact didn't stop with Morgan. Jamenia felt supported, too, as Head Start worked with her to strengthen routines and prepare for her son's transition to kindergarten. This whole-family approach reflects TCCAA's vision: to create a region where all people live a thriving life.

"I'm a huge advocate for Head Start and tell other parents I know to send their children," Jamenia said.

What began with tears on that first day of preschool has blossomed into pride, responsibility and resilience — a foundation that will carry both Morgan and the Baskerville-Bell family forward for years to come.



Morgan at the Boydton Head Start Center.

MENTOR ROLE MODEL PROGRAM

Founded by community members in 2000 before joining Tri-County in 2019, our Mentor Role Model Program is more than just guidance—it's a lifeline for at-risk youth in Halifax County. For young people who've been told what they can't do, this program offers something life-changing: someone who believes they *can*. Here, mentees gain more than support—they gain a vision of who they can become.

Equipped with comprehensive training, our mentors serve as steady voices and trusted allies. They walk alongside mentees through life's ups and downs, modeling effective behaviors while providing a listening ear. Along the way, mentees make healthier choices, build stronger relationships and imagine futures they hadn't thought possible. As these youth grow into thriving adults, they pour this hope back into the same communities that raised them. When you invest in mentorship, you're not just helping one child today—you're building the next generation of leaders.

Mentor Role Model Coordinator Kadisha McCargo—a new hire in **2025**!

The **2019** ribbon-cutting ceremony celebrating Mentor Role Model's incorporation into Tri-County.

Mentors and mentees attending a Film & Photography Summer Camp in **2019**.

> **I enjoy spending time with my mentee. We go to different events like the movies, and we talk.**
>
> ***— 2025 Mentor***

MENTORING THROUGH THE YEARS

Mentees attending a class about having good manners and respecting themselves and others. **2014**.

2013

Mentees attending a class about having good manners and respecting themselves and others. **2014**.

"[The Mentor Role Model Program] is important because people will know that they have people that they can talk to and turn to. People NEED somebody to talk to."

— 2025 Mentee (Age 14)

"My daughter is doing so good with her mentor. She is always taking her somewhere to do things. I appreciate it because my health won't let me do all the things she likes to do."

— 2025 Mentee Parent

Tri-County volunteers preparing for a Mentor Role Model program open house. **2025**.

EMERGENCY SERVICES

The Junior Women's Club at the United Methodist Church in South Boston, VA packing care packages with Tri-County staff.

Emergency Services at Tri-County Community Action Agency is more than a safety net—it's a glimmer of hope in someone's hardest moment. When families face an empty pantry, a looming eviction or the trauma of escaping abuse, they come to us in crisis—and we meet them with compassion, urgency and unwavering support. Emergency Services unites several essential services under one umbrella, offering fast, focused help when individuals and families are at their most vulnerable. From warm meals to safe places to sleep to advocates who truly listen, our team offers a path forward. We don't just meet immediate needs—we give people time to breathe, rebuild and believe that brighter days lie ahead. This is where healing begins and futures start to take shape.

Energy Share Program

Energy Share is a last-resort energy assistance program that helps eligible individuals avoid disconnection. Along with bill payment support, the program also provides free energy-efficiency upgrades and educational resources to reduce future energy costs. The program empowers households to stay healthy, secure and economically active—whether that means keeping a job, attending school or simply avoiding costly disruptions. When one household thrives, the whole community benefits.

$136,570

in funds distributed to assist with heating and cooling costs

Clients Served: 2024-2025

895
Individuals

Halifax: 392
Mecklenburg: 317
Charlotte: 186

382
Households

Halifax: 170
Mecklenburg: 138
Charlotte: 74

EMERGENCY SERVICES

Serving Hope offers Halifax County residents more than a meal—it offers peace of mind, energy to thrive and a path forward.

Serving Hope became part of TCCAA in 2021, allowing the program to grow and reach even more families in need. It offers monthly food support through USDA provisions, donations and purchased items, ensuring that no one has to choose between feeding their family and meeting other basic needs. That nourishment fuels recipients' bodies and ability to contribute to the community. Serving Hope lives up to its name—offering not just food, but a true sense of belonging and a brighter path forward.

BACKPACK BUDDIES PROGRAM

Just because the school doors close for the weekend doesn't mean our care for children ends. For too many kids, those two days without access to school meals mean empty stomachs and added stress. Backpack Buddies steps in to fill that gap—distributing nutritious, kid-friendly food into backpacks so that children have what they need to feel full, focused and cared for. Food insecurity in childhood can have a lifelong impact on an individual—but so can love, consistency and knowing someone is looking out for them.

155 students given meals

1,561 meals given out

In 2024-2025, Serving Hope distributed monthly boxes of food to

534 Individuals

281 Households

2021

2024

J.M. Huber Corporation employees volunteering with Tri-County's Backpack Buddies program. **2024**

HOUSING SERVICES

A safe place to sleep shouldn't be a luxury—it should be the starting point for rebuilding a life.

TCCAA believes that stable housing is the foundation for employment, education, health and hope. Our Housing Services program supports individuals or families in four counties who are experiencing homelessness or at risk of becoming homeless. We connect them urgently and compassionately to critical resources and rapid re-housing solutions—because no one should face the fear of not knowing where they'll lay their head at night. VHSP doesn't just reduce homelessness; it restores dignity, creates stability and helps families take the first steps toward lasting independence.

Director of Emergency Services Kim Carson at the **2025** Virginia Association of Housing Counselors Conference. Carson was a speaker at this year's event!

67 **individuals served in 2024-2025**
25 in Halifax
21 in Mecklenburg
21 in Charlotte

Households served in 2024-2025 **31**
13 in Halifax
11 in Mecklenburg
7 in Charlotte

A Tri-County staff member and volunteer during the **2025** Point-in-Time Count. During this annual event, Tri-County staff count the number of sheltered and unsheltered people experiencing homelessness in our service area.

Grant Funds & Donations to Prevent Homelessness: 2024-2025

$126,844 for Virginia Homeless Solutions Program

$173,520 for Permanent Supportive Housing

$6,500 for donations

19 HOUSEHOLDS AND 43 INDIVIDUALS sheltered in 2024-2025

Households: 8 Halifax, 6 Mecklenburg, 5 Charlotte

Individuals: 15 Halifax, 12 Mecklenburg, 16 Charlotte

9 HOUSEHOLDS AND 15 INDIVIDUALS avoided homelessness in 2024-2025

Households: 5 Halifax, 3 Mecklenburg, 1 Charlotte

Individuals: 10 Halifax, 3 Mecklenburg, 2 Charlotte

DOMESTIC VIOLENCE & SEXUAL ASSAULT

A survivor's journey from trauma to stability is possible with the right care, advocacy and education.

Tri-County's Domestic Violence and Sexual Assault Program serves individuals across Halifax, Charlotte, Mecklenburg and Lunenburg counties with comprehensive, empathetic support. From emergency shelter and transportation to crisis intervention, advocacy, and court or medical accompaniment, the program provides immediate and long-term resources to help survivors regain stability and move toward permanent housing.

But the impact doesn't end there. Through community education on topics like dating violence, stalking, bullying and healthy relationships, the program empowers neighbors to become allies, disrupt cycles of abuse, and build a culture of safety and respect. When survivors are supported, communities grow stronger, and the path to lasting change becomes possible.

164 **Total cases served**
47 in Charlotte, 55 in Mecklenburg, 61 in Halifax, 1 in Lunenburg

57 **Total hotline calls**
7 in Charlotte, 8 in Mecklenburg, 42 in Halifax, 0 in Lunenburg

24 **Total shelter placements**
2 in Charlotte, 3 in Mecklenburg, 19 in Halifax, 0 in Lunenburg

158 **Community engagements**
including social media posts and meetings

Domestic Violence program staff talking with Halifax County High School students about healthy dating relationships.

2024

37 **Total transportation services provided in 2024-2025**

$11K+ **Total funds donated in 2024-2025**

Domestic Violence & Sexual Assault program staff at Tri-County's **2012** banquet.

PICKING UP THE PIECES AFTER TRAGEDY: THE STORY OF MAHALIA TOWNES

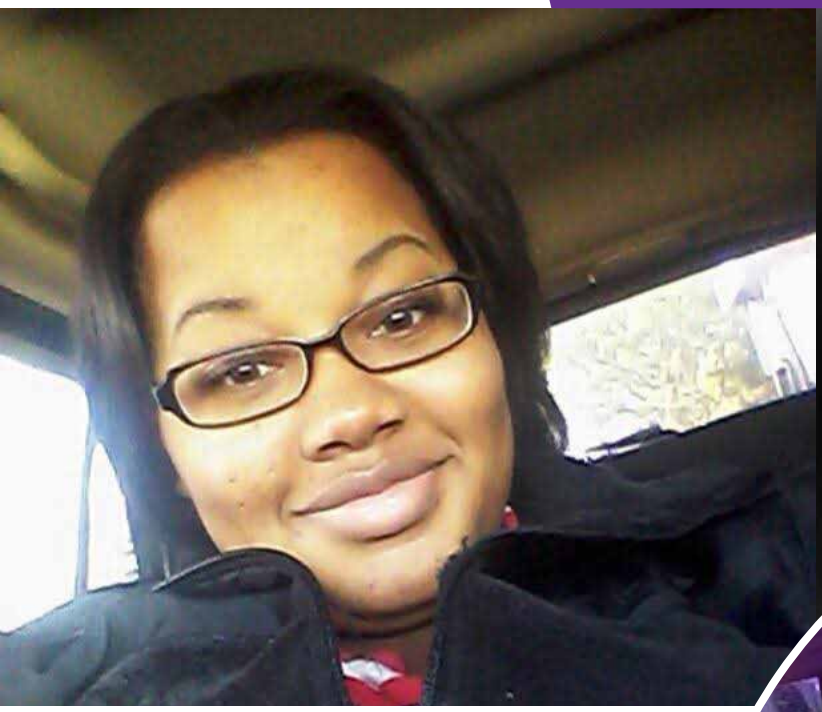
In August 2021, tragedy struck the Townes family when Mahalia Townes, a 26-year-old mother described by friends and loved ones as “amicable, good-natured and polite,” was found dead in a hotel room, murdered by the father of her two children.

Mahalia’s death rocked the historic Virginia town of South Boston and her extensive family, who had attempted—with the support of TCCAA’s Domestic Violence and Sexual Assault program—to help her escape the years-long abusive relationship. However, the cycle of abuse continued to pull her back in, and it ultimately led to her death.

But despite the tragic circumstances, Mahalia's legacy now lives on through a domestic violence shelter. Mahalia's Place is a TCCAA-run facility that the organization renamed in her honor in April 2025.

The facility is part of TCCAA’s broader domestic violence and sexual assault support system to help women like Mahalia escape abusive relationships by offering financial, emotional and physical support. That aid also extends to others in the abused individual’s circle who may be shouldering the burden of support or who, in the Townes family’s case, may even become targeted by the abuser for interfering.

MAHALIA TOWNES



A table prepared by Tri-County at Mahalia’s vigil in **2021**.

PICKING UP THE PIECES AFTER TRAGEDY: THE STORY OF MAHALIA TOWNES

"I don't know what I would have done without Tri-County," said Angela Townes-Yancey, a cousin of Mahalia's and now the adoptive mother of Mahalia's two daughters, ages six and four. "I don't think I would have made it through without them."

Angela was part of Mahalia's support network that for eight years tried to help her escape the relationship that ultimately took her life. That included bringing TCCAA to Mahalia's aid where staff members spoke with her regularly, drove her to therapy, and gave her and her children necessary resources, including clothes and a car seat.

And while Mahalia's death serves as a stark reminder of the sometimes inescapable hold and tragic outcomes abusive relationships can have on an individual, TCCAA continued to extend their support to Angela and the Townes family after Mahalia's death and the arrest of her killer. They went with Angela to view Mahalia's body, filled out the paperwork for Angela to receive benefits on Mahalia's behalf and made a house payment for her during the COVID lockdowns. They paid for counseling, and they even cooked meals and dropped them off at Angela's home.

"I still get calls from them regularly," Angela said, more than three years after Mahalia's murder. "Just yesterday, I got a call from Kim to check and see how I was doing. She told me how proud she was of me and all that I've done."

With TCCAA's support, Angela kept her house and a full-time job that allows her to support Mahalia's children, whom Angela and her husband officially adopted. Perhaps most importantly, however, thanks to TCCAA, Angela's family has begun healing from the trauma of Mahalia's death.

"TCCAA has been with me every step of the way," she said. "They're like family. I've always been an advocate of Tri-County, but now I really have to advocate for them because of all they've done. I think the program is such a worthy program."

This empty chair represents a life that was lost in Halifax County due to domestic violence. Violence creates empty seats.

"TCCAA has been with me every step of the way. They're like family."

— Angela Townes-Yancey

HOUSING SERVICES

Tri-County's Housing Services program helps families in Halifax and Charlotte counties achieve the dream of safe, stable homeownership. Through the USDA Family Housing Program, qualified applicants can buy, build or refinance modest homes with affordable, fixed-rate financing—even without a down payment. For those needing to make critical repairs, Section 504 Loans and Grants provide funding to modernize heating, wiring or roofing; improve accessibility; or remove health hazards. Together, these resources not only open doors to homeownership but also ensure that existing homes remain safe, livable and sustainable in the long term.

The impact of getting people housed reaches far beyond the individual homeowner. A stable home means a stronger foundation for children to learn and grow, for families to build generational wealth, and for neighborhoods to thrive. Every new mortgage, home repair or renovation ripples through the local economy—supporting construction jobs, increasing property values, and strengthening the tax base that funds schools and services. For individuals, it's transformative; for the community, it's catalytic. Housing stability lays the groundwork for broader economic growth, healthier families and a more resilient region.

CLIENT SPOTLIGHTS

After living in unsafe conditions in a mobile home, the Majeski family moved into temporary housing in 2021. With help from Tri-County, they closed on their very own home in 2025.

62-year-old Linda Caddle survived going through a divorce and cancer. Ms. Caddle believed she was too old to become a homeowner; however, surviving cancer changed her mindset. In 2023, Tri-County began the lengthy process of securing her a USDA Single Family Housing Direct Loan. On September 5, 2025, Ms. Caddle will be celebrating her first year in her new home.

"I started my process of becoming a homeowner in December of 2024. I finally became a homeowner in August 2025. The process was not an easy one, and at times, it was downright discouraging. I couldn't have made it through without the help of Ms. Tammy Ford at Tri-County. She really helped me so much, just by believing and keeping faith that everything will work out. She went out her way and beyond to help me and make sure I got the help that I needed. She was always there for me when I had questions or doubts, and she really made me believe that I would become a homeowner. On August 7, 2025, my dream came true. Thank you all for helping me and many other families to achieve a major goal in life."

— Maurice Whitlock, TCCAA USDA Client

WEATHERIZATION

For many residents, weatherization means the difference between constant worry and lasting relief. Through the Weatherization Assistance Program (WAP), Tri-County helps income-eligible residents in Halifax and Charlotte counties reduce energy consumption, lower utility bills and create healthier living environments. From insulation and air sealing to heating system and duct repairs, these upgrades improve both energy efficiency and home safety, saving households an average of $283 annually. By prioritizing elderly individuals, people with disabilities and families with children, we support those most in need. The benefits extend beyond the home: More efficient energy use contributes to environmental sustainability, and the savings give families room to breathe, invest in other essentials and participate more fully in their communities.

$820,931.09
spent on jobs in 2024-2025

82
Households received Weatherization assistance in 2024-2025
55 in Halifax County
27 in Charlotte County

> **I would tell people to reach out to Tri-County. They will come out and see what you actually need and see what they can do. Let them in your house, sit down and just talk to them. We trust people, and we trust them.**
>
> ***— John Austin, Weatherization Program Recipient***

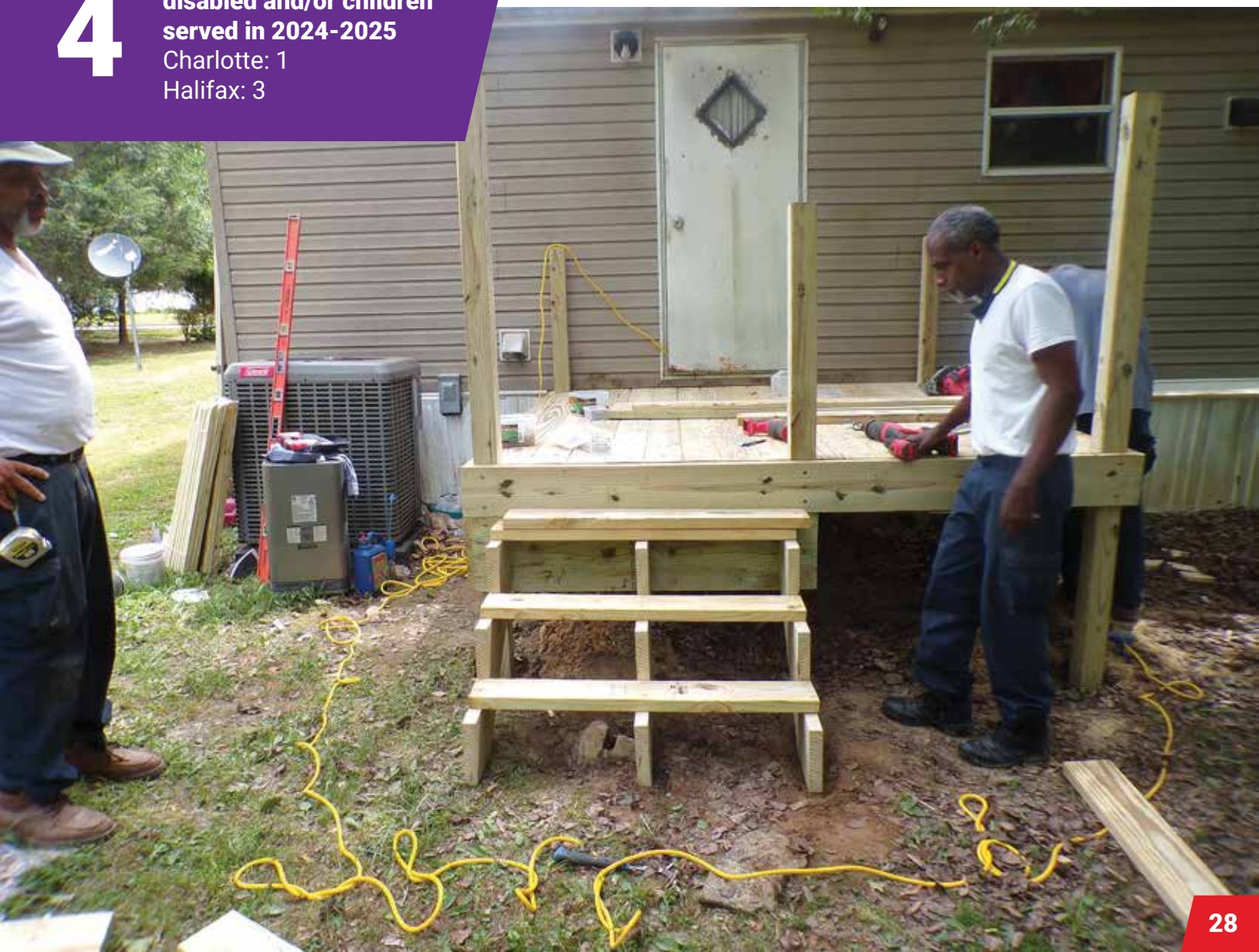
HOME MAINTENANCE & PRIVATE JOBS

Maintaining a safe, livable home is essential not just for individual well-being, but for building stronger, more connected communities.

TCCAA's Home Maintenance & Private Jobs Program offers affordable home repair and upkeep services to income-eligible residents in Halifax, Charlotte and Mecklenburg counties. From yard work and weatherization to painting, window replacements, and the construction of ramps or steps, these services help residents preserve one of their most valuable assets: their homes. By promoting safety, accessibility and comfort, the program empowers individuals to live with dignity and independence. The result is a ripple effect that strengthens neighborhoods, supports aging in place and enhances the overall quality of life across the region.

$17,328.43
spent on jobs in 2024-2025

4
Houses with elderly, disabled and/or children served in 2024-2025
Charlotte: 1
Halifax: 3



VOLUNTEER INCOME TAX ASSISTANCE (VITA) PROGRAM

Financial stability starts with access to the right tools—and sometimes, that begins with a tax return. Through the VITA Program, TCCAA offers free federal and state tax preparation for income-eligible residents in Halifax, Charlotte and Mecklenburg counties. Operating from February through April at locations in South Boston, Chase City and Charlotte Courthouse, VITA ensures that individuals and families receive the full refunds and credits they've earned. These returns can help pay down debt, build savings or cover basic needs—putting money back into households and local economies. By promoting financial empowerment and literacy, VITA strengthens not just individual outcomes but the economic health of entire communities.

447
Total tax returns filed

90.5
hours spent preparing and filing tax returns

$111,750
saved through free filing services (based on typical tax return cost)

A VITA participant receiving tax support services at our **2025** Early Income Tax Credit Day.

VITA

Thanks to our dedicated tax preparers, neighbors across Halifax, Charlotte and Mecklenburg counties received free, reliable tax preparation this season. They didn't just file returns; they put money back into pockets, meals on tables and peace of mind into people's lives.

Whether it paid off debt, covered childcare or was saved for a rainy day, each refund played a part in building lasting financial stability. Here's what VITA recipients had to say about the program's impact:

"The tax program has been a big help with taxes from my DoorDash job. Another agency would have charged me $500 to do my taxes."

"If you hadn't done my taxes, I wouldn't have been able to file."

"You do not know what a blessing this is."

"This is such an amazing service you offer."

Thank You!

VOLUNTEERS

Lisa Almeter, Sonya Carwile, Penny Ferrell

TRI-COUNTY STAFF

Ashley Hodge, Elizabeth Borderlon, Kimberly Bradley, Catherine Maloney, Dianne Burton

WESTSIDE MOBILE HOME PROJECT

The Westside Mobile Home Park Project is helping reshape the future of the Sinai Community through secure housing and opportunity. Led by TCCAA in partnership with the Town of South Boston and local nonprofits, this revitalization effort is bringing new, safe and affordable homes to the Sinai Community in Halifax County. But the impact goes far beyond bricks and mortar. By empowering current residents through housing security, financial literacy and access to vital resources, the project lays the groundwork for generational stability. As families thrive, so do neighborhoods—creating a ripple effect of economic opportunity, equity and pride that strengthens our region for years to come.

$1.5M

Secured in grant money by Tri-County staff from the Bezos Day 1 Families Fund

Residents, Tri-County staff and stakeholders meet with an ESA Solar Energy representative at a **2025** tenants' meeting.

26 families in mobile homes at project start

13 families relocated during Phase One

1 home ownership occurred with relocation

WESTSIDE MOBILE HOME PROJECT

How it Started: 2024

How it's Going: 2025

Tri-County staff sharing architectural drawings for future Westside homes at an August **2025** tenant meeting.

Aerial photo of the now-cleared Westside community as of August **2025**. Tree clearing has made way for new homes.

THANK YOU TO OUR VOLUNTEERS!

To our incredible volunteers: Thank you for showing up with open hearts and helping hands.

Whether you're packing food boxes, mentoring youth or lending your time behind the scenes, your kindness makes a lasting difference. You remind our community that no act of service is too small to spark hope. We're endlessly grateful for your generosity, your spirit and the joy you bring to the work we do together.

Kathy and William Clay unloading food at Serving Hope Food Pantry. **2025**.

Tri-County staff and volunteers serving food at an Applebee's fundraiser. **2024**.

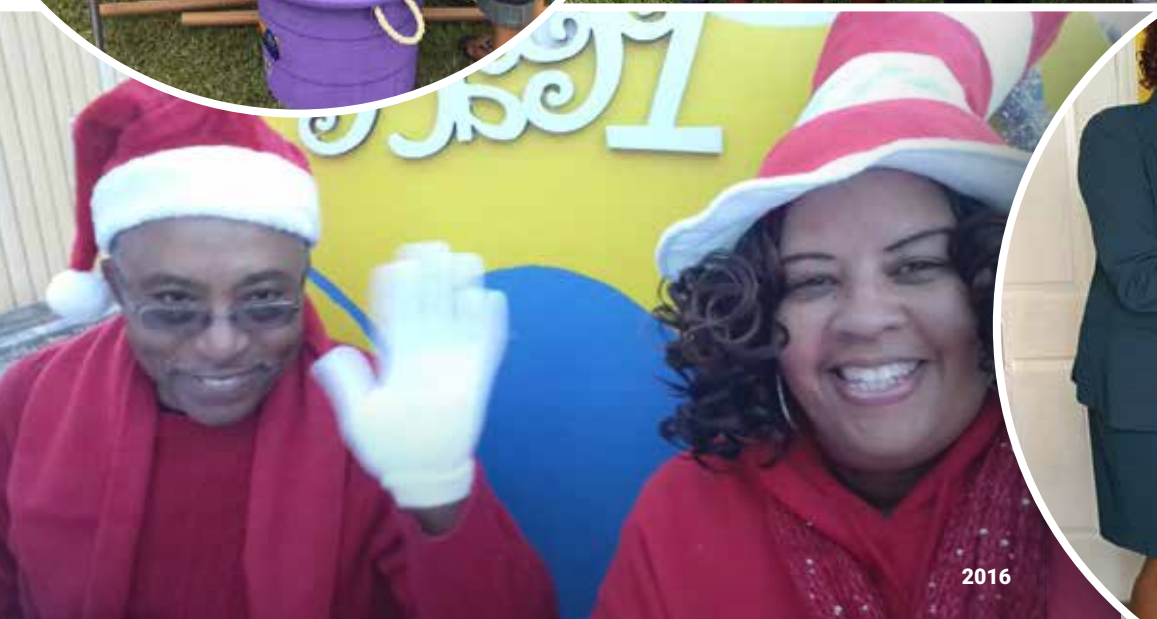
THANK YOU TO OUR STAFF!

To every member of the Tri-County team—past and present—*THANK YOU.*

Whether you're serving our community today or played a part in years past, your dedication, compassion and hard work have shaped who we are. Every program, every milestone and every life changed has your fingerprint on it. This work isn't easy, but you've shown up with heart and purpose, time and time again. We truly couldn't have done it without you.

2025

2016



2016

2019

2024

In Loving Memory of

HENRY BROOKS

1954-2025

Henry Brooks was a cherished employee of Tri-County Community Action Agency.

Henry dedicated seven years of service to our mission, always bringing warmth, wisdom and a deep commitment to helping others. His impact reached far beyond the walls of our organization—touching the lives of countless families and coworkers with his steady presence and compassionate spirit. Though he is no longer with us, his legacy lives on in the work we do and the community he helped shape. We are grateful for the time we had with Henry and will carry his memory with us always.

LOOKING AHEAD: THE NEXT 60 YEARS

Change is both inevitable and constant. Over the past six decades, Tri-County Community Action Agency has grown, adapted and embraced change in ways that have strengthened our ability to serve. We recognize that an agency unwilling to change is an agency unwilling to grow—and without growth, we cannot fully meet the needs of an ever-evolving community and world.

As I reflect on our past and look forward with anticipation, I am inspired by the resilience of this agency and the communities we serve. My vision for the next 60 years is that TCCAA will continue to stand as a beacon of hope and progress—an organization that empowers individuals, uplifts families and unites communities.

It is my sincere hope that we will always remain committed to moving forward: to keep going, keep growing and keep showing up—today, tomorrow and for generations to come.

I invite you—our partners, supporters and community members—to join us in shaping this future. Together, we can ensure that Tri-County Community Action Agency continues to make a lasting impact for the next 60 years and beyond.

Sincerely,

Petrina A Carter

FROM INSPIRATION TO IMPACT

If the stories in these pages have moved you, you're not alone.

Every program, every success and every step forward shared here is made possible by people who believe in the power of community—people like you. Your support helps families find stability, children grow with confidence and individuals take bold steps toward brighter futures. Together, we can continue creating meaningful change, one household at a time. Join us in making that difference—give today.

Donate Online Now

Donate In Person

Make your in-person contribution by dropping off or mailing a check to our main office location.

MAIN OFFICE

1176 Huell Matthews Highway
P.O. Box 799
South Boston, VA 24592

Tri-County Community Action Agency

1176 Huell Matthews Highway, P.O. Box 799, South Boston, VA 24592

(434) 575-7916

https://tricountyva.org/