



STRENGTHENING CONNECTIONS, SHAPING FUTURES

Annual Report

2024





STRENGTHENING CONNECTIONS, SHAPING FUTURES

At the heart of every community lies the strength of its connections—connections that foster collaboration, empower individuals, and build a shared vision for the future. In 2024, the Hampton Roads Community Action Program (HRCAP) continued to strengthen these vital connections, not only through our role as a **Community Advocate**—working to address critical issues such as affordable housing, education, and economic empowerment—but also as a **Community Convener**, bringing together diverse stakeholders to collaborate on solutions that create lasting impact. As a **Community Change Agent**, we have remained committed to transforming lives through programs that provide the tools and resources necessary for individuals and families to shape brighter futures. Through our unwavering dedication to supporting those in need, we continue to build pathways for success that uplift individuals and strengthen our communities.

OUR GUIDING LIGHTS

At the Hampton Roads Community Action Program (HRCAP), our mission, vision, and Promise of Community Action reflect our dedication to empowering individuals, strengthening communities, and fostering self-sufficiency. These guiding principles drive every program, partnership, and initiative, ensuring that we continue to make a meaningful impact in Hampton Roads and beyond.

MISSION

To improve lives by providing optimum services and mobilizing resources that strengthen our communities.

VISION

A strong, vibrant community where all citizens are self-sufficient and empowered.

PROMISE OF COMMUNITY ACTION

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.



Message from the Board Chair and CEO

As we look back on the past year at Hampton Roads Community Action Program (HRCAP), we are proud of all we have accomplished together. Through the dedication of our staff, volunteers, partners, and donors, we've delivered essential services that help individuals and families move toward self-sufficiency and a better quality of life.



Our vision is a community where everyone can thrive. Programs like Head Start, Early Head Start, Emergency Services, Clean Comfort, VA Cares, VITA Tax, Project Discovery, and Pathway Home (PH3) are making that vision a reality, equipping participants with the skills and support they need. None of these achievements would be possible without your unwavering support.

This year, our Head Start and Early Head Start programs continued to ensure our youngest learners receive a strong educational foundation. Children benefited from safe, nurturing classrooms that fostered improvements in literacy and math—preparing them for lifelong success. Meanwhile, the Pathway Home (PH3) program's growth demonstrates the power of comprehensive case management, providing employment opportunities, healthcare, childcare, and financial guidance to promote stability and reduce recidivism.

We recognize that challenges in areas such as affordable housing, economic mobility, and resource accessibility continue to evolve. In the coming year, we will broaden our reach, enhance our programs, and deepen our community engagement. Our commitment to addressing these issues remains unwavering, as we work to empower individuals and families to achieve lasting success.

We also know that building an equitable, thriving community is a collective effort. We welcome new partners to join us—through financial contributions, volunteerism, or collaborative projects. Your involvement can help create meaningful, lasting change.

Looking ahead, we are excited to build on this year's successes, and we extend our deepest gratitude to everyone who has contributed to our mission. Your belief in our work makes a profound difference in the lives we touch. Together, we will continue to shape a brighter future for the Hampton Roads community.

Thank you for your ongoing support!

Edith G. White
Edith G. White
Chief Executive Officer

Van Noland
Van Noland
Board Chair

2023 - 2024

Board of Directors and Leadership Team

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Wells Fargo Bank

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Newport News Shipbuilding

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Historical Foundation of Aberdeen Gardens

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Zel Technologies

Kelli Ragland
Langley Federal Credit Union

Kevelyn Vance
Southside Policy Council

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Zion Baptist Church

Dr. Keisha Samuels
Representing Councilwoman Hope Harper,
City of Hampton

Rev. Dr. Reginald Woodhouse
First Baptist Church Jefferson Park

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The Williams Hunt Group

Shirley Wills
Community Volunteer

Program Leadership & Operations

Landis Faulcon, Assistant Director of Strategic Initiatives
Andrea Moore-McDonald, Director of Program Innovation and Transformation
Tierra Mitchell, Director of Service Delivery and Quality Assurance
Hermelinda Miller, Director of Education and Training
Chanell Paynter, Program Services Team Leader - Head Start/Early Head Start
Cynthia Randall-Young, Assistant Director of Support Services
Thomas Sentz, Program Manager - Housing and Financial Literacy Services
Earl Walker, Program Operations Team Leader - Head Start/Early Head Start
Yvette Young, Director of Economic Mobility and Financial Empowerment
Kevelyn Vance, Head Start Policy Council

Leadership Team:

Executive Staff

Edith G. White, Chief Executive Officer
Kevin D. Otey, Jr., Chief Operating Officer
Audrea J.W. Lambert, Chief Financial Officer
Shikee Franklin, Senior Director of Early Childhood Education
Carl J. Shirley, Director of Planning and Evaluation
Terry L. Brown, Director of Administration

STRENGTHENING CONNECTIONS, SHAPING FUTURES

*through Community Advocacy,
Convening, and Transformation*

Community Advocacy

HRCAP championed key community issues—from early childhood education and economic mobility to addressing gun violence and enhancing voting rights. We engaged directly with policymakers and leaders, attending Senator Warner’s roundtables on gun violence and early childhood education and a voting rights forum hosted by Congressman Robert C. Scott.

Pathways to Progress Breakfast

In April, more than 200 business professionals, elected officials, board members, donors, and supporters gathered at our Pathways to Progress Breakfast. In partnership with the Newport News Human Rights Commission, the Pathways to Progress Breakfast recognized individuals and/or organizations that are committed to expanding equal access to housing within the Hampton Roads community.

Empowering Future Leaders and Youth Advocates

Through the Hampton Summer Youth Employment Program, we welcomed two Bethel High School seniors who gained hands-on experience in community services, from reentry support to youth programming. Their involvement highlights the importance of nurturing the next generation of advocates and leaders.

Virginia Community Action Partnership (VACAP) Legislative Conference

Our participation in the VACAP Legislative Conference brought Hampton Roads’ needs to the forefront of statewide policy discussions, underscoring our commitment to solutions shaped by and for the community.



Community Convener

At HRCAP, meaningful progress comes from uniting diverse voices. By bringing together community members, leaders, and partners to discuss issues like broadband access and women’s empowerment, we foster dialogue that sparks fresh ideas and drives collective action.

Empowering Women Panel Discussion in Partnership with the YMCA and Emmanuel Baptist Church

In honor of Women’s History Month, HRCAP held its inaugural Empowering Women event featuring an impressive panel of leaders, including Dr. Kristie Norwood, Charvalla West, Dr. Keisha Samuels, and the Honorable Chris Snead, with moderation by the Honorable Hope Harper. The event offered attendees guidance on financial wellness, career advancement, relationships, and emotional well-being. Small business owners also benefited from networking opportunities, strengthening connections across our community.

Broadband Listening Sessions

HRCAP convened discussions on broadband access and digital literacy to understand barriers facing underserved groups, including low-income, elderly, and minority communities. These sessions highlighted the need for affordability, education, and stronger protections for personal data.

2024 CEO Summit

The Creating Exceptional Opportunities (CEO) Program provided intensive personal and professional development, helping participants refine their leadership skills, strategic thinking, and financial goals. Engaging with seasoned leaders and proven principles, participants emerged better equipped to achieve lasting success.

Strengthening Community Wellness

In November 2023, HRCAP partnered with Riverside and 100 Black Men of the VA Peninsula in hosting a health event to address health disparities. This collaborative effort reflects our commitment to building partnerships that enhance wellness and empower residents with the resources they need to thrive.





Community Transformation

HRCAP’s work extends beyond advocacy and convening to hands-on engagement that changes lives. Long-standing efforts like VITA Tax and VA Cares, along with new programs like RISE, address both immediate needs and long-term challenges. As a trusted partner, HRCAP empowers individuals and families on their path to self-sufficiency.

Project Discovery

Hampton University High School Day: Students gained insights into higher education, campus life, leadership, and opportunities beyond the classroom. This exposure broadened their perspectives, preparing them for future success.

Kaniah M. Alexander

Graduating from Menchville High School with a 3.46 GPA and earning over \$500,000 in scholarships from twelve universities, Kaniah credits Project Discovery with helping define her career path and secure vital scholarships. She is now attending Norfolk State University and continues to benefit from critical thinking and societal awareness gained through the program.

Daniella Brown

A Bethel High School graduate with a 4.47 GPA, Daniella received 27 college acceptances and \$706,636 in scholarships. She will attend Norfolk State University on a \$99,056 DNIMAS scholarship to study Biology, aiming to become a surgeon. Her dedication and achievements serve as an inspiration to her peers.

Volunteer Income Tax Assistance (VITA)

The Hampton Roads Community Action Program (HRCAP) has been partnering with the Families Achieving Community Economic Stability (FACES) coalition for over twenty years to provide Volunteer Income Tax Assistance (VITA) tax preparation services at no cost to low-income and other at-risk populations on the Virginia peninsula. In 2018, FACES expanded to include partners from the Southside of Hampton Roads (Chesapeake, Norfolk, Portsmouth, Suffolk, and Virginia Beach).

During the 2023 tax filing season (January to April 2024), 60 FACES VITA volunteers prepared 2,433 federal income tax returns at eleven (11) tax preparation sites (a 24.19 percent increase in returns over the 2022 tax season), resulting in \$2,876,543 in federal tax refunds being returned to the community. Additionally, 414 EITC-eligible tax filers received an average tax credit of \$734 by filing their returns at FACES VITA sites. The \$303,979 in EITC and \$859,483 in Child Tax Credits (CTC) and Advanced/Additional CTC brought into southeastern Virginia communities not only assist those residents who receive the credit in providing food and clothing for their children or maintaining housing and transportation but also provides a boost to the local economy as these funds are spent on purchasing the products and services of local businesses. FACES tax clients saved \$608,250 in tax preparation fees using this service. After the end of the 2023 filing season, HRCAP tax site experts assisted in completing an additional 312 returns, many of them previous year’s returns that customers had neglected. Since 2010, FACES VITA Partners have prepared over 25,000 federal tax returns. As a result, more than \$30,000,000 have been returned to the community, including almost eight million in EITC dollars.



VA Cares: Support for Returning Citizens

VA Cares helps ex-offenders re-enter society by providing essential support such as housing, food, and clothing. Strong employer partnerships offer valuable job opportunities, fostering stability and productivity.

Mr. Christopher Gatling

After his release from prison, Mr. Gatling turned to VA Cares for help finding employment. With guidance and resources from his counselor, he secured a job. Now, he plans to use his newfound skills and experience to advance his career, demonstrating the program’s impact in supporting second chances.

RISE Program

The Reaching Independence through Savings and Education (RISE) IDA program helps participants build financial assets and achieve long-term self-sufficiency. With an \$8 match for every \$1 saved (up to \$4,000), RISE empowers individuals to invest in homeownership, education, business ventures, or other critical goals. This initiative strengthens economic stability throughout Hampton Roads and the Middle Peninsula.

Young at Heart

Created to honor the wisdom and contributions of our elders, the Seniors Program offers meaningful gatherings—from a senior dinner to a festive holiday luncheon and Valentine’s Day party. Growing from 40 to over 100 participants, the program fosters connection, celebrates heritage, and ensures seniors feel valued in the community they’ve helped shape.





Successful Outcomes

HRCAP remains a trusted partner in community engagement, responding to the needs of underserved populations and driving lasting change.

Ms. L. Jones

Homeless, pregnant, and caring for young children, Ms. Jones turned to **HRCAP's Housing Program**. She improved her finances, secured employment, and saved \$2,000 for a security deposit. With help from Emergency Services, she recently moved into her new home, marking a fresh start toward stability.

Patricia Salazar

After facing potential fair housing violations, Ms. Salazar reached out to **HRCAP's Housing and Financial Literacy Program**. Her counselor educated the landlord on fair housing laws, resulting in the return of her security deposit. Ms. Salazar continues to receive financial counseling to strengthen her future.

Ms. Braxton

Aiming for first-time homeownership by the end of 2024, Ms. Braxton joined the **HRCAP's Credit Improvement Program**. She cleared \$5,000 in debt, saved \$4,000 for her down payment, and improved her credit score. With her finances in order, homeownership is now within reach.



BUILDING FUTURES THROUGH EDUCATION: *Early Education Initiatives*

HEAD START 2023-2024 Cumulative Enrollment:

- Hampton - 165
- Newport News - 218 (Head Start), 32 (EHS)
- Chesapeake - 174
- Norfolk - 134
- Portsmouth - 209

Total Enrollment: 900 Head Start, 32 Early Head Start

Outcomes:

- 100% served in a safe, nurturing environment
- 97% improved in emergent literacy and math
- 97% demonstrated kindergarten-readiness skills

Services Provided:

- 6,091 transportation services
- 5,681 breakfasts, 4,938 lunches
- 5,714 education sessions (STREAMin3 Curriculum)
- 1 field trip (Bluebird Gap Farm)
- 9 books per child via the Mayor's Book Club
- 107 literacy and 70 math assessments conducted

Professional Development Hours: 131.5

Success Story: Leo Castro (June 2024):

Initially shy and struggling with English, Leo soon entered class each day with a smile, actively participated, and showed kindness to peers. His phonics and math skills improved, and he no longer needed ESL services. Leo's progress underscores the life-changing impact of these early education programs.

HRCAP Virginia Preschool Initiative (VPI)

City of Hampton - Bassette Elementary:

Enrollment: 38 Four-Year-Olds

A special Holiday Gift Giving Event was held for the HRCAP Bassette Pre-K children in December at Pinewood Plaza. Each pre-k child received a decorated drawstring bag with three small gifts. For the boys, there was a set of five Hot Wheels Cars; and for the girls, there was a Barbie Chelsea doll. Treat bags with snacks and candy were distributed to all attendees. Seventy-two persons were present for the celebration.

For more information about Head Start, Early Head Start, or the Virginia Preschool Initiative—or to request a copy of the Head Start Annual Report—please visit our website at www.hrcapinc.org or call our office at 757-246-9170.

2024 COMMUNITY BUILDERS AWARDS: *Together Toward Tomorrow*

The Community Builders Awards, supports 20 programs serving over 7,000 people across Hampton Roads. In 2024, more than 600 attendees gathered at the Newport News Marriott at City Center to celebrate visionary leadership in higher education and community impact. Emmy Award-winning actor, producer, and director Phylicia Rashad inspired the crowd as keynote speaker, while guests enjoyed live jazz from Rick Elliott, a performance by the Norfolk Strolling Strings, and a silent auction offering travel packages, luxury items, and electronics. Honorees included:

- **Dr. Brian O. Hemphill** - President, Old Dominion University
- **Dr. Corey L. McCray** - President, Paul D. Camp Community College
- **Dr. Javaune Adams-Gaston** - President, Norfolk State University
- **Dr. Joel English** - President, Centura College
- **Dr. Marcia Conston** - President, Tidewater Community College
- **Dr. Scott D. Miller** - President, Virginia Wesleyan University
- **Dr. Towuanna Porter Brannon** - President, Virginia Peninsula Community College
- **Gordon Robertson** - Chancellor, Regent University
- **Jeff Thorud, J.D.** - Director of Hampton Roads Campuses, Bryant & Stratton College
- **Lt. Gen. Darrell K. Williams** - President, Hampton University



Guided by Mistress of Ceremonies Jessica Larche and supported by media sponsor WTKR News Channel 3, the event honored extraordinary leaders and raised vital funds for HRCAP's mission of education, outreach, and empowerment. Together, we are building a brighter future for Hampton Roads.

2024 Planning Committee Leadership

- **Lisa Pennyfeather**, Chair, TowneBank
- **Delceno Miles**, Honorary Chair, The Miles Agency
- **Jean Galliano**, Fulton Bank
- **John Fagan**, Allstate
- **Carolene Goodwyn-Harris**, Bryant & Stratton College
- **Crystal Bright**, Dominion Energy
- **Tara Jones**, Fulton Bank
- **Debbie Campbell**, Riverside Health System
- **Garnell Scott**, Truist Financial
- **Gary Artybridge**, Newport News Shipbuilding
- **Standice Rumph Melvin**, Benevolent Family Services
- **Edith White**, Hampton Roads Community Action Program
- **Kevin Otey**, Hampton Roads Community Action Program
- **Shikee Franklin**, Hampton Roads Community Action Program
- **Terry Brown**, Hampton Roads Community Action Program
- **Yvette Young**, Hampton Roads Community Action Program
- **Al Hogwood**, Hampton Roads Community Action Program
- **Jamia Watkins**, Hampton Roads Community Action Program
- **Natalia McHayle**, Hampton Roads Community Action Program
- **Keith Weaver**, Hampton Roads Community Action Program

Thank you for your support!



THANK YOU TO ALL OUR SUPPORTERS

Please visit www.hrcapinc.org for a complete list of donors.

\$750,000+

- U.S. Department of Health and Human Services
- U.S. Small Business Administration
- Virginia Department of Social Services
- Virginia Department of Veteran Services COC

\$250,000+

- Virginia Housing
- Virginia Transit Association

\$100,000+

- City of Newport News
- U.S. Department of Veteran Affairs
- Hampton City Schools
- Sentara Health Foundation
- Virginia Cares
- Virginia Early Childhood Foundation

\$50,000+

- City of Hampton
- Internal Revenue Service
- Newport News Redevelopment and Housing Authority
- Project Discovery of Virginia
- United Way of the Virginia Peninsula
- Virginia Department of Health
- Wells Fargo Foundation

\$20,000+

- Anthem
- Bank of America Corp.
- Dominion Energy Charitable Foundation
- Regent University
- Riverside Health System
- Virginia Community Action Partnership
- TowneBank
- Truist

\$15,000+

- Cox Communications
- Huntington Ingalls Industries
- Langley Federal Credit Union

\$10,000+

- Old Dominion University
- Virginia Community Action Partnership

\$5,000 +

- Enterprise Holdings
- Fulton Bank
- Hampton Roads Associates, LLC

- Hampton Roads Community Foundation
- Hampton Roads Ventures, LLC
- Marsh & McLennan Agency LLC Co
- Pearson Toyota
- Peninsula Community Foundation
- Revive Community of Virginia
- Sysco Corporation
- Towne Bank Benefits

\$2,500+

- Anonymous
- Atlantic Union Bank
- Bryant & Stratton College
- Cary's Baptist Church
- CHROME
- Dollar Bank
- Edith G. White
- Enterprise Holdings Foundation
- First Baptist Church Jefferson Park
- Hampton Roads Workforce Council
- Ivy Baptist Church
- Kaufman & Canoles
- Kevin D. Otey, Jr.
- Dr. Maureen Serem
- Norfolk State
- Rivers Casino Portsmouth
- Smithfield Foods
- Starwood Retail Partners
- United Healthcare
- VHDA
- Virginia Natural Gas
- Walmart

\$1,500+

- BayPort Credit Union
- Bob Ayers
- Benevolent Family Services LLC
- Bons Secours
- Centura College
- Chesapeake Bank
- Dominion Energy
- Garrett Realty Partners
- Hampton Redevelopment/Housing Authority
- HRCAP Head Start
- Make'ur Merch Boutique
- The Mount Chesapeake
- Paul D Camp Community College
- Southeastern Virginia Health System

- Virginia Peninsula Community College
- Virginia Wesleyan University
- Zion Baptist Church

\$1,000+

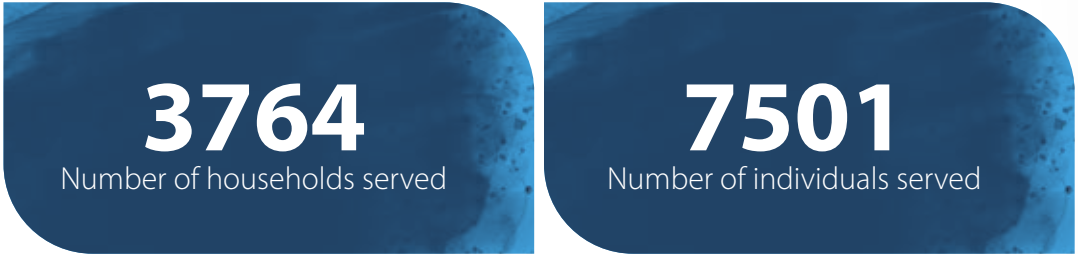
- Crystal Bright
- Vivian Oden
- Lisa Penneyfeather
- Up to \$999
- 20 Pearls Foundation, Inc.
- Adriene Crawley-Dent
- A. Rohm, Smith & Company
- AARP
- ACCD Leonard Brown Jr.
- Advantage Business Strategies, Inc.
- Advancing Community Excellence
- Alexis Swann
- Allstate
- Alphonso & Susan Dale
- Alphonso Young
- Angel Nelson
- Angela Futrell
- Angela Jenkins
- Anita Jennings
- Anonymous Donors
- Apostolic Church of the Lord Jesus Christ
- Atty. Phil Hatchett
- Audrey Settle
- Barbara Smith
- Bay Electric Co., Inc.
- Bessie Brown Willis
- C. Waldo Scott Center for H.O.P.E.
- Candi Rhodes
- Carl Shirley
- Carolene Goodwyn Harris
- Casey Roberts
- CC Consulting
- Charlene L. Christopher
- Chris Snead
- Claudette Flyth
- Crystal Rainey
- CSM Custom Solutions, Inc.
- Cynthia C. Rhone
- Cynthia Downs-Taylor
- Dan Lou America Corp
- Debbie Campbell
- Deborah Walker
- Delvin Peeks

- Denise Wright
- Diana T. Moody
- Donna Speller Turner
- Donnie Tuck, Mayor City of Hampton
- Dorothy Dickerson-Etsobi
- Earl Walker
- Educational Training and Consulting Service, LLC
- Elizabeth D. Page
- Elva Williams Hunt, Ph. D
- Emmanuel Baptist Church
- Foodbank of Virginia Peninsula
- Garnell Scott
- Gary Artybridge
- Gloria Jones
- Gospel Light United Holy Church
- Hampton Sheriff's Office
- Hampton-Newport News Community Services Board
- Hampton University
- Harold Gilbert
- Hope Harper
- Hornsby Tire & Service Center
- Iris W. Branch
- Jajaun Mabry
- James Gray, Vice Mayor City of Hampton
- James Schuyler
- Dr. James Womick
- Jean Galliano
- Jennifer Levier
- Jennifer Smith
- Jessica Hensler
- Jill Davis
- John F Biagas
- Joyce Lee Phelps
- Juanita Tucker
- Julie Greene
- Karen Joyner
- The KBD Group, LLC
- Kenya Sikes
- Khadijah Sellers
- Kimberly Lovett
- Kimberly Stokes
- Lagail Crews-Love
- Langley Federal Credit Union
- Larry L. Orié
- Lasanya Braxton
- Lavar Reynolds
- Leila Shirley, Ph.D.

- Leshia Sorrell
- Lorenzo Barner
- Mamie Locke, Senate of Virginia
- Mardeith Stark
- Marvin Harris
- Michael Danehy
- Michael Steward
- Michele Grant
- Michelle Little
- Mid-Eastern Athletic Conference
- Monique Moore-McDonald
- Nannie Davis-Holley
- Natale Ward Christian
- National Black Child Development Institute
- National Council of Negro Women
- Network for Good
- Neva Beierle
- New Beech Grove Baptist Church
- Newport News Police Department
- Nichelle McNeil
- Odessa Ochoa
- Olivia Dabney
- Patricia Goodman
- Patricia Parker
- Patricia Taylor
- Paul M. Danehy/Shelly Simonds
- Peninsula Agency on Aging, Inc.
- Peninsula Institute for Community Health
- Penny Christopoulos
- Professional Development Teaching Strategies
- Providence Baptist Church
- RAMA
- Rebecca Butler
- Reginald Lee Sutton
- Rev. Dr. Reginald Woodhouse
- RFK Solutionz Corporation
- Riverside Health System
- Robert Ayers
- Ronald Solomon
- Sharon Jones
- Sharon Patrick
- Sharon Nicley
- Sheila Hill
- Shell Fisher
- Shelly Simonds
- Sherrae Rose
- Sherrie Rollins

- Shikee Franklin
- Shirley Amerson
- Shirley Wills
- Sinclair B. McCracken MD, PC
- Smith Bros. Enterprises
- Soheila Pirzadeh
- Sonya Daniels
- Southeastern Virginia Health System
- Takiyah Monrose
- Tamika Jackson
- Tasha Moss
- Teresa A. Jones
- Teria Uzzle
- Terri Francis
- Terri Jones
- Terry L. Brown
- Terry Watford-Lee
- The Benevity Community Impact Fund
- The Friends of Steve Brown
- The Williams Hunt Group
- Theresa A Macklin
- Theresa Rohm, CPA, P.C.
- Tiffany Buffaloe
- Councilwoman, Tina Vick, City of Newport News
- Tonya Murphy
- Tora Cezard-Pelmar
- Tribune Media Company
- Tyronn Brown
- United Way of South Hampton Roads
- Van Noland
- Venerria Thomas
- Vera Clarke
- Vidal Dickerson
- Wanda Pierre
- William Massey
- Dr. Williard Maxwell
- Wilma C. Jones
- W.M. Jordan & Company
- Yvette V. Young
- Zavier Beale
- Zel Technologies, LLC
- Zeta Phi Beta Sorority, Inc.

EXPONENTIAL IMPACT:
Numbers That Tell the Story



Youth Programs



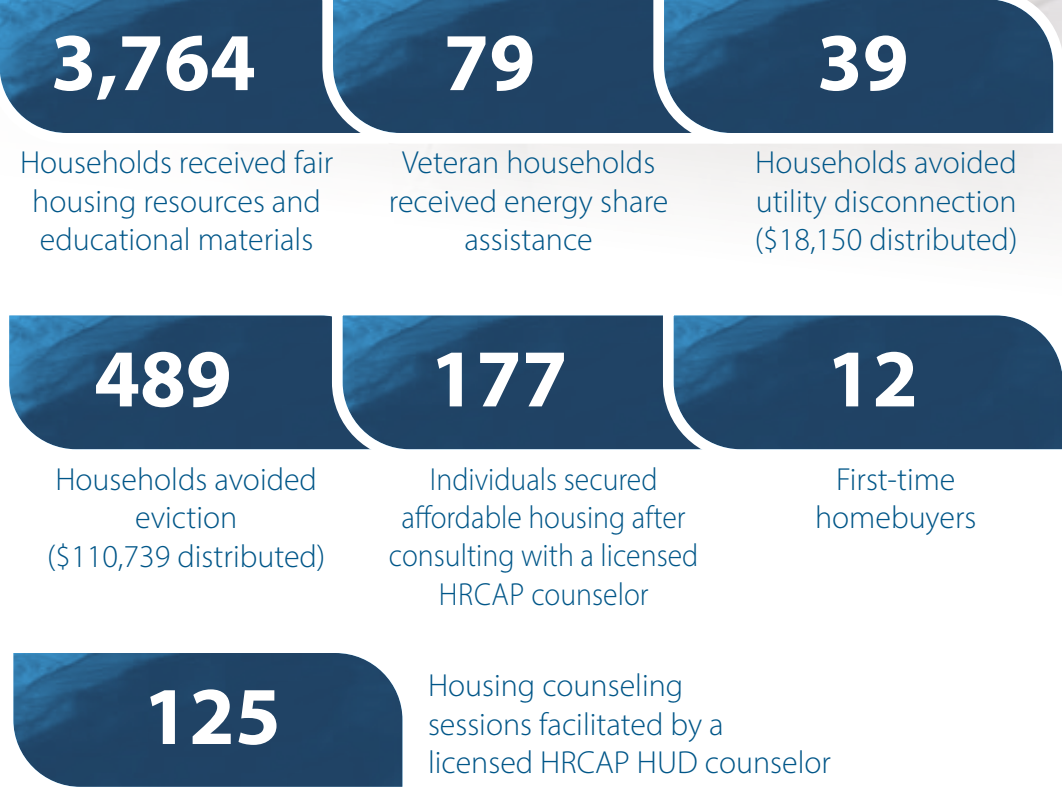
Economic Mobility



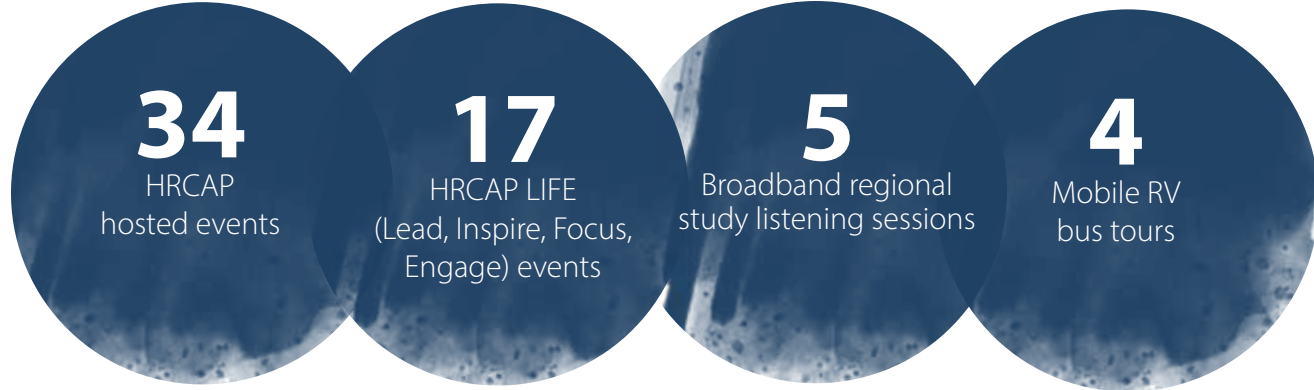
Community Health Initiatives



Housing and Community Development



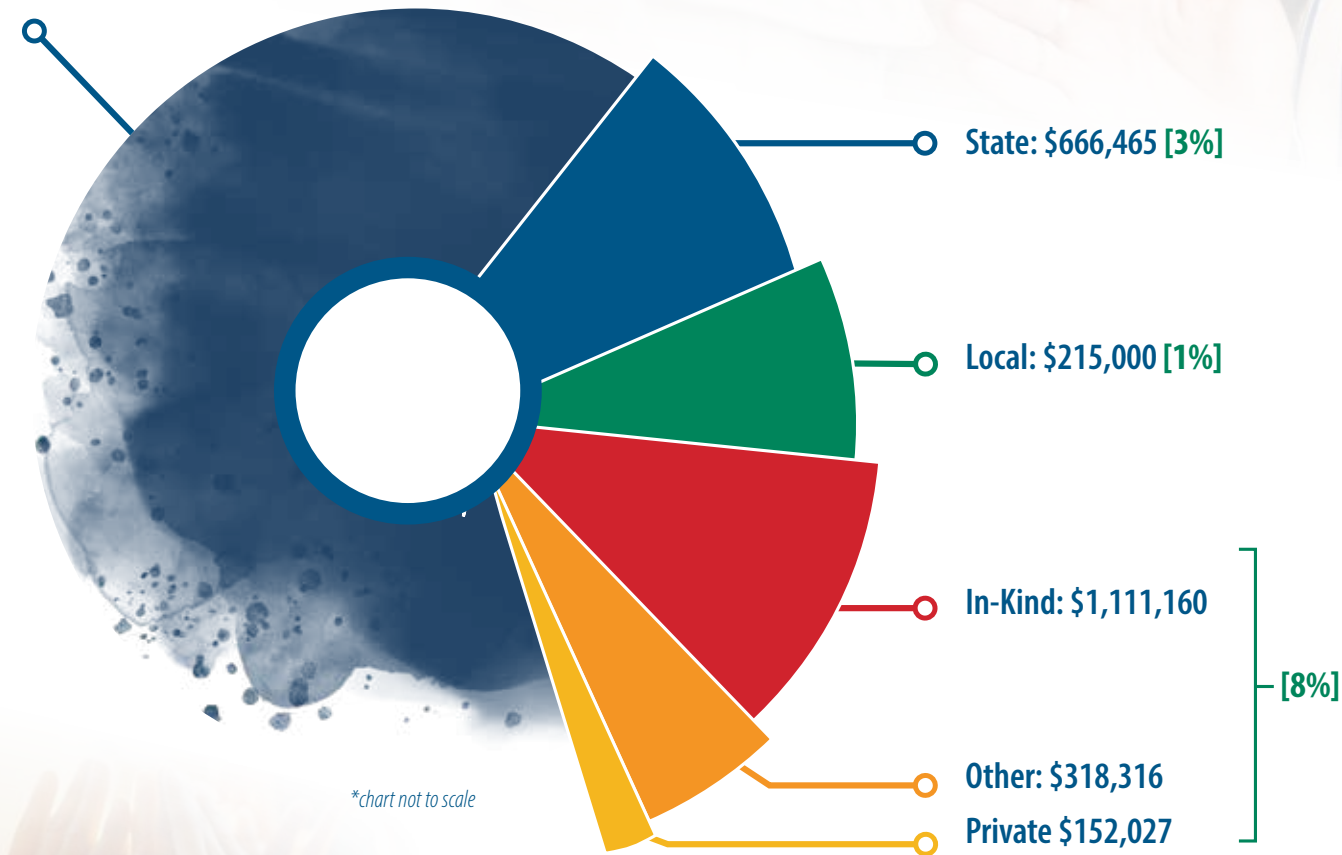
Community Outreach and Engagement



FINANCIAL OVERVIEW

Funding Sources

Federal: \$18,731,648 [88%]



TOTAL \$21,194,616

92% of funds go to services

8% of funds go to administrative costs

Downing Gross Cultural Arts Center CUSTOMER SERVICES By Fiscal Year

	FY 2022 - 2023	FY 2023 - 2024	% CHANGE
Number of calls for assistance	12,423	22,615	82%
Number of office visits	879	1,581	80%
Number of referrals	10,980	16,471	50%

REGIONAL SERVICE LOCATIONS

HRCAP Administrative Office
Downing Gross Cultural Arts Center
2410 Wickham Avenue
Newport News, VA 23607

Pinewood Plaza Whole Family Approach Innovation Lab
1919 Commerce Drive, Suite 100/110
Hampton, VA 23666

CHESAPEAKE Head Start Centers

Carver Center
2603 Broad St.,
Chesapeake, VA
757-227-5834

Churchland Center
120 American Legion Rd.
Chesapeake, VA
757-673-8261

HAMPTON Head Start Centers

Mallory Elementary School
331 Big Bethel Rd.,
Hampton, VA
757-825-4638

NEWPORT NEWS Head Start Centers

Main Office
610 Hampton Ave.,
Newport News, VA
757-246-9170

Clark Center
392 Maple Ave,
Newport News, VA
757-706-3685

Denbigh Head Start
14320 Old Courthouse Way
Newport News, VA
757-283-6890

Robert D. Ayers Jr. Center
14375 Deloice Crescent
Newport News, VA
757-833-7700

NORFOLK Head Start Centers

Calvert Square Center
975 Bagnall Rd.,
Chesapeake, VA
757-321-4922

Grandy Village Center
2971 Kimball Circle,
Chesapeake, VA
757-227-3959

Oakmont North
7241 Oakmont Dr.,
Chesapeake, VA
757-321-7171

St. Mary's Center
921 Holt St.,
Norfolk, VA
757-965-3027

Wellington Oaks Center
1247 Bunsen Ct.,
Chesapeake, VA
757-962-3156

PORTSMOUTH Head Start Centers

Portsmouth Office/Center
3303 Airline Blvd.,
Portsmouth, VA
757-673-0548

Cavalier Annex
404 Viking St.,
Portsmouth, VA
757-392-2538

Cavalier Manor Center
1218 Cavalier Blvd.,
Portsmouth, VA
757-673-8484

J.E. Parker Center
2430 Turnpike Rd.,
Portsmouth, VA
757-337-8486

JFK Center
12 Grand St.,
Portsmouth, VA
757-606-2494

City of Hampton Preschool Initiative
Bassette Elementary
671 Bell St.
Hampton, VA
757-727-1071

Chesapeake Office
2400 Strawberry Lane
Chesapeake, VA 23324
757 964-9207

Chestnut Avenue Whole Family Approach Innovation Lab
2708 Chestnut Ave.
Newport News, VA
757-245-2103

Four Oaks Day Center SSVF Services
7401 Warwick Blvd.
Newport News, VA
757-975-5200

New Beech Grove Whole Family Approach Innovation Lab
361 Beechmont Dr.
Newport News, VA
757-247-0379

Middle Peninsula Regional Whole Family Approach Innovation Lab
68 Oaks Landing Rd.
Suite 3 & 4
Saluda, VA
757-247-0379

SERVICE AREA

MIDDLE PENINSULA

MIDDLESEX COUNTY
Population: 10,738
Poverty Level: 9.7%
Homeownership Rate: 66.9%

SALUDA
Population: 650
Poverty Level: 10%
Homeownership Rate: 66.9%

HAMPTON
Population: 136,748
Poverty Level: 14.4%
Homeownership Rate: 55.6%

NORFOLK
Population: 238,556
Poverty Level: 17.4%
Homeownership Rate: 43.5%

NEWPORT NEWS
Population: 185,069
Poverty Level: 15.8%
Homeownership Rate: 47.5%

PORTSMOUTH
Population: 97,454
Poverty Level: 17.2%
Homeownership Rate: 55.7%

SUFFOLK
Population: 93,268
Poverty Level: 9.6%
Homeownership Rate: 69.7%

CHESAPEAKE
Population: 247,172
Poverty Level: 8%
Homeownership Rate: 72.3%

VIRGINIA BEACH
Population: 457,658
Poverty Level: 7.8%
Homeownership Rate: 65%

Source: US Census Bureau,
American Community Survey
Estimates 2017 - 2021



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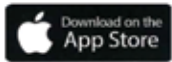
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SAVE THE DATE

2025 Community Builders Awards Program

Thursday, June 5 at 7 pm

Hampton Roads Convention Center, Hampton, VA

For Sponsorship Information

Please Call 757.247.0379

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