

**Empowering  
People &  
Building  
Communities**



Connecticut  
Association for

*Community  
Action*



**2010 Annual Report of the  
Connecticut Community  
Action Network**





### **Who we are:**

The Connecticut Association for Community Action, Inc. (CAFCA) is the umbrella organization of Connecticut's Community Action Agencies (CAAs), the federally designated anti-poverty agencies.

### **Our mission:**

The Connecticut Association for Community Action (CAFCA) is a network of Community Action Agencies that builds communities, promotes public policy and develops leaders to end poverty in Connecticut.

### **Our vision:**

We are powerful conveners of communities who have committed to reduce child poverty. We have engaged all sectors of our communities, including low-income citizens, to play a role in addressing child poverty.

### **CAFCA Staff:**

Edith Pollock Karsky, Executive Director  
Rhonda Evans, Deputy Director  
Elizabeth Hill Bohmier, MSW, Director of Development and Programs  
Ben Daigle, MPA, Public Policy Director  
Derek Haviland, Communication and Outreach Director  
Maurice Evans, Communication and Media Specialist  
Judy Feinstein, Director of Special Projects

Report written and designed by Elizabeth Hill Bohmier, MSW  
Contributing writer: Ben Daigle, MPA  
Editor: Edith Karsky

*Special thanks go to all the CAA staff who helped submit outcome data, stories and photos for this report.*

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## A Guide to Reading This Report

### Agency Programs

*You will find boxes like this throughout the report that give examples of Community Action Agency (CAA) programs which strengthen family economic security and build community.*

### ARRA Funds at Work

*Look for boxes such as this one to see how all twelve of Connecticut’s CAAs are using Recovery Act funds to benefit communities.*



**How much did we do?**

**How well did we do it?**

**Is anyone better off?**

*To learn about the impact our programs have on our communities and our state as a whole, look for these boxes.*

*All data presented, unless otherwise footnoted, was gathered from CT’s 12 CAAs, using our results-based accountability system, ROMA (Results Oriented Management and Accountability).*

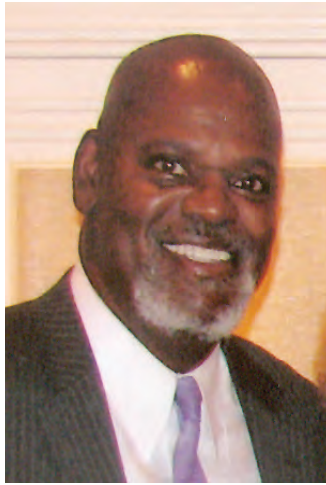
*The outcome data reported reflects services and activities of 2009 and are statewide statistics.*

*Special thanks go to all of the CAA employees who helped collect and compile the data for this report.*

## A Message from CAFCA's Chair and Executive Director

If ever there has been a time that the Community Action movement was needed and proved its worth, this has been that time.

Over the past couple of years, demand for our agencies' anti-poverty programs has skyrocketed. Connecticut's Community Action Agencies (CAAs) have helped many families recover, but countless families have been down on their luck for a year or more. And for families who never needed help before, the deepest recession since the Great Depression created a tempest of job loss, foreclosures, increases in credit and health care costs, and a myriad of other threats. As a result, families who had been struggling on their own and simply couldn't do it anymore came through our doors in droves.



*James H. Pathy*



*Elise Kasey*

In the midst of this social and economic turbulence, the Connecticut Community Action network has been an integral part of our state's social safety net. We have helped families keep their homes, have nutritious meals on their tables, care for their children, and prepare for new careers.

Unquestionably, one of the greatest dangers of this recession is the possibility that a generation of children affected by poverty will go on to experience a lifetime of deficiencies in health, education and employment. Research shows that when children are forced to play catch-up in life, few ever reach full equality with peers raised in economic security. It is for this reason that our network's mission includes leveling the playing field as much as we can as early as we can, and Connecticut's CAAs have been tireless in pursuing this charge.

Our devotion stems from the fact that, to the professionals working in Community Action, service is much more than just a job. We are united in our dedication to racial equality, economic and social justice, the right of each child and family to have an equal shot at success, and the dignity of every human being. We are proud to have risen to unparalleled challenges, and pleased to highlight many of our accomplishments in this annual report. Yet we continuously strive to improve our services because we know that Connecticut's struggling families deserve and demand this steadfast effort.

In September, experts proclaimed that the recession had ended, but our experience tells a different story. Recovery has been slow to arrive here in Connecticut and many families have yet to feel it at all. Even with the influx of short-term funding provided by the American Recovery and Reinvestment Act of 2009 (ARRA), our agencies' staffs and budgets are stretched to the limits providing our comprehensive, local, culturally competent services to as many families as possible. The recession might be over, but the damage is not.

The challenges we will continue to face in 2011 are all too real, yet they are accompanied by a great opportunity to serve our state's most vulnerable residents ever more effectively and efficiently. We will embrace this opportunity by adhering to the Results Oriented Management and Accountability (ROMA) system, promoting our online Automated Benefits Calculator (ABC) to help ensure that all families understand their eligibility for needed programs, strengthening our partnerships, and continuing to advocate on behalf of those whose voices are so often unheard.

In this effort, we are grateful to the policymakers and our state and federal partners who realize that funding CAAs' comprehensive anti-poverty efforts is a worthwhile investment. CAAs' proven programs put people to work and keep people healthy, saving the state the social and fiscal costs incurred when families suffer complete financial crisis. Additionally, the true worth of the Community Action Network is the value added for the individual, family and community that goes beyond counting direct outcomes from programs. The true value is in the jobs our agencies create, the economic security and tax benefits our agencies help to provide and the preparation of children to achieve success.

Finally, while we will continue our daily work helping families stay afloat, we also have our sights set on longer-term solutions to the underlying systemic inequalities that bring so many people to their local CAAs. This will require policy changes, including those outlined on page 8 of this report.

We pledge to continue working with policymakers—informing them not only of CAAs' positive results, but also contributing to discussions of fundamental change and job creation... so fewer people need our help in the first place.

We have persevered through turbulent times before, and now, like then, we will collaborate and innovate to continue empowering people and building communities.

James H. Gatling, Ph.D.  
Board Chair

Edith Pollock Karsky  
Executive Director



# Status and Consequences of Poverty in CT

The 2009 American Community Survey Census Data shows that the last few years have shaken the economic stability of our state's families<sup>1</sup>:

- Over one in ten (12.1% or 96,893 children) in Connecticut during 2009 lived in a family with income below the Federal Poverty Level (\$22,050 for a family of 4). This was a statistically significant increase over 2007 (11.1%).
- Over one in four children (26.1% or 208,902) lived in households whose basic needs could not be met by their income alone during 2009. These children lived in households with household income under 200% of the Federal Poverty Level (\$44,100 for a family of 4). Research has shown this to be the minimum income required to meet a family's basic needs.
- 320,554 Connecticut residents — 9.4% — lived in families whose incomes were below the poverty level, up from 7.3% in 2001.

## Family Economic Insecurity on the Rise

Community Action Agencies have seen a surge in the number of people applying for assistance. In 2008, our network served 294,232 individuals in 152,443 families. In 2009, our network served a record 387,324 individuals in 169,223 families. That is an increase of at least 93,092 people receiving services, which is a 32% increase over the previous year. Many families are having difficulty meeting even their basic needs, as shown below.



## Food & Heating

- 14.6% of CT households were unable to afford sufficient food in 2009.<sup>2</sup>
- 18.7% of CT households with children under 18 were unable to afford sufficient food in 2009.<sup>3</sup>
- 30.1% increase in households applying for the energy assistance program between the energy seasons of 2008 & 2009.

In January 2009, the third-annual count of people who are homeless in Connecticut found that:

- 32% of the homeless families had jobs.
- 60% of the adults in homeless families had 12th-grade educations or higher.
- Rural and suburban homelessness saw a dramatic increase from 2008, especially for families and children in families; both were up 33%.

According a recent report published by the Connecticut Children of the Recession Task Force<sup>4</sup>:

- Homeless shelters throughout Connecticut are at or above capacity.
- Of Connecticut's 400,000 renting households, fully 100,000 earn less than 50% of the state median income and spend more than half that income on housing, leaving little for food, clothing, transportation, and other necessities. These families are "this close" to homelessness.

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<sup>1</sup> Connecticut Voices for Children "Poverty, Median Income, and Health Insurance in Connecticut: Summary of 2009 American Community Survey Census Data" September 28, 2010, available at <http://ctkidslink.org/censuspoverty.html>

<sup>2</sup> [http://frac.org/wp-content/uploads/2010/11/food\\_insecurity\\_by\\_state\\_2007-2009.pdf](http://frac.org/wp-content/uploads/2010/11/food_insecurity_by_state_2007-2009.pdf)

<sup>3</sup> See above.

<sup>4</sup> [http://www.cga.ct.gov/coc/PDFs/poverty/taskforce/Recession\\_TF\\_1st\\_report\\_FINAL\\_01-10\\_.pdf](http://www.cga.ct.gov/coc/PDFs/poverty/taskforce/Recession_TF_1st_report_FINAL_01-10_.pdf)

- The state has built virtually no affordable housing in the last decade; it ranks 47th in units built per capita since 2000. Worse, 4,500 of the existing affordable rental units could revert to market-rate prices unless preserved in the next six years.

## ***Employment and Unemployment***

“State of Working Connecticut” published by Connecticut Voices for Children in September 2010 found that<sup>5</sup>:

- The share of unemployed workers seeking work who have been out of work for 6 months or more is the fourth highest in the country at 37%.
- The underemployment rate (including unemployed workers, people who are employed part-time but want to work full-time and discouraged workers who have given up seeking employment) is at an historic high of 14%.
- Middle-wage jobs have seen the steepest job losses in the past few years. Nearly 7% of these job positions were lost between 2006 and 2009.
- Racial, ethnic and gender gaps in wages are wider in CT than in other states. Median wage for African Americans is only 62% of the median wage for whites. Hispanics earn only 60% of the median wage of whites in the state. Women earn 76% of men’s median wages.

## **The Cost of the Recession for Our Children and Our State**

For Connecticut children who fell into poverty during the recession, the long-term effects are striking:

- The more time children spend in poverty during childhood, the more likely they are to drop out of high school or have a teen non-marital birth.<sup>6</sup>
- As adults, children who fall into poverty during the current recession will earn an average of \$19,000 less annually than their Connecticut peers who avoided poverty.<sup>7</sup>
- Their health will worsen. By age 37, they’ll be 20 percent less likely than their peers to report being in very good health.<sup>8</sup>
- The economic cost to Connecticut from the forgone earnings and poorer health status of these children will run to \$800 million/year.<sup>9</sup>



The children of our state are relying on us to take action to improve their lives now and for the future. Our state cannot afford to let them down.

<sup>5</sup> Hero, Joachim. Rodriguez, Orlando. Siegel, Jacob. “State of Working Connecticut”, [http://ctkidslink.org/pub\\_detail\\_521.html](http://ctkidslink.org/pub_detail_521.html)

<sup>6</sup> <http://www.urban.org/uploadedpdf/412126-child-poverty-persistence.pdf>

<sup>7</sup> Ralph Forscht, (2009). “Turning point: the long term effects of recession induced children poverty. First Focus PowerPoint presentation” available at [http://www.cga.ct.gov/coc/PDFs/poverty/taskforce/handouts/forscht\\_ppt\\_092909.pdf](http://www.cga.ct.gov/coc/PDFs/poverty/taskforce/handouts/forscht_ppt_092909.pdf)

<sup>8</sup> See above.

<sup>9</sup> See above.

# Connecticut: Taking the Lead in Strengthening Family Economic Security

Connecticut has taken impressive measures over the past years to strengthen families and improve the outlook for our children. In 2004, Connecticut enacted groundbreaking legislation to set a goal of reducing child poverty by 50% by 2014. This law enacted a Child Poverty Council charged with developing a plan to reach this goal. The recession, however, has torn down much of the progress our state made to reduce child poverty. In 2003 (the baseline year used by the Child Poverty Council), 10.8% of Connecticut's children in families ("related children") had incomes below the poverty line. Connecticut's 2009 poverty rate for children in families (11.9%).<sup>10</sup>

Concerned regarding the effects of the recession on our state's children, Connecticut Speaker of the House Christopher Donovan announced the formation of the Children in the Recession Legislative Task Force in June 2009.<sup>11</sup> The work of the Children in the Recession Task Force led to lawmakers voting overwhelmingly in favor of HB 5360 "An Act Concerning Children in The Recession". When our Governor signed this into law in July 2010, Connecticut became the first state in the union to enact a comprehensive approach to addressing the needs of children harmed by the recession.



In 2009, the Urban Institute recommended five policy changes which, if instituted, could reduce child poverty in Connecticut by 35%<sup>12</sup>:

- 1) Provide child-care subsidies to families with incomes of less than 50 percent of the state median;
- 2) Provide education and training programs to result in associate degrees for half of the adults with high school diplomas and GEDs for all high school dropouts;
- 3) Increase participation to 85 percent in safety net programs like SNAP (food stamps), LIHEAP, WIC, subsidized housing, and Medicaid;
- 4) Ensure full payment of child-support awards; and
- 5) Provide case management and wage supplement for recent TANF leavers.

To meet the goal of reducing child poverty by half, Connecticut must take dramatic strides in support of the recommendations set forth by the Child Poverty Council and the Children of the Recession Task Force.

The Connecticut Association for Community Action and our twelve member Community Action Agencies have made strategic commitments in support of the goal to reduce child poverty. CAFCA and our member agencies are working hard to keep our commitments, despite the recession. The work we've done during the past year to build communities, empower people and strengthen family economic security are detailed on the pages that follow.

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<sup>10</sup> Connecticut Voices for Children "Poverty, Median Income, and Health Insurance in Connecticut: Summary of 2009 American Community Survey Census Data" September 28, 2010, available at <http://ctkidslink.org/censuspoverty.html>

<sup>11</sup> To learn more about the Children in the Recession Task Force, see <http://www.cga.ct.gov/coc/taskforce.htm>

<sup>12</sup> CT Commission on Children, October 2009, "Connecticut's Plan for Reducing Childhood Poverty", available at [www.cga.ct.gov/coc](http://www.cga.ct.gov/coc)



# CAFCA's Accomplishments in 2010

Here are some of the highlights of CAFCA's work in 2010 to assist our agencies to empower people and build communities.

## Engaging Leaders to Reduce Poverty

- Connecticut hosted the annual tri-state conference (CT/MA/RI) on April 29, 2010. The conference theme was "Building Sustainable Communities and Positioning Your Agency for Rapid Change and Profit." Presenters and participants shared innovative approaches and best practices to build community and family security.
- CAFCA organized "The Great Recession and Poverty: Helping People in Turbulent Times", a conference held on September 21, 2010. Workshops were held on finance, energy, weatherization, Head Start, legal liabilities, governance responsibilities, public relations, marketing, cultural competency, customer service, fundraising and other topics that strengthened the skills of CAA staff and leaders. Over 300 people attended.



*CAFCA Board Secretary Amos Smith (President/CEO of CAANH) introduced State Senator Toni Harp, who spoke of the State's fiscal future at our conference The Great Recession and Poverty: Helping People in Turbulent Times. (September 2010)*



*CAFCA Vice Chair Deb Monahan, CAFCA Chair James Gatling, author and anti-poverty activist Dr. Donna Beegle, and CAFCA Executive Director Edith Karsky pause for a moment during our Great Recession conference.*

## Strengthening our Member Agencies through Training and Technical Assistance

- CAFCA develops and administers a training needs assessment on an annual basis, assessing the training needs of all categories of CAA personnel, including our member agencies' board members, management and front-line staff. A training plan is developed based on the findings.
- The CAFCA/DSS Office of Organizational and Skill Development (OSD) Customer Service Certificate Train the Trainer was developed. The training focuses on four modules (Customer Service, Stress Management, Time Management and DSS Programs.) Each participant is equipped to provide local and regional training on any of these topics. Participants also learn curriculum development, evaluation, and presentation skills.
- The CAFCA website ([www.cafca.org](http://www.cafca.org)) provides technical assistance, including the CT Poverty Resource Center, which focuses on issues confronting low-income individuals and families.
- CAFCA continues to assist CAAs to integrate their case management software into all agency operations related to universal intake, client assessment, action planning, case management, and outcome tracking. This system allows CAA staff to provide more comprehensive reports documenting the positive results that CAA services achieve for their clients and the community.

## Providing Leadership- Statewide and Nationally

- CAFCA Executive Director Edith Karsky and CAFCA Board Member Amos Smith were selected to serve on the CT State Department of Education's Leadership Team for the Partnership for Engaging Families and Communities.



*State Representative John Geragosian (2nd from left), our next Governor- Dan Malloy (center), and State Senator Don DeFronzo (rear, 4th from right) join Connecticut Community Action leaders at the Great Recession conference. (September 2010)*

- CAFCA Deputy Director Rhonda Evans was selected to serve as Assistant Chair of the Northeast Institute for Quality Community Action (NIQCA).
- CAFCA staff were invited by National Community Action Foundation Executive Director David Bradley to participate in NCAF's 'emerging leaders' group and 'think tank' sessions.
- CAFCA Executive Director served on the Advisory Committee for the Community Action Partnership (CAP) Annual Convention which was held in September in Boston, MA.
- CAFCA Board Chair Dr. James Gatling and Board Member Peter DeBiasi were appointed to the newly formed state Commission on Nonprofit Health and Human Services.
- CAFCA Executive and Deputy Director served on Administration for Children and Families (ACF) Steering Committee for the ACF regional conference that was held in June in Albany, NY.
- CAFCA Executive Director serves as Co-Chair for CAA State Association Directors.

## Using Results Oriented Management and Accountability to Better Serve our Communities

- The CT CAA network uses a results-based accountability system, ROMA (Results Oriented Management and Accountability), to document results and evaluate the effectiveness of our programs. CAFCA works with the Department of Social Services to compile a comprehensive report of this data annually. This past year, CAFCA also prepared two voluntary CSBG ARRA reports for the National Association for Community Services Programs (NASCSP), documenting the positive impact ARRA is having for our communities.
- The CT CAA network has engaged in an intensive certification process which includes training and apprenticeship. Connecticut has grown from having one certified ROMA trainer to eleven. Once this training is complete, Connecticut will have 14 individuals available to conduct ROMA training across the state and the nation, which will strengthen agencies' ability to meet Results Based Accountability standards.

## Providing Legislative Advocacy

- The CAFCA Executive Director, Public Policy Director and Communications and Outreach Director attended the NCAF Legislative Conference in March 2010. CAFCA organized visits to the legislative officials for representatives from Connecticut's CAAs.



*Congressman Jim Himes (6th from right) welcomes Connecticut Community Action leaders during NCAF's Legislative Conference in Washington, DC. (March 2010)*

- Community Action Executive Directors, staff and clients developed and presented testimony for various public hearings on enacting policies targeted to reduce child poverty and improve family economic security.
- Federal and state public policy position papers were developed and distributed. Key position papers are available online at [www.cafca.org](http://www.cafca.org).

## Building Partnerships

- The more organizations and people we work with, the greater impact we will have in helping our communities recover. CAFCA continues to seek new partnerships and strengthen existing ones.



*Congressman Joe Courtney (4th from left) meets with Connecticut Community Action leaders during NCAF's Legislative Conference in Washington, DC. (March 2010)*

- CAFCA participates in several statewide coalitions working on anti-poverty issues. These coalitions include the Connecticut Alliance for Basic Human Needs (CABHN), the Nonprofit Human Services Cabinet, the Better Choices for Connecticut coalition and the SNAP Task Force.
- During 2010, a new partnership was formed between CAFCA and the New Haven Diaper Bank. The Diaper Bank worked with CAFCA and its member agencies to distribute a 4-month supply of diapers to CAA customers who have children under 3 and are TANF eligible.
- The Department of Homeland Security, Federal Emergency Management Agency (FEMA) has asked CAFCA to be its coordinating and fiduciary association for the CT Long Term Recovery Committee.

## Project Coordination

- For the past decade, CAFCA has collaborated with the Connecticut Department of Labor in the administration of statewide Individual Development Account programs. The 2004 Assets For Independence (AFI) federal demonstration grant was completed in September 2010. The industrious work of the nine participating Community Action Agencies and the IDA participants resulted in 79 asset purchases: 25 homes, 40 post-secondary education purchases, and 14 small business capitalizations.
- CAFCA, in collaboration with the Connecticut Department of Social Services and eleven of our member agencies, was awarded a 2009-2011 REACH grant. Our network is now implementing this statewide “REACHing Toward Health and Safety Initiative” to distribute carbon monoxide monitors, fuel-level monitors and educational brochures to reduce energy-related health hazards.



*CAFCA staff and partners celebrate the launch of the Automated Benefits Calculator (ABC). (November 2010)*

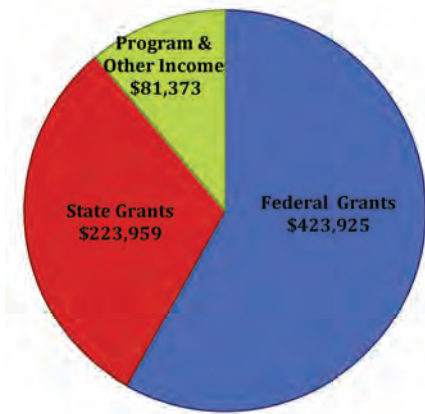


### ARRA Funds at Work

CAFCA's Automated Benefits Calculator (ABC) is a free, web-based questionnaire that screens for eligibility for many of the state and federal human service programs available to people who live in Connecticut. By answering just a few questions people can see if they may be eligible for help with groceries, school lunches, doctor bills, medication, heating costs and monetary assistance for day-to-day living expenses. ABC is available for public use at [www.cafca.org](http://www.cafca.org) and is used by CAA case managers to help customers begin the benefits enrollment process.

# Financial Report of CAFCA, Inc. for year ending December 31, 2009

## Revenue

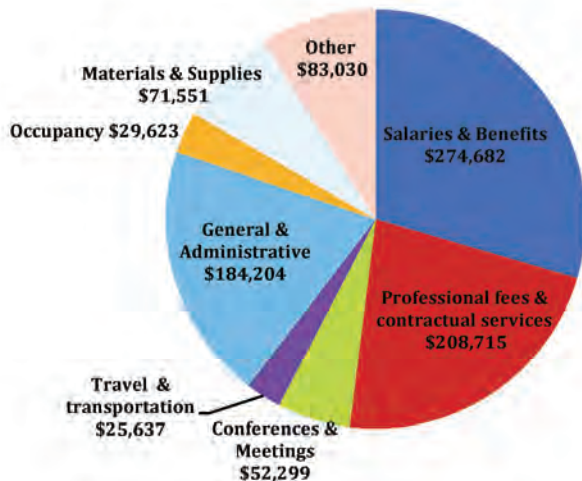


## Revenue

Grants and Contracts	
Federal	\$423,925
State	\$223,959
Program and other income	<u>\$81,373</u>
Total:	<u>729,257</u>

CAFCA's 990 can be found online at [www.cafca.org](http://www.cafca.org)

## Expenses



## Expenses

Salaries and benefits	\$274,682
Professional fees and contractual services	\$208,715
Other	\$83,030
Materials and supplies	\$71,551
Conferences and meetings	\$52,299
Occupancy	\$29,623
Travel and transportation	<u>\$25,637</u>
Total:	<u>\$745,537</u>

## Channeling Resources to End Poverty

**Connecticut CAA Funding Sources** The core operational funding for CAAs is the federal Community Services Block Grant (CSBG). With that funding (\$7,666,411 in FFY 2009), CAAs are able to leverage additional funds, create partnerships, conduct local assessments and planning, and organize Volunteers. In 2009, CT CAAs brought \$19,522,275 in Recovery Act funds into the state and put these funds to work empowering people and building communities.

Connecticut CAAs utilize diverse funding sources in our anti-poverty work. Mostly through competitive private, state and federal grants, Connecticut Community Action Agencies directed approximately \$280 million toward fighting the effects and causes of poverty in 2009.

### 2009 Funding Sources for Connecticut CAA Network

Federal (including CSBG & ARRA)	\$213,760,935
State	\$51,381,045
Local	\$4,705,869
Private	<u>\$19,243,678</u>
Total:	<u>\$280,671,882</u>

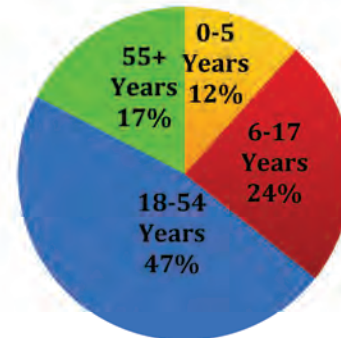


## Customer Demographics

**387,324 benefited from CAA services in 2009, including:**

- 43,497 Children Age 0-5
- 89,940 Children Age 6-17
- 175,752 Adults Age 18-54
- 64,888 Adults Age 55 and Above
- 13,247 Age Undocumented

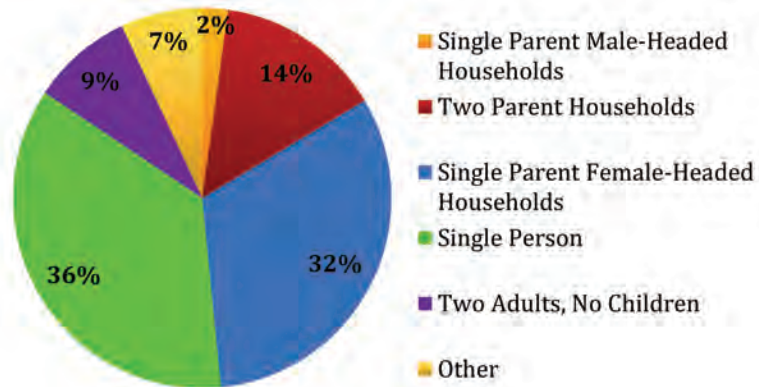
### Ages of People Served



**169,223 families/households received services, including:**

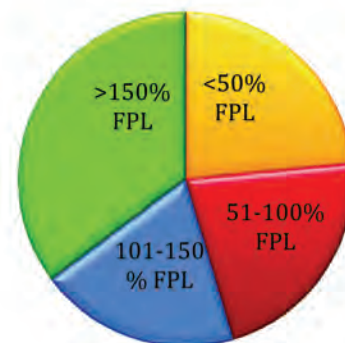
- 51,926 Single parent female-headed
- 3,548 Single parent male-headed
- 23,072 Two parent
- 58,308 Single person
- 14,002 Two-Adults, no children
- 11,367 Other
- 7,000 Family type undocumented

### Families/Households Receiving Services



- 45% of our customers (70,574 families) live below the federal poverty line (\$22,050/year for a family of 4 in 2009)
- 23% of our customers (36,515 families) live in severe poverty (50% or less of the federal poverty guideline)
- 65% of our customers (100,757 families) have income below 150% of poverty. These families struggle to make ends meet in a state that has a very high cost of living.

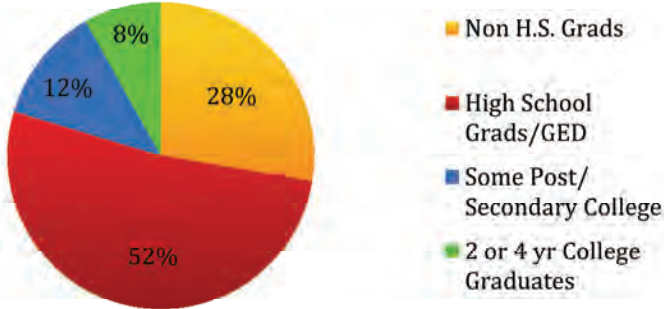
### Income Levels



*Income amounts were documented for 155,545 families.*

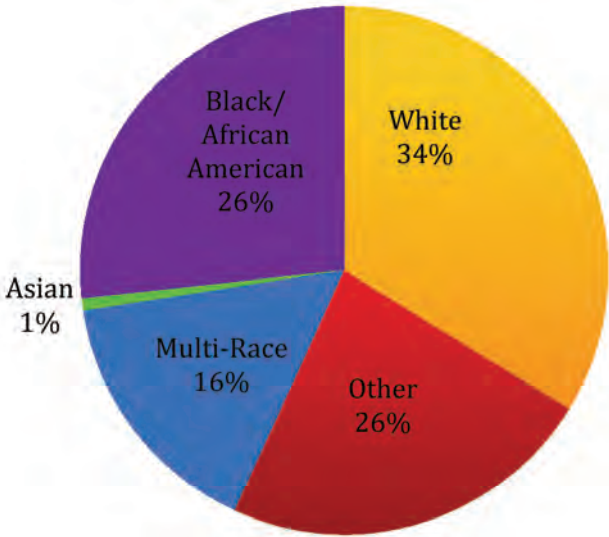
### Education Levels

<b>Non-High School Grads</b>	<b>41,956</b>
<b>High School Grads/GED</b>	<b>79,196</b>
<b>Some College</b>	<b>18,501</b>
<b>2 or 4-Year College Graduates</b>	<b>12,444</b>



*Education levels were self-reported by 152,097 individuals.*

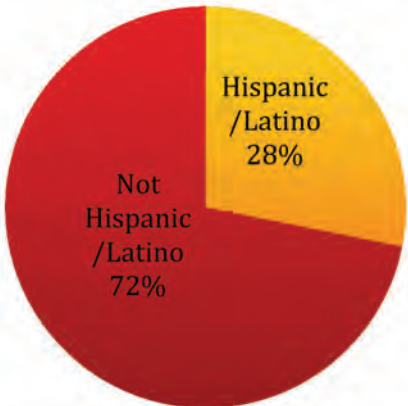
### Race



<b>White/Caucasian</b>	<b>119,278</b>
<b>Black/African American</b>	<b>94,296</b>
<b>Multi-Race</b>	<b>55,633</b>
<b>Other</b>	<b>81,356</b>
<b>Asian</b>	<b>2,608</b>

*Race was self-reported by 353,171 individuals.*

### Ethnicity



- 106,825 of our customers identify as Hispanic or Latino
- 273,047 of our customers do not identify as Hispanic or Latino

*Ethnicity was self-reported by 379,872 individuals.*

# Connecticut Community Action ARRA Funds at Work

Nationally, Community Action Agencies are at the forefront of creating and saving jobs with American Recovery and Reinvestment Act (ARRA) funds. CAAs' work using Community Services Block Grant funds was ranked 8<sup>th</sup> out of approximately 200 federal programs in the number of direct jobs created or saved by the Recovery Act for the quarter beginning July 1, 2010 and ending September 30, 2010.

Here are just a few examples of how our state's CAAs have put ARRA funds to work improving our communities and strengthening economic security in Connecticut.



## How much did we do?

- At least 34,733 individuals from 15,553 families participated in our ARRA-funded programs.
- 5,431 obtained skills/competencies required for employment.
- 753 obtained safe and affordable housing.
- 785 safe and affordable housing units were preserved or improved through construction, weatherization or rehab.
- 4,297 received emergency food assistance.
- 2,896 received emergency fuel or utility payments.
- 1,137 received rent or mortgage assistance.

## How well did we do it?

- Over 5,600 volunteer hours were donated to the agencies including 3,308 volunteer hours donated by low-income individuals. When this is valued at the CT Independent Sector Wage, which adjusts for the skill levels of non-profit volunteers (\$27.27/hour) the volunteers' time was worth more than \$150,000.
- 2,052 community members mobilized by CAAs participated in community revitalization & anti-poverty initiatives.
- CAAs formed partnerships with over 300 organizations, including non-profit, faith based, local state and federal government, for-profit businesses, financial institutions, education systems and health service institutions, in order to achieve these outcomes and better serve our communities.
- 1,163 parents and other adults learned and exhibited improved family functioning skills.
- 880 people demonstrated the ability to complete and maintain a budget for over 90 days.

## Is anyone better off?

- 1,222 people obtained employment.
- 3,110 individuals with disabilities maintained independent living.
- 1,551 seniors maintained independent living.
- Participants in ARRA-funded asset development programs accumulated savings and purchased: 4 homes, 17 small businesses, 7 post-secondary education, 197 other assets.

*This data is acquired from the CSBG ARRA report submitted to the National Association for State Community Services Programs (NASCSPP) for the time period ending September 2010. This is a sampling of all the outcomes of the ARRA programs in Connecticut.*



# Connecticut Community Action Programs & Results



## Holistic Case Management

A hallmark of our agencies is their provision of holistic case management to improve self-sufficiency and strengthen family economic security. Clients can enter one Community Action Agency door and with only one universal intake and pre-assessment form, case managers can predetermine likely eligibility for all programs and services. Case managers can also provide all the information and referrals that clients need. In addition to this, many of our agencies provide specialized case management services that address the specific needs of their community members. These are listed below.

- Access:** Columbia Social Services; Community Services; SAGA Case Management  
**BCO:** ARRA HSI Case Management\*; Disabled Client Case-Management; SAGA Case Management  
**CAANH:** Intensive Case Management\*; SMART Single Mothers group and case management\*\*  
**CACD:** Hispanic Center of Greater Danbury  
**CRT:** Asian Family Services (six languages) SAGA Case Management; Transitional Case Management (Re-Entry); Veterans Crossing  
**CTE:** Hispanic Resource; Tri-Lingual Community Outreach; SAGA Case Management; Self-Sufficiency Center  
**HRA:** Community Services Case Management; Expanded Emergency and Case Management Services\*; Polish Advocacy; Polish Victim Advocacy  
**NEON:** American Disabilities Act Information and Referral; SAGA Case Management  
**NOI:** Circles Initiative\*\*; Community Liaisons; Self-Sufficiency Center; HSI/WIA Community Project\*  
**TEAM:** ARRA Case-Management\*  
**TVCCA:** Access to Care Case Management\*; Employment Services Case Management; Human Services Infrastructure Case Management\*; SAGA Case Management

*\*Program fully funded through ARRA funds. \*\* Program partially funded through ARRA funds.*

## Human Services Infrastructure

The Human Services Infrastructure (HSI) is an integrated service approach that guides clients through the social service system using a universal intake form. The holistic case management described above allows for clients to receive linkages to all the supports they need to move towards family economic security.

Connecticut Community Action Agencies are foundational partners in the HSI network with the Department of Social Services. Utilizing HSI funds, CAAs form a statewide service delivery system that has a proven track record of effectively and economically connecting low-income CT residents to services and supports they need in order to meet the basic needs of their families and to assist them towards improved economic security. HSI ensures an economical use of taxpayer dollars by eliminating duplication, improving client service and producing better client outcomes.

### ARRA Funds at Work:

#### Improving Agency Capacity to Better Serve our Customers

**TEAM, Inc.** built agency capacity by installing a new telephone communications system that was critically needed in order to serve the increased volume of customers seeking their services. The energy program alone saw a 40% increase in client caseload between 2008 and 2009 and in many cases clients or community partners could not call into the agency without reaching a busy signal or experiencing a long wait time. The new system allows for improved customer service.

**Bristol Community Organization (BCO)** created one full-time case management position and expanded one front-desk staff position from part-time to full-time to help assist the surge of customers coming through their doors. In 2008, 8,211 clients were served. In 2009, this increased to 11,856.

# Getting People Into Jobs



## Employment, Training & Education

ABCD: Advanced New Ventures\*;  
Computer Lab; Computer Skills  
Training; Green Up Bridgeport

Access: WIA/TANF Employment  
Services

BCO: ARRA Transportation\*\*; Out of  
School Youth; GED Classes;  
Subsidized Work Experience

CAANH: Computer Literacy and Adult  
Basic Education (ABE)\*

CRT: Property Management\*; SNAP  
Employment and Training;  
TANF/Basic Adult Education;  
Vocational Skills Program

CTE: Workforce Development  
(Stamford Enterprise Zone);  
State Administered General  
Assistance (SAGA) Vocational  
Training; UBS Computer Lab  
Computer Skills Training;  
Vocational School

HRA: ARRA Income Development Services\*\*; South Central CT Works (New Haven, Hamden, Meriden,  
Middletown); WIA Youth Employment Services

NEON: Employment Enhancement\*; English as a Second Language (ESL); JFES TFA Literacy Development;  
JFES STEP-Up (TANF); JFES Subsidized Work Opportunities; Occupational Skill Training/Microsoft  
Office Skills Training; NorwalkWorks Literacy Development Services; SNAP Food Stamps Employment

NOI: Apprenticeship Program\*\*; Foundation Fellows; Hispanic Human Development (State Bilingual  
Certified Nurse's Aide); Minority Small Business Development Program\*; Waterbury Remediation for  
Employment Project; WIA One Stop Operations\*\*

TEAM: Early Education Academy ARRA\*; English as a Second Language (ESL) and General Education  
Development (GED); Senior Chore Enterprise Program ARRA\*; Summer Camp Support and  
Employment Program ARRA\*; TANF Adult Summer Employment Program ARRA\*

TVCCA: Ex-Offender Program (OIC)\*\*; Human Service Infrastructure Case Management\*\*; Jobs First  
Employment Services (JFES) Subsidized Work Opportunities; SAGA; TANF/WIA Case Management;  
Title V Senior Community Services Employment Program; WIA Adult and Dislocated Worker



*Instructor Anne Mead engages (L-R) TEAM Early Education Training Academy participants Penny DeFrietas, Maranda Onidi, Nicole Abbott, and Krystina Knott.)*

## Employment & Vocational Training for Youth and Young Adults

Access: RISE Youthbuild\*\*

BCO: Summer Youth Employment and Training

CAANH: Manage Your Future\*

CACD: Danbury Youth Services

CRT: Summer Youth Employment; Youthbuild\*\*, Year Round Youth Employment

CTE: Summer Youth Employment; WIRED Youth Employment

HRA: ARRA Youth Income Development Services\*\*, Out-of-School and In-School Youth Program\*\*, Summer  
Youth Employment Program

NEON: ARRA Employment Enhancement\*; NorwalkWorks Youth Education Services; NorwalkWorks Youth  
Employment Training Services

NOI: In-School Youth Employment\*\*, Out of School Youth Employment; Summer Youth Employment Mt.  
Hebron

TEAM: ARRA Early Education; ARRA Summer Camp Employment\*; ARRA Senior Chore Enterprise\*; ARRA  
TANF Youth Summer Employment Program\*

TVCCA: Anti-Bullying Program; Out of School Youth Employment

*\*Program fully funded through ARRA funds. \*\* Program partially funded through ARRA funds.*



### **How much did we do?**

6,123 people obtained employment or self-employment.

2,146 people learned skills and competencies required for employment.

18,600 barriers to employment were reduced or eliminated.

748 youth obtained job skills.

### **How well did we do it?**

At least 2,250 people increased their earned income from the previous year.

### **Is anyone better off?**

Over 6,000 adults moved closer to self-sufficiency by going to work.

Children emerging from poverty will likely earn, on average, 39% more than the median income.<sup>1</sup>

*1"The Cost of Doing Nothing: The Economic Impact of Recession-Induced Child Poverty" First Focus. December, 2008.*

## **TEAM's Early Education Training Academy**

The Academy was launched in October 2009 with 30 enrollees as a workforce training initiative that includes several components. Early Childhood Pathway Exams can help convert early childhood experience and no-credit training into four college level courses. Because three college credits are awarded for each exam passed, the exams require a great deal of study and preparation.

Training Program in Child Development (TPCD) is a statewide training program administered by Connecticut Charts-A-Course (CCAC), a national leader in professional development systems. TPCD delivers 87 approved workshops totaling 150 hours of training over eight competencies in early education. Upon fulfilling the requirements, individuals may receive their Child Development Associate (CDA) credential, which can be counted as 6 college credits. On-site college instruction is being pursued to help accommodate the rigorous schedules of early childhood professionals working toward degrees in Early Childhood Education and related fields.

This not only helps the participants develop their own credentials and employability, but also helps meet the current shortage of credentialed early childhood professionals in our communities, therefore allowing more children to be cared for by well-educated, credentialed adults.

## ARRA Funds at Work

**ARRA has made many CAA employment programs possible. Examples:**

**Community Action Committee of Danbury (CACD)** formed a partnership with the Culinary Institute of Northwestern Connecticut to enroll and train low-income people in a 12-week course. The Institute has a job placement rate of 95%, ensuring participant success upon course completion.

CTE utilized ARRA funds to provide vocational counseling, case management, basic skills training and workforce activities to help unemployed customers secure employment, provide linkages to needed services and stock the food pantry.

**Human Resources Agency of New Britain (HRA)** created the Income Development Services program to provide an opportunity for up to 22 families to obtain paid work experience, while gaining job skills, increasing their annual income through employment and claiming their tax credits.

**Norwalk Economic Opportunity Now (NEON)** enhanced its employment programs. Five employees were retained at the employment center. The Employment Center and PC lab were refitted with up-to-date PCs to help low-income residents connect to area job openings and develop resumes. In addition, NEON partnered with 9 local companies to hold a job fair, which over 190 local residents attended.

**Community Renewal Team (CRT)** launched a 3-year YouthBuild program in partnership with the Department of Labor to provide youth occupational skills, education, employment and leadership qualities to increase their standard of living and foster civic engagement.



*YouthBuild participant Hector Colon (left) and CRT staff member Javier Robles (right).*

# Helping People Make the Most of their Money: Financial Literacy and Asset Building Initiatives

## Financial Education

CAANH: Asset Development Collaborative; Manage Your Future\*\* (for youth); SMART Program\* (for single mothers); Asset Building & Family Support Program\*

CACD: Financial Literacy

CRT: Financial Literacy Training; Financial Literacy Institute\*\*

CTE: Credit Counseling; Financial Literacy; Wealth and Asset Building Center

HRA: Asset Building Program; Foundations for Financial Literacy Program

NOI: Family Economic Security Program\*\*

TEAM: Financial Literacy Training

TVCCA: Financial Literacy Program\*\*

## ARRA Funds at Work

### CAANH's Asset Development Program

**Community Action Agency of New Haven's (CAANH)** Asset Development Program utilized ARRA funds to support program staffing, provide a participant savings match, cover the costs of ongoing financial management training workshops, life skills development and family supportive counseling sessions, and to assist families in accessing community resources.

## Individual Development Account (IDA) Programs

ABCD, Access, CAANH, CACD, CRT, CTE, HRA, NEON, NOI, TEAM, TVCCA

## Free Income Tax Preparation & Volunteer Income Tax Assistance (VITA)

Access, BCO, CAANH, CACD, CRT, HRA, NEON, NOI, TEAM, TVCCA

*\*Program fully funded through ARRA funds. \*\* Program partially funded through ARRA funds.*



### How much did we do?

356 people opened savings accounts and accumulated over \$125,000 in savings.

31 people purchased homes, 26 people funded education and 6 capitalized small businesses.

Over 1,300 people learned how to better manage their income and increase savings.

Over 6,450 tax returns were filed free of charge.

### How well did we do it?

For every dollar of funding invested in Volunteer Income Tax Assistance programs, \$92 were returned to the community.

Volunteers donated 6,500+ hours, saving over \$1.1 million in tax preparation fees.

### Is anyone better off?

Families with assets are better able to weather economic storms.

In 2009, over \$11.3 million were returned to our state's economy with volunteer tax preparation assistance.

Nationwide, nearly 85% of IDA savers purchasing homes with conventional fixed rate mortgages fared well during the subprime mortgage crisis due to financial education & homeownership counseling<sup>1</sup>.

<sup>1</sup> Corporation for Enterprise Development (CFED); "IDA Program Survey on Home Ownership and Foreclosure" 2008.

# Strengthening Families



ABCD: Fantastic Fathers Are Concerned Too; Head Start Support Services  
Access: Access and Visitation; Parent Education Program; Parenting Leadership Training Program  
BCO: Healthy Start; Head Start Fatherhood Initiative and Mom's Circle of Support  
CAANH: Asset Building & Family Support Program\*; SMART, Single Mothers Support Group and Case Management\*  
CRT: Family Services Centers; Fatherhood Initiative\*\*  
CTE: Girls, Inc. Mother-Daughter Programming; Fatherhood Initiative  
HRA: Head Start Support Services\*; Neighborhood Fathers Unite Fatherhood Initiative\*\*  
NEON: Fatherhood Initiative\*\*  
NOI: Family Preservation/Reunification; Fatherhood Initiative Program\*\*; Intensive Home Based Therapy Program; Promoting Responsible Fatherhood  
TEAM: Even Start; Family Resource Center; Fatherhood Initiative ARRA\*  
TVCCA: Fatherhood Program\*\*; Federal Foster Grandparents; Foster Grandparent Prevention and Intervention; Head Start Home Based Program; Literacy Volunteers\*

*\* Program fully funded through ARRA funds. \*\* Program partially funded through ARRA funds.*



## How much did we do?

452 Non-custodial fathers increased time spent with their children.  
2,190 Participants demonstrated increased knowledge of positive parenting skills and techniques.

## How well did we do it?

2,572 Parents/caregivers improved their behavior/family functioning as a result of counseling.  
3,889 Parents/caregivers improved family functioning as a result of classes or supportive services.  
478 Children at risk of DCF placement remained with family due to improved family functioning.

## Is anyone better off?

Participants improve their behavior/family functioning as a result of counseling.  
Children in well-functioning homes are less likely to get into trouble in school, get involved in crime, have difficulty learning or need other supportive services.  
Families are stronger, communities are safer and taxpayers save money.

## HRA's Father-Friendly Leadership Pilot

National Fatherhood Initiative (NFI) selected HRA as one of 25 agencies nationwide to develop capacity to effectively serve families and fathers in their communities. With this funding, HRA has launched a Father-Friendly Leadership pilot that will strengthen the fatherhood component in its Youth Employment Services program for training, education and employment assistance.

In addition, the New Britain Fatherhood Program, in existence for about ten years, is already part of HRA's Head Start/School Readiness program. In late March, NFI conducted a site visit and a Train-the-Trainers workshop at HRA. Two community fathers, one HRA Board Member and fifteen staff members of the New Britain Fatherhood Program participated in the training workshop, which prepared attendees to deliver the 24/7 Dads curriculum.



*(L-R) Francisco Santiago (Father), Leticia Mangual (HRA Director of Youth Services), Elrick George (HRA Board Member and Father), and Robert Sanchez (HRA Head Start Social Services Senior Manager) attend the NFI Train-the-Trainers workshop.*

## CACD's Fatherhood Initiative

In January 2010, CACD announced a new community Fatherhood Initiative to promote the positive involvement and interactions of fathers with their children. The Initiative is conducted in partnership with the Families Network of Western Connecticut and YMCA's Escape to the Arts program. The program is designed to help fathers improve their parenting skills; strengthen bonds between fathers and their children and encourage and enhance responsible, skillful parenting so that fathers are better able to meet the financial and medical needs of their children.

The Initiative includes the following programs: *Wise Guys* (prepares boys ages 11 to 17 to make good choices on topics such as health, relationships and peer pressure); *Moms as Gatekeepers* (breaks down barriers between mothers and fathers to facilitate effective co-parenting); *Doctor Dad* (trains fathers of young children to treat scrapes and other minor, immediate injuries); *24/7 Dads* (helps men evaluate and improve their parenting skills, and serve as fathering role models); and *Nurturing Fathers* (in Spanish, teaches effective parenting and family relationship skills to men).

# Educating and Caring for Our Children

## Early Care and Education

- ABCD: Child Day Care; Early Head Start; Early Head Start Expansion\*; Head Start; School Readiness; State Head Start Enhancement Services; Total Learning
- BCO: Head Start; Head Start State Enhancement; Head Start State Expansion; Healthy Start
- CACD: Diaper Bank; DSS Child Day Care; Early Childcare; School Readiness
- CRT: Child Day Care including Infants and Toddlers; Head Start\*\*; School Readiness
- HRA: Child Day Care Toddler and Pre-school; Head Start and School Readiness; Head Start Support Services\*
- NEON: Child Day Care; Head Start/School Readiness; State Head Start Expansion and Extended Day
- NOI: Early Head Start\*\*; Head Start\*\*
- TEAM: Child Development: Child Day Care; Diaper Bank ARRA\*; Discovery Project; Early Education ARRA\*; Family Resource Center; Head Start; Head Start Extended Day/Enhancement; School Readiness
- TVCCA: Child Day Care; Early Head Start Expansion ARRA\*; Head Start ARRA\*; Head Start; Head Start Enhancement; School Readiness



Photo courtesy of CRT

## Specialized Care and Education Programs

- ABCD: Tender Loving Child Care; Total Learning
- BCO: Healthy Start
- CRT: Early Winners; Head Start Mentoring Coaches\*
- NOI: Foundation Fellowes; Head Start Enrollment Partnership; Therapeutic Foster Care
- TVCCA: Therapeutic Child Care



*Bristol Community Organization trip to the Imagine Nation Museum in Bristol*

## Youth Development & After School Services

- ABCD: After-school and Summer Enrichment
- Access: Community Based Life Skills; One on One Mentoring; Therapeutic Mentoring; SWETP Support Services for Young Women
- BCO: After School Program\*
- CAANH: Manage Your Future\*
- CACD: Beaver Street After School Program
- CRT: Youth Artisan and Technology Center
- CTE: African Drumming; After School Program; CT Ballet Dance Classes; CTE Summer Camp; Enlighten the Mind; Lego Club; Little League Baseball; Mighty Might Basketball; Reading Club; Soundwaters Science Enrichment; Tennis Instruction
- HRA: Special Needs Recreation
- NEON: NEON Neighborhood Community Services; NorwalkWorks Youth Development and Leadership Program; NEON Summer Camp Program; WIA In-School Youth
- NOI: Camp Layton Rose; Hoops 4 Life; In-School Youth Employment\*\*, NOGM Summer Basketball; Out-of-School Youth Employment\*; WOW Community Learning Center\*\*
- TEAM: "TEENS WORK" Summer Youth Employment Program ARRA\*; Toys for Tots
- TVCCA: Anti-Bullying Program

*\*Program fully funded through ARRA funds. \*\* Program partially funded through ARRA funds.*





### How much did we do?

6,766 children participated in preschool activities.

Over 7,200 children obtained immunizations and medical care.

Over 5,600 children received dental care.

### How well did we do it?

For every dollar invested in early childhood programs, \$18.89 is saved in lifelong gains. Programs costing \$61.5 million helped 7,427 children improve school readiness skills while saving \$1.1 billion in lifelong gains. <sup>1</sup>

Potential Return On Investment (ROI) of \$10.51 for every dollar spent on a sustained investment to develop youth into economically and socially viable adults. <sup>2</sup>

### Is anyone better off?

6,700 children are better prepared to start and succeed in school.

Over 7,200 children are healthier because they received medical and/or dental care.

Children in well-functioning homes are less likely to get into trouble in school, get involved with crime, have difficulty learning, or need other supportive services, all of which cost taxpayers. CAA programs lead to: increased worker productivity; increased wages for parents; long term cost savings for law enforcement, welfare, health care and special education; etc.

Kids gained a stronger foundation for long-term economic security. Kids did better in school—socially, emotionally, athletically and academically. Families stayed together and functioned better.

*1 CT Children's Stock Portfolio, CT Commission on Children, April 2007.*

*2 Newman, R.P., Smith, S.P. & Murphy, R. "A Matter of Money: The Cost & Financing of Youth Development in America" Washington, D.C.: Academy for Educational Development, Center for Youth Development, 2001.*

## ARRA Funds at Work

### ABCD Program Helps Children, Trains Teachers & Improves Agency Capacity to Meet Community Needs

**Action for Bridgeport Community Development (ABCD)** created a Substitute Teacher Education Program which provided basic Mathematics, Language Arts, Professional Development and Early Childhood Education to 30 participants. After successful completion, participants are guaranteed full-time positions at ABCD or other child care facilities in the greater Bridgeport area.

# Helping Seniors Maintain their Independence

## Senior Services that Support Independent Living

- ABCD: Case Management and Energy Assistance  
Access: Case Management and Energy Assistance  
BCO: ARRA Transportation\*; Elderly Disabled Transportation; Family Caregiver; Homemaker; Respite Care Program; Grandparents Housing Relocation Program  
CRT: Grocery Delivery; Meals on Wheels; Senior Congregate Meals (Hartford and Middletown); Senior Connections; Senior Services Network  
HRA: Perlas Hispanias Home Care and Respite Care Program; Senior Recreation  
NEON: Senior Services Project Network  
NOI: CHORE Project for Elders; Elder Nutrition; New Opportunities of Greater Meriden (NOGM) Chore Project for Elders; Comprehensive Outreach Project for Elders (COPE); CT Home Care Project for Elders; Elderly Energy Assistance; In Home Services; Meals on Wheels and Senior Community Café Nutrition Programs\*\*; NOGM Summer Food; Senior Companion; Tribury Friendly Visitors; Voice Care Program Emergency Response System  
TEAM: Homemaking Program; Meals on Wheels and Senior Community Café Nutrition Programs; Medical Transportation; Senior Chore Enterprise Program ARRA\*; Valley Interfaith Caregivers at TEAM  
TVCCA: Energy Assistance; Federal Foster Grandparent Program; Federal Senior Companion Program; Senior Community Service Employment Program; Retired and Senior Volunteer Program; Senior Nutrition (Meals on Wheels and Senior Cafés)

## Affordable Senior Housing/Independent Living/Assisted Living

- Access: Affordable Senior Housing of Franklin (ASHoF); Affordable Senior Housing of Willington (ASHoW)  
CRT: Congregate Subsidized Elderly Housing; Coventry Place HUD Section 202 Housing; The Retreat Assisted Living

## Retired Seniors Volunteer Programs (RSVP)

BCO; CACD; CRT; NEON; NOI; TVCCA

## Innovative Intergenerational Programs

- BCO: Counseling Program for Grandparents Raising Grandchildren  
CRT: Generations Housing (Grandparents Raising Grandchildren Housing); Grandparent's Respite Program  
HRA: Head Start Grandparents Program  
NOI: Foster Grandparents  
TEAM: Valley Interfaith Caregivers  
TVCCA: Federal Foster Grandparents; Foster Grandparent Prevention and Intervention

*\*Program fully funded through ARRA funds. \*\* Program partially funded through ARRA funds.*



Photo courtesy of CRT

# Keeping People Healthy and Safe

## Counseling

- CACD: Social Services Block Grant ARC Counseling Families and Children, Immigrant and Refugee Services; Social Services Block Grant Department of Youth Services Counseling for Families and Children
- CRT: Asian Family Services; Behavioral Health Services; Clinical Homeless Outreach; DMHAS Next Step; Re-Entry Recovery Services; Ryan White Behavioral Health
- CTE: Bereavement Counseling Services
- NOI: Intensive Home Based Therapy Program

## Criminal Justice

- Access: Access and Visitation
- CRT: Alternative Incarceration Centers (Enfield); Fresh Start; Re-Entry Recovery Services; Re-Entry Supportive Housing; Transitional Case Management for Ex-offenders
- CTE: Alternative to Incarceration
- NEON: Alternative in the Community; Men's Halfway House; Pre-trial Release Program; Women's Residential Work Release Program (Norwalk); Women's and Children's Halfway House (Waterbury)
- NOI: Bishop House- Residential Department of Corrections; Shelter NOW (DOC project)
- TVCCA: Charlene Perkins Prisoner Re-entry

## Health Access & Other Health Services

- BCO: Elderly and Disabled Transportation
- CAANH: Medical Transportation; Prescription Drug Benefits program
- CRT: Podiatry Services; Vision Screening and Eye Care Services
- CTE: Mobile Health Screening Program (monthly)
- NOI: NOGM Disabilities Project
- TEAM: Elderly Medical Transportation; Dental Services and Husky Eligibility
- TVCCA: Access to Care\*; Environmental Health Specialist\*; New London County Health Collaborative Initiative; Specialty Care\*



CAANH's April Branch (right) assists a customer. CAANH's Prescription Benefit Program ensures that customers are referred to all appropriate programs and services.

## HIV/AIDS Prevention, Counseling and Residential Programs

- CRT: Ryan White Behavioral Health Services; HIV/AIDS Outreach Program; HIV/AIDS Day Respite Program/McKinney Shelter
- HRA: Counseling and Testing; HIV Prevention; Medication Adherence Program; Ryan White Part A & B; Safety Counts; Wellness Resource Center
- NEON: AIDS Prevention Program
- NOI: AIDS/HIV Assistance Program Parts A & B; AIDS Residential Program Waterbury and Meriden

## Substance Abuse Services

- CRT: DMHAS Next Step; Healthy Teen Hartford; Re-Entry Behavioral Health Services; Re-Entry Recovery Services; Substance Abuse Outpatient Services; US Bureau of Prisons Substance Abuse Counseling
- CTE: Viewpoint Recovery
- TVCCA: DMHAS Next Step (A Place to Stay)

*\*Program fully funded through ARRA funds. \*\* Program partially funded through ARRA funds.*



### **How much did we do?**

Over 3,284 people obtained access to needed health care.

Over 1,402 youth improved physical health and development.

3,790 learned how to avoid unhealthy, risky behavior.

Nearly 743 maintained health and independence by utilizing shared-ride transportation.

### **How well did we do it?**

80% (619 of 777) remained drug and alcohol free for 6 months.

2,572 participants improved their family functioning and/or behavior because of counseling.

3,889 parents/caregivers improved family functioning as a result of classes or supportive services.

### **Is anyone better off?**

Thousands of low-income people statewide lived healthier lives because of the access to health care they received.

Children in well-functioning homes are less likely to get into trouble in school, get involved in crime, have difficulty learning or need other supportive services.

Our programs help strengthen families, keep communities safe and save taxpayers money.

### **ARRA Funds at Work**

**TVCCA** partnered with New London County Health Collaborative (NLCHC) to pilot a specialty care project in the two poorest cities in New London County: New London and Norwich. TVCCA also partnered with United Community and Family Services, Inc., a Federally Qualified Health Center look-alike serving Eastern Connecticut, to expand its successful Access to Care partnership with Backus Hospital. ARRA funds paid for one full-time staff to work closely with clients, discharge planners and case managers to assist clients who are uninsured but qualify for state insurance to obtain coverage. Clients who are using the emergency department for routine medical care get linked to a medical home, a system through which their holistic health needs are comprehensively addressed by a team of professionals.

# Feeding the Hungry

**Access:** Child and Adult Care Food Program (CACFP); Women Infants and Children (WIC) Program  
**BCO:** Community Kitchen; Head Start Meals; Healthy Start; Intervention and Referral Food Assistance  
**CACD:** Child Food Program  
**CRT:** Child and Adult Care Food Program (CACFP); Day Care Homes Nutrition; Elder Nutrition Programs (Hartford and Middletown); Grocery Delivery Program; McKinney Shelter Garden; Meals on Wheels/Community Cafés; Summer Food Service Program  
**CTE:** Youth Nutrition Program  
**HRA:** Child and Adult Care Food Program (CACFP); Las Perlas Senior Nutrition and Meal Site\*\*  
**NEON:** Child and Adult Care Food Program (CACFP); NEON Summer Food Program  
**NOI:** Early Childhood Division Food Program; Elderly Nutrition\*\*; Meals on Wheels; NOGM Summer Food Program; Senior Community Cafes (Waterbury and Danbury)\*\*  
**TEAM:** Child and Adult Care Food Program (CACFP); Meals on Wheels\*\*; Senior Cafes  
**TVCCA:** A Moveable Feast; ARRA Community Garden Project\*; Child and Adult Care Food Program (CACFP); Senior Nutrition Program; TVCCA Commisary; Women, Infants and Children (WIC) Program

## Food Pantries

**ABCD:** Food Pantry  
**Access:** Food Bank  
**BCO:** Plainville Food Pantry  
**CAANH:** Open Choice Food Pantry & Greater New Haven Diaper Bank\*\*  
**CACD:** Food Pantry; Thanksgiving and Christmas Food Baskets  
**CRT:** Access to Food Program; Holiday Food Distribution; Food Share Distribution Site  
**CTE:** Food Pantry  
**HRA:** New Britain Food and Resource Center  
**NOI:** HIV/AIDS Assistance Food Pantry; Meriden Food Pantry  
**TVCCA:** Annual Food Drive; Thanksgiving and Christmas Food Baskets

*\*Program fully funded through ARRA funds. \*\* Program partially funded through ARRA funds.*



### How much did we do?

Over 14,500 people received emergency or supplemental food from our food pantries.

Over 11,000 seniors participated in congregate meal programs.

Over 5,800 people received home-delivered meals.

10,242 children benefited from congregate meals.

2,045 people received emergency vouchers for food, formula and/or diapers.

### How well did we do it?

An investment of \$10 per person per year in proven community-based programs to increase physical activity, **improve nutrition** and prevent smoking and other tobacco use could save the country more than \$16 billion annually within 5 years. CT's Return On Investment (ROI) is \$6.60 for every dollar spent.<sup>1</sup>

### Is anyone better off?

People of all ages stayed healthier by eating more nutritious meals.

<sup>1</sup>Phisic Ventures, LLC, Trust for America's Health: "Investment in Disease Prevention Could Save America More Than \$16 Billion in Five Years" July 17, 2008

# Keeping Homes Warm and Making them Green

Connecticut Community Action Agencies work in partnership with the federal Low Income Home Energy Assistance Program (LIHEAP), the CT Department of Social Services, utility companies and individual contributors to help our customers' homes stay warm and become more energy efficient.

## All twelve of our agencies provide Energy Assistance and Energy Conservation through the following programs:

Assurance 16: Energy Conservation Education and access to case management.

Connecticut Energy Assistance Program (CEAP): Emergency heating assistance paying for fuel and utilities.

MPP: Matching Payment Programs for utility-heated households.

## Weatherization/WRAP/UI Helps

Weatherization assists low-income homeowners and renters in making their homes more energy efficient and lowering the expense of utility bills, both gas and electric. WRAP/UI Helps are the state-funded complement to the Federal Weatherization Assistance Program, and are provided through partnerships with the state's utility companies. The following agencies offer these services:

ABCD; Access; CAANH; CRT; NOI\*\*

## Other Energy-related Programs:

ABCD: ARRA Weatherization

Access: Housing Preservation

CRT: ARRA Weatherization; ARRA Weatherization State Financed Elderly Units

NOI: ARRA Weatherization; ARRA Weatherization State Financed Elderly Units; New Opportunities of Greater Meriden (NOGM) Walk for Warmth; Statewide Energy Research and Planning

TVCCA: ARRA Weatherization\*

## REACHing Towards Health and Safety Initiative

Eleven of our agencies provide the federally-funded REACH program with the goal of eliminating energy-related health hazards including Carbon Monoxide poisoning:

ABCD; Access; BCO; CAANH; CACD; CRT; HRANB; NEON; NOI; TEAM; TVCCA

*\*Program fully funded through ARRA funds. \*\* Program partially funded through ARRA funds.*



### How much did we do?

Over 113,300 households avoided crises with energy assistance. Over 13,500 homes were weatherized, decreasing energy cost and use. Over 13,000 households used the utility matching payment program (MPP). Over 17,500 people resolved problems with fuel vendors. Nearly 600 households improved environmental safety with new heating or a/c systems. Over 31,000 people learned more about energy conservation.

### How well did we do it?

For every dollar invested, \$2.97 was saved over the lifetime of the measure.<sup>1</sup> Programs costing \$8.5 million saved about \$25.3 million in energy costs over the lifetime of the conservation measures.

### Is anyone better off?

Low-income people avoided utility crises, resolved vendor disputes, improved environmental safety and learned how to save money through energy conservation measures

<sup>1</sup>Energy Efficiency, Investing in CT's Future, CT Energy Conservation Management Board Report to the Legislature, March 2007.

# Keeping a Roof Overhead

## Affordable and/or Subsidized Housing

**Access:** Affordable Senior Housing of Franklin (ASHoF); Affordable Senior Housing of Willington (ASHoW); Housing First for Families (HFF)  
**BCO:** Bristol Housing Authority Subsidized Housing  
**CRT:** Barbour EHAP; Community Housing Assistance Programs (CHAPs); Coventry Place; Generations; HUD Transitional and Permanent Supportive Housing; Jackie Schaeffer Apartments; Meadows Real Estate Management and Development Corp; Re-Entry Transitional Supportive Housing; The Retreat; Veterans Crossing; Wethersfield Commons  
**NOI:** Affordable Home Ownership Program; North Square Gateway Terrace  
**TVCCA:** Rental Assistance Program (RAP); Eviction Prevention Program; Section 8; Supportive Housing

## Emergency Shelter & Emergency Housing Assistance

**Access:** Emergency Shelter  
**ABCD:** Emergency Rent Assistance; United Way Emergency Services; Neighbor Helping Neighbor  
**BCO:** Bristol Housing Authority Rental Assistance; Crisis Housing  
**CAANH:** Emergency Housing Assistance\*  
**CACD:** FEMA Rental Assistance  
**CRT:** East Hartford Community Shelter; McKinney Shelter  
**CTE:** Emergency Shelter Services; Ruth Brown Emergency Services  
**NEON:** NEON Client Services Emergency Assistance Program (CHESA); Emergency Rent Assistance; Neighbor2Neighbor Emergency Services; United Way Emergency Services  
**NOI:** Freedom Walk; New Opportunities of Greater Meriden (NOGM) FEMA Emergency Rental Assistance\*\*; Shelter NOW Emergency Shelter Services\*\*  
**TEAM:** Crisis Assistance  
**TVCCA:** Rental Assistance Program; Shelter for Homeless Families

## Maintaining Housing and Preventing Homelessness

**ABCD:** Homelessness Prevention and Rapid Re-housing program (HPRP)  
**Access:** Eviction and Foreclosure Prevention Program (EFPP)  
**BCO:** EFPP; Beyond Shelter  
**CAANH:** EFPP  
**CACD:** EFPP; Housing First for Families (HFF) Rapid Re-housing; Housing Assistance Program (HAP) Mobility Counseling and Search Assistance; HPRP  
**CRT:** Eviction and Foreclosure Prevention Program  
**CTE:** Homelessness Prevention and Rapid Re-housing Program (HPRP)  
**HRA:** Eviction and Homelessness Prevention Services  
**NEON:** EFPP; HPRP  
**NOI:** EFPP in Waterbury, Torrington, Danbury; Meriden Eviction Prevention Program\*\*; Mobility United Way Continuum of Support program  
**TEAM:** EFPP; HPRP; Rapid Re-housing  
**TVCCA:** Department of Mental Health and Addiction Services- A Place to Stay (APTS); Eviction and Foreclosure Prevention Program; Homelessness Prevention and Rapid Re-housing Program (HPRP); Section 8; Supportive Housing Program

*\*Program fully funded through ARRA funds. \*\* Program partially funded through ARRA funds.*

## Obtaining and Maintaining Home Ownership

ABCD: Individual Development Account (IDA) Program

Access: Housing Preservation; IDA Program; Lead Elimination Action Program (LEAP)

CRT: CRT Home Ownership Made Easy (HOME); IDA Program

CTE: IDA Program

NEON: IDA Program

NOI: Affordable Home Ownership Program; IDA Program

TEAM: IDA Program

TVCCA: IDA Program

## Supportive Housing

Access: Crossroads Transitional Living Program; Hawkins House

BCO: Beyond Shelter

CRT: Community Housing Assistance Programs (CHAP); Coventry Place; DOC Residential Services for Re-Entry Clients (scattered site); Domestic Violence Supportive Housing; DMHAS Re-entry supportive housing for clients in recovery; Fresh Start; Generations Housing Development\*\*, Hartford Residential Services; HUD Transitional and Permanent Supportive Housing; The Retreat assisted living; Veterans Crossing\*\*

CTE: Permanent Supportive Housing Program for families with disabilities

HRA: Housing Opportunities for People Living with AIDS (HOPWA); Supportive Housing for People with AIDS

NEON: Temporary Living/SRO; Parkview South Single Resident

NOI: AIDS Residential program; Housing Opportunities for People Living with AIDS (HOPWA); Housing First For Families\*\*, NOGM Freedom Walk; NOGM Supportive Housing Project for individuals/families living with HIV/AIDS; Society of Support; Shelter NOW HIV/AIDS Targeted Services; Shelter NOW Transitional Living Program

TVCCA: A Place to Stay (DMHAS); HUD Supportive Housing Program

*\*Program fully funded through ARRA funds. \*\* Program partially funded through ARRA funds.*



### How much did we do?

Over 2,700 households/individuals moved from temporary to safe, stable housing.

More than 2,500 people received emergency shelter.

1,429 emergency rental/mortgage payments were made to prevent homelessness.

3,784 households improved home safety through lead removal and other services.

### How well did we do it?

More than 2,600 people maintained safe/stable housing for over 90 days.

Over 1,500 people obtained permanent housing through home purchase or rental housing.

1,024 households avoided eviction for at least 120 days through mediation.

The assessed value of at least 210 homes increased as a result of rehabilitation.

### Is anyone better off?

Families who live in safer, more stable housing can better manage their daily lives and their children's nutrition, health, development and academic performance.



# Community Engagement



Engaged communities ensure agency efforts reflect the true needs of all residents and that no one's interests are ignored. This allows agencies to have a more meaningful, positive impact on their neighborhoods. All agencies incorporate community engagement as an important part of their organizational structure and a highlight of their programs. The following agencies also run programs specifically designed to strengthen community engagement.

- Access: Community Engagement\*\*
- BCO: ARRA Neighbor to Neighbor\*
- CRT: Generations Beautification Day (neighborhood clean-up); National Arts Program; United Way Day of Caring Site
- HRA: Community Engagement\*\*
- NOI: Circles Initiative\*\*; Transformational Leadership Program\*\*
- TEAM: Community Engagement
- TVCCA: Transformational Leadership

*\*Program fully funded through ARRA funds. \*\* Program partially funded through ARRA funds.*



Photo courtesy of CRT

## ARRA Funds at Work

**New Opportunities, Inc. (NOI)** introduced its Circles™ Initiative to the Torrington community and expanded the initiative in Waterbury. Circles™ is an innovative model operating in communities across the country that works to build supportive reciprocal relationships across class and race lines to end poverty. In 2009, NOI's Circles™ Initiative connected more than 25 low-income individuals with the resources they need to change their living situations.

**The Access Agency (Access)** created "Break Out of Poverty Grants." Proposals were solicited from throughout their community for innovative ideas for programs to break the cycle of poverty. Selected "new program developers" were given a stipend, space and resources to develop their programs. Access also launched a Community Engagement Project in which paid interns were recruited, trained as community facilitators and led the 'Dialogue for Change' initiative.



### **How much did we do?**

CAA volunteers, including 27,559 low-income individuals, donated over 1.3 million hours of support to agency efforts.

45,560 low-income people participated in recreational, cultural or social activities organized by CAAs.

925 low-income people met with governmental policymakers & made their views known.

Low-income people participated in formal community structures that provide input to decision-makers and help to shape policy. Through CAA efforts: 71 served on Family Center/Parent Councils; 272 served on Head Start Policy Councils; 310 served on Housing Tenant Groups; 118 served on CAA Boards of Directors.

### **How well did we do it?**

Volunteer hours equal that of 500 full-time employees. These hours were worth over \$10.7 million when valued at the minimum wage (\$8.25/hour) and \$34.5 million when valued at the CT Independent Sector Wage, which adjusts for the skill levels of non-profit volunteers (\$27.27/hour).

### **Is anyone better off?**

Low-income people are empowered to bring positive change to their own lives and communities.

Community organizations learn how to do their job better when community members of all socio-economic, racial, ethnic and religious backgrounds are involved and provide their insight.

Community bonds are strengthened and neighborhoods become more economically stable. This leads to communities that are safer and more vibrant, while saving taxpayer money.



### **Partnerships that Work**

In 2009, our network reported 2,522 partnerships, including 467 that were formed in the past year alone. These partnerships were with a broad range of sectors including businesses, schools, faith communities, educational and financial institutions, and social service and community organizations

The partnerships included:

1,095 partnerships to improve and coordinate service delivery.

330 partnerships to improve community planning.

280 partnerships to achieve improved outcomes for low-income people.



### **How much did we do?**

Over 13,639 seniors remained active in their communities by participating in community programs.

Nearly 8,933 seniors maintained independent living through support services including home meal delivery, home health or homemaker services.

8,184 seniors avoided institutionalization through support services.

### **How well did we do it?**

For every dollar invested, \$60 were saved.

Programs costing \$9.7 million resulted in 8,184 senior citizens who avoided institutionalization, saving about \$591 million in annual nursing home costs.<sup>1</sup>

### **Is anyone better off?**

Over 32,000 senior citizens maintain active, independent life-styles, engaging with their families and communities.

*1 Based on the national average per diem nursing home rate of \$198, per The Metlife Market Survey of Nursing Home, Assisted Living, Adult Day Services and Home Care Costs, October 2009, www.metlife.com*

## **ARRA Funds at Work: CRT's Generations Campus**

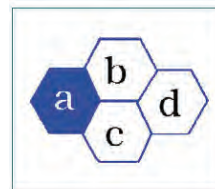
CSBG ARRA funds saved the jobs of three full-time employees who provide much-needed support for CRT's Generations Campus, an innovative intergenerational supportive housing community meeting the unique needs of lower-income grandparents who have custody of their grandchildren. The campus includes 24 multi-bedroom townhouses and 16 one-bedroom apartments for senior citizens in an historic school building. The first floor of the school has been renovated into a community center with recreation rooms, space for children's tutoring and offices for management, medical and social services. The three full-time jobs saved by ARRA funds provide critically needed support services to meet the needs of the youth, adolescents, teenagers, adults and seniors. Efforts made by staff have been very successful. Children are showing improved outcomes in school. Grandparents have pursued jobs and enrolled in college and older residents are getting the services they need to successfully remain in the community. An array of vibrant intergenerational activities brings the entire community together. In 2009, 40 families were served (a total of 96 individuals). Fifty-eight participants were under the age of 23 and six were over 70.



# Community Action Agencies in CT

## Action for Bridgeport Community Development, Inc. (ABCD)

Executive Director: Charles Tisdale      1070 Park Avenue, Bridgeport, CT 06604  
Tel. (203) 366-8241      Fax (203) 394-6175  
Email: carol.reid@abcd.org      Website: www.abcd.org



Towns Served: Bridgeport, Easton, Fairfield, Monroe, Strafford, and Trumbull.

## Access Community Action Agency, Inc. (Access)

President/CEO: Peter DeBiasi      1315 Main Street, Suite 2, Willimantic, CT 06226  
Tel. (860) 450-7400 / 860-450-7454      Fax (860) 450-7477  
Email: peter.debiasi@accessagency.org      Website: www.accessagency.org



Towns Served: Andover, Ashford, Bolton, Brooklyn, Canterbury, Chaplin, Columbia, Coventry, Eastford, Ellington, Hampton, Hebron, Killingly, Mansfield, Plainfield, Pomfret, Putnam, Scotland, Somers, Stafford, Sterling, Thompson, Tolland, Union, Vernon, Willington, Windham, and Woodstock.

## Bristol Community Organization, Inc. (BCO)

Executive Director: Thomas Morrow      55 South Street, Bristol, CT 06010  
Tel. (860) 584-2725      Fax (860) 582-5224  
Email: tmorrow@bcoinc.org      Website: www.bcoinc.org



Towns Served: Bristol, Burlington, Farmington, Plainville, and Plymouth.

## Community Action Agency of New Haven, Inc. (CAANH)

President/CEO: Amos Smith      781 Whalley Avenue, New Haven, CT 06515  
Tel. (203) 387-7700      Fax (203) 397-7475  
Email: asmith@caanh.net      Website: www.caanh.net



Towns Served: East Haven, Hamden, New Haven, North Haven, and West Haven. (Many contracts extend beyond these towns).

## Community Action Committee of Danbury, Inc. (CACD)

Executive Director: Bobby Poole      66 North Street, Danbury, CT 06810  
Tel. (203) 744-4700      Fax (203) 790-9693  
Email: pooleb@cacd-caa.org      Website: www.cacd-caa.org



Towns Served: Bethel, Bridgewater, Brookfield, Canaan, Cornwall, Danbury, Kent, New Fairfield, New Milford, Newtown, North Canaan, Redding, Ridgefield, Roxbury, Salisbury, Sharon, Sherman, Warren, Washington.

## Community Renewal Team, Inc. (CRT)

President/CEO: Lena Rodriguez      555 Windsor Street, Hartford, CT 06120  
Tel. (860) 560-5600      Fax (860) 527-3305  
Email: lenar@crtct.org      Website: www.crtct.org

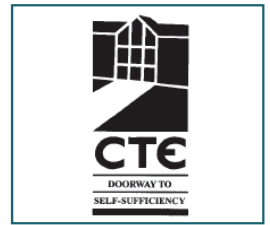


Towns Served: Avon, Branford, Bloomfield, Canton, Chester, Clinton, Cromwell, Deep River, Durham, East Granby, East Haddam, East Hampton, East Hartford, East Windsor, Enfield, Essex, Glastonbury, Granby, Guilford, Haddam, Hartford, Killingworth, Madison, Manchester, Marlborough, Middlefield, Middletown, North Branford, Newington, Old Saybrook, Portland, Rocky Hill, Simsbury, South Windsor, Suffield, Westbrook, West Hartford, Wethersfield, Windsor, Windsor Locks. (Many contracts extend beyond these towns.)

## CTE, Inc.

President/CEO: E. Phillip McKain  
Tel. (203) 327-3260  
Email: pmckain@ctecap.org

34 Woodland Ave., Stamford, CT 06902  
Fax (203) 352-2972  
Website: www.ctecap.org



Towns Served: Stamford, Greenwich, Darien

## Human Resources Agency of New Britain, Inc. (HRA)

Executive Director: Rocco Tricarico, J.D. 180 Clinton Street, New Britain, CT 06053  
Tel. (860) 225-8601 Fax (860) 225-4843  
Email: roccot@hranbct.org Website: www.hranbct.org



Town Served: New Britain

## New Opportunities, Inc. (NOI)

President/CEO: James H. Gatling, Ph.D. 232 North Elm Street, Waterbury, CT 06702  
Tel. (203) 575-9799 Fax (203) 755-8254  
Email: info@newopportunitiesinc.org Website: www.newopportunitiesinc.org



Towns Served: Barkhamsted, Berlin, Bethlehem, Cheshire, Colebrook, Goshen, Hartland, Harwinton, Litchfield, Meriden, Middlebury, Morris, Naugatuck, New Hartford, Norfolk, Prospect, Southbury, Southington, Thomaston, Torrington, Wallingford, Waterbury, Watertown, Winchester, Wolcott, and Woodbury.

## Norwalk Economic Opportunity Now, Inc. (NEON)

President/CEO: Joseph E. Mann 98 South Main Street, South Norwalk, CT 06854  
Tel. (203) 899-2420 Fax (203) 899-2430  
Email: jmann@neon-norwalk.org Website: www.neoncaa.org



Towns Served: New Canaan, Norwalk, Weston, Westport, and Wilton.

## TEAM, Inc. (TEAM)

President/CEO: Richard Knoll 30 Elizabeth Street, Derby, CT 06418  
Tel. (203) 736-5420 Fax (203) 736-5425  
Email: rknoll@teaminc.org Website: www.teaminc.org



Towns Served: Ansonia, Beacon Falls, Bethany, Derby, Milford, Orange, Oxford, Seymour, Shelton, and Woodbridge.

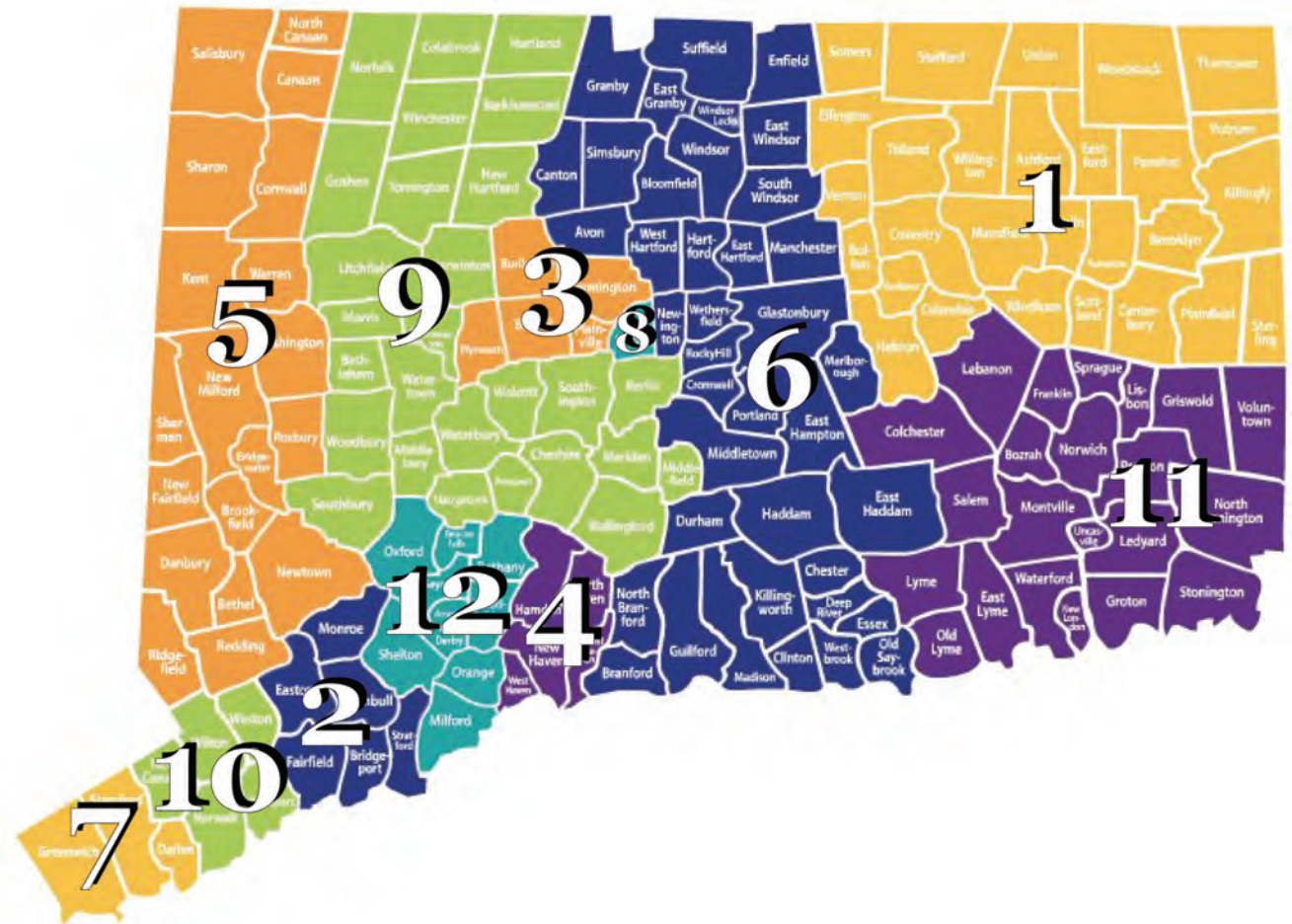
## Thames Valley Council for Community Action, Inc. (TVCCA)

Executive Director: Deborah Monahan 1 Sylvandale Road, Jewett City, CT 06351  
Tel. (860) 425-6503 Fax (860) 885-2738  
Email: exec@tvcca.org Website: www.tvcca.org



Towns Served: Bozrah, Colchester, East Lyme, Franklin, Griswold, Groton, Lebanon, Ledyard, Lisbon, Lyme, Montville, New London, North Stonington, Norwich, Old Lyme, Preston, Salem, Sprague, Stonington, Voluntown, and Waterford.





- 1** Access Community Action Agency, Inc (*Access*)
- 2** Action for Bridgeport Community Development, Inc. (*ABCD*)
- 3** Bristol Community Organization, Inc. (*BCO*)
- 4** Community Action Agency of New Haven, Inc. (*CAANH*)
- 5** Community Action Committee of Danbury, Inc. (*CACD*)
- 6** Community Renewal Team, Inc. (*CRT*)
- 7** CTE, Inc. (*CTE*)
- 8** Human Resources Agency of New Britain, Inc. (*HRA*)
- 9** New Opportunities, Inc. (*NOI*)
- 10** Norwalk Economic Opportunity Now, Inc. (*NEON*)
- 11** Thames Valley Council for Community Action, Inc. (*TVCCA*)
- 12** TEAM, Inc. (*TEAM*)

	Programs/Service Area	ABCD	Access	BCO	CAANH	CACD	CRT	CTE	HRA	NEON	NOI	TEAM	TVCCA
<b>Asset Development</b>	Individual Development Accounts	•	•		•	•	•	•	•		•	•	•
	Financial Counseling	•	•		•	•	•	•	•		•	•	•
<b>Child Care &amp; Youth Development</b>	Free Income Tax Preparation		•	•	•	•	•	•	•	•	•	•	•
	CT Child Day Care & School Readiness	•											
	Head Start	•		•									
	Infant-Toddler/Early Head Start	•											
	Specialized Care & Education	•	•	•									
<b>Criminal Justice</b>	Youth Dev- After School & Summer Programs	•	•	•	•	•	•	•	•	•	•		
	Alternatives to Incarceration												
<b>Employment &amp; Training</b>	Halfway Houses & Re-Entry												
	Adult Education, Vocational & Skills Training	•	•		•								•
	One-Stop Employment		•										•
<b>Energy &amp; Weatherization</b>	Youth and Young Adults		•	•	•								•
	Energy Assistance & Emergency Fuel	•	•	•	•	•	•	•	•	•	•	•	•
	Matching Payment Programs	•	•	•	•	•	•	•	•	•	•	•	•
	Weatherization/WRAP	•	•	•	•								
	Counseling: Individual and/or Family			•		•							
<b>Health</b>	Health Care, Rx Access and/or Medical Transport			•	•	•	•	•					•
	HIV/AIDS Prevention & Counseling												
	Substance Abuse Prevention & Counseling												
	Affordable and/or Subsidized Housing		•	•									•
	Emergency Rental/Mortgage Payment	•	•		•								•
<b>Housing &amp; Shelter</b>	Emergency Shelter		•										•
	Eviction Prevention & Mediation		•	•									•
	Homelessness Prevention/Rapid Rehousing	•	•		•								•
	Supportive Housing		•	•									•
	Children & Adult Care Food Program		•	•	•	•	•	•	•	•	•	•	•
<b>Nutrition</b>	Food Pantries	•	•	•	•	•	•	•	•	•	•	•	•
	Meals on Wheels/Congregate Meals												
	Women, Infants & Children (WIC)		•										•
<b>Seniors</b>	RSVP & Senior Volunteer Programs			•	•	•	•						•
	Senior Support Services		•	•	•	•	•						•
<b>Strengthening Families</b>	Family Development/Parenting Education	•	•	•	•	•	•	•	•	•	•	•	•
	Fatherhood Initiative Programs	•		•	•	•	•						•
	Holistic Case Management/Info & Referral	•	•	•	•	•	•	•	•	•	•	•	•



144 Clinton Street, New Britain, CT 06053  
(860) 832-9438  
[www.cafca.org](http://www.cafca.org)