

New Opportunities, Inc.  
**2011 Annual Report**



**NEW OPPORTUNITIES**  
Building Relationships to End Poverty<sup>SM</sup>



## Mission Statement



"To improve the quality of life for economically disadvantaged individuals by providing the necessary resources to increase their standard of living, foster self-improvement, and maximize self-empowerment."

## Vision Statement



"Building on our roots and branching out to transform our community into a safe and prosperous place."

## Message from the Board



Rachel Perez

.....  
**Did You Know?**

*191,385 hours of  
volunteer service was  
provided to support New  
Opportunities’  
programming during 2011.*

.....

The demands confronting social service agencies are historically greatest in times of national economic distress. Deprivation became a way of life for over 410,000 impoverished Connecticut residents last year.

Doing more with less became New Opportunities’ mantra in 2011 as the agency established record levels of efficacy and efficiency, despite precedent-setting revenue reductions. Staffers, board members and volunteers blended state-of- the-art services with state-of-the-heart diligence to meet the needs of our constituents.

Our success was also reflected in the letters, cards, smiles, handshakes and hugs I received in 2011 that testified to our innovative achievements. Whether it was a reassured senior who maintained a household budget despite skyrocketing fuel costs, or a single mom that received employment-training-opportunities, our work rekindled hope and refurbished lives throughout Connecticut.

We dramatically extended our agency’s resources through the care and concern who invested their trust in us. It’s always been an honor to see our success reflected in the eyes of the people we’ve helped.

Communities are as strong as their weakest link. We’ve strengthened cities by building dreams, one-life-at-a-time. Our vision has always been comprehensive because of the diversity of those seeking our counsel.

Our agency has grown in direct proportion to community need. Plans currently under consideration, and on the drawing-board, will enhance New Opportunities’ economic strength, to eventually make self-sufficiency a reality for ourselves, as well as our clients.

Vigilance and versatility have kept us on the frontlines of the disenfranchised and in the forefront of the nation’s non-profits since our founding in 1964. My deepest thanks and my heartiest congratulations go out to everyone associated with this agency, as your forthright dedication to duty made self-sufficient lives a reality for all who sought help and haven with New Opportunities, Inc.

Rachel Perez  
Chairperson, Board of Directors

## Message from the President

America's crippled economy has dramatically altered the face of poverty and the client-base New Opportunities serves. The Federal governments unrelenting dedication to collectivist policies has extended the recession's shadow over a new group of Americans previously untouched by poverty's unwelcome embrace.

Our audience has become as diverse as the nation's economic woes. Our employees served over 70,000 "unduplicated clients" and 28,200 deserving families in 2011. Poverty's moral bankruptcy was also reflected in statistics indicating 55 percent of our customers are now "working families," 17.8 percent are two-parent households, 33 percent are home-owners and 32 percent are Social Security retirees.

Despite these appalling realities, New Opportunities successfully fulfilled its mission against a menacing backdrop of soaring energy costs, record-regional-unemployment, creeping inflation and dramatically increased taxes that impacted all segments of our clientele.

Poverty is an equal-opportunity enslaver that is no respecter of age, race or creed. We've brought dramatic change to clients and cities alike through eyes that recognize mankind's kinship. The hallmarks of our accomplishments can be seen in the lives of those we assist, whether it's a toddler seeking a Head Start in life, or a senior citizen seeking the solace of hard-earned laurels.

The economic clouds that darkened the nation have not dampened our determination to provide personalized service that honors, respects and advances peoples' desires for brighter tomorrows. Your extended hand has always been a stepping-stone-of hope.

Perseverance, diligence and dedication were the passkeys that empowered us to meet the region's rapidly accelerating social needs last year, despite catastrophically reduced revenues. We're also researching innovative, new plans, programs and services that will prepare our agency to meet future community needs.

New Opportunities Inc.'s long history of success has proven "personal self-sufficiency" remains one of the basic building blocks that can help reignite the nation's economic revival with vision, dignity and purpose.



James H. Gatling, Ph.D.  
President and Chief Executive Officer



James H. Gatling, Ph.D.

.....

### Did You Know?

*1 out of every 10 adults served by New Opportunities has either a 2 or 4 year college degree.*

.....

# Leadership

## In Memory of Michael Granatuck 1927-2011

Michael Granatuck embodies the spirit of community involvement that is at the heart of New Opportunities' mission. Mike was an active member of the New Opportunities Board of Directors and took on leadership roles in countless civic organizations and outreach programs. On a regular basis, Mike could be seen delivering food for shut-ins, donating blood or volunteering at a flu clinic. Mike will truly be missed by his New Opportunities' family.

### Did You Know?

*65 New Opportunities' employees obtained a family development credential from UCONN in 2011.*

## Board of Directors

### Officers

- Rachel Perez**
- Joyce Kennedy-Jones**
- Maritza Rivera**
- Melissa Fuller**

- Chairperson
- Vice-Chairperson
- Secretary
- Treasurer

### Members

*(Listed alphabetically)*

- Jacqueline Butler
- Mary A. Conklin, Esq.
- Roland Cockfield
- Deneen Fryer
- Michael Granatuck

- Charles Hoffer
- Margaret Holmes
- Dr. Eddie Joyce
- Victor Lopez Jr.
- Angelica Medina
- Edward Nixon
- Patricia Rush
- Belinda Weaver
- Rachel Vogt

## Management Team

- James H. Gatling, Ph.D.**
- Toni Hirst**
- Michael Riso**
- Joanne Balaschak**
- Dona Ditrio**
- Mary-Kate Gill**
- Lori Lehan**
- Francine J. Nido**
- Etta Royster**
- William Rybczyk**
- John E. Stenson**
- William Tuthill**

- President and Chief Executive Officer
- Chief Administrative Officer
- Chief Financial Officer
- Director, Energy Services
- Director, Employment & Regional Programs
- Director, Elder Services
- Director, Human Resources
- Assistant to the President & CEO
- Director, Community Services
- Director, Research, Development and Planning
- Director, Facilities, Grounds & Fleet
- Director, Justice & Residential Programs



Board of Directors - 2011

# 2011 Customer Profile

## Regional Impact

70,452 people benefitted from our services  
28,215 households benefitted from our services

New Opportunities provided service to over 14.1% of entire population within our service area. This means that **1 in 7 people in our 27 town region** were touched by New Opportunities' services.

## Demographic Profile

Caucasian	51.1%
Hispanic	34.1%
African American	12.7%

Further examination of the New Opportunities' service area reveals that the agency provided services to 40.4% of the entire Hispanic Population in the region; 28.1% of the entire African American Population in the region; and 8.6% of Caucasian population.



## Geographic Profile

Top 5 Towns Served in New Opportunities' service area by percentage of Total Population Served:

Waterbury	32.3%
Meriden	25.03%
Torrington	16.2%
Winchester	13.5%
Thomaston	13.2%

## Household Profile

54.3% of Households had at least 1 adult working

32.4% of Households were supported by Social Security Income

This means that **only 1 out of every 8 households receiving services from New Opportunities has no adults working** (where either adult is able to work).

.....  

## Did You Know?

*Just under 6,000 individuals were 1st time applicants for New Opportunities' services in 2011.*

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# Outcomes by Service Category

## Employment and Training

- 3,205 people eliminated or reduced barriers to employment
- 393 people obtained employment or self-employment



## Energy Assistance and Weatherization

- 24,277 households avoided heat utility termination or fuel crisis through agency payment
- 2,054 households decreased their energy usage due to weatherization services
- 3,641 demonstrated increased knowledge of energy conservation

## Financial Literacy and Asset Development

- 610 people obtained tax refunds through free tax preparation services
- 30 opened Individual Development Account (IDA) or other savings accounts
- 280 participants demonstrated increased knowledge of skills to manage income and increase savings

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### Did You Know?

*New Opportunities purchased over 47,000 gallons of fuel for its vehicle fleet during 2011.*

.....

## Early Childhood Programs

- 647 children participated in pre-school activities that develop school readiness skills
- 647 children (ages 0-5) received age appropriate immunizations and medical care
- 542 children (ages 0-5) received age appropriate dental care

## Housing and Shelter Services

- 2,054 households had home safety hazards ameliorated
- 452 people obtained/maintained safe, affordable housing

## Emergency Services

- 7,990 obtained emergency food assistance services
- 325 people obtained emergency rent or mortgage assistance



2011 Project Homeless Connect



# Outcomes by Service Category

## Senior Support Services

- 8,145 senior citizens maintained independent living status through supportive services
- 600 low-income seniors obtained \$210,000 in state tax relief benefits through application assistance services

## Youth Development and After School Services

- 166 youth obtained job skills and employment experience
- 152 non-custodial fathers increased their time spent with their children
- 312 youth improved social/emotional development

## Nutrition Services

- 150,075 pounds of food was distributed to customers
- 925,896 meals were served to seniors and children

## Health and Counseling

- 737 people obtained access to needed health care
- 1,261 youth improved physical health and development

## Family Education and Support

- 73 children at risk of DCF placement remained with their families
- 751 parents learned and exhibited improved parenting skills
- 152 non-custodial fathers increased their time spent with their child



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### Did You Know?

*New Opportunities generated just under \$1.1 million in refunds through tax preparation services during 2011.*

.....



# Celebrating Successes



## Jamie's Story

*"The Summer Youth Program at New Opportunities provided me the opportunity to work and gain the experience I needed to start my career. Many people stereotype a person with a disability and ask, 'what can't he or she do'. New Opportunities accepted me without judgment and embraced the abilities that I have and believed in me."*

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### Did You Know?

*In 2011, over 1,100 households increased their income due to New Opportunities' support services.*  
.....

New Opportunities has operated a Youth Employment initiative over the past several years with great success. The program provides young adults between the ages of fourteen and twenty-one with an opportunity to gain work experience in local businesses while being paid a minimum wage salary. Our goal is to maximize the skills and enthusiasm for the youth served in this project.

New Opportunities has had many success stories over the years. Every individual that comes through our program has a new set of skills once they are finished. Several of the success stories are much like Jamie who had aspirations of opening her own business one day. Jamie participated in New Opportunities' Youth Employment Program for two years while she was in high school. Jamie is a visually impaired young lady that worked at United Way and New Opportunities during the two summers she participated in the program. After graduating high school she made her dream come true through hard work and determination.



Today, Jamie owns a coffee shop in the Waterbury Courthouse called "Blind Justice". Jamie credits New Opportunities' Summer Youth Program for giving her the confidence to make her lifelong dream a reality. New Opportunities' staff helped Jamie overcome her barriers. They provide her with the ability to live and work independently which has changed Jamie's life forever.

# Celebrating Successes

## Carmen's Story

Carmen is a 94 year old woman from Waterbury who worked and lived in her home for over 55 years with her husband raising two wonderful children. They were successful individuals and worked hard their entire lives building their savings so they could enjoy their retirement as they aged together. It was their lifelong dream to remain in their home for the remainder of their lives in the community that they loved.

Unfortunately, her husband became very sick and required twenty-four hour care for the last three and a half years of his life. This caused their life savings to dwindle down to nothing. At this time she found herself in a situation where her dream would not be her reality. Her income was simply not enough to support the household expenses. Reluctantly, she came to New Opportunities in search of assistance. She felt that she had no other choice and was at the point of crisis as the colder weather was just a few weeks away.

Unwilling to give up and on the verge of losing everything a friend told her about our organization. Through our Family Development Center, our staff was able to develop a service plan link her to the services she was qualified for, and in need of. Of the many services we were able to provide her with, Energy Assistance was what saved her home, helped her maintain the quality of life she deserved and live independently as she had wished. Today, she remains living in her home and expresses great gratitude for the service we were able to provide her with to keep her dream alive.

*“ Because Mr. Cabana is so diligent and effective in helping me with my paperwork and bills, I am able to have a place to live for the rest of my life. ”*  
-- Oswald

## Oswald's Story

Oswald is a middle aged man who suffers from a traumatic brain injury and is permanently disabled. Living in Waterbury with his mother in a three story house that they owned, Oswald was going through financial hardship due to his disability. In 2003, he tried to file a disability claim but could not follow through and the insurance company closed his case.

At that time Oswald had no resources to help him and he found it very difficult to navigate through the paper work that was necessary to refile. During this time Oswald fell behind on his mortgage, property taxes and his house was in need of repair. With no where to turn, Oswald was referred to the Money Management Program that originated with American Association of Retired People (AARP) and was recently given to New Opportunities to administer.

The Money Management Program is a volunteer program that was created to assist adults 55 and above or disabled adults for whom struggle to organize their personal budgets and monthly bills. Shortly after Oswald reached out for help, Donald, a Money Management volunteer, was assigned to the case and met with him to review his financial situation and develop a plan to turn this financial hardship around and overcome his barriers. Through their conversations, Donald discovered that Oswald never followed through with his disability case and was possibly still eligible for this claim.

In addition to Oswald's disability he also suffers from hoarding which complicated the situation. Through Donald's diligent work, he was able to help Oswald gather all the medical and financial documents needed to support the case and re-file the claim. As a result, Oswald was successful with his case and he was awarded a retroactive payment on the money he was owed. Oswald and his mother paid off their mortgage, back taxes and made the repairs that were desperately needed. Without this program and Donald's hard work this story may have had a very different ending.

.....  
**Did You Know?**

*New Opportunities helped over 28,000 households during 2011.*  
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# New Initiatives



## EPA Cleanup Grant

In June of 2011 the agency was notified that it had received cleanup funding from the Environmental Protection Agency (EPA) for each of its Cherry Street properties. This project was funded through the New Opportunities' Economic Development Corporation which is responsible for the promotion and sustainability of economic development activities in low income neighborhoods. The activities take place through the acquisition and revitalization of properties, the development of housing and the creation of sustainable economic and commercial development opportunities.

## Jobs First Employment Services (JFES)

Jobs First Employment Services (JFES) provides employment services to time-limited recipients of Temporary Family Assistance (TFA), the state cash assistance program for needy families. TFA is provided to families who are determined eligible by the Connecticut Department of Social Services (DSS). TFA applicants are referred to the JFES program by their DSS worker. Attendance at a JFES intake session and continued participation in JFES are required in order to receive TFA.

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### Did You Know?

*New Opportunities enrolled 30 individuals in savings programs with the goal of purchasing a home during 2011.*

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At the first JFES appointment, participants receive an employment assessment, assistance in developing an employment plan and a dedicated JFES case manager is assigned to help them become employed and independent of assistance. JFES employment plan activities and services may include job search assistance, vocational education, subsidized employment, adult basic education and/or employment-related support services such as transportation and child care assistance. The JFES program supports customers in the Northwest Region with office locations in Waterbury, Danbury and Torrington.

## Family Development Center (FDC)

The New Opportunities' Family Development Center is the entry point for walk-in customers seeking assistance from New Opportunities, Inc. Customers can be directly assisted with applications for any of the program services available within the agency. Customers can also receive help with the completion of state benefit assistance applications and the gathering of documentation required for employment. Customers may also be referred to a network of community partners if requested services are not available within New Opportunities.

These initial services are designed to stabilize the family situation and meet immediate needs. The next level of services available involves the building of trust with the family and engaging them in services that support the family and contribute to healthy parent / child relationships. Family Development services begin with an assessment of the strengths that the family brings to the table and continues with the creation of a family development plan.

# New Initiatives

## Case Management Software

New Opportunities, Inc. completed development on a case management software system for the tracking of customer demographics, customer strengths and outcome achievement. This is a comprehensive system that is customized specifically for the operations of New Opportunities, Inc. programs. The system will include an interface with the agency’s Energy software system, an automated benefits screening tool and in development are additional interfaces with Senior Nutrition and Early Childhood software.

This system was developed and designed with input from over 35 staff across all agency divisions and geographies. This product puts New Opportunities, Inc. on the cutting edge of performance accountability and continues to allow the agency to document the impact/benefit of services on program customers.

## Agency Website

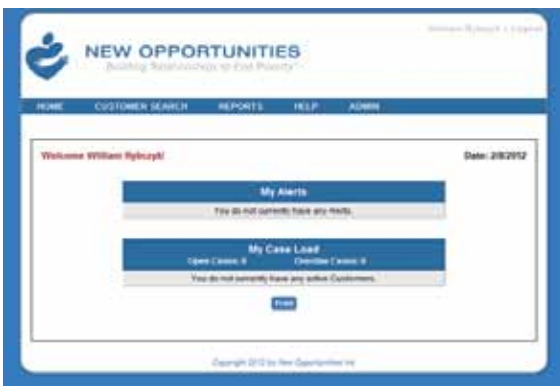
New Opportunities, Inc. re-launched its public website which allows the agency to inform the public regarding agency initiatives, educate customers regarding specific programs, determine eligibility for programs through a link to an eligibility calculator, and notify the workforce regarding job opportunities. The website includes functionality for online payment and donation processing in support of the agency, as well as the opportunity for donations of in-kind goods and services. In addition, the sites functionality includes the ability to translate the site content into more than 50 languages and electronically submit job applications.

## State Bond Funding

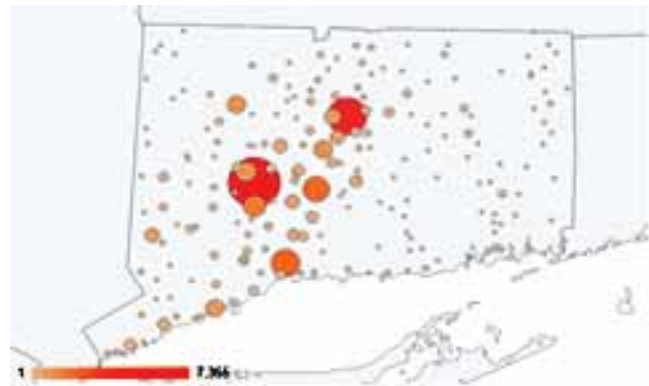
New Opportunities, Inc. received bond funding from the Department of Social Services to support two infrastructure improvement projects. The first project is the renovation of the Slocum Child Development Center to allow the center to become a state-of-the-art early learning center for children and families. The second project is the installation of a new HVAC system for the agency’s Human Service Center Phase I offices located on 232 North Elm Street. This energy efficient system will improve the environment for both staff and customers. Both projects are scheduled for completion near the end of 2012.

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Did You Know?  
*7 in 8 households New Opportunities serves has a regular source of income though either employment or Social Security.*  
.....

Case Management Software



Web Analytics Report - Geographic View



# Financial Statements

New Opportunities, Inc. and Affiliates Combined Statements of Financial Position - October 31, 2011 & 2010

## Assets

	<u>2011</u>	<u>2010</u>
<b>Current Assets</b>		
Cash and cash equivalents	\$ 2,414,658	\$ 1,244,810
Custodial Cash	429,687	434,312
Restricted Cash	349,071	223,990
Grants receivable	4,167,585	3,721,445
Notes receivable	--	50,000
Other current assets	97,463	116,298
Total current assets	<u>7,458,464</u>	<u>5,890,855</u>
<b>Property and Equipment</b>		
Operating property and equipment, net	8,952,784	9,168,380
Rental property, net	1,701,176	1,776,034
Real estate held for development	565,408	563,618
Construction in progress	--	45,536
Net property and equipment	<u>11,219,368</u>	<u>11,553,568</u>
<b>Other Assets</b>		
Deferred financing costs, net	211,392	224,064
Restricted cash	--	792,830
Total other assets	<u>211,392</u>	<u>1,016,894</u>
<b>Total Assets</b>	<b><u>\$ 18,889,224</u></b>	<b><u>\$ 18,461,317</u></b>

## Liabilities and Net Assets

<b>Current Liabilities</b>		
Current portion of bonds payable	\$ 195,000	\$ 143,333
Current portion of notes payable	88,744	80,342
Accounts payable and accrued expenses	4,672,149	4,302,447
Due to funding source	79,088	7,806
Custodial liabilities	429,687	434,312
Deferred revenue	4,197,364	3,964,484
Total current liabilities	<u>9,662,032</u>	<u>8,932,724</u>
<b>Long-Term Liabilities</b>		
Deferred compensation	406,728	368,613
Bonds payable, net of current portion	3,845,000	4,476,667
Notes payable, net of current portion	166,724	139,470
HUD capital advance	1,870,700	1,870,700
Total long-term liabilities	<u>6,289,152</u>	<u>6,855,450</u>
Total liabilities	<u>15,951,184</u>	<u>15,788,174</u>
<b>Net Assets</b>		
Unrestricted	<u>2,938,040</u>	<u>2,673,143</u>
<b>Total Liabilities and Net Assets</b>	<b><u>\$ 18,889,224</u></b>	<b><u>\$ 18,461,317</u></b>

The financial statements for New Opportunities, Inc. for the year ended October 31, 2011 were audited by Blum, Shapiro & Co. PC of West Hartford, whose report was dated March 13, 2012. The complete financial statement and the auditor's report can be obtained by contacting the business office of New Opportunities, Inc.

# Financial Statements

New Opportunities, Inc. and Affiliates Combined Statements of Financial Position - October 31, 2011 & 2010

## Changes in Unrestricted Net Assets

	<u>2011</u>	<u>2010</u>
<b>Changes in Unrestricted Net Assets</b>		
Revenues, gains and other support:		
Grants	\$ 53,483,220	\$ 48,304,420
Program income	5,146,805	3,615,453
Contributions	1,330,379	1,087,742
Bond debt service funding	391,130	389,003
Rental income	232,362	217,971
Other income	12,178	59,604
Total revenues, gains and other support	<u>60,596,074</u>	<u>53,674,193</u>
Expenses		
Specific assistance	23,209,736	21,654,507
Salaries and benefits	18,167,716	18,015,026
Materials, supplies and other consumables	9,637,319	7,293,740
Delegate agencies	2,542,000	1,821,267
Occupancy	2,029,625	1,943,547
Other	1,529,180	1,438,574
Professional and contracted services	1,411,656	1,458,189
Depreciation and amortization	906,848	810,305
Transportation and travel	596,984	486,935
Interest	300,113	338,350
Total expenses	<u>60,331,177</u>	<u>55,260,440</u>
Changes in Unrestricted Assets	264,897	(1,586,247)
Unrestricted Net Assets - Beginning of Year	<u>2,673,143</u>	<u>4,259,390</u>
Unrestricted Net Assets - End of Year	<u>\$ 2,938,040</u>	<u>\$ 2,673,143</u>

The financial statements for New Opportunities, Inc. for the year ended October 31, 2011 were audited by Blum, Shapiro & Co. PC of West Hartford, whose report was dated March 13, 2012. The complete financial statement and the auditor's report can be obtained by contacting the business office of New Opportunities, Inc.

# Future Initiatives

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**Did You Know?**

*New Opportunities distributed over 75 tons of food through its emergency food services program during 2011.*  
.....

2012 will be a challenging and yet exciting year for New Opportunities, Inc. While the agency still faces uncertainty with both state and federal funding there are opportunities that can be capitalized upon which will have impacts both now and into the future. By thinking outside the box and becoming an agent of change the organization will continue to find itself at the cutting edge of community transformation.

New Opportunities, Inc. utilizes data to identify emerging trends within the agency's service area population to tailor programming to specific target groups within the community. The agency is aggressive in seeking funding opportunities through federal, state, and private foundations to be able to implement programming which addresses needs that are not addressed. The agency relies upon the knowledge base of its staff and engagement of program customers to ensure that programming ideas are comprehensive in nature and are reflective of the diversity which exists in each community.

New Opportunities, Inc. has secured four innovative projects for 2012 that embody the agency's commitment to building sustainable communities.

## Neighborhood Revitalization

New Opportunities, Inc. is committed to community building and providing opportunities for home ownership for low income residents in Waterbury. The agency will be developing housing units in targeted neighborhoods in the North end of Waterbury. The project concept is to transform a city street through the development of single family, multi-family, and owner occupied housing units. The transformation of the targeted areas will also include the lowering of the housing density in the neighborhood and establishment of green space for community gatherings. We will be providing workshops and informational training for potential homebuyers as they prepare to move into these affordable units.

## Energy Business Development

New Opportunities, Inc. is seeking to capitalize on the recent expansion of the weatherization program. The agency is looking at the health impacts of poorly ventilated and energy inefficient homes. We will be piloting a holistic approach to energy audits which includes targeting those with health risks including children and seniors. The focus will be on increasing energy efficiency and decreasing health risks. Those targeted for services will be linked to additional community resources including state-funded health prevention programs.





# Future Initiatives

## Aquaponic (Fish Farm) Project

This is a multi-tiered project which will promote the environment, employment opportunities, job training, and consumerism. The first phase of the project involves the clean up of a Brownfield site located on Cherry Street in Waterbury and the redevelopment of a portion of the site into a facility which would house a multi-dimensional Aquaponic site.

The second phase of the project is the opening of the Aquaponic site which will include the cultivation of organic fish and the recirculation of water and fish effluence to cultivate vegetables. In addition to the creation of employment opportunities, in partnership with the local Workforce Board, the site will initiate the development of an employment training program to staff the entry level positions. The final phase of the project will include the commercial retail of the fish and vegetables through a community market and or an artisan restaurant.

## Family Development Expansion

New Opportunities, Inc. has embraced the asset based model of working with families that includes the development of short, medium, and long range goals as well as skill development workshops designed to empower families as they move towards healthy interdependence. This approach and commitment includes the development of strengths based assessment tools and leadership development training for families including public speaking, and conflict resolution.

The agency is implementing this multi-faceted approach to work with families through its Family Development Center in Waterbury. This model will be refined and replicated for all programs which provide direct service at our Waterbury location and at our service sites in Meriden and Torrington.

.....  
Did You Know?  
*New Opportunities  
educated 647 children in  
our child development  
centers during 2011.*  
.....

The Cherry Street Site (Nov. 2011)



# Major Funding Steams

## Federal

- Corporation for National and Community Service
- U.S. Department of Agriculture (Lead State Agency - CT State Department of Education)
- U.S. Department of Education
- U.S. Department of Emergency Management and Homeland Security
- U.S. Department of Energy (Lead State Agency - CT State Department of Social Services)
- U.S. Department of Health & Human Services (Lead State Agency - CT State Department of Social Services)
- U.S. Department of Health & Human Services (Lead State Agency – CT State Department of Labor)
- U.S. Department of Health & Human Services, Community Services Block Grant (Lead State Agency - CT State Department of Social Services)
- U.S. Department of Health & Human Services, Energy Assistance Block Grant (Lead State Agency - CT Department of Social Services)
- U.S. Department of Health & Human Services, Head Start
- U.S. Department of Health & Human Services, Maternal & Child Health Services Block Grant (Lead State Agency - CT State Department of Public Health)
- U.S. Department of Health & Human Services, Office of Community Services
- U.S. Department of Health & Human Services, Social Service Block Grant (Lead State Agency - CT State Department of Social Services)
- U.S. Department of Housing and Urban Development
- U.S. Department of Housing and Urban Development/Housing Opportunities for Persons with AIDS (HOPWA) (Lead State Agency - CT State Department of Social Services)
- U.S. Department of Labor (Lead State Agency - CT State Department of Labor)

## Did You Know?

*New Opportunities assisted over 2,000 households in reducing energy usage through weatherization services during 2011.*

## State

- Connecticut Health and Educational Facilities Authority
- Connecticut Housing and Finance Authority
- Department of Children and Families
- Department of Correction
- Department of Education
- Department of Labor
- Department of Public Health
- Department of Social Services

## Municipalities Supporting Senior Nutrition Services

- Borough of Naugatuck
- City of Danbury
- City of Waterbury
- Towns of Beacon Falls, Bethel, Bethlehem, Bridgewater, Brookfield, Cheshire, Middlebury, New Fairfield, New Milford, Newtown, Prospect, Redding, Roxbury, Sherman, Southbury, Thomaston, Watertown, Wolcott, Woodbury

## Other

- Archdiocese of Hartford
- City of Meriden - CDBG
- City of New Haven - Ryan White Part A Office
- Connecticut Community Foundation
- NonProfit Assistance Initiative
- Connecticut Association for Human Services
- CUNO Foundation
- Napier Foundation
- Northwest Regional Workforce Investment Board
- Northeast Utilities
- South Central Connecticut Area Agency on Aging
- Target Foundation
- United Way of Greater Waterbury
- Western Connecticut Area Agency on Aging
- William Caspar Graustein Memorial Foundation
- Yankee Gas Services Company

# Office Locations and Service Area

## Full Service Offices

**Main Headquarters**  
232 North Elm Street  
Waterbury, CT 06702

**Meriden Office**  
74 Cambridge Street  
Meriden, CT 06450

**Torrington Office**  
138 Migeon Avenue  
Torrington, CT 06790

**Thomaston Self Sufficiency Center**  
310 Main Street  
Thomaston, CT 06787

## Satellite Offices

**Winchester Office**  
110 Main Street  
Winsted, CT 06098

## Child Development Centers

**Muriel H. Moore  
Child Development Center**  
444 North Main Street  
Waterbury, CT 06704

**Pierpont Child Care Center**  
101 Pierpont Road  
Waterbury, CT 06705

**Slocum Child Care Center**  
25 Rumsford Street  
Waterbury, CT 06704

## One-Stop / JFES Program Services

**Waterbury / JFES Services**  
249 Thomaston Avenue  
Waterbury, CT 06702

**Torrington / JFES Services**  
685 Main Street  
Torrington, CT 06790

**Danbury / JFES Services**  
4 Liberty Street  
Danbury, CT 06810

## Residential Facilities

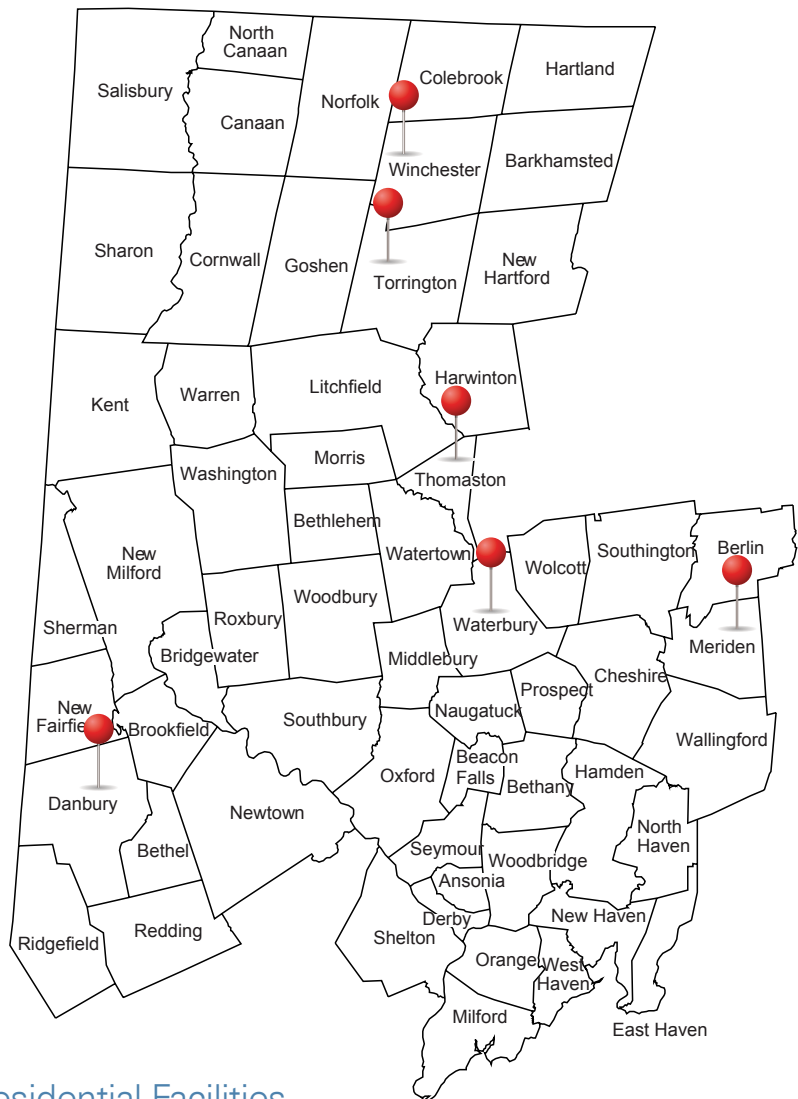
**Shelter Now**  
43 St. Casimir Drive  
Meriden, CT 06450

**Bishop House**  
31 Bishop Street  
Waterbury, CT 06704

**Greene-Gutridge Terrace**  
15 Bishop Street  
Waterbury, CT 06704

## Other Offices

**Danbury Senior Nutrition Services**  
54 Main Street  
Danbury, CT 06810



## Did You Know?

*New Opportunities served  
13.2% of the total  
population of Thomaston  
during 2011.*

New Opportunities, Inc.  
232 North Elm Street  
Waterbury, CT 06702



**NEW OPPORTUNITIES**  
Building Relationships to End Poverty<sup>SM</sup>