



ANNUAL REPORT 2021



NEW OPPORTUNITIES
Building Relationships to End PovertySM



MISSION

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



VISION

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

A message from our Board Chairperson



New Opportunities, Inc.'s vision is comprehensive because of the diversity of those we serve. The challenges currently confronting our nation have become household realities for the record numbers now seeking our services. Our agency's far-sighted foresight, however, has always kept us on the frontlines of the disenfranchised since our founding in 1964.

New Opportunities launched a number of policies, programs, and transitions last year that positioned us to assist those now engulfed in poverty's shadow. Despite COVID concerns, supply-chain shortages, accelerating inflation and rising fuel costs, to name a few, our staff, Board, and volunteers met unprecedented demands for our services.

Whether it was a meal delivery service to home-bound recipients, housing services or fuel assistance programs among others, New Opportunities helped over 55,879 clients and 26,836 households achieve self-sufficient lives in 2021.

We also launched a path-finding series of programs to insure the long-term, financial-viability of New Opportunities that included the first phase of our Patricia Mayfield "CT Food 4 Thought Hydroponic Center". The facility will raise fresh produce and provide career-opportunities for Northwest Connecticut residents.

Our agency also payed homage to the catalyst of these endeavors last year, as our Waterbury headquarters was renamed to honor our retiring President/CEO, Dr. James H. Gatling. Dr. Gatling's compassionate creativity helped chart our course for almost half a century. Our new President/CEO, William Rybczyk, will continue to work with community, customers, and staff to ensure that the vision for a better tomorrow is real.

While challenges remain for the clients and communities we serve, New Opportunities, Inc. continues as a stepping-stone-of-hope for those seeking to build self-sustaining lives of independent dignity.

Sincerely,

Rachel Perez,
Board Chairperson

Board of Directors

Rachel Perez
Chairperson

Melissa Green
Vice-Chairperson

Maritza Rivera
Secretary

Charles Hoffler
Treasurer

Dora Bennett

Mary A. Conklin

Deneen Fryer

Joyce Kennedy Jones

John Davis

Michelle Saavedra Slappey

Dr. Eddie Joyce

Victor Lopez, Jr.

Belinda Weaver

Gaylynn Hadley

Rosa Carlascio

Alexa Keener

A message from our President/CEO



Transition comes to all organizations. While some organizations flounder during this process, there are other organizations that seize this opportunity to thrive. To articulate that 2021 was a year of "transition" for New Opportunities, Inc. seems like an enormous understatement. After over 42 years the agency experienced a change in its executive leadership. Dr. Gatling led this agency with grace and compassion and began his well earned and well deserved retirement.

Transition also stretched into the agency's service provision in 2021. As COVID 19 vaccines were made available the agency was at the forefront in providing outreach and education services as well as partnering on numerous vaccine distribution events. The agency transitioned out of a hybrid service delivery model back to seeing customers in person throughout all of our office locations. With the onset of the OmiCron variant the agency made transition back to a hybrid model of service to ensure that both staff and customers remained safe and healthy, while gaining access to necessary service assistance. The agency staff also transitioned to providing much needed financial assistance relief to those with arrearages on housing and utility assistance.

Another transition was the commencing of the CT Food 4 Thought, Inc. hydroponic facilities in Torrington. This project design of providing healthy nutritious produce, implementing cutting edge growing technologies, and employing staff in an emerging field has been a dream of the agency for over 2 decades. The building facility was constructed and operations were setup throughout the year and the first seeds were planted right before 2021 ended. The facility was dedicated in honor of former Board Chairperson, Patricia H. Mayfield. This facility will be a landmark operation for the agency in years to come.

In closing, I would like to thank the Board of Director for their trust in me as well as their continuous support and guidance throughout the past year. Their leadership has made this transition as seamless a process as I could have imagined. I would also like to thank the Senior Management team for their partnership with me on this "transition" journey. In addition none of the agency's work would be possible if not for the commitment and dedication of the staff who provide exemplary service with care and compassion for all they come in contact with.

As the agency looks forward to 2022, we can be certain that we are able to successfully navigate any "transition" that is thrown our way.

Sincerely,

William R. Rybczyk
President/CEO

Management Team

William R. Rybczyk
President/CEO

Toni Hirst
Chief Administrative
Officer

Mark E. Kovitch
Chief Financial
Officer

Joanne Balaschak
Director of Energy
Services

Patricia Donovan
Director of Human
Resources

Gawdys Grullon
Program Director,
Vocational, Education & Training

Dr. James Perry, Ph.D.
Director of Family
Engagement

Our Customers

55,879 customers served

26,836 families served

Race and Ethnicity

48% served were Caucasian

15% were African American

42% were Hispanic

Age

30% of all customers were under the age of 18

22% of all customers were between 25 and 44 years old

23% of all customers were over the age of 60

Household Characteristics

24% own their own home

65% rent

Less than 1% were homeless

Single Parent Females account for 28% of all households served

40% were single person households

14% were two parent households

Income

32% of all households had at least 1 adult working

35% of the households served were living on a total household income that is less than 100% of the federal poverty level

For a family of 4 that is less than \$26,500 in an annual income

Top 5 towns served by New Opportunities

(represented as the total population served)

Waterbury 43.6%

Meriden 22.2%

Torrington 9.2%

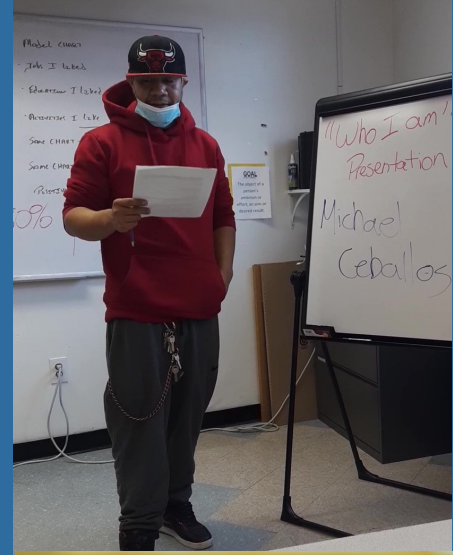
Naugatuck 6.0%

Watertown 2.5%

Education

45% of NOI customers were high school graduates

18% of customers have pursued and/or obtained a post-secondary education





EDUCATION: **100%** children enrolled in NOI's Early Childhood Education programs demonstrated skills for school readiness and emergent literacy skills



EMPLOYMENT: NOI worked with **103** individuals to prepare for employment including resume development, job readiness training, vocational training, and job referrals. **82** unemployed adults obtained employment



SOCIAL/BEHAVIORAL DEVELOPMENT: **95%** of the fathers who participated in the Fatherhood program improved their parenting skills



HEALTH: **2,508** people received home delivered meals that allowed them to maintain an individual living situation



HOUSING: **316** individuals experiencing homelessness were placed in safe and temporary shelter

42,779 people received energy assistance and stayed warm this winter



VOLUNTEERS: Over **68,000** hours were donated to NOI from volunteers. **70%** of those hours are from individuals with low-incomes



Partnering for Health Equity and the fight against Covid 19

New Opportunities, Inc. worked with multiple partners to ensure there was health equity among the members of the communities being served by NOI. Those partners included the Department of Public Health in Meriden, Torrington, and Waterbury, 4-CT, the Community Health Centers in Meriden and Waterbury, Brass City Harvest, Community Health and Wellness Center, Hartford Health's Charlotte Hungerford Hospital, Cherry Valley Market, Grace Baptist and other local Churches, the Connecticut Association for Community Action (CAFCA), several retail establishments and businesses throughout the region.

These collaborations and partnerships resulted in **1,912 community members** receiving a Covid-19 vaccination. NOI engaged in numerous activities and interacted with thousands of people to ensure that access to the vaccination was within everyone's reach.

- 13,746 telephone calls
- 9,140 texts and emails
- 23,589 doors knocked or in person engagements
- 93 events to educate and/or vaccinate community members



Funding was leveraged from 4-CT to provide gift cards as a thank you for getting vaccinated or for compensation for lost wages. Gift cards between \$25 - \$50 were distributed to 578 individuals for a total of \$15,375 in gift cards.

Landmarks for New Opportunities, Inc.



This year Dr. James H. Gatling, the President/CEO and leader of New Opportunities for over 42 years retired. To commemorate his contributions and dedication, the office building at 232 North Elm Street in Waterbury was renamed the "Dr. James H. Gatling Human Service Center".

A dream for over two decades is now a reality with the unveiling of the **CT Food 4 Thought, Inc. hydroponic facility** in Torrington. The unveiling of the facility was held in October as well as the naming ceremony in honor of former Board Chairperson, Patricia H. Mayfield.

The design of providing health and nutritious produce, implementing cutting edge growing technologies and employing staff is now a reality with the first seeds planted just before the end of the year.

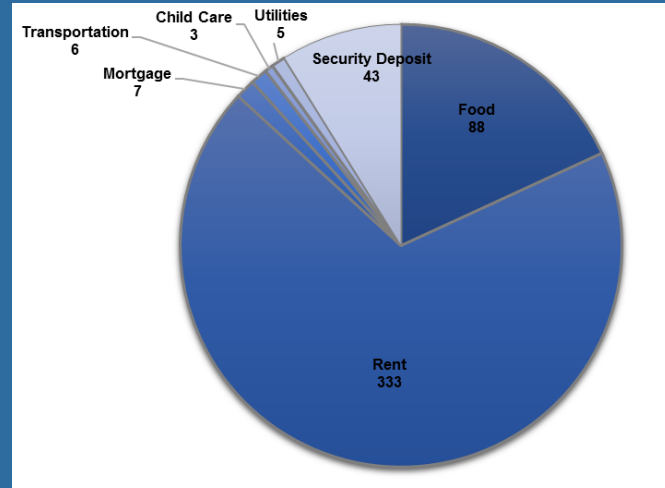


New Opportunities addresses financial barriers created by Covid 19

The loss of income felt by our customers as a result of reduced hours of employment or sudden unemployment put many in crisis. How to pay for rent, transportation, food, among other things, were real questions facing hundreds.

By leveraging funding from multiple sources, New Opportunities was able to provide emergency financial assistance, in addition to other services like application assistance for Supplemental Nutrition Assistance Program (SNAP), employment and training services, and emergency fuel assistance.

Brenna and Tasherra are just two of **385 individuals** who received assistance so they could be sure the basic needs of their families were met.



Type and # of individuals receiving Emergency Financial Assistance



Brenna came to New Opportunities to drop off paperwork for the energy assistance program but left with so much more.

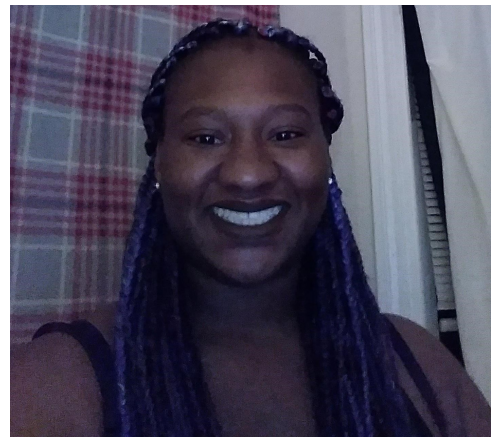
Something told her to go to the front desk and ask for help before she left the building. At the time Brenna was 8 months pregnant and was living in a small apartment with her husband and 2 young children. The apartment was infested with mold and it was affecting the health of the family.

Brenna, like so many others lost here job because of Covid. She could not afford a security deposit for a new place. Brenna was approved for emergency financial assistance to provide the money needed for a security deposit.

The assistance didn't stop there. Security deposits are paid directly to landlords and so she needed to find an apartment with a landlord willing to work with her while a check was being processed. With the assistance of NOI staff, Brenna and her family were able to find and move into a safe and healthy environment.

Tasherra had just given birth to a baby and was living in a hotel, she was homeless. She had received services from New Opportunities, Inc. and had heard about the Flex Fund program from word of mouth and decided to call the agency. Family Development staff immediately worked with Tasherra to complete all paperwork and process the request for emergency financial assistance.

Tasherra and her baby are now in a safe and stable environment. Tasherra said, "It was a blessing to receive the help."



NOI Services

Family Empowerment

- Case Management
- Fatherhood
- SNAP Outreach
- Therapeutic Foster Care (TFC)

Community Services

- Diaper Bank
- Adult Incontinence supplies
- Operation Pantry
- Volunteer Income Tax Preparation (VITA)

Early Childhood Development

- Early Childhood Education
- School Readiness

Elder Services

- Animeals
- Bringing Resources to Action to Serve Seniors (BRASS)
- CHORE In-Home Services
- Emergency Response System (Voice-Care)
- Foster Grandparents Program
- Hospital 2 Home
- Meals on Wheels
- Money Management Program
- Retired and Senior Volunteer Program (RSVP)
- Senior Cafe
- Senior Companions
- Senior Dine

Employment Services

- CARES (Center for Advanced Rehabilitative Employment Services)
- Connecticut Manufacturing Assistance Center
- Waterbury Remediation for Employment Project

Energy Services

- Assurance 16
- CT Energy Assistance Program (CEAP)
- Weatherization

Housing

- Bishop House
- CT Rapid Rehousing
- Freedom Walk
- Green Gutridge Terrace
- Meriden Supportive Housing
- New Beginnings Emergency Shelter and Hospitality Center
- Rental Assistance



NOI Supporters

Federal Funding Sources

- Center for Disease Control
- Corporation for National and Community Services
- U.S. Department of Agriculture
 - Lead State Agency - Connecticut Department of Education
- U.S. Department of Education
- U.S. Department of Health & Human Services
 - Community Services Block Grant; Lead State Agency - Connecticut State Department of Social Services
 - Energy Assistance Block Grant; Lead State Agency - Connecticut State Department of Social Services
 - Child Care Development Block Grant - Lead State Agency - Connecticut Office of Early Childhood
 - Maternal & Child Health Service Block Grant; Lead State Agency - Connecticut State Department of Public Health
 - Social Service Block Grant; Lead State Agency - Connecticut State Department of Social Services
- U.S. Department of Housing and Urban Development
 - Continuum of Care

State Funding Sources

- Connecticut Coalition to End Homelessness
- Connecticut Health and Educational Facilities Authority
- Connecticut Housing and Finance Authority
- Department of Aging
- Department of Children and Families
- Department of Correction
- Department of Housing
- Department of Public Health
- Department of Rehabilitative Services
- Department of Social Services
- Office of Early Childhood
- State Department of Education
- State of Connecticut Judicial Branch
- Western Connecticut Area Agency on Aging (WCAAA)

Municipalities Supporting Senior Nutrition

- | | |
|----------------------|-----------------------|
| Borough of Naugatuck | Town of New Fairfield |
| City of Danbury | Town of New Milford |
| City of Waterbury | Town of Prospect |
| Town of Beacon Falls | Town of Southbury |
| town of Bethlehem | Town of Thomaston |
| Town of Bethel | Town of Watertown |
| Town of Brookfield | Town of Wolcott |
| Town of Cheshire | Town of Woodbury |
| Town of Middlebury | |

Other Supporters

- | | |
|--|---|
| 4-CT | Napier Foundation |
| American Savings Foundation | Northwest CT Community Foundation |
| Banfield Charitable Trust | Operation Fuel |
| City of Meriden | Small Business Administration |
| City Mission | Supportive Housing Works |
| Connecticut Community Foundation | Thomaston Savings Bank Foundation |
| Connecticut Health Foundation | Timken Foundation of Canton |
| Connecticut Neighborhood Assistance Tax Credit Program | Torrington Savings Bank |
| Eversource - HES IE Program | United Illuminating |
| Graustein Memorial Fund | United Way of Danbury |
| Hubbard Foundation | United Way of Greater New Haven |
| Interest on Real Estate Brokers Trust Account | United Way of Greater Waterbury |
| The John G. Martin Foundation | Wallingford Energy LLC |
| John H. and Ethel G. Noble Charitable Trust | Walter Hubbard Trust |
| Meals on Wheels America | Webster Bank Foundation |
| Meriden Foundation | The Wireless Zone Foundation for Giving |
| Meriden-Wallingford Community Foundation | |

New Opportunities Locations

Full Service locations

Dr. James H. Gatling Human Service Center
232 North Elm Street
Waterbury, CT 06702
203.579.9799

New Opportunities of Greater Meriden
55 West Main Street
Meriden, CT 06451
203.639.6050

New Opportunities of Greater Torrington
59 Field Street
Torrington, CT 06790
860.482.9749

Satellite Offices

Winchester Energy Services Office
716 Main Street
Winsted, CT 06098
860.738.9138
Hours: Seasonal - call first

Muriel H. Moore Child Development Center
444 North Main Street
Waterbury, CT 06702
203.759.0841

Danbury Senior Nutrition Services
54 Main Street
Danbury, CT 06810

Residential Facilities

New Beginnings Emergency Shelter & Hospitality Center
43 St. Casimir Drive
Meriden, CT 06540
203.634.1734

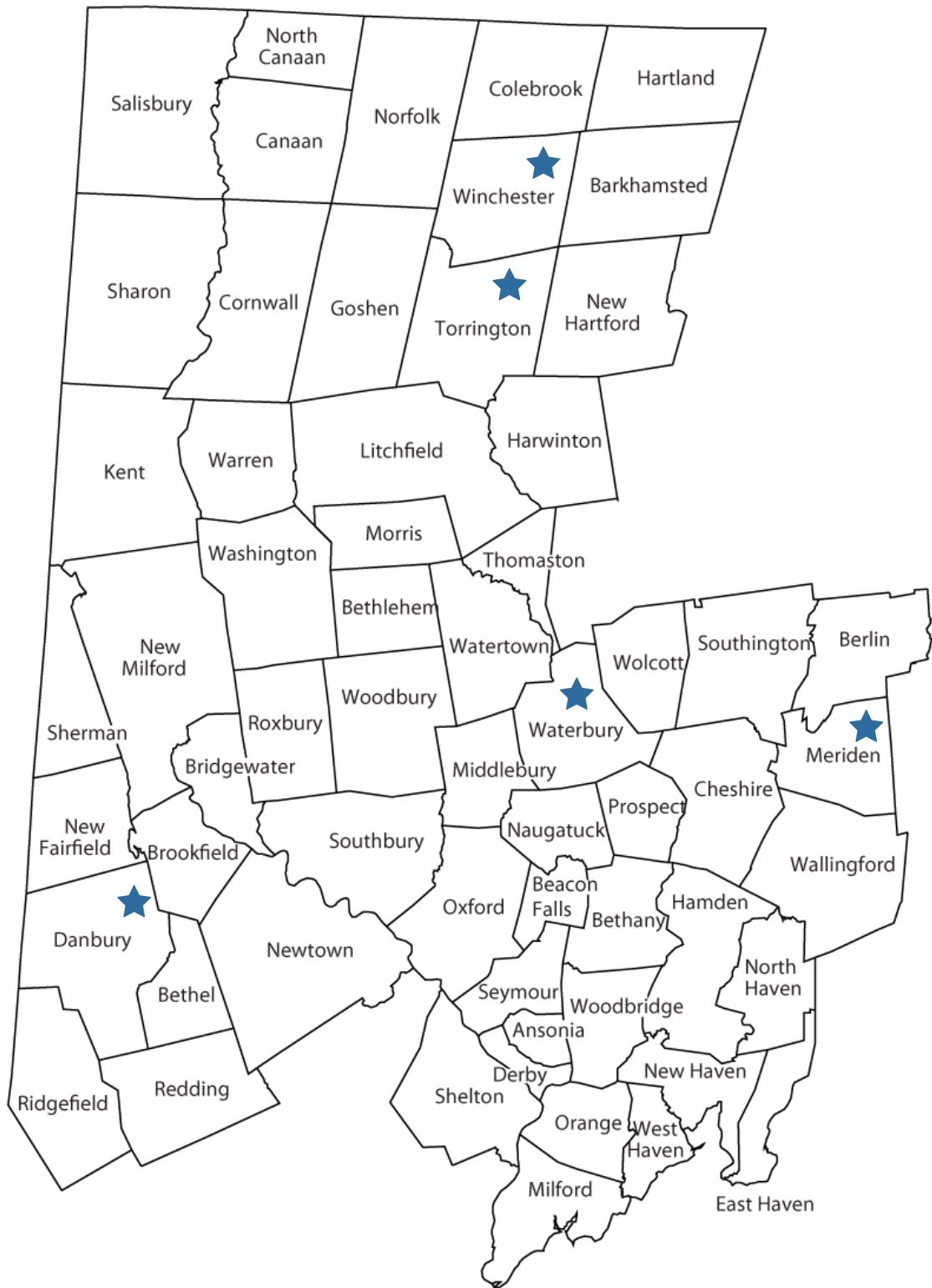
Green-Gutridge Terrace
15 Bishop Street
Waterbury, CT 06704
203.805.4421

Bishop House
31 Bishop Street
Waterbury, CT 06704
203.236.9990

Patricia A. Mayfield CT Food 4 Thought Hydroponic Center
360 Technology Park Drive
Torrington, CT 06790



New Opportunities, Inc. proudly delivers programs and services to 60 Connecticut towns and cities located throughout New Haven, Middlesex, Litchfield, and Fairfield Counties.



★ Denotes a New Opportunities, Inc. office location

New Opportunities, Inc. and Affiliates Combined Statements of Financial Position
October 31, 2021 and 2020

Assets	2021	2020
Current Assets		
Cash and cash equivalents	\$ 1,559,182	\$ 1,289,723
Custodial cash	196,236	187,438
Grants available	1,317,676	980,856
Other receivables	67,371	80,267
Other current assets	175,751	166,933
Total Current Assets	3,316,216	2,705,217
Property and Equipment		
Operating property and equipment, net	4,751,491	4,837,833
Rental property, net	1,141,645	1,188,062
Real estate under development	3,391,199	1,759,547
Total Property and Equipment, Net	9,284,335	7,785,442
Other Assets		
Restricted cash	342,003	294,157
Total Assets	\$ 12,942,554	\$ 10,784,816
Liabilities and Net Assets (Deficit)		
Current Liabilities		
Current portion of deferred compensation	\$ 100,000	\$ 75,000
Current portion of bonds payable	219,987	240,000
Current portion of notes payable	348,066	336,551
Current portion of lease obligations payable	55,690	52,315
Accounts payable and accrued expenses	2,346,846	2,290,066
Due to Eversource	576,000	1,042,361
Custodial liabilities	196,226	182,704
Advances payable	1,657,473	1,799,705
Total Current Liabilities	5,500,288	6,018,702
Long-Term Liabilities		
Deferred compensation, net of current portion	709,058	779,455
Bonds payable, net of current portion and deferred financing costs	1,811,028	1,948,522
Notes payable, net of current portion	4,568,605	3,330,302
Lease obligations payable, net of current portion	103,774	159,464
HUD capital advance	1,870,700	1,870,700
Total Long-Term Liabilities	9,063,165	8,088,443
Total Liabilities	14,563,453	14,107,145
Net Assets (Deficit)		
Without Donor Restrictions	(1,891,110)	(3,504,977)
With Donor Restrictions	270,211	182,648
Total Nets Assets (Deficit)	(1,620,899)	(3,322,329)
Total Liabilities and Net Assets (Deficit)	\$ 12,942,554	\$ 10,784,816

Combined Statements of Activities and Changes in Net Deficit
for the Years Ended October 31, 2021 and 2020

Changes in Net Assets Without Donor Restrictions	2021	2020
Revenue, Gains and Other Support		
Governmental grants	\$ 41,494,798	\$ 34,694,509
Private grants	106,228	164,403
Program income	1,210,518	1,256,667
Contributions	57,026	113,197
Bond debt service funding	213,657	309,253
Rental income	198,703	192,629
Other income	103,481	38,632
Gain on disposal of property and equipment	31,136	600
Gain on refinancing of debt	38,419	--
In-kind revenue	309,131	189,535
Net assets released from restrictions	365,341	196,459
Total Revenues, Gains and Other Support	44,128,438	37,155,884
Expenses		
Program services	40,422,476	33,860,282
Management and general	2,052,627	1,873,412
Fundraising expense	39,468	3,000
Total Expenses	42,514,571	35,736,694
Change in Net Assets (Deficit) without Donor Restrictions	1,613,867	1,419,190
Change in Net Assets with Donor Restrictions		
Private grants	377,321	326,415
Contributions	53,836	52,692
Other income	21,747	--
Net assets released from restrictions	(365,341)	(196,459)
Change in Net Assets with Donor Restrictions	87,563	182,648
Change in Net Assets	1,701,430	1,601,838
Net Assets (Deficit) - Beginning	(3,322,329)	(4,924,167)
Net Assets (Deficit) - Ending	\$ (1,620,899)	\$ (3,322,329)

The financial statements for New Opportunities, Inc. for the year ended October 31, 2021 were audited by Marcum, LLP of New Haven, CT, whose report was dated May 31, 2022. The complete financial statement and the auditor's report can be obtained by contacting the business office of New Opportunities.

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