

New Opportunities, Inc.

2022 Annual Report



All In

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.



In reflecting upon all that transpired within the agency in 2022 there were two words that kept coming into my mind. These two words were the phrase “All In”. These two words exemplify the attitude and approach that each and every member of the organization had to take in order to ensure the agency’s vitality and success this past year. The agency would not have been able to engage with over 56,000 individuals and over 24,000 families without a staff who remained committed to the delivery of services despite an ever changing landscape of both funding and regulations which guide our programming operations.

The agency’s Bishop House and New Beginnings Emergency Shelter staff were “all in” as they continued to operate 24 hours, 7 days/week, and were brought back up to full capacity. Our Senior Nutrition Department was “all in” as they ensured meal delivery service remained unhindered and brought congregate sites back online while establishing new relationships with restaurant sites. Our Energy staff were “all in” as they dealt with a 25% increase in activity in 2022 and paved the way for an unprecedented season in 2023.

Our Early Childhood staff were “all in” to meet the educational needs of preschoolers while preparing to open 3 new infant toddler classrooms.

Our Community Engagement staff were “all in” as senior volunteers got back into their off site placements and demonstration projects were developed to engage additional volunteers and partnerships. Our Family Empowerment staff were “all in” as they continued to engage and meet the emerging housing and basic needs of the most vulnerable families in our region. The Torrington staff were “all in” as they met housing, health, and utility assistance needs while also moving into a new office location that will foster an even more comprehensive approach to meet the needs of customers. The Meriden staff were “all in” as they continued to see massive increases in food security needs and utility assistance while also engaging to meet housing and health needs. The staff of CT Food 4 Thought were “all in” as they shifted to producing 4 different lettuce varieties while welcoming in a new General Manager and expansion efforts to double their production. Our Executive office staff were “all in” as human resources navigated through a changing dynamic of the hiring landscape and fiscal navigated an audit process which included the close out of numerous pandemic related funding activities. It was essential that an “All In” team approach was utilized in order to effectively manage and operate the agency’s essential programming.

In closing, I would like to thank the Board of Directors for their trust in me as well as their continuous support and guidance throughout this past year. The “All In” commitment of the Board has been a constant source of encouragement for me. I would also like to thank the Senior Management team which welcomed two new members in 2022 but continued to display exemplary leadership for each of their unique Departments.

As the agency looks forward to 2023, the “All In” attitude and approach will continue to guide each area of operations.

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*

Julie Turrell
*Director of Human
Resources*

Gawdys Grullon
*Director of Research,
Development and Planning*

Dr. James Perry, Ph.D.
*Director of Family
Engagement and
Utilization Management*

Brian Bonds
*Director of Residential
and Integrated Services*



Communities rise from the united efforts of all its' citizens. Revamped lives and refurbished communities remain the mission of New Opportunities Inc. Our agency has remained on the frontlines of the disenfranchised through a compassionate creativity that unites all of us associated with the agency, with the hopes and needs of those we serve.

The diligence, dedication and innovation of staffers, volunteers, Senior Management, and Board members brought help and hope to over 56,000 clients last year. The demands confronting social service institutions are always greatest in times of economic duress. Doing more with less is the common currency that has driven New Opportunities to new, service-delivery standards. The financial forces currently affecting the nation made economic hardship a reality for a new segment of Connecticut residents who were previously untouched by poverty's shadow.

New Opportunities' revitalized policies and procedures have revamped our entire infrastructure, from intake to outcome. Our comprehensive assessment services, combined with our extensive programming, service and referral-network, has become a stepping-stone of hope for those seeking to realize economic independence.

Despite the nation's economic challenges, New Opportunities met the challenges of those who sought our services last year. Whether it was homebound elders receiving meal deliveries, Energy Assistance-clients seeking adequate fuel supplies or homeless citizens seeking warm and safe shelter, to name a few, our goal remains building communities, one-life-at-a-time.

New Opportunities is even securing its' own financial future through our path-finding, Food 4 Thought Facility in Torrington, that grows a variety of leafy greens and other produce in order to harvest hope for a new generation of citizens who now seek our services.

This agency remains dedicated to those disenfranchised by situation, circumstance or indifference. The promise of New Opportunities remains personalized assistance that recognizes and respects all people's hopes for brighter tomorrows.

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

Our Customers



57,901 customers served
26,690 families served



72% were Caucasian
20% were African American
8% were Multi-race
41% were Hispanic



29% of all customers were under the age of 18
45% of all customers were between 25 -59
26% of customers were 60 or older



30% were employed
20% were retired
47% of households were living on an income that is less than 100% of the federal poverty level

Top 5 towns served by New Opportunities (by percentage of total population served)

- Waterbury – 39.4%
- Meriden – 20.8%
- Torrington – 9.4%
- Naugatuck – 3.9%
- Southbury – 3.3%

32% own their own home
68% rent
Less than 1% are homeless

54% were of customers 25 years or older were high school graduates
25% have pursued and/or obtained a post-secondary education



The last couple of years have been difficult on our family. We had some medical setbacks from COVID and had difficulty recovering financially. Amidst everything the owners of the house we had been renting for the past 6 years, decided to sell it. The house sold quickly and we were left scrambling to find new housing with limited resources.

Someone recommended we turn to New Opportunities for assistance. We were relieved when we qualified for security deposit assistance because without it we would have been in a very bad predicament. We were also asked about other needs that we had. This resulted in receiving some gift cards to be used to purchase food and helping us with a wonderful summer camp opportunity for my young daughter.

*"I am very grateful for these services."
- Kendra B.*



EDUCATION



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

56 preschool age children achieved at basic grade level and are prepared for kindergarten.

EMPLOYMENT



141 adults prepared for employment including resume development, job readiness training, vocational training, and job referrals. **75** obtained employment.

129 youth worked in a summer employment program gaining work experience and job skills.

HOUSING & SHELTER



900 individuals obtained safe and affordable housing.

341 individuals experiencing homelessness were placed in safe and temporary shelter.

NUTRITION



2,959 people received home delivered meals that allowed them to maintain an individual living situation.

More than 3,700 people received emergency food from NOI's food pantry plus **100's** of others from food distribution events.

ENERGY ASSISTANCE & WEATHERIZATION



41,312 people received energy assistance and stayed warm this winter

388 individuals experienced a decrease in their energy usage and a healthier home environment due to weatherization services.

HEALTH & COUNSELING



45 fathers participated in parenting classes to improve their skills as a parent and caregiver.

Results that matter

Francisco was pursuing custody of his minor children when he meet Darrell, New Opportunities' Fatherhood Director (New Britain/Meriden) at the courthouse. After the court granted him full custody of his children, he became scared and overwhelmed, he had no support system and felt lost. He reached out to Darrell and was enrolled in the 24/7 dad group. In the group Francisco was provided with the support he needed. He said that the day he went to court and was granted custody, Darrell prayed with him "I never had anyone do that with me". With Darrell as a mentor, Francisco successfully completed the 24/7 Dad program.

Francisco is now part of the NOI team as the Fatherhood Coordinator in the Waterbury office using his personal experience to make a real impact with the dads enrolled in the Fatherhood program.

It is easier to
build strong children
than repair broken men.
—Frederick Douglass



Continuing to support those negatively impacted by COVID-19

New Opportunities provided economic recovery support for those negatively impacted by the COVID-19 outbreak with American Rescue Plan Act funding (ARPA). 2022 brought little relief to many who experienced negative economic impacts.

535 individuals from **195** households were provided support

- **280** individuals *maintained their housing* through rental assistance
- **198** individuals *secured housing* with security deposit assistance
- **17** individuals received mortgage payment assistance so they could *remain in their homes*
- **63** individuals received assistance with utility arrears payments
- **21** individuals received transportation assistance allowing them *reliable transportation* to get to work, the store, and school.

Maritza* came to New Opportunities when she was facing homelessness. The previous year she left her home due to domestic violence and she, along with her daughter, rented a room from a friend. When her friends needed the room she was left to find a place to live. As a result contracting COVID-19 several times, Maritza was now disabled and had limited resources to make this move.

New Opportunities staff worked with Maritza to determine all of her needs. She was assessed and did qualify for security deposit assistance, as well as energy assistance for her new home. She was provided with housing options and was connected with partners who provided her with clothing assistance, household items, and food assistance.

"I really believe my daughter and I would be living on the street if it were not for New Opportunities providing the support and resources that they did." - Maritza



NOI Services

Community Services

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

Early Childhood Development

Early Childhood Education
School Readiness

Family Empowerment

Case Management
Fatherhood
SNAP Outreach

Elder Services

Animeals
CHORE In-Home Services
Emergency Response System (Voice-Care)
Foster Grandparents Program
Hospital 2 Home
Meals on Wheels
Money Management Program
New Opportunities Inc., AmeriCorps Senior Companion 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
Meriden Supportive Housing
New Beginnings Emergency Shelter and Hospitality Center
North Square Gateway Terrace
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 Energy, Administration for Community Living
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
- Social Service Block Grant; Lead State Agency - Connecticut State Department of Social Services

U.S. Department of Homeland Security
U.S. Department of Housing and Urban Development

- Continuum of Care

U.S. Department of Labor

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
Access Health CT
American Savings Foundation
Banfield Charitable Trust
City of Meriden
City Mission
Connecticut Community Foundation
Connecticut Health Foundation
Connecticut Neighborhood Assistance Tax Credit Program
Eversource - HES IE Program
Graustein Memorial Fund
Hubbard Foundation
Interest on Real Estate Brokers Trust Account
John H. and Ethel G. Noble Charitable Trust
Meals on Wheels America
Meriden Foundation
Meriden-Wallingford Community Foundation

Napier Foundation
Northwest CT Community Foundation
Operation Fuel
Small Business Administration
Supportive Housing Works
Thomaston Savings Bank Foundation
Timken Foundation of Canton
Torrington Savings Bank
United Illuminating
United Way of Danbury
United Way of Greater New Haven
United Way of Greater Waterbury
Wallingford Energy LLC
Walter Hubbard Trust
Webster Bank Foundation
The Wireless Zone Foundation for Giving

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
62 Commercial Boulevard
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

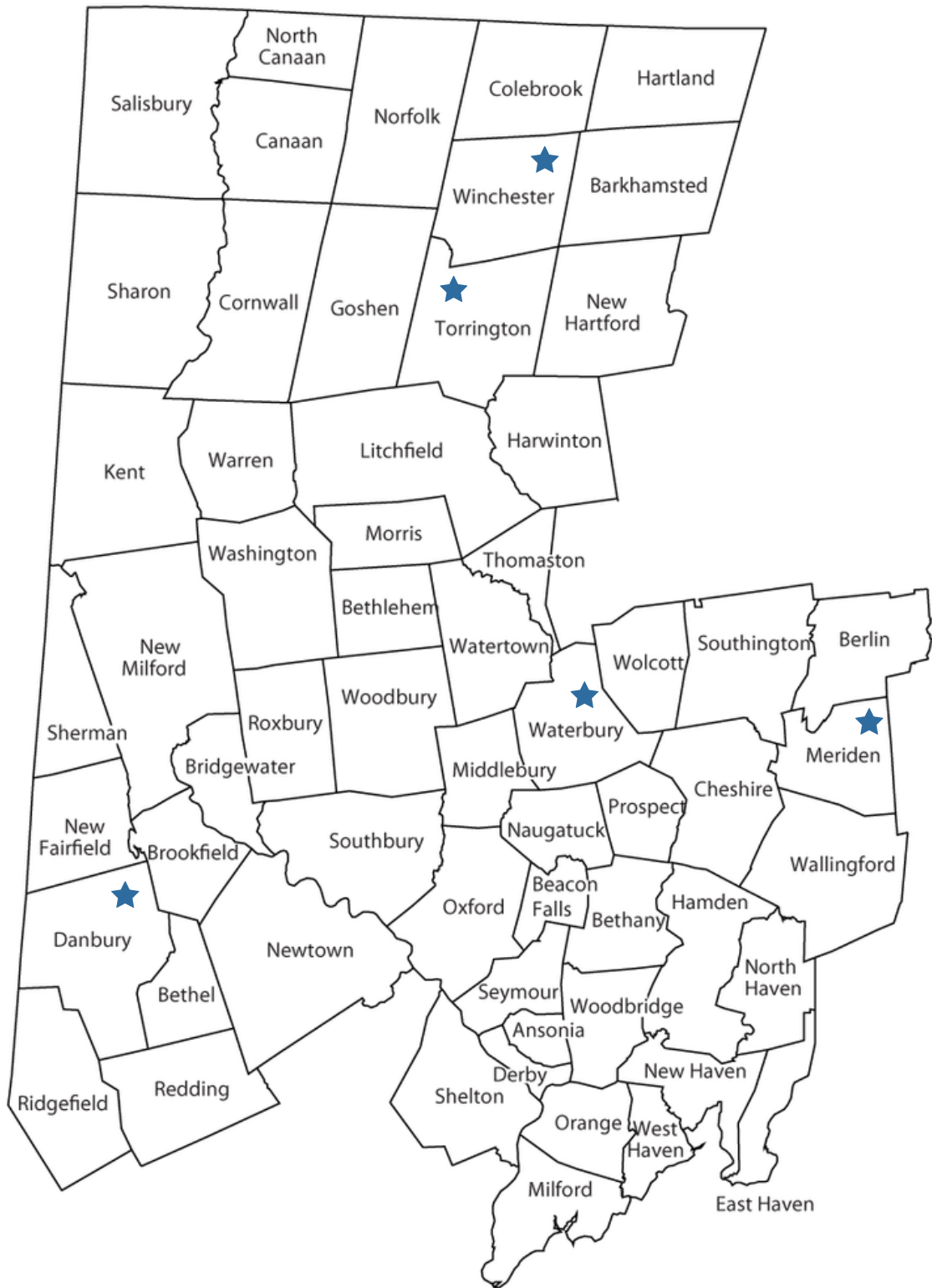
North Square Gateway Terrace
15 Bishop Street
Waterbury, CT 06704
203.805.4421

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.
232 North Elm Street
Waterbury, Ct 06702