

New Opportunities, Inc.

2018 Annual Report

Building Relationships to End Poverty SM

Our Mission

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.



Our Vision

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

A message from our Board Chairperson *Rachel Perez*



Board of Directors

Rachel Perez
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New Opportunities Inc. has always brought dramatic change to the customers and cities we serve, through a compassionate creativity that recognizes mankind's kinship.

Whether it's specialized senior services or state-of-the-art, Early Childhood Education, our Board members, Staff, Management Team and volunteers have helped create and administer services that provide the tools of self-sufficiency to those caught in the cross-currents of fiscal uncertainty.

New Opportunities continuous communication with customers and community partners has always helped our agency streamline programs and services in direct response to community needs and marketplace challenges.

In recent years, Connecticut's unique economic challenges have created an emerging population of disenfranchised residents who were previously unaffected by poverty's shadow. Whether it's technical training for those displaced by outsourced jobs, or advancing the hopes of un-adopted children, New Opportunities' goals have always been determined by the needs of our customers.

Communities are only as strong as their weakest link. New Opportunities Inc. history has proven strong communities are built one life- at-a -time.



A message from our President & Chief Executive Officer

Dr. James H. Gatling, Ph.D.

New Opportunities was a stepping stone of hope for over 62,000 customers and 26,000 households in 2018. Poverty's shadow engulfed over 600,000 Connecticut residents last year. Despite the challenges of globalized markets and technological incursions into America's workforce, New Opportunities vision remains on the customers and communities we serve.

Almost 50 percent of our customers now reside in single-income households while 30 percent subsist solely on Social Security. These realities have catalyzed a new generation of initiatives specifically designed to help create economic security for our customers, as well as New Opportunities itself. Whether it's housing opportunities, technology education, economic advocacy or employment training, our services are as diverse as our constituents' needs. We're also blending Marketplace Opportunities with program initiatives to create new funding streams for New Opportunities.

A few examples include our Hydroponic Food Production Facility, currently under development in Torrington, as well as our Connecticut Manufacturing Assistance Center Program. These entrepreneurial initiatives provide occupational training opportunities, while addressing regional consumer needs.

Working in concert with area manufacturers, the "CMAC Learn and Earn Program" provides personalized work-experiences in auto parts assembly; inspection and packaging; shipping and receiving; medical parts packaging; quality control; network cabling solutions and machine operations. CMAC staffers also provide referral services, internships, resume preparation, job applications, business correspondence and interview procedures.

Our Hydroponic Food Production Facility will eventually produce a variety of local jobs, as well as an expandable array of foods and herbs for a smorgasbord of clients, ranging from supermarket chains to health-conscious shoppers.

These initiatives represent just a sampling of our ongoing commitment to those who invest their trust in us. New Opportunities Inc. still believes compassion is the cornerstone of strong communities.

Management Team

Dr. James Gatling, Ph. D.
President & Chief Executive Officer

Toni Hirst
Chief Administrative Officer

George Brusznicki
Director of Business Development

Mary-Kate Gill
Director of Elder Services

Joanne Balaschak
Director of Energy Services

Dr. James Perry, PH.D.
Director of Family Empowerment

Patricia Donovan
Director of Human Resources

William Rybczyk
*Director of Research, Development &
Planning*

Who We Help

62,010 people became closer to self-sufficiency through New Opportunities services

Top 6 towns served by New Opportunities

(represented as the total population served)

Waterbury 29.8%

Meriden 18.9%

Bethlehem 17.1%

Torrington 15.9%

Winchester/Winsted 12.4%

Naugatuck 11.7%

48% of our customers are between the ages of 18 and 54

Education Profile

(customers age 14 +)

26% have a 0-8th grade education

22% are Grades 9-12 or non-graduates of High School

37% have a HS Diploma

10% have a 2 or 4 year College degree

6% have graduated from another type of post-secondary school



Race and Ethnicity

47% are Caucasian

39% are Hispanic

15% are African American



26,000 households utilized services from
New Opportunities

Household Characteristics

23% own their own home

66% rent

Less than 1% are homeless

41% are single person households

Single Parent Females account for 32% of all
households served

24% are two person households

21% of the households are made up of 4+ people



Household Income

43% of all households served are living on incomes that are less than 100%
of the federal poverty level.



44% of our customers have income from
employment

29% of our customers were supported by
Social Security income

2018 Customer Outcomes



Employment

- 242 individuals received job search assistance with job coaching, resume development and job referrals services

Income & Asset Development

- 621 individuals received VITA services
- NOI VITA services assisted individuals/families secure a total of \$869,446 in tax refunds
- 64 individuals received financial coaching/counseling

Education & Cognitive Development

- 444 children demonstrated skills for school readiness
- 85 preschool aged children achieved at basic grade level and are prepared for kindergarten
- 12 adults received their High School Equivalency Diploma

Housing

- 253 households experiencing homelessness obtained safe temporary shelter
- 136 households obtained safe and affordable housing
- 404 households experienced improved energy efficiency and/or reduction in their energy burden through insulation, air sealing, and/or furnace repair services
- More than 46,700 individuals stayed warm this winter with energy assistance



Health & Social/Behavioral Development

- 475 individuals improved skills related to the adult role of parents/caregivers
- 107 seniors (aged 65+) maintained an independent living situation with Senior Companion and CHORE services
- 2,932 individuals were the recipients of food distribution
- More than 4,300 seniors were provided nutritious meals through congregate meal sites or home delivered meals

The face of New Opportunities

Meet Tom...

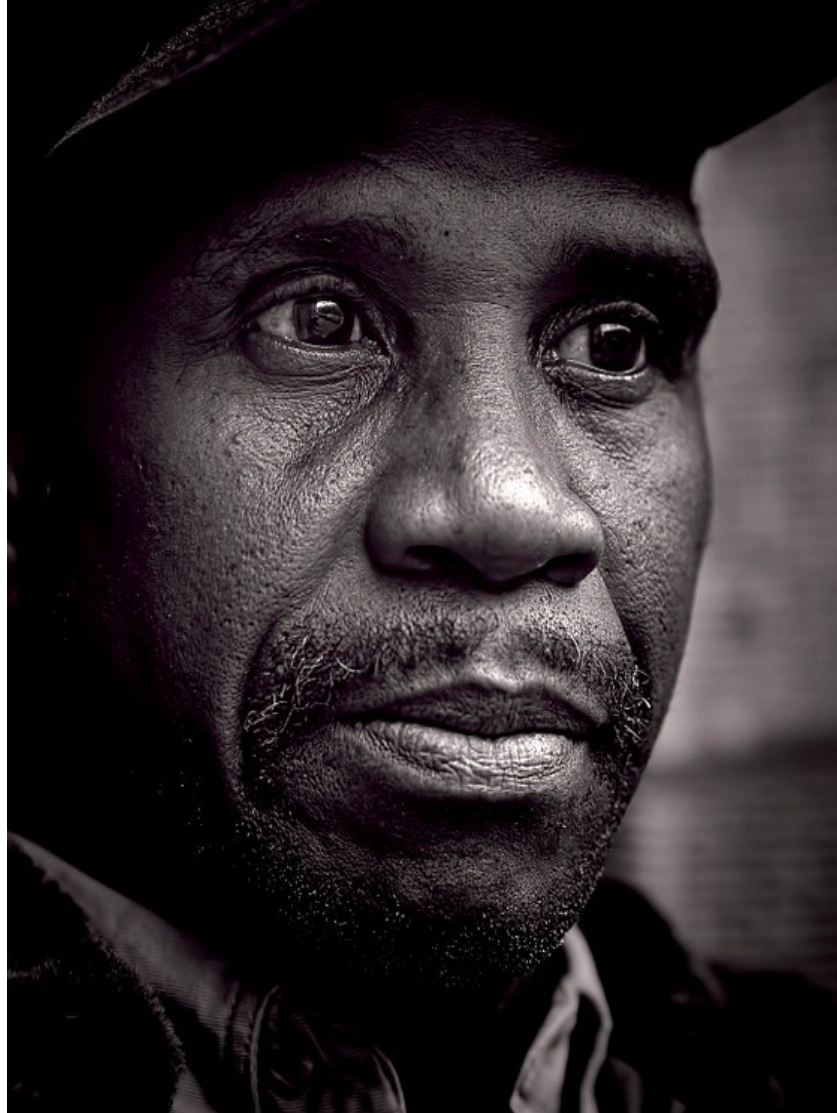
Tom has been involved with New Opportunities since 1999. He came to NOI's Shelter NOW as part of the transitional living program (TLP). He was being released from jail and completing substance abuse treatment. While sober and working on securing stable housing Tom developed a gambling problem that resulted in his leaving and returning to the Shelter on and off for 18 years.

During his last stay at the Shelter, Tom had a fixed income of \$735 a month from Social Security Disability. In the past he would spend his entire check on lottery scratch tickets. He had no savings. He also owed the electric company \$1,100 from a previous living situation which was just one more barrier preventing Tom from obtaining housing. With limited capacity and education something drastic needed to change to create a more stable living situation for him. NOI staff worked very closely with him to develop a stabilization plan.

After years of working with him, Tom finally was open to a plan that would stabilize his life and secure housing. The plan was intense and included attending Gambler Anonymous, obtaining a conservator through the courts, and opening a savings account. Tom began depositing 90% of his income into an account which eventually lead to paying off his outstanding electric bill and securing housing.

Today Tom has found stability. He has maintained housing for a year and half, he no longer has debt and frequently leads a Gamblers Anonymous meeting.

Shelter NOW has offered multiple forms of emergency shelter for over 30 years. Located at 43 Saint Casimir Drive in Meriden, the shelter provides refuge for 3 categories of homeless people: single men, single women and families. The shelter has served thousands of individuals and families as they work with Shelter Caseworkers to develop plans to stabilize their lives by identifying and addressing barriers to become self-sufficient.



Our Services

Assurance 16

CT Rapid Re-housing

From Boys to Men Enrichment Program

Meriden Rental Assistance Program

Meriden Supportive Housing

Secure Jobs

SSBG Case Management

Community Services

Fatherhood Initiative

Greene-Gutridge Terrace

Income Tax Preparation

Operation Pantry

Supportive Housing



Early Childhood Development

Early Childhood Education (early-childhood)

Elder Services

Animeals

BRASS (Bringing Resources to Action to Service Seniors)

COPE (Comprehensive Outreach Project for Elders)

Emergency Response System (Voice –Care)

Foster Grandparents Program

InHome Services

Meals On Wheels

MedSmart

Money Management Program

RSVP

Senior Café

Senior Companions

Senior Dine





Employment Services

CARES (Center for Advanced Rehabilitative Employment Services)

Connecticut Center for Supportive Assembly to Manufacturing

Energy Services

CARES (Center for Advanced Rehabilitative Employment Services)



Home Based Family Services

Therapeutic Foster Care (TFC)

Justice and Residential Programs

Bishop House

Emergency Shelter Services



NOI Accomplishments

Shelter NOW Capital Improvements

In March of 2018 the agency was notified of the receipt of funding in from the Connecticut Department of Housing to implement Capital improvements at its Emergency Shelter in Meriden (Shelter NOW). Utilizing this funding the following improvement will be made to the Shelter NOW facility: a small addition, interior renovations, ADA upgrades, MEP, and roofing. The initial intake area will be re-configured to support increased operational efficiencies. Additional modifications include gender-neutral bathrooms and having bed space dedicated to individuals who identify as Lesbian, Gay, Bi-Sexual, Transgender and Questioning (LGBTQ), youth ages 18-24, single women and men and those with disabilities in need of handicap accessible shelter experiencing temporary homelessness. There would be additional space set aside for the Community Health Center to continue offering medical and mental health services for shelter clients and those with limited or no access to such services in the community. These modifications will also allow for a drop-in center to reach the



area's most difficult homeless population who refuse shelter. They would have access to mail allowing them to apply for state benefits and insurance and have space to come in to take a shower, come in and out of the heat during the summer months and/or get something to drink or eat.



CT Food 4 Thought

In February of 2018 the agency was notified of the receipt of bond funding through the Connecticut Department of Economic and Community Development through its loan program. This will allow the agency to implement the CT Food 4 Thought operation. CT Food 4 Thought is a food production facility focused on increasing the availability of locally grown produce, providing training and employment opportunities in an agricultural environment, and increasing the unrestricted revenue to support social service programming operated by New Opportunities, Inc. This facility will operate out of the Torrington area and will include partnerships with local grocery stores as well as food distribution centers.

The face of New Opportunities

Meet Grace...

Grace came to the foster grandparent program on the advice of another volunteer that she met in a local grocery store. Her husband had just passed away after a long battle with cancer. She had no family and due to her dedicated care of her husband had lost her friends and their support at a time when she needed it most. Grace was extremely shy, nervous, and uncertain of what to do. She was terrified to think how life would be for her, moving forward if she did not get involved in the outside world.

Since our first meeting, Grace agreed to go through the process of becoming a Foster Grandparent. Once she officially became a Foster Grandparent Grace felt like she had a new purpose in life and looks forward to working in the community. Grace was placed in a local school to work with young children which she enjoys to this day. Before her first school year was over we received a letter from the teacher at the school where she volunteers. The letter outlined how helpful Grace has been and what an amazing volunteer she is. After getting orientated with the classroom she set a goal to help 1st graders learn to count to 120. Several special needs children required practice in this area and Grace agreed to work with them in my classroom. One by one they reached the goal, until one student was left. Grace worked with this student each day trying different strategies until she also was able to count to 120. Without this intervention, these students would not have succeeded in this goal. Grace is the sole reason they did! In addition to her goal the teacher shared that there were many instances of Grace's positive influence on my students. The children loved working with her and responded well to her caring nature. Grace is a terrific example of how someone can get involved in their later stages of life and provide supportive services to children with special physical, mental or emotional needs that otherwise may not have an elderly mentor to look up to.



The Foster Grandparents Program gives low income elderly over the age of 55 a wonderful opportunity to volunteer in the communities they live. Their involvement also provides socialization and activity that leads to significant health benefits by staying active both physically and mentally.



The face of New Opportunities

Meet Robert...

Robert came to New Opportunities, Inc. in search of information about our Fatherhood program on a recommendation from a friend. At the time Robert and his ex-wife were in a custody battle for their two children and he was looking for help during the process. After speaking with the program director he decided to come back to attend a class. Once the first class was over Robert became very interested and felt he had someone that would listen to him and offer sound advice. He looked into other social service agencies over the past year, however, he did not feel they were beneficial to him at that time. He stated that unlike the other programs, NOI's "Fatherhood program not only helped him identify his barriers but also helped make a game plan to address these issues". He found the conflict resolution, job readiness, and financial (Money Smart) classes especially helpful. Robert felt he had the tools to apply directly to his current situation. He was so passionate about the program that he was one of two participants that attended a Fatherhood conference with our staff.

After completing the program he signed up for the Fatherhood After Care Program. This allowed him access to the program benefits as well one on one time with staff. He learned that he is a great asset to many of the young incoming dads and has volunteered to attend on going classes to help other fathers that are going through the same situation that he was dealing with.

Many of the Fatherhood participants enjoyed Robert's ability to express how he was feeling and offer ideas on how to make a tough situation better. As a peer to these participants they respected him and he was able to build the confidence of those fathers. While continuing to participate in the Fatherhood After Care Program he was able to gain primary custody of his 16 year old autistic son. Since becoming the primary parent his son's health and schooling improved and he continues to work with his daughter to build a stronger relationship. Robert credits the Fatherhood program for teaching him how to cope with his ex-wife, conflict resolution, become a more supportive



father for his children, and the opportunity to gain employment due to the job readiness skills that he learned during his time at New Opportunities, Inc. While attending the Fatherhood classes he learned about a job opening at NOI. He applied for the position and was offered the job. During Robert's time working in the New Opportunities CMAC training and manufacturing branch of the agency he gained skills and built his resume. Robert eventually left NOI and is now self-employed and runs his own business. Robert is a wonderful example of what the Fatherhood program can offer fathers in need of assistance with everyday life barriers.

*New Opportunities' **Fatherhood Initiative** program supports fathers seeking constructive ways to better provide for and nurture their children and maintain healthy relationships. The Fatherhood program addresses the needs of fathers as they struggle to care for their children amid challenging circumstances. Services include workshops designed to offer tools to achieve more positive parenting outcomes, as well as support in addressing immediate employment, training and other needs that will move him toward economic self-sufficiency.*

The face of New Opportunities

Meet Dita...

Throughout the years New Opportunities, Inc. has served many individuals and families that have unfortunately ended up homeless due to unforeseeable circumstances. These individuals are assisted through a strategized plan with a one-on-one Family Development case worker to help them become self-sufficient.

Like many of the people that come to New Opportunities, Inc. for assistance, Dita came seeking help after she was forced into homelessness. Dita arrived at St. Vincent DePaul with her two children after divorcing her abusive husband. As a first generation Albanian English was her second language which made things more difficult as she had no where to go. Her entire family, other than her children, lived in Albania and the only people she knows in America is her ex-husband's family.

For Dita her situation took a turn for the best while being at St. Vincent DePaul when a case worker assessed her situation and transferred her into NOI's Rapid Re-Housing Program through the 2-1-1 Coordinated Access Network. Dita started her journey to becoming self-sufficient when she found her a home through the Rapid Re-Housing (RRH) Program. Although, at first she could not help pay the rent this did not hinder her from surpassing her goals. While in the RRH Program she was also eligible to enroll in our Secure Jobs Program. In the program she worked to identify her barriers to work and she was connected with potential jobs and career pathways opportunities. During Dita's time in the program she enrolled in classes to become a Certified Nurses Assistant (CNA). Once she received her CNA certificate she was able to secure a job that allowed her to provide for her children and start becoming more independent.

As a CNA Dita began working and picking up overtime in order to provide for her family. This caused some additional barriers as she now needed to find childcare. However, with her determination and resilience Dita did not allow this to slow her down. In fact it only propelled her forward. It only took a few months of working when she began making partial payments on her rent, was able to secure a car, and was working with those in her community for childcare. Dita soon realized with more hours meant less time with her children. She began to balance her time and responsibilities leading her to her next accomplishment. Today she has been able to rely on herself more with little assistance from NOI's Rapid Re-Housing Program as well as their Secure Jobs Program. Her journey is far from over as everyday she pushes herself to be farther than the day before and she credits NOI with the help she needed to get back on her feet.

*New Opportunities' **Rapid Re-housing** is designed to quickly re-house recently homeless individuals/families who are either in emergency shelters or are unsheltered. Participants are provided with case management services which focus on housing placement and tenant/landlord mediation.*

*The **Secure Jobs Program** at New Opportunities matches homeless and extremely low-income families with services to overcome barriers to work and connect them with jobs and career pathways. Participants work with staff to identify career plans and skills, as well as employment barriers. Participants, based on their individual needs, are provided with*



Full Service locations

New Opportunities Human Service Center

232 North Elm Street
Waterbury, CT 06702
203.575.9799

New Opportunities of Greater Meriden

74 Cambridge Street
Meriden, CT 06450
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
860.738.9138
Hours: Seasonal—call first

Danbury Senior Nutrition Services

54 Main Street
Danbury, CT 06810
203.482.7924

Child Development Center

Muriel H. Moore Child Development Center

444 North Main Street
Waterbury, CT 06702
203.759.0841

Residential Facilities

Shelter NOW

43 St. Casimir Drive
Meriden, CT 06540
203.634.1734

Bishop House

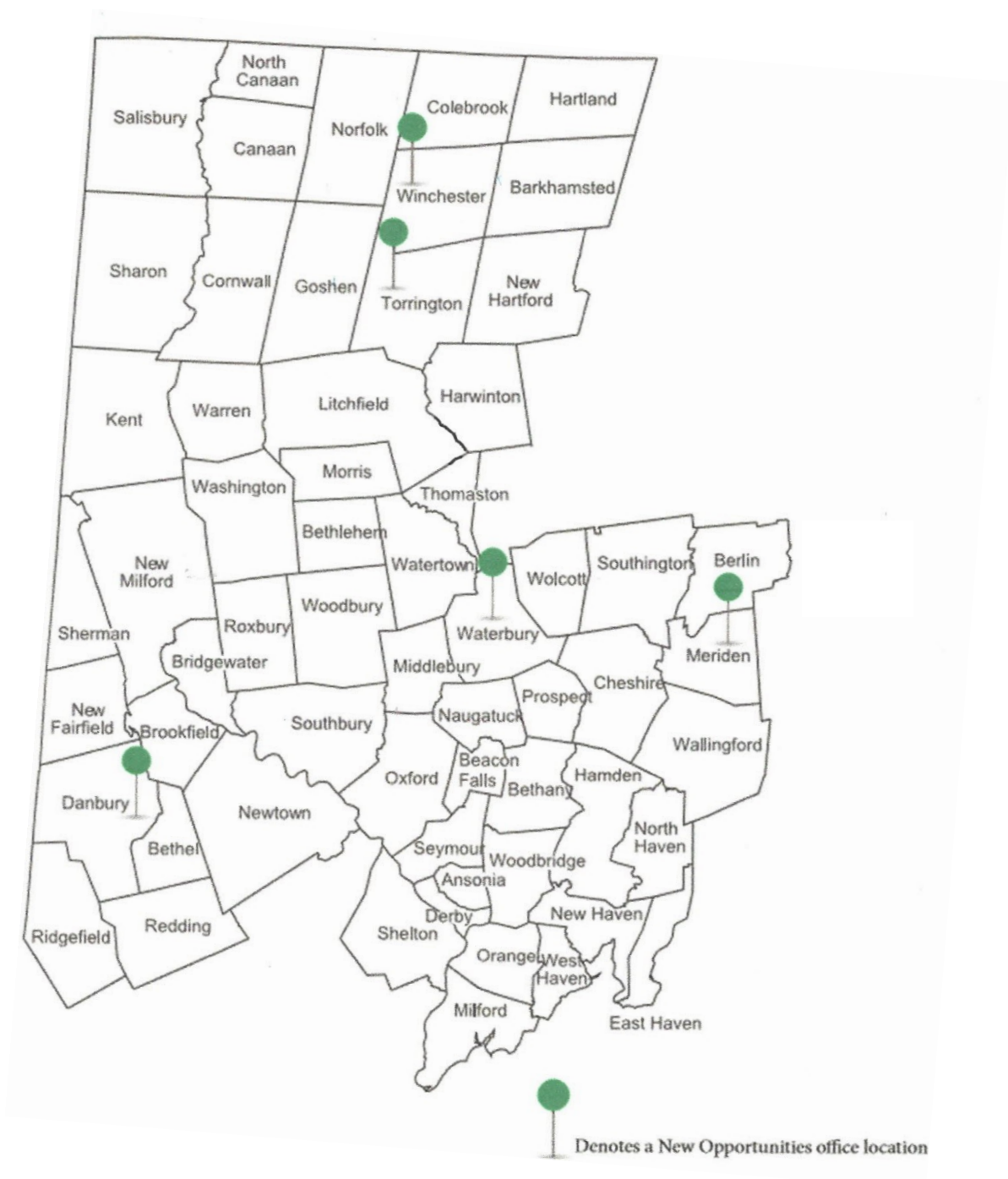
31 Bishop Street
Waterbury, CT 06704
203.236.9990

Greene-Gutridge Terrace

15 Bishop Street
Waterbury, CT 06704
203-805.4421

Service Area

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



Our Supporters

Federal Funding Sources

Corporation for National and Community Service

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 Education

Department of Housing

Department of Rehabilitative Services

Department of Social Services

Northwest Regional Workforce Investment Board

Operation Fuel

Office of Early Childhood

State of Connecticut Judicial Branch

Thomaston Savings Bank Foundation

United Illuminating (UI)

United Way of Danbury

United Way of Greater New Haven

United Way of Greater Waterbury

Verizon Wireless Foundation

Western Connecticut Area Agency on Aging (WCAAA)

Workforce Alliance, Inc.

Yankee Gas



Municipalities Supporting Senior Nutrition

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



Other Supporters

American Savings Bank Foundation
Area on Aging of South Central Connecticut
Banfield Charitable Trust
Bank of America Foundation
Bureau of Rehabilitative Services (BRS)
City of Meriden
City of New Haven - Ryan White Part A Office
City Mission
Connecticut Association for Human Services (CAHS)
Connecticut Community Foundation (CCF)
Connecticut Neighborhood Assistance Tax Credit Program
Cox Charities
CUNO Foundation
EverSource
Hubbard Foundation
Interest on Real Estate Brokers Trust Account (IREBTA)
Ion Bank Foundation
John H. and Ethel J. Noble Foundation
Meals on Wheels America
Meriden Foundation
Napier Foundation
Webster Bank Foundation

Additional Supporters

Thank you to all the individuals, businesses and organizations that support New Opportunities by volunteering or partnering with us, as well as those who donate goods and services in support of our mission. Your efforts are greatly appreciated.



New Opportunities, Inc. and Affiliates
 Combined Statements of Financial Position
 October 31, 2018 and 2017

Assets	2018	2017
<i>Current Assets</i>		
Cash and cash equivalents	\$ 405,770	\$ 653,902
Custodial cash	254,726	220,255
Grants available	996,194	1,168,932
Other receivables	464,634	437,089
Other current assets	154,238	192,880
Total Current Assets	\$ 2,275,562	\$ 2,673,058
Property and Equipment		
Operating property and equipment, net	4,757,776	5,150,068
Rental property, net	1,278,041	1,344,901
Real estate under development	1,077,407	1,077,407
Total Property and Equipment, Net	\$ 7,113,224	\$ 7,572,376
Other Assets		
Restricted cash	91,346	84,275
Total Assets	\$ 9,480,132	\$ 10,329,709
 Liabilities and Net Deficit		
<i>Current Liabilities</i>		
Current portion of bonds payable	215,000	205,000
Current portion of notes payable	180,419	343,436
Accounts payable and accrued expenses	5,390,990	5,501,992
Custodial liabilities	22,822	54,746
Advances payable	727,068	869,459
Total Current Liabilities	\$ 6,536,299	\$ 6,974,633
<i>Long-Term Liabilities</i>		
Deferred compensation	804,511	721,948
Bonds payable, net of current portion and deferred financing costs	2,375,589	2,577,917
Notes payable, net of current portion	1,734,107	1,847,358
HUD capital advance	1,870,700	1,870,700
Total Long-Term Liabilities	\$ 6,784,907	\$ 7,017,923
 Total Liabilities	 13,321,206	 13,992,556
Net Deficit	(3,841,074)	(3,662,847)
Total Liabilities and Net Deficit	\$ 9,480,132	\$10,329,709

The financial statements for New Opportunities, Inc. for the year ended October 31, 2018 were audited by Marcum, LLP of New Haven, CT, whose report was dated March 30, 2019. The complete financial statement and the auditor's report can be obtained by contacting the business office of New Opportunities, Inc.

New Opportunities, Inc. and Affiliates
 Combined Statements of Activities and Changes in Net Deficit
 For the years ended October 31, 2018 and 2017

Revenue, Gains and Other Support	2018	2017
Governmental grants	\$ 27,740,431	\$ 27,560,620
Private Grants	179,896	178,032
Program Income	2,149,713	1,677,531
Contributions	232,900	196,418
Bond debt service funding	359,525	349,400
Rental income	248,089	303,877
Other income	48,284	298,358
In-kind revenue	103,340	232,959
Total Revenues, Gains and Other Support	\$ 31,062,178	\$ 30,797,195
Expenses		
Program Services	29,082,909	28,914,084
Management and general	2,142,965	2,578,321
Fundraising expense	14,531	23,481
Total Expenses	\$ 31,240,405	\$ 31,515,886
Net Deficit	(178,227)	(718,691)
Net Deficit—Beginning	(3,662,847)	(2,944,156)
Net Deficit—Ending	\$ (3,841,074)	\$ (3,662,847)

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