

New Opportunities, Inc.

*Building Relationships to End Poverty*SM



...building on our roots and branching out

2019 Annual Report



New Opportunities Vision

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

New Opportunities Mission

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





A message from our Board Chairperson

Rachel Perez

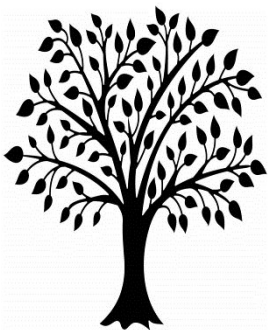
New Opportunities Inc. is replenishing its' roots to branch out to a new generation of Connecticut's low-income residents. Our agency's vision sees life through the needs of those we serve.

Our agency has provided assistance to those in need since 1964. All people, regardless of past or present circumstances, must have their basic needs fulfilled. No one should have to choose between buying groceries, medical care or paying rent.

New Opportunities understands the barriers that prevent people from reaching their basic needs. As a "Navigator" organization, New Opportunities has been closing the health-care disparities of our customers since 2013. Community education is the first, and most important step in helping eliminate these shortfalls. We're here to help customers "navigate" their health-care options, while providing additional services that help people achieve self-sufficient lives.

New Opportunities will continue to build on its established services and programs that meet the needs of the community. We will continue to identify and work to close gaps so that people can gain access to needed supports for themselves and their families.

New Opportunities' mission remains on the frontlines of the disenfranchised. Our horizons have always been based upon the needs of our customers, as well as the communities we serve, past, present and future.



Board of Directors

Rachel Perez
Chairperson

Joyce Kennedy-Jones
Vice Chairperson

Maritza Rivera
Secretary

Charles Hoffler
Treasurer

Dora Bennett

Mary A. Conklin

Deneen Fryer

Melissa Green

John Davis

Michelle Saavendra

Dr. Eddie Joyce

Victor Lopez, Jr.

Anthony Pietrafesa

Patricia Rush

Belinda Weaver



A message from our President & Chief Executive Officer

Dr. James H. Gatling, Ph. D.

New Opportunities continued to reach in and impact the most vulnerable in our communities in 2019. The agency provided services to over 63,000 individuals and 27,000 households during this past year with the care and compassion that has been evident throughout the agency's 55 year existence.

Whether it is providing early learning experiences for children, delivering meals to homebound seniors, locating and establishing permanent housing options for the homeless, training foster parents, or employment readiness assistance for the disenfranchised the agency is at the forefront of engaging and empowering those who are the most in need.

The agency throughout its history has also sought to bridge the gap between service delivery systems and those who need access to these systems. That has been an integral part of the agency's efforts in 2019. The agency saw a number of staff trained as Community Health Workers which allows for deeper engagement into addressing health disparities in the communities we serve. The agency re established itself as a Navigator agency to work with those who are without health insurance. The agency is a lead partner in the development of Community Care Teams which seek to connect the social service and primary care systems to address social determinants of health. It is this commitment to partnership that allows the agency to remain at the frontlines of the fight against poverty.

There are "new" and even greater opportunities on the horizon. CT Food 4 Thought, the agency's hydroponic operation began to see its greenhouse structures arrive on site for development in the Northwest Corner. This operation will provide both nutritious produce and job training for those interested in agriculture. There will also be "future" farmers trained out of the facility that will impact generation after generation.

None of these things are possible without the commitment and dedication of a highly skilled staff who once again rose to meet every challenge they encountered throughout this past year. I continue to be amazed at the diligence and resiliency of both our staff and those we serve. Together lives and communities are being transformed each and every day.

Management Team

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

Toni Hirst
Chief Administrative Officer

Mark E. Kovitch
Chief Financial Officer

George Brusznicki
Director of Business Development

Joanne Balaschak
Director of Energy Services

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

Patricia Donovan
Director of Human Resources

Sandra Lombardi
Director of Elder Services

William Rybczyk
Director of Research, Development & Planning

Who We Help

63,433 people became closer to self-sufficiency through New Opportunities services



Top 6 towns served by New Opportunities

(represented as the total population served)

- Waterbury
- Meriden
- Torrington
- Watertown
- Naugatuck
- Southbury

Race and Ethnicity

- 48% are Caucasian
- 40% are Hispanic
- 16% are African American



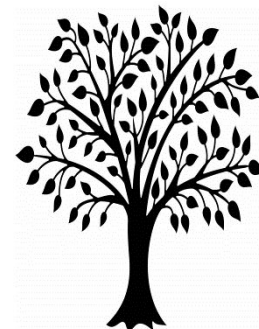
Education Profile

(customers age 14+)

- 15% have a 0-8th grade education
- 23% are Grades 9-12 or non-graduates of High School
- 42% have a HS Diploma
- 13% have some Post-Secondary education
- 7% have a 2 or 4 year College degree

42% of our customers are between the ages of 18 and 54

21% of our customers are over age 60



27,326 households utilized services from
New Opportunities

Household Characteristics

26% own their own home

73% rent

Less than 1% are homeless

39% are single person households

Single Parent Females account for 28% of all
households served

13% are two parent households

19% of the households are made up of 4+ people



Household Income

42% of all households served are living on incomes that are less than 100% of the federal poverty level.
For a family of 4 that is less than \$26,200 in income.

49% of our customers have income from
employment

37% of our customers were supported by
Social Security income



NOI Accomplishments

Community Response to Social Determinants of Health

The agency emphasized its commitment to addressing health disparities and the social determinants of health throughout this past year. The agency trained eight staff as Community Health Workers representing all of its major geographies to be able to provide more in depth service connections with primary care providers and increase the impact on the social determinants of health for our customers. The agency is also a lead partner with the Greater Waterbury Health Improvement Partnership for the development of Community Care Teams which seek to strengthen the service delivery model between primary care providers and social service agencies. In addition the agency began to utilize the Unite Us software system which allows for direct referral from hospitals and deeper tracking of social determinants of health. The agency was also awarded funding through the Northwest CT Community Foundation Building Healthier Communities initiative to address health disparities among the minority populations in the Northwest region.



CT Food 4 Thought

In the summer of 2019 an agreement was reached with American Hydroponics to be the business partner for the first three greenhouses to be constructed in Torrington. Additional agreement was reached with Technology Park Associates for the leasing of land that will house this operation. In December the site began to receive both the greenhouse structures and the growing equipment for the operation. In addition the agency reached agreement with Captured Time Productions to begin a film project to document the journey on this project and the next phases of construction and production.



New Opportunities' Torrington CT Food 4 Thought

Our Services

Family Empowerment

SSBG
Fatherhood
Therapeutic Foster Care (TFC)
SNAP Outreach
Family Development Center

Community Services

Income Tax Preparation
Operation Pantry
From Boys 2 Men Enrichment Program

Early Childhood Development

Early Childhood Education (early-childhood)
School Readiness

Elder Services

Animeals
BRASS (Bringing Resources to Action to Serve Seniors)
Emergency Response System (Voice –Care)
Foster Grandparents Program
InHome Services
Meals On Wheels
Money Management Program
RSVP (Retired and Senior Volunteer Program)
Senior Café
Senior Companions
Senior Dine
Hospital 2 Home



Employment Services

CARES (Center for Advanced Rehabilitative Employment Services)
Connecticut Manufacturing Assistance Center
Secure Jobs



2019 Boys 2 Men Reception

Energy Services

CT Energy Assistance Program
Assurance 16
Weatherization

Housing

Bishop House
Emergency Shelter Services
Freedom Walk
CT Rapid Re-Housing
Green Gutridge Terrace
Meriden Supportive Housing
Meriden Rental Assistance

2019 Customer Outcomes

Employment

164 individuals prepared to go back to work with job search assistance including job coaching, resume development and job referral services.



Income & Asset Development

521 individuals received Volunteer Income Tax Assistance (VITA) services.

Through participation in financial capability trainings, financial coaching and management programs, **85%** of the individuals working to build income and assets were able to maintain capacity to meet their basic needs for 90 days.

Education & Cognitive Development

More than 400 preschool aged children improved emergent literacy skills and demonstrated skills for school readiness.

404 children received development delay screenings to detect and address needs early.



Housing

277 individuals experiencing homelessness obtained safe temporary shelter.

287 individuals obtained safe and affordable housing.

100% of the customers facing eviction received assistance from NOI and avoided eviction.

343 individuals received rent or mortgage payments to stabilize their housing situation.

542 individuals improved energy efficiency and/or energy burden reduction in their homes.

More than **49,000** individuals stayed warm this winter with energy assistance.

Health & Social/Behavioral Development

454 individuals improved skills related to the adult role of parents/caregivers.

140 seniors (aged 65+) maintained an independent living situation with Senior Companion and CHORE services.

More than 4,300 seniors were provided nutritious meals through congregate meal sites and home delivered meals.



Meet Yolanda

The concern of a family member, the action of New Opportunities of Greater Meriden (NOGM) and generous community partners have helped one family turn things around.

Yolanda lives with her 24 year old daughter, Sheryl and 19 year old son, Jason. Relying on a fixed income and Sheryl's job for assistance in paying bills, things were not easy but manageable. When Sheryl lost her job it became increasing difficult to pay bills and keep food on the table. A family member reached out to NOGM to see if they could help in any way.



It was soon discovered that this family was in need of food, a working refrigerator and stove, as well as money to help cover things until Sheryl's unemployment started. As a diabetic, Yolanda's health was at risk by not having a refrigerator to store her medication or a stove to prepare meals.

With the aid and intervention from New Opportunities, the immediate need for food was addressed through NOGM's food pantry and an energy assistance application was being processed. A call for help was answered by a local business, Fresh Start Appliances who replaced the refrigerator and oven and assistance was received from the local United Way so that the family could purchase necessities with a gift card.

Sheryl and Jason are very thankful for all of the assistance they received and believe that their mother would have undoubtedly been readmitted to the hospital in she continued in these living conditions.



Meet Frank and Julia



In search of assistance as they were experiencing a financial crisis, Frank and Julia turned to New Opportunities. On going mental and physical health issues caused financial troubles and as a result they were not able to afford their rent. Frank and Julia were faced with a situation that they had never faced before...becoming homeless. Through the Basic Needs fund they received assistance in securing a new place to live, as well New Opportunities assisted them setting up a payment plan with the utility company. Frank and Julia were connected with appropriate healthcare providers that allowed them to be eligible for a therapy dog that will provide comfort as they addressed their mental well-being. Once things became more stable with their housing and health, Frank worked with New Opportunities to find a job. Now working part time with a construction worker he hopes that it will evolve into a full time position in the future. Frank and Julia are grateful to New Opportunities for helping them lift a heavy weight off their shoulders.

Recently released from prison and living at a half-way house Harold was looking to begin his journey back to a normal life and came to New Opportunities for assistance. First on the list was to get things needed to get a job. That included a state identification card, clothes for interviews and bus passes to get him to those the interviews. Harold was able to get a part-time job but knew he wanted a career, secure housing and a vehicle to build his self-sufficiency. He continued to work with New Opportunities to become “job ready” and more marketable to employers. As a former Substance Abuse Counselor, Harold knew he wanted to continue the work of helping people. New Opportunities connected him to the Workforce Investment Board (WIB) where he received a scholarship and quickly enrolled in the Academy for Human Service Training at Marrakech, Inc. With his eye on the future, Harold continued working with New Opportunities to save money and prepare for his release from the half-way house.

Harold’s diligent work with New Opportunities has lead him to success today ! He has his own rental, ongoing behavioral and mental health support to assist him in adjusting to life outside of incarceration and a job in the social service field where he can help others.

Meet Harold



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

Office of Early Childhood

State of Connecticut Judicial Branch

Western Connecticut Area Agency on Aging (WCAAA)



Municipalities Supporting Senior Nutrition

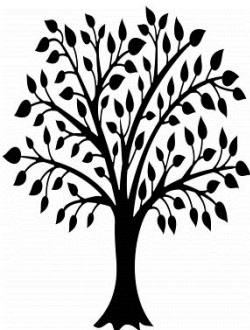
Borough of Naugatuck
City of Danbury
City of Waterbury
Town of Beacon Falls
Town of Bethlehem
Town of Bethel
Town of Brookfield
Town of Cheshire
Town of Middlebury
Town of New Fairfield
Town of New Milford
Town of Prospect
Town of Southbury
Town of Thomaston
Town of Watertown
Town of Wolcott
Town of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



Other Supporters

American Savings Bank Foundation
Banfield Charitable Trust
City of Meriden
City Mission
Connecticut Community Foundation (CCF)
Connecticut Health Foundation
Connecticut Neighborhood Assistance Tax Credit Program
CUNO Foundation
EverSource—HES IE Program
Hubbard Foundation
Interest on Real Estate Brokers Trust Account (IREBTA)

John H. and Ethel G. Noble Charitable Trust
Meals on Wheels America
Meriden Foundation
Napier Foundation
Northwest CT Community Foundation
Operation Fuel
Thomaston Savings Bank Foundation
United Illuminating (UI)
United Way of Danbury
United Way of Greater New Haven
United Way of Greater Waterbury
The Wireless Zone Foundation for Giving
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, 2019 and 2018

Assets	2019	2018
<i>Current Assets</i>		
Cash and cash equivalents	\$ 471,531	\$ 405,770
Custodial cash	50,508	38,492
Grants available	1,122,479	996,194
Other receivables	142,094	221,982
Other current assets	100,782	154,238
Total Current Assets	\$ 1,887,394	\$ 1,816,676
Property and Equipment		
Operating property and equipment, net	4,573,411	4,717,498
Rental property, net	1,211,182	1,278,041
Real estate under development	1,358,800	1,077,407
Total Property and Equipment, Net	\$ 7,143,393	\$ 7,072,946
Other Assets		
Restricted cash	297,658	307,580
Total Assets	\$ 9,328,445	\$ 9,197,202
Liabilities and Net Deficit		
<i>Current Liabilities</i>		
Current portion of bonds payable	225,000	215,000
Current portion of notes payable	302,510	180,419
Current portion of lease obligations payable	49,145	—
Accounts payable and accrued expenses	2,823,741	3,433,175
Due to Eversource	1,342,825	2,022,755
Custodial liabilities	65,300	22,822
Advances payable	800,636	982,719
Total Current Liabilities	\$ 5,609,157	\$ 6,856,890
<i>Long-Term Liabilities</i>		
Deferred compensation	834,165	804,511
Bonds payable, net of current portion and deferred financing costs	2,163,261	2,375,589
Notes payable, net of current portion	3,563,549	1,743,107
Lease obligations payable, net of current portion	211,780	—
HUD capital advance	1,870,700	1,870,700
Total Long-Term Liabilities	\$ 8,643,455	\$ 6,784,907
Total Liabilities	14,252,612	13,641,797
Net Deficit	(4,924,167)	(4,444,595)
Total Liabilities and Net Deficit	\$ 9,328,445	\$ 9,197,202

The financial statements for New Opportunities, Inc. for the year ended October 31, 2019 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, 2019 and 2018

Revenue, Gains and Other Support	2019	2018
Governmental grants	\$ 29,447,087	\$ 27,554,313
Private Grants	130,028	144,863
Program Income	1,795,190	2,149,713
Contributions	134,059	232,900
Bond debt service funding	349,400	359,525
Rental income	253,406	248,089
Other income	103,885	48,284
In-kind revenue	78,496	103,340
Total Revenues, Gains and Other Support	\$ 32,287,180	\$ 30,790,749
 Expenses		
Program Services	31,237,503	29,117,849
Management and general	1,510,958	2,142,965
Fundraising expense	18,291	14,531
Total Expenses	\$ 32,766,752	\$ 31,275,345
 Net Deficit	 (479,572)	 (484,596)
Net Deficit—Beginning, as restated	(4,444,595)	(3,959,999)
Net Deficit—Ending, as restated	\$ (4,924,167)	\$ (4,444,595)

NOI Locations

Full Service locations

New Opportunities Human Service Center

232 North Elm Street
Waterbury, CT 06702
203.575.9799

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
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

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



New Opportunities, Inc.

232 North Main Street

Waterbury, CT 06702