To our Partners and Friends:

We’re pleased to present our 2017 Annual Report.

As in years past, it gives us an opportunity to share information about the important work Access has accomplished, and to once again acknowledge the critical role of our donors and funders.

As we have for over fifty-two years, Access continued to carry out our Mission - to create opportunities that empower people and communities to achieve and sustain economic stability.

We hope you’ll take some time to review the following pages to learn about the real positive differences in people’s lives that Access has made, and to learn who our partners have been.

We greatly appreciate those of you who share our commitment and help us achieve results that matter. Of course, our staff and board are key players in this success, and for that they have our deep gratitude.

Your partnership strengthens our resolve, and continues to inspire us to find ways to make our region a better place to live and work.

We look forward to our work together in the coming year.

Enjoy,

Gregg Haddad
Chair, Board of Directors

Peter S. DeBiasi
President/CEO
The Access Community Action Agency Board of Directors consists of dedicated volunteers who generously donate their time and talent in service to the local community. They represent the region’s towns, private businesses, organizations, and constituent groups.

Tammy Miner, Chair
Gregory Haddad, Vice Chair
Jane Hale, Secretary
Robert Miller, Treasurer
Michael Dell

Jeannie Gardiner
Richard Ives
Christine McFatter
Pat Wilson Pheanious
Melissa Phillips

Christine Rosati Randall
Benji Rivera
Jessica Sacilowski
William Stover
Dianne Williams

Left to right: Tammy Miner, Michael Dell, Bob Miller, Jane Hale, Benji Rivera, Dianne Williams, Christine McFatter, Gregg Haddad, Pat Pheanious, Melissa Phillips, Bill Stover, Jessica Sacilowski, and Christine Rosati Randall. Not pictured: Jeannie Gardiner, and Richard Ives.

Our Community Vision
All Windham and Tolland County residents will be economically secure.

Our Mission
To create opportunities that empower under-resourced individuals, families and communities to achieve and sustain economic stability.

Strategic Commitments
Ensure Access to Food and Housing
Ensure Access to Jobs and Self-Reliance
Mobilize Community Stakeholders
After the passing of his elderly mother who he was taking care of, Burt, a disabled Veteran, found himself homeless. Burt was living on Social Security and ended up sleeping on his son’s couch because he could not afford to live on his own.

A family member mentioned that the Access Community Action Agency built and manages 59 units of affordable housing for seniors. He soon sent in an application. Although there were no current openings there was an opening at the Hawkins House in Danielson. Burt immediately moved in and was put on a waiting list for any of Access’s Senior Housing openings.

“Life at Hawkins House offered me hope that I would return to independent living again,” he remembers, “and it made me feel confident about my life and gave me a second chance”.

After only a few months Burt was offered a spot at Willington Woods. He immediately accepted and is now living an independent life-style in high quality, affordable Senior Housing.

“The staff was very courteous in the whole process”, remembers Burt. “They even helped with the move and moved donated furniture to my new apartment”. Burt is grateful for his new life-style, noting that without Access’s Hawkins House and Senior Housing, “Maybe I’d be facing Homelessness”.

Access to Food and Housing
Burt is happy in his new home and excited about his future, affirming, “I can now make ends meet. I know everyone in the area. I’m so grateful for being able to get into Willington Woods Senior Housing”.

Access Senior Housing of Willington – Willington Woods – is an Access sponsored & managed property of 32 units of affordable senior housing built through collaboration between the U.S. Department of Housing & Urban Development (HUD), the Town of Willington, and Access. To apply, interested seniors must complete an application and meet certain age and income requirements established by HUD. In general, applicants must be age 62 or older at time of placement and be considered “very low income”. Rental payment is based on 30% of qualifying income.

The Hawkins House is a residential house of Access for individuals and families phasing out of the Emergency Shelter who are unable to attain other housing. Shelter Coordinators refer potential customers to the program if they see they are a good fit for the “communal” family living style as they get back on their feet to a normal life.

Results That Matter
Because of the help and hope Access provided:

- **365 nights of housing and 47,382 meals** were provided to those living in our group homes and emergency shelter
- **23,592 women, infants, & children** are healthier because they redeemed **$1,512,430** worth of healthy food vouchers
- **68 income eligible seniors lived in 59** safe, high quality, affordable one-bedroom apartments
- **642 low-income children are healthier** because of **244,481** nutritious meals and snacks provided through their licensed home childcare providers
- **6,332 households** were able to stay warm last year. Value of Energy Assistance provided was **$4,520,686**
- **3,903 adults and 1,550 children** didn’t go hungry because they received supplemental food equivalent to **65,436** meals; of these **2,593** customers received their meals from our mobile food pantry
- **41 families and 12 individuals** who were chronically homeless were able to find and maintain permanent housing
A lot can happen in a year and 8 months
Like going from someone who needed to depend on people
To learning that independence isn’t that scary at all
From being someone who just got by in school, to becoming a student who achieved success
From someone who hated to clean, to someone who finished cleaning with pride
From someone who struggled to follow the rules, to a girl who did what she was required to do
From a girl who solved her problems with a good cry, to a girl who makes connections to get her by
From someone who allowed herself to be used, to someone who says no to abuse
From someone who didn’t speak up, to a girl that learned enough is enough
From someone who was stuck in the past, to a girl that never looks back
From someone who was lost in a world of pain, to someone who worked hard to create a name.
From someone who couldn’t see past the dark, to a girl who shares her spark
This journey wasn’t easy, but every connection is true, thanks to all those who kept pushing me through
It seems like that girl who used to be me has learned to not be scared of my reality
I went from an immature girl to a responsible woman and in case you couldn’t tell,
I hope you all know this is a success story to thank all those at Crossroads.

- Written by a Crossroads youth transferring out to a new home
Crossroads is a community-based, Supportive Work Education and Transition Program for adolescents. Crossroads youth are referred to the program by the Department of Children and Families (DCF) because they are near to aging out of the department’s system and need support to transition into independent adult lives.

When adolescents begin their residencies they have already faced great obstacles in their young lives. Often these youth come to Crossroads still wrestling with the demons of their pasts — histories of abuse, neglect, and abandonment. Some struggle with making positive choices that lead to poor school performance, dysfunctional relationships, substance abuse, and other dangerous circumstances and behaviors.

Crossroads offers these youth opportunities to overcome the barriers borne of the issues that haunt their pasts and to learn — through practical application — critical independent living skills needed to succeed as adults. Youth residents live in a supervised apartment setting and practice budgeting and money management, health and medical care management, household management, and educational and vocational achievement. They also participate in scheduled recreational activities and cultural events to increase their positive engagement in the community. Program staff works closely with the program’s youth to help them define and achieve their goals.

Crossroads is funded by the Connecticut Department of Children and Families (DCF). Crossroads is an eight bed S.W.E.T.P. (Supportive Work Education and Transition Program) that serves male and female adolescents between the ages of 16 and 20 years old. Youth in this program are referred by DCF because they are youth that at this time in their life require this type of out of home care.

Results That Matter
Because of the help and hope Access provided:

- **93 low-income families** in Windham, Tolland and New London Counties lowered their energy costs due to the Weatherization Assistance Program (WAP)
- **118 individuals** are better able to manage their finances.
- **70 children** were able to maintain positive relationships with their non-custodial parents.
- **16 adolescents** developed independent living skills while residing in safe, nurturing congregate care settings.
- **7 youth** improved their skills for school success with the support and encouragement of a mentor.
- **55 children or youth** were able to remain or were reunited with their parents.
- **155 children** are better off because 111 parents learned how to effectively co-parent during and after their divorce.
- **232 individuals, organizations and businesses** exchanged **4,773 hours** of service through the Windham Area Hour Exchange, have an improved quality of life, are better connected to the community and have more resources to meet expenses.
Mobilize Community Stakeholders

Pictured from left to right: Brenda Coutu, Emergency Shelter Specialist; Marcia Melton, Emergency Shelter Coordinator and David Shadbegian, Homelessness Prevention Director.
Access Community Action Agency and the Northeast Coordinated Access Network (NECAN) teamed up in the fundraising project “Be Homeful”, a program of the Connecticut Coalition to End Homelessness (CCEH). This project allows nonprofit organizations like Access to raise funds online to end family homelessness in Northeastern Connecticut by establishing an emergency fund available to all case workers serving families at the front door of the shelter.

CCEH launched the Be Homeful project in December of 2014 in partnership with the beloved children’s book character Paddington Bear. This partnership was created to end homelessness for families in Connecticut and around the U.S. in order to respond to the lack of funds available to help families at the front door of shelters.

More than 1,000 families with young children experience homelessness each year here in Connecticut, yet in most of these cases, homelessness is preventable. Only a small amount of emergency assistance for rent, utility assistance, transportation, or a car repair that could cover a one-time expense could mean the difference between entering the shelter system and staying independent. This fund fills a gap by offering a cost-effective way to help families get back on their feet.

With the funds raised, Access’s Emergency Shelter was able to divert 7 families including 12 parents and 14 children from homelessness. One family included a special needs adult "child" in a wheelchair.

Donations can be made on Access’s project page at the CCEH Crowdrise site: https://www.crowdrise.com/northeasternconnecti1/fundraiser/accesscommunity-action-agency

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Results That Matter
Because of the help and hope Access, NECAN and CCEH provided:

7 Families
Were diverted from homelessness at the front door of the Shelter.

14 children and 12 parents
were able to remain in their own home

If every person in Connecticut donated just $1 ... We could prevent over 1,500 families from becoming homeless.
FINANCIAL STATEMENT

Access to Food and Housing
Energy Assistance, Case Management, Nutrition Programs, Food Banks, Homelessness Prevention  
INCOME $10,451,509  
EXPENSE 10,475,944

Access to Jobs and Self-Reliance
Affordable Housing, Access to Employment, Energy Conservation, Windham Area Hour Exchange  
INCOME $1,383,117  
EXPENSE 1,420,159

Fostering Positive At-Risk Youth Development
Youth Transitional Housing and Support, Community-Based Youth and Parenting Programs  
INCOME $796,538  
EXPENSE 794,056

Mobilize Community Stakeholders
INCOME $154,022  
EXPENSE 177,927

Administration and Property Management
INCOME $632,473  
EXPENSE 1,064,993

Contributions
INCOME $44,084

TOTALS  
INCOME $13,417,660  
EXPENSE 13,933,079

FUNDING SOURCES

Federal Agencies
Federal Emergency Management Association (FEMA)  
Department of Health & Human Services (HHS)  
Department of Housing & Urban Development (HUD)  
Department of Energy (DOE)  
United States Department of Agriculture (USDA)  

State Agencies
Department of Children & Families (DCF)  
Department of Social Services (DSS)  
Department of Education (SDOE)  

Partnering Organizations
Eversource  
The Connection, Inc.  
The Town of Columbia  
United Way of Central & Northeastern CT  

Individual Donors
Robert & Cheryl Darling  
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Roman Juan Flores  
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Lionel Gaudreau  
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Kathy Lloyd-Styles  
Joan & James K. Lusco  
David Lyons  
David & Noreen Manzo  
Christopher Markcsneicz  
Cary Marcoux  
Rhiannon McCabe  
John & Jean McClcellan  
Christi McFatter  
Brendon McPherson  
Ellen McWade  
Gregory McGwade  
Kristin Merrill  
Robert Miller  
Peter Millman  
Tammy & Kerry D. Miner  
Jonna Moone  
Terry O'Brien  
Natalie Parker  
David Patenaude, Sr.  
Larionne Phlidor  

2017
Yolanda Irizarry  
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Todd Johnson  
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Kathleen Krider  
Olga Kurny-Ezis  
Claire LaBelle  
Mr. & Mrs. Walter Lamb  
Susan Languin  
Rusty Lanzet  
Karen Lechene  
Debra Lepore  
Kathy Lloyd-Styles  
Joan & James K. Lusco  
David Lyons  
David & Noreen Manzo  
Christopher Markcsneicz  
Cary Marcoux  
Rhiannon McCabe  
John & Jean McClcellan  
Christi McFatter  
Brendon McPherson  
Ellen McWade  
Gregory McGwade  
Kristin Merrill  
Robert Miller  
Peter Millman  
Tammy & Kerry D. Miner  
Jonna Moone  
Terry O'Brien  
Natalie Parker  
David Patenaude, Sr.  
Larionne Phlidor
Annual Appeal Donors

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**Foundations**
- Charter Oak Federal Credit Union
- First Niagara Foundation
- Liberty Bank Foundation
- Newell D. Hale Foundation
- Savings Institute Financial Group Foundation
- Staples Foundation
- Windham Area Women & Girls Fund, Community Foundation of Eastern Connecticut

**Business Donors**
- Arthur Parent Contractors
- Bachand, Longo & Higgins
- Bearings Inc.
- Bob’s Discount Furniture Charitable Foundation, Inc.
- Canterbury Lions Club
- Christ Church of Pomfret
- Connecticut Food Bank
- Connecticut Gourmet
- East Woodstock Congregational Church
- Eastconn
- Eastern Connecticut State University
- Federated Church of Christ/ WCGCS
- First Congregational Church-Board of Missions
- First Congregational Church of Woodstock
- Friendly Spirits
- Kaplan & Brennan, LLP
- Landon’s Tire
- Linemaster Switch Corporation
- Logee’s Greenhouses
- Michaud Flooring
- Northeast Family Federal Credit Union
- PBR Investments
- Pith Products
- Plainfield Lions Club
- Putnam Emblem Club # 209
- Putnam Plastics Corporation
- R & R Insulators, LLC
- Rawson Materials
- Sarantopoulos & Sarantopoulos, LLP
- Stop & Shop
- Storrs Friends Meeting
- Temple Bnai Israel
- Tennett Tree Service, Inc.
- Town of Andover
- Town of Bolton
- Town of Brooklyn
- Town of Chaplin
- Town of Eastford
- Town of Hampton
- Town of Pomfret
- Town of Putnam
- Town of Scotland
- Town of Sterling
- Town of Thompson
- Town of Union
- Travelers
- Trinity Episcopal Church
- Weiss & Hale Financial LLC
- Williams Fuel Oil Co. LLC
- Woodstock Agricultural Society, Inc.
- Yankee Oil

**In-Kind Individual Donors**
- Michael & Jennifer Almeida
- Anonymous
- Jodi & Heidi Bates
- Tracy Bewsee
- Roxanne Cooke
- Karen & Michael Credit
- Chris Filbert
- Jeannie Gardiner
- Jacqueline Giraldo
- Ann Gruenberg
- Betty Hartzog
- Craig Harwood
- Hawkins Family
- Mark Labonte
- Scott Michalski
- Brad Pelletier
- Heather Platt
- Colitte Pondrette
- Sue Shanahan
- Deb Smith
- Tessa Stacy
- Parker Stevens
- Lee Taylor
- Barbara Teller
- Norman Tetreault
- Debby Thurston

**In-Kind Business Donors**
- Amaranthe’s Winter Wonderland
- Big Y
- Brooklyn Walmart
- Community Christian Fellowship
- CT Food Bank
- CT Realtors Association
- Danielson Lions Club
- Danielson UMC
- E.O. Smith High School
- East Woodstock Congregational Church
- EASTCONN
- First Congregational Church of Pomfret
- Hope Community Church
- In Memory of Andrew Shippee (Peace Corps Volunteer)
- Killingly Quiet Corner Lions Club
- Lake Road Generating
- Lighthouse Church of God
- Most Holy Trinity Church
- Norwich Bulletin
- One Yoga Center
- Pith Products
- Plainfield High School Student Council
- Pomfret School
- Quickrete
- Rectory School
- St. Alban’s Kitchen
- Staples
- Sterling Public Library
- TEEG
- That Sew Debbie
- Trinity Church
- Troop D, CT State Police
- United Way
- Vigilantes Motorcycle Club
- Woodstock Academy Women’s Leadership

We Truly Appreciate your support!

Report represents donations received September 1, 2016 - September 20, 2017.

If you find an error, please bring it to the Community Engagement Department’s attention.

Design thanks to Elisha Sherman with special thanks to Amanda Noble.
If we haven’t been part of your past, then make us part of your future!

If you own your own business, large or small, or you are looking to purchase or refinance a multi-family property or commercial property, we would love to talk to you. We offer very competitive rates and terms as well as local decision making authority that will help make your experience with Putnam Bank a pleasant one. We would welcome the opportunity to work with you to help your business grow.

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The Promise of Community Action

Community Action changes people’s lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community,

www.accessagency.org

The Access Community Action Agency is an equal opportunity provider and employer.

Service Delivery Locations

Willimantic
1315 Main Street, Suite 2
Willimantic, CT 06226
(860) 450-7400
Access to Employment
Administration & Finance
Case Management
Child and Adult Care Food Program (CACFP)
Emergency Food Bank
Energy Assistance Program (CEAP)
Housing Preservation/Rehabilitation
Women, Infants, and Children Nutrition (WIC)

Emergency Shelter
51 Reynolds Street
Danielson, CT 06239
(860) 774-4977

Hawkins House
Danielson, CT 06239

Crossroads Adolescent Transitional Supervised Apartments
Norwich, CT 06360

Danielson
231 Broad Street
Danielson, CT 06239
(860) 412-1600
Case Management
Emergency Food Bank
Energy Assistance Program (CEAP)
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Senior Services
Beckish Senior Center
188 Route 66
Columbia, CT 06237
(860) 228-0759

Senior Housing
Willington Woods
25 Senior Way
Willington, CT 06279
(860) 429-8777

Elisha Brook
56 New Park Avenue
Franklin, CT 06254
(860) 886-0367