To our Partners and Friends:

In the following pages, you’ll find our Annual Report for the 2018 fiscal year, which runs from July 2017 through June 2018.

We hope you’ll take a few minutes to look through the report and learn about some of the good work that Access achieved during the year, and how that work was funded.

Access remains committed to our Mission, which is to create opportunities that empower under-resourced individuals, families, and communities to achieve and sustain economic stability. That commitment has not waned since our founding in 1965.

With the support of state and federal government, local towns, foundations, and generous individual donors, we continue to partner to fight poverty so that we get results that matter to people in need throughout our region.

We greatly appreciate those of you who share our commitment and help us achieve those results. Of course, our staff and board are critical to our success, and for that we are deeply grateful.
Your partnership with us strengthens our resolve, and continues to inspire us to find ways to make our region a better place to live and work for all its residents.

We look forward to continuing our work together so that local children, youth, adults and senior in need live better lives.

Enjoy,

Above: Peter and Gregg sporting hardhats at the groundbreaking for Access Housing at Parker Place, a project converting the former Parker Elementary School in Tolland to 37 apartments for low-income elderly.
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.

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Melissa Phillips, Vice Chair
Robert Miller, Treasurer
Jane Hale, Secretary
Michael Dell
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Christine McFatter
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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 adequate Healthy Food, and safe decent Affordable Housing
- Provide access to Jobs and Other Pathways to Self-Reliance
- Mobilize Stakeholders to Advocate and Act to ensure economic stability is more accessible
Rapid Re-Housing

Janae, homeless and a mother of two young children, came to the Access Emergency Family Shelter hoping for a new start. Through her willingness and eagerness to work with staff, Janae was fast tracked to the Access Rapid Re-Housing Program (RRH), where she received housing search services, short-term housing assistance, and case management to get her and her children a home of their own as fast as possible. Janae and her children have successfully moved out of shelter and into permanent housing. “Because of this program I now believe that there is hope and a second chance for me and my children,” says Janae.

Janae will continue to receive case management services for a year from Access and housing supports for up to 3 months. She is excited about her future, affirming, “This is like a dream come true, I’m so grateful for being able to get into the Access shelter.” “This is what I truly enjoy”, says Jay Gelfond, the RRH Coordinator for Access, “helping people find homes and seeing them succeed.”

RRH is an evidence-based approach to end homelessness as quickly as possible for families and individuals. Using the “Housing First” model, this program uses targeted financial assistance and short-term services to quickly return individuals and families who slipped into homelessness back into housing and stability, making it more likely they will be successful because they are no longer in a stressful crisis situation. In addition to
finding stable housing first, participants are connected to any additional support services that they might need.

Last year, 9 families and 5 individuals were housed through RRH.

All referrals to this program come through the Coordinated Access Network (CAN) and families and individuals must enter the CAN system via calling 2-1-1.

Results That Matter

Because of the help and hope Access provided:

- **365 nights of housing and 52,354 meals** were provided to those living in our group homes and emergency shelter
- **1,935 women, infants, & children** are healthier because they redeemed $657,694 worth of healthy food vouchers.
- **89 income eligible seniors lived in 83** safe, high quality, affordable one-bedroom apartments
- **2,015 low-income children are healthier** because of **259,821** nutritious meals and snacks provided through their licensed home childcare providers
- **957 families** obtained and/or maintained safe and affordable housing; of these **33 families and 51 individuals**, who were chronically homeless, were permanently housed.
- **5,499 adults and 1,087 children** didn’t go hungry because they received supplemental food equivalent to **79,032** meals; of these customers **3,078** received their meals from our mobile food pantry.
Access to Jobs and Self-Reliance

Access to Employment 2018 Graduates with their instructors/mentors.

Access to Employment

Without a job that pays a livable wage, it’s almost impossible to move out of poverty and become economically stable. Finding those jobs can be a challenge for a lot of residents in Northeastern Connecticut. To address this critical need, Access provides Access to Employment (A2E), a program designed to help under and unemployed individuals in our region find and maintain successful employment by providing resources that develop skills that will prepare and enhance participants’ ability to fill specifically identified local job openings.

The program includes a training component, focused on financial and computer literacy, as well as the University of Connecticut People Empower People (PEP) curriculum, which is designed to build on the unique strengths and life experiences of the participants, emphasizing the connection between individuals
and community action. To further engage participants, one-on-one mentoring is provided to participants for a full year through the Windham Area Interfaith Ministry's Partners in Independence (PIP) program to provide extra support for participants through the job search and the transition period during early employment. Last year, Access to Employment graduated six participants who all were able to find jobs that paid a living wage.

Access to Employment is a service of Case Management/HSI and is funded by the Connecticut Department of Social Services (DSS) and the United Way of Central and Northeastern Connecticut, as well as Liberty Bank Foundation, Charter Oak Credit Union Foundation and Ahold/Stop and Shop.

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

- 332 individuals were more prepared to find and retain a job and 226 individuals are better able to manage their finances.

- 19 adolescents developed independent living skills while residing in safe, nurturing congregate care settings.

- 6,743 households were able to stay warm last year. The value of Energy Assistance provided was $5,815,094.
The Community Partners Group

In recognition of a need for a local presence on the radio for all nonprofits in the area, Access Community Action Agency took the lead in creating The Community Partners Group. The Community Partners Group is a collaborative between Access, the Windham Area Interfaith Ministry (WAIM), Generations Family Health Center, Community Health Resources (CHR), United Services, Perception Programs, Inc., The Jeffrey P. Ossen Family Foundation and local radio station WILI. The Community Partners Group launched in the summer of 2017 and created a recognizable “sound” or presence on the radio to help listeners “hear” that there are agencies in the community available to help in times of need. It also encourages listeners to support
local nonprofits who make a difference for individuals and families in their own community. The Community Partners Group tag line is “We’re the help when you need it.”

A series of Sixty second PSA’s are run that align with important events for the community, either from an advocacy or a program and services standpoint. Each month, listeners to both the AM and FM stations hear a familiar jingle, followed by a consistent opener that “brands” the initiative, followed by a message that carries unique content and a consistent closing.

Some of the messages created were for domestic violence awareness, world breastfeeding month, back to school, holiday stress, giving in the community, reaching out to local elected officials, and fundraising events that went toward the agencies. WILI placed links to all of the partnering agencies web sites on their webpage and the message directed listeners to their webpage.

Stay tuned; Access is happy to know that this important outreach is working because we hear all the time, “I heard you on the radio!”
# Financial Statement

## Access to Food and Affordable Housing

Energy Assistance, Case Management, Nutrition Programs, Food Banks, Homelessness Prevention

<table>
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<tr>
<th>INCOME</th>
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## Access to Jobs and Other Pathways to Self-Reliance

Affordable Housing, Access to Employment, Energy Conservation, Youth Transitional Housing and Support

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## Mobilize Stakeholders to Advocate & Act

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## Totals

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**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)
- Connecticut Housing Finance Authority (CHFA)
- Department of Public Health (DPH)
- Department of Mental Health & Addiction Services (DMHAS)

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

**Annual Appeal Donors**
## 2018 Annual Appeal Donors

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<td>Roman Juan Flores</td>
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Megan Jalbert
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Margaret & Quentin Kessel
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Foundations

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Bob’s Discount Furniture Charitable Foundation, Inc.
Connecticut Credit Union Charitable Foundation
Charter Oak Foundation
Greater Hartford Community Foundation, Inc.
Liberty Bank Foundation
Newell D. Hale Foundation
PayPal Charitable Giving Fund
Savings Institute Financial Group Foundation
Staples Foundation
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Schadler Selnau Associates
Science Engineering Associates
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Don Dlotkin
Tawnya Ertel

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Girl Scouts Troop 63200
Horace Porter School
CT Food Bank
Internal Medicine Office in Day Kimball Hospital
Knights of Columbus
Moosup Elementary School
NECOOG Animal Services

We Truly Appreciate your support!

Report represents donations received September 1, 2017 - October 5, 2018.

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

Design thanks to Elisha Sherman
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The Promise of Community Action

Community Action changes people’s lives, embodiies the spirit of hope, improves communities, and makes America a better place to live.

We care about the entire community, and we are dedicated to helping people help themselves and each other.

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)

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Danielson, CT 06239
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Emergency Food Bank
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Next Steps Supportive Housing
Supportive Housing for Families®

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

**Hawkins House Affordable Housing**
Danielson, CT 06239

**Crossroads Adolescent Transitional Supervised Apartments**
Norwich, CT 06360

**Senior Services**
Beckish Senior Center
188 Route 66
Columbia, CT 06237
(860) 228-0759

**Senior Housing Property Management**
Willington Woods
60A Old Farms Road
Willington, CT 06279
(860) 429-8777

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

**Button Hill**
10-G Senior Way
Willington, CT 06279
(860) 429-8777