To our Partners and Friends:

This is the fifty-fifth year that Access has served the region, and we’re pleased to provide you with our 2020 Annual Report for our fiscal year that runs from July 2019 through June 2020.

As you know, 2020 has been like no other that most of us can recall. The onset of the COVID-19 pandemic changed so many things starting back in the spring. In spite of that, Access stayed true to our Mission to provide under-resourced individuals, families, and communities with access to opportunities that empower them to achieve and sustain economic stability. And with the ongoing support of many community partners and friends like you, we have been able to continue making a positive difference to those in need in northeast Connecticut.

Our partners have included our state and federal government, local towns, foundations, faith communities, and generous individual donors. Two other groups of key partners are our dedicated staff and committed members of our Board of Directors who embody the spirit of our Mission. Together we have united to confront the causes and the outcomes of poverty to get results that matter for people in need throughout our region. To accomplish that we focused our efforts on providing access to food, shelter, housing, jobs, and other critical support that empower people to follow pathways to self-reliance.
Your continued partnership with us strengthens our resolve, and as always, inspires us to make northeast Connecticut a better place to live and work for all, and particularly for those struggling with the burden of poverty. Thank you, thank you, thank you for all you do to make that possible. We couldn’t do it without you.

Enjoy,

Peter S. DeBiasi  
President/CEO

Gregg Haddad  
Chair, Board of Directors

Above: Peter S. DeBiasi, President/CEO of Access and Gregg Haddad, Chair of the Board of Directors.
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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**Christine Rosati Randall**

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**Josh Santos**

**William Stover**

**Zulayka Torres**
Our Community Vision

All Windham and Tolland County residents will be economically secure.

Our Mission

To provide under resourced individuals, families, and communities with access to opportunities that empower them 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
Access to Food and Affordable Housing

Youth Homeless Demonstration Project

- A female youth, who was pregnant, came to Access for help. She was living at home with her father who was abusing drugs and alcohol. He was abusive to her in the home and she was too afraid to go into a shelter. The Homeless Prevention Navigator was able to find and secure her an apartment in low income housing. The Homeless Prevention Navigator also referred her to Access Nutrition Programs. She and her baby are now safe and have their basic needs met.

- A male youth was sleeping in his car and came to Access for help. The Homeless Prevention Navigator helped him find a job and an apartment 2 miles from his place of work. He is now employed, housed and confident of the future.

These are just a couple of the many success stories of the Youth Homeless Demonstration Project

The Youth Homeless Demonstration Project is an evidence-based approach to end homelessness as quickly as possible for families and individuals ages 18 - 24. 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. This program also utilizes “Housing First” where the thought is that people are more likely to be successful when they are no longer in a stressful crisis situation so they are stably housed first and then they are connected to any additional services that they might need. Where we also have a homeless shelter, this program allows us to more rapidly “exit” some of the customers staying with us to reduce overcrowding and hopefully allow staff to provide more intensive services to those with a higher need.
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 38,619 meals** were provided to those living in our group homes and emergency shelter.

- **1,761 women, infants, & children** are healthier because they redeemed **$1,236,355** worth of healthy food vouchers.

- **181 income eligible seniors lived in 174** safe, high quality, affordable one-bedroom apartments.

- **620 low-income children are healthier** because of **256,681** nutritious meals and snacks provided through their licensed home childcare providers.

- **467 families** obtained and/or maintained safe and affordable housing; of these **54 families and 19 individuals**, who were chronically homeless, were permanently housed.

- **4,730 adults and 1,632 children** didn’t go hungry because they received supplemental food equivalent to **78,192** meals; of these customers **3,300** received their meals from our mobile food pantry.

- **5,419 households** were able to stay warm last year. The value of Energy Assistance provided was **$4,622,994**.
Access to Jobs and Self-Reliance

- An elderly woman, who was married for over 50 years, came to Access after a domestic violence incident by her husband. She was couch surfing until the case manager was able to place the customer into a safe affordable low-income senior housing unit.
- A customer came to Access upset and frustrated not knowing where to find help and assistance with basic needs. A Family Advocate offered many referrals of service and help. The customer left feeling relieved by having many resources to get them through a difficult time.

These are just a couple examples of the many success stories of the Case Management Program.

The Family Advocates of the Case Management program are available to assist individuals and families that have multiple needs with ongoing support. Access offers assistance with in-house programs and linkages to a network of community providers utilizing the Human Service Infrastructure (HSI) delivery service model embracing the “No Wrong Door” philosophy. Access Family Advocates assess customer needs and develop plans for assistance with employment, Department of Social Service benefits,
housing, transportation, and referrals. Customers are assisted in developing a service plan that identifies barriers that pose difficulty in moving towards self-sufficiency and strengths that boost their ability to be economically stable.

The goal of Case Management is to provide necessary comprehensive, coordinated services to customers in the most efficient, effective way possible. Services include but are not limited to:

- Performing a **family and situation assessment** including identification of customer strengths and challenges.
- Referring customers to **Eligibility Services** and other programs of the Department of Social Services (DSS), the Bureau of Rehabilitative Services (BRS), the Department of Labor, etc.
- **Providing crisis intervention services** including meeting basic needs such as food, clothing, medical, housing, etc.
- Providing **intense case management** for individuals and families moving from the homeless shelter.
- **Empowering** individuals and families to become self-reliant.

*Case Management/HSI is funded by the Connecticut Department of Social Services (DSS).*

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**Results That Matter**

Because of the help and hope *Access* provided:

- **158 individuals** were more prepared to find and retain a job and **43 individuals** have obtained a job.

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

- **6,893 households** received Case Management/HSI services.
Mobilize Stakeholders to Advocate & Act

Cold Weather Overnight Shelter

Our region faced a looming crisis last fall - how to shelter those experiencing overnight homelessness in northeast CT during the upcoming cold weather months. The Access 24/7 Emergency Shelter no longer had the capacity to fill this need. So, Access brought together concerned nonprofits, local town governments, faith communities, residents and local businesses to create a northeast CT Overnight Cold-Weather Shelter — a place for people without shelter during the winter to find a safe warm place to sleep. Staffed by Access employees and generous community volunteers, this Shelter had the capacity for up to 30 guests per night. And in addition to providing shelter, Access staff were able to engage many of the guests and help them to quickly find housing through our many programs. For example, a couple came to this Shelter because they had nowhere else to go. Within two weeks of their arrival they returned to permanent housing because Access staff helped them find an apartment and connected them with support services and financial assistance to ensure they could stay there long term.

Access Staff, Access Board of Directors, and Joe Courtney visit the Cold Weather Overnight Shelter. From left to right: Jane Hale, Access Board of Directors, Brooklyn Trinity Episcopal Church; Christine Rosati Randall, Access Board of Director, Day Kimball Hospital; Peter DeBiasi, President/CEO; Representative Joe Courtney; Ashley Vienneau, Northeast No Freeze Volunteer Coordinator; Emily Ross, Access Board of Director, Goodyear Early Childhood Center; and David Shadbegian, Director, Homelessness Prevention.
Need a Warm, Safe Place to Spend the Night?

Cold Weather Overnight Shelter for those without Housing

Location:
254 Broad Street, Danielson
(in the Red Building behind St. Alban's Church)

Open:
8 p.m. to 8 a.m.
7 days per week
All overnight guests must check in by 10 PM

Northeast Overnight Cold-Weather Shelter Provided
January 17 - March 31, 2020

Data Summary

<table>
<thead>
<tr>
<th></th>
<th>St. Alban's Parish House Broad St., Danielson</th>
<th>Access Emergency Shelter* Reynolds St., Danielson</th>
</tr>
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<tbody>
<tr>
<td>Operating Schedule</td>
<td>Individuals: 8:00 pm - 8:00 am</td>
<td>Families: 8:00 pm - 8:00 am</td>
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<tr>
<td># of Nights</td>
<td>74</td>
<td>74</td>
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<tr>
<td># Sheltered (unduplicated)</td>
<td>33</td>
<td>2 Families: 3 Adults, 4 Children</td>
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<tr>
<td>Aver. Guests per Night</td>
<td>5</td>
<td>3.5</td>
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<tr>
<td>Total Bed Nights</td>
<td>341</td>
<td>172</td>
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<tr>
<td># of Volunteers</td>
<td>17</td>
<td>172</td>
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<tr>
<td># of Volunteer Hours</td>
<td>187</td>
<td>NA</td>
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<td>Volunteers' Aver. Time Donated</td>
<td>Hours: 11</td>
<td>Hours: 11&lt;br&gt;Evenings/Shifts: 4</td>
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*During 3 days and two nights in December when Severe Weather Protocol was in place, 4 adults were sheltered for a total of 6 nights (24 bed nights)
2020 Census results help determine how billions of dollars in federal funding flow into states and communities each year. This once-a-decade count of everyone who lives in the United States also happened during the COVID-19 pandemic. Dianisi Torres, the Bi-Lingual Census Outreach Coordinator for Access, had to think creatively to continue to encourage people to respond. Dianisi partnered with local farms, Farmer’s Markets, Charities, Churches, School Liaisons and COVID-19 Testing sites and distributed 2020 Census promotional materials along with meals, groceries and other goods. Through her distributions and media outreach, and her ability to reach multicultural audiences, she potentially reached over 22,600 people.

*Access* Census worker, Dianisi Torres, delivered 500 masks handmade by Kit Eves for the employees at Prides Corner Farms. Pictured: Prides Corner Staff member with HR Director, Tony Ruiz.

500 additional masks handmade by Kit Eves, Ashford Senior Center Director – She made over 1,000 for Access and over 4,000 in the community, a partnership made possible through Census work.
Thank you Northeast Family Federal Credit Union for delivering gift cards to the Access employees serving on the front lines! Pictured: Fred Brown of Northeast Family Federal Credit Union presenting cards to Jolene Berard, Access Crossroads Dir. and David Shadbegian, Homelessness Prevention Dir. of the Access Emergency Shelter.

A big Thank you to CCEH for the COVID-19 Emergency Response Fund that provided PPE items for clients experiencing homelessness and protections for our frontline workers like Lily Bristol, Operations Assistant in the Willimantic Office.

Maribel Spain, Director, Family Support Services, receives 1 pallet of 936 Bottles of Body Wash from the COVID-19 Commodities Warehouse of the Army National Guard to disperse in the community.

Thank you CSH, CT Coalition to End Homelessness (CCEH), and United Healthcare for donating 100 reusable masks to the Access front-line workers!
FINANCIAL STATEMENT

Access to Food
Nutrition Programs, Food Banks, Mobile Food Pantry

INCOME $1,936,615
EXPENSE $1,950,548

Access to Affordable Housing
Energy Assistance, Homelessness Prevention, Accessing Home Ownership, Accessing Home Danielson

INCOME $7,755,464
EXPENSE $7,537,845

Access to Jobs and Other Pathways to Self-Reliance
Case Management, Employment Programs, Youth Transitional Housing and Support

INCOME $1,159,410
EXPENSE $1,115,846

Mobilize Stakeholders to Advocate & Act

INCOME $131,734
EXPENSE $99,238

TOTALS
INCOME $10,983,222
EXPENSE $10,703,476
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
Thames Valley Council for Community Action (TVCCA)
The Connection, Inc.
Town of Columbia
Town of Stonington
United Way of Central & Northeastern CT
United Way of Southeastern CT
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<thead>
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<th>Individual Donors</th>
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Anonymous
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Elks Lodge # 1311 of Willimantic
European Motorcars
Federated Church of Christ / WCGCS
Fifth Generation Inc.
First Congregational Church of Willimantic
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Gerardi Insurance Services
Goodyear Early Childhood Center
Hometown Heating
Hosmer Mountain Bottling Company
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We Truly Appreciate your support!

Report represents donations received July 1, 2019 - October 24, 2020. If you find an error, please bring it to the Community Engagement Department’s attention. Design thanks to Elisha Sherman

Thank you, Center of Community Engagement of Eastern Connecticut State University, Bette Stern, and Marie Martine Werboff for your handmade masks for our staff!
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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, and we are dedicated to helping people help themselves and each other.

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)

Danielson
231 Broad Street
Danielson, CT 06239
(860) 412-1600
Case Management
Emergency Food Bank
Energy Assistance Program (CEAP)
Next Steps Supportive Housing
Supportive Housing for Families®

Emergency Shelter
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 Housing Property Management
Elisha Brook
56 New Park Avenue
Franklin, CT 06254
(860) 886-0367
Access Housing at Parker Place
100 Old Post Road
Tolland, CT 06084
(860) 454-4300
Salem Village
70 Proulx Street
Brooklyn, CT 06234
(860) 779-0504
Willington Woods
25 Senior Way
Willington, CT 06279
(860) 429-8777

www.accessagency.org

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