



Annual Report | 2019

*Braiding the way  
to a stronger  
community.*



# A message From Lena Rodriguez, President and CEO of CRT

**Last year CRT served more than 67,000 individuals and over 28,000 families throughout Connecticut, and many of the people we serve access multiple programs or services from the agency.**

At CRT, we strive to connect individuals and families to multiple points of service – both within our own organization, and with partner agencies that can ensure people are getting the resources they need to move toward self-reliance.

We see valuable interconnections that can be made to provide targeted support and services that go beyond a single issue to create holistic solutions.

With a strong history of serving the needs of individuals and families all over Central Connecticut, coupled with a commitment to helping as many people as possible achieve their personal goals now and in the future, CRT is a single stop for community-driven programs and services.

## 23,000

### Families Each Year

Today, through federal funding and with support from the state Department of Social Services, CRT's Energy Assistance Program serves more than 23,000 families each year – that's nearly 25% of the total served throughout Connecticut each year!

Recognizing the importance of addressing the social determinants of health for long-term individual success, CRT offers comprehensive Behavioral Health Services, Employment and Training programs, Housing Assistance and shelters for the homeless, Veterans' Services, Energy Assistance and Weatherization, and much more.

Today CRT continues to develop new programs and add services to meet the changing needs of the people and communities that we serve. For instance, we now offer Medication Assisted Treatment Services to help people dealing with opioid addiction issues (you will read about one of the beneficiaries of that program in this annual report); and we are expanding our health and wellness partnerships to offer both pharmacy services and soon primary care services to people in need. Currently, we are working directly with Access Health CT to offer a health navigator on our staff who is helping people in the community ensure that they have proper access to health insurance for the coming year.

We officially opened our new Women's Empowerment Center on Market Street in Hartford with a wonderful ribbon-cutting ceremony on July 11, 2019. All of the members work closely with dedicated staff on personal goals that will help them to live dynamic, self-sufficient lives.

Giving people the tools they need to enhance their own quality of life – now and in the future – is at the forefront of everything we do. Finding those interconnections of programs and services makes it even better.



Lena Rodriguez,  
President and CEO of CRT



# Message from Fernando Betancourt, Chairman, CRT Board of Trustees

**As the designated Community Action Agency for both Hartford and Middlesex County, CRT's dedicated staff works extremely hard each and every day to help people in need.**

While our core service area covers 40 cities and towns, our work connects us to people in 129 towns throughout Connecticut. We directly – and indirectly – touch the lives of tens of thousands of individuals and families all year long.

For more than 55 years, we have worked to create long-term solutions that do more than simply help people stay afloat. We help people build lives of stability, dignity, and sustainability.

As the Chairman of CRT's Board of Trustees, it gives me great pride to be a part of the numerous programs and services that this agency offers. From our preschool program in Hartford to The Retreat, our assisted-living facility for seniors – and for people of all ages and backgrounds – CRT is at the heart of our local communities in Central Connecticut. We are there – often behind the scenes – making a difference that is truly creating opportunities, and creating hope at a time when people need it most.



Recently, I heard about one small example of the support that we provided to a family in crisis resulting in a wonderful outcome in a matter of days. We learned about a young family that had been sleeping in their van which they had parked outside of the McKinney Shelter for homeless men in Hartford. Our shelter manager met with them, and we connected them with our East Hartford Family Shelter where they stayed for the weekend. We were able to quickly provide them with both case management support and a security deposit for an apartment, and this family was in new, permanent housing within four days! The father, Esteban, told us that “we did more for him in one day than anyone has done for his family in months.”

We continue to work with this family to ensure they have access to the resources they need to make a new start.

It is hearing about successes like these that drive my passion for the work that CRT does. And it is seeing how the different programs and services come together in support of one another – and in support of the people we serve – that compels me to do all that I can on behalf of CRT.

The value of these interconnections cannot be overestimated. It ties our work together and strengthens the lives of people when they need it the most.

Fernando Betancourt,  
Chairman, CRT Board of Trustees



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**“I wish to be useful, and every kind of service necessary to the public good becomes honorable by being necessary.”**  
 – Nathan Hale

The Community Renewal Team (CRT) offers a broad range of programs and services to the people of Central Connecticut. We have dozens of programs available throughout the year that assist young and old — and everyone in between — to make positive changes in their lives. From school readiness and child day care for youngsters to job training for teens and young adults to programs that serve the needs of the homeless, veterans, seniors and more, CRT is an integral part of the communities that we serve.



## **BASIC NEEDS**

- Resource Centers
- Food & Clothing Assistance
- SSBG Case Management
- SNAP Outreach



## **EDUCATION & YOUTH**

- Infant/Toddler Day Care
- Child Nutrition
- School Readiness
- Summer Food



## **EMPLOYMENT & TRAINING**

- Capital City YouthBuild
- Middlesex Youth Development
- Summer Youth Employment



## **ENERGY & WEATHERIZATION**

- Energy Assistance
- Weatherization Services



## **HOUSING AND SHELTERS**

- Affordable Housing
- CHAP/CHEER
- East Hartford Family Shelter
- Generations
- Housing Counseling
- McKinney Men's Shelter
- Permanent Supportive Housing
- Rapid Rehousing



## **VOLUNTEER OPPORTUNITIES**

Here's your chance to give back to the community. Contact CRT to get started.



## **COMMUNITY CORRECTIONS**

- DOC Scattered Site Supportive Housing
- Re-Entry Recovery Services
- Transitional Case Management



## **MENTAL HEALTH & WELLNESS**

- Asian Family Services
- Behavioral Health Services
- Fatherhood Initiative
- HIV Counseling & Case Management Services
- Health Navigator
- Homeless Outreach
- Integrated Services
- Medication-Assisted Treatment
- Pharmacy
- Women's Empowerment Center



## **MONEY MANAGEMENT**

- Community Asset Building Initiative (CABI)
- Financial Literacy Institute
- VITA Tax Preparation Services



## **SENIOR SERVICES**

- Community Cafés
- Meals on Wheels
- The Retreat, Assisted Living Facility
- Retired and Senior Volunteer Program (RSVP)
- Senior Affordable Housing



## **VETERANS PROGRAMS**

- Supportive Services for Veteran Families
- Targeted Case Management for Veterans
- Veterans Crossing



# Medication-Assisted Treatment along with Assisted Living at The Retreat Gives Terri Butcher a Whole New Outlook on Life

## Terri Butcher

Terri Butcher has experienced a world of life-changing events this year – all for the better. It started with her only daughter, Netalya Coleman, helping Terri move from Charlotte, North Carolina to Hartford, Connecticut earlier this year.



Terri (age 66) was in Charlotte for about five years, and she was taking Methadone to combat opioid addiction due to past use of heroin that she says resulted from her “being around the wrong people.”

Terri had been taking Methadone for a very, very long time. Her daughter Netalya, who is 40 years old now, was born addicted to the medication.

As a part of her recovery, Terri would wake up every morning at 4:00 am, seven-days a week, travel to a methadone clinic – regardless of the weather – to get her dose of medication.

Terri moved to Connecticut in April of this year and lived with her daughter for a few months. During that time, Netalya explored local living options for her mother, and she found an opening for her at **The Retreat, CRT’s assisted living facility for seniors in Hartford.**

Once she was settled in at The Retreat, staff there approached Terri about a **Medication Assisted Treatment** option to handle her addiction treatment,

which would switch her from taking Methadone to taking Suboxone instead. Like anyone making this kind of transition from a long-term medication, Terri had to taper off the Methadone – and that resulted in its own withdrawal symptoms. Terri politely says that the transition was “uncomfortable” but she got through it. And she is in a much better frame of mind today.

Now, Terri’s days at The Retreat are spent with her physical, emotional and spiritual needs met. She enjoys dressing up in her favorite outfits, having meals with fellow residents, visiting the Retreat store for her favorite candy (Reese’s Pieces) and having the friendship of so many other people her own age.

Today, Terri is very happy with the community she finds at The Retreat. “It’s the people, both the staff and the other residents” she says. “They’re all so nice. I love it here.”

Next year, Terri is hoping to take some classes – maybe learning to use the computers in the building. She’s ready to look ahead to the future. We cannot wait to see what happens next.

# 17% increase

Of the 74 patients in MAT, there has been a 17% increase in the number of patients who are employed or attending school.

## 74 Patients

CRT currently has 74 patients in its MAT program. Out of 41 patients who have completed their three-month interview, abstinence from all substances (alcohol and illicit drugs) increased by 75% from treatment entry.





# Weatherization Services Make World of Difference for Meriden Couple

## Henry & Marge Lalla | & Luna their dog



Henry and Marge – along with Luna – have a home that is warm, comfortable and welcoming. Everyone should be so lucky.

When you first walk in to the home of Henry Lalla (age 74) and his wife Marge (age 63) in Meriden, Connecticut, you will immediately notice two things: One, their wonderful rescue dog Luna who is there to greet you with her strong tail wagging at full force; and then you will feel how truly warm and cozy it is inside their home. Their home went through a complete “weatherization” process from basement to attic, and everywhere in between.

Henry and Marge received this weatherization service in the past year through a statewide program that was managed by the Community Renewal Team (CRT), and it has made a tremendous difference to this retired couple.

## What is weatherization?

**Weatherization helps income-eligible residents throughout Connecticut to make their homes more comfortable, energy efficient, and reduces home energy costs.** CRT’s certified auditors visit homes to perform a Home Energy Assessment to determine energy-saving measures for installation by

pre-approved contractors. Typical services include: sealing air leaks and drafts, installing energy-saving light bulbs, and installing water-saving measures. The work may also include installation of insulation in attics and sidewalls, boiler/furnace replacement or repair; water heater assessment, as well as window repair or replacements and other services.

In the case of the Lalla household, the work included insulating the walls and attic, sealing up window and doors, as well as sealing along the foundation around the entire basement of the home. The team that did the work put a new vent in the kitchen, and – much to Henry’s surprise – they also installed a new access panel with fold-down ladder to get up to the attic. And all of this work was done free of charge for Henry and Marge. Some of the costs were shared with the HES-IE program offered by utility companies.

According to Henry, the project took about a day and half to complete, and all of the workers on site were neat, friendly and kept the couple informed about all of the work that was being done as it was happening.

Their home is now much more energy efficient, which will make a big difference in their home-heating costs during the winter. In the case of the Lalla’s, they

also benefit from Energy Assistance services provided by a fellow Community Action Agency. (CRT also provides Energy Assistance services to thousands of families throughout Hartford and Middlesex Counties every year.)

# 176 Homes

CRT weatherized a total of 176 homes in Connecticut at a cost of \$1,594,769!





# Nikki Colon is first member of CRT's Women's Empowerment Center

**Nikki, age 32, grew up in Hartford, and over the past few years has experienced tremendous personal adversity. And yet she wants to talk about it, and share her experience with others.**

It makes perfect sense that she was the first official member of CRT's new **Women's Empowerment Center** that opened on Market Street in Hartford earlier this year.

Nikki is the second child in her family, and the only girl out of five children. She and her mother were always very close. Today, Nikki has three boys of her own – fraternal twins age 13, and a four-year old son named Elijah.

Back in 2015, Nikki learned that her mother had terminal cancer. Nikki left her CNA job to move back in to her mother's home and help care for her mom fulltime. All three boys were living with her, too.

Nikki started self-medicating so she could stay awake and be there for her mother around the clock.

Nikki's mother passed away in late December of 2017, and after that Nikki voluntarily checked herself into a local hospital to get clean from the drugs.

In January of 2018, she was at the Institute of Living in Hartford for two weeks, and then she started outpatient treatment. There were two consecutive four-week programs.

For the second outpatient program, the twins were with their father, and the younger boy was with Nikki's grandmother. But DCF intervened and took her youngest son away from her. "It was like I was losing everything," she said. During that time, the father of the twins got full custody of the older boys.

After that, she spent the rest of 2018 devoted to her own recovery, and doing whatever the courts asked so she could try to get her kids back. She came to CRT that year for outpatient therapy in the **Behavioral Health Services** group. Nikki also met Tenesha Grant (who today is CRT's Director of Women's Services) as a part of her supervised visits with her son. Nikki was also getting support from My People Clinical Services in Hartford.

Over time, Tenesha became Nikki's case manager, and they would meet weekly to set goals and discuss her personal progress.

Earlier this year, CRT officially opened its Women's Empowerment Center, and Nikki was the first person to walk through their doors. She has been an active participant in the program throughout the year. Nikki got her youngest son Elijah back this past August; and she is fighting to get her twins back permanently. She is also working part-time, and expects to be working full-time again soon.



Nikki Colon

*"Before I was stuck, and not wanting to tell my story because nobody understood me... The Women's Empowerment Center was totally different. It was more like 'Wow, I hear you!' Helping each other out – having that peer support – was very comforting."*

**The Women's Empowerment Center** is a safe and open place for women from Hartford and Middlesex counties to access intensive mentorship, holistic case management, personal development classes, support groups, conferences, workshops and leadership training focusing on supporting financial literacy, entrepreneurship, career and workforce readiness, as well as networking opportunities.



## 86,000 Individuals

CRT helped create opportunities for more than **86,000 individuals** and over **35,000 families**; of those served, **59% were female**, and 32% of the families served were headed by single mothers.

*"The Center became a place to go for comfort and support – just being around other women and hearing their stories, and supporting each other," said Nikki.*



# A Fresh Start for Monique Randolph-Burgos to Inspire Others



Monique Randolph-Burgos

**On both her business card and on her website, Monique Randolph-Burgos has a personal quote that reads: “Sometimes traveling down the wrong path will lead you to the right one.”**

This outlook has proven true, and now she is sharing her experience – and her wisdom – with other women in the community.

Monique, age 36, lives in Bloomfield and runs a new program that she started in Hartford called “Inspired Girls Club” which she developed as a safe and empowering place for teen girls (nine to 16) and young adults (17 to 24) who have trouble dealing with self-esteem and self-confidence.

The Club officially opened in September of this year, but this idea was several years in the making. To get there, we need to step back about 10 years. Monique was sent to Niantic Prison in May of 2010 on larceny charges. Prior to that her grandmother had become very sick, and her

home was in foreclosure. Monique wanted to try to help her grandmother save the house – she had been raised by her grandma from the time she was two months old. But it was too far gone by that point.

While in prison, Monique prayed to God every single night, asking: “Please can I have a fresh start.” She went back to court in early November 2010, and her public defender told her she would be entering an alternative to incarceration program for women run by CRT called “Fresh Start.”

“For me it was like a mind re-setter,” she said. It gave Monique the opportunity to see her children, get herself together, attend group therapy, and go to work, making it easier for her to transition back to the community and into her life.

Monique was in Fresh Start for six months – until April 2011, and then she moved in with the man who is the father of her children and her husband today. They have been together for 15 years and married for eight.

In 2013, Monique began working at the Wilson-Gray YMCA in Hartford, and was there for nearly six years. She was their preteen coordinator and academic support specialist, and girls’ group facilitator. During that time, and based on the personal experience of her own teenage daughter, Monique came up with the idea for the “Inspired Girls Club” that she opened in Hartford this fall.

Monique and her husband spent most of September re-doing the space for the Club on Zion Street, including installing and painting an interior wall at the back of the main room that has words of inspiration painted all over it. Known as the “empowering wall,” whenever a girl comes into the building, she is asked to pick a word of the day from the wall.

“I want the girls to come in and feel like they are at home and be empowered at the same time,” Monique says.

**“CRT was the inspiration behind that. I remember being in the Fresh Start program, and when I left from there, I said ‘Oh my God, I need to open up a place like this.’ And now she is making it happen.**

To this day, Monique is still in touch with CRT, and regularly comes back to help out when she can. She has shared her experience and vision leading workshops for both **CRT’s Women’s Empowerment Center**

and its annual Financial Literacy Institute. For the latter, Monique was the featured speaker at the opening night of the 2019 class of students, and helped them with an exercise to make special bracelets that the students have been encouraged to wear throughout their time in the Institute. These bracelets serve as a reminder about why they are in the class.

Monique is focused on making the Inspired Girls Club a community resource that helps young women to thrive.

“This is a place of no judgment. Everyone has a story, and everyone goes through some things. But no one will be judged that comes through these doors,” Monique says. “This is a place for sisterhood and empowerment – and everyone needs that – young or mature. Absolutely.”



*“I want the girls to come in and feel like they are at home and be empowered at the same time,” Monique says.*

**What was Fresh Start?** Fresh Start was a community-based treatment program for court-involved women with histories of substance use. It offered a six-to-twelve month residential program and a three-month aftercare services for participants and their children. Using a gender-responsive, strengths-based approach, Fresh Start

focused on substance use and trauma recovery, mental health, positive socialization, physical wellness and the fostering of healthy relationships while providing a safe and secure environment for these women and families. This very successful initiative helped participants to move toward self-sufficiency and maintain their recovery.





# 'I'm a preschool teacher and I love it.'

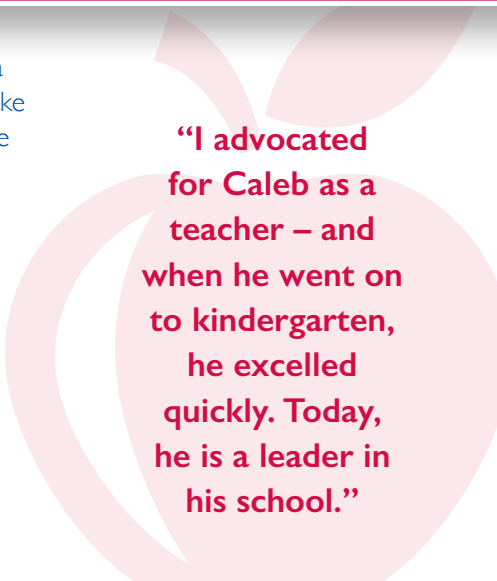


Marilyn Gooch

"I'm a preschool teacher and I love it," she says with a smile. "My passion is not about the money. If I can make a difference in the life of a child – at least one – I have successfully done my job as a teacher."

She mentioned the work she did with one boy, Caleb, who refused to speak when he first started in the preschool program. Over time, Marilyn was able to get him to talk.

With more than 15 years working at CRT, Marilyn has taught nearly 300 children over the years! Her love of the classroom started at an early age, and has stayed with her throughout her career. She's a source of joy and inspiration inside CRT's classrooms.



**"I advocated for Caleb as a teacher – and when he went on to kindergarten, he excelled quickly. Today, he is a leader in his school."**

**Not all of us can look back at our earliest childhood memories and say with confidence that we know what we will be doing with the rest of our lives. Marilyn Gooch is an exception to that rule.**

As a child, Marilyn was a student at one of CRT's preschools in Hartford from three to five years of age. Those early days were truly the source of personal inspiration for her future career. You see, today Marilyn is the Head Teacher for a preschool classroom in CRT's Early Care and Education (ECE) program at the Hartford Job Corps site.

Back in preschool, Marilyn really loved her teacher. During a career day, the teacher posed that famous question asked of every child at one point in their lives: "What do you want to be when you grow up?"

**"I told my teacher, 'I want to be just like you. I want to be a teacher.' And I wanted to teach preschool."**

Marilyn went to school to be an educator, and then spent the first part of her career working at preschools in the Greater Hartford area. She joined CRT's ECE staff in 2003, and has been a teacher at several CRT preschool locations before being assigned to the classroom she runs now.





# Lessons of Being Homeless Lead to a Life of Service



Raul Valentin

## Raul Valentin has found a safe place at CRT's McKinney Shelter in Hartford.

And while it was his home for nearly a year and half, now it is a place he returns to every weekday as a dedicated volunteer in the kitchen to help prepare meals for the homeless residents.

Raul, age 52, grew up in Hartford. He was one of 10 children, raised by a single mother. He recalls he lived in a part of the city that was dangerous growing up, and he fell in with gangs and other problems when he was younger.

His mother passed away a few years ago, and that hit Raul hard. After that his wife of 17 years left him, and he became homeless in 2016. It was at that time that he came to the McKinney Shelter.

He ended up staying at the shelter for about a year and half, and while he was there he learned to help with maintenance work, and then he began helping out in the kitchen.

During that time, a case manager from CRT using our "Steps to Success" approach, along with support from the Greater Hartford Coordinated Access Network (CAN), helped Raul to secure an apartment of his own in Hartford. He also goes to CRT's Behavioral Health Services group over on Market Street in Hartford for counseling services on a regular basis.

**Happily, as he puts it, Raul has "been steady for a while now."**

And while some might not want to go back to a homeless shelter after

having been a resident there for so long, Raul wants to give back, and help other guys who now find themselves in the same situation he faced before.

**"I never knew what it was to share, and how to help others."**

Raul usually comes to the shelter five days a week. He arrives in the morning to help out for a bit, he then takes care of any appointments he might have during the day (including counseling with CRT), and then heads back to the shelter to help prepare dinner for that evening.

He goes about his work – cleaning the kitchen or helping with food prep – with a big smile on his face.

"If there is somebody that is very grateful, it's me. And that is why I still come and help out," Raul says. "I don't expect anything from it. Just people saying 'Thank You', I feel great with that. It feels like my family over here."

**"There is always laughter. We always try to find something positive to do at the shelter," he says. "We've got a good group of guys here – we all understand each other. We all look out for each other."**

**"It is still a learning experience," Raul says. "I love to help the guys and feed the guys – I am learning every day."**

**CRT helped 680 individuals secure permanent housing in the past year.**

**Additionally, CRT helped 298 individuals avoid eviction; and aided 667 individuals in obtaining safe, temporary shelter.**

# 2019 Program Highlights

Every year, CRT hosts a wide range of programs and services benefiting individuals and families throughout Central Connecticut. Enjoy the highlights from this past year that are featured on the next few pages of this report.

## CRT Honors 2018 Financial Literacy Institute Graduating Class

Last December, the 2018 graduating class of CRT's 8th Annual Financial Literacy Institute held their commencement ceremonies at CRT's Lumsden Center in Hartford. The graduates – all women, and many of them single mothers – were joined by family and friends to honor their hard work and accomplishments from this past semester.



During the 14-week course, students learned about a wide range of financial matters, including household budgeting and managing cash flow; saving and investing; credit and credit rebuilding; various types of insurance; the psychology of money, financial goal setting and more. Congratulations to the graduates!

## Holiday 'Toy Store' hosted by CRT

Right before Christmas, CRT hosted its annual pop-up "Toy Store" at its Market Street offices in Hartford. More than 1,000 toys collected from local businesses were distributed in just two days to 400 families. The toys were donated by: the Central Connecticut Paralegal Association, JCC of Greater Hartford, the New Britain Department of Social Services, and the Julie Lang Studio of Dance from Manchester – for the latter, this was their 13th year collecting toys for children!



## 10th Annual Gun Buyback event

CRT served as the host location for the 10th Annual Capital Region Gun Buyback in December of last year. Open to all Connecticut residents, this event is done in partnership with local hospitals, the City of Hartford and the Hartford Police Department. The event resulted in 137 unwanted firearms being turned in that day.



## Foster Grandmas bring love to CRT classrooms

CRT partners with Nutmeg Big Brothers and Big Sisters to have "Foster Grandmas" (Abuelas) in our Early Care and Education classrooms, like Isabel Guzman who works in one of CRT's classrooms on Douglas Street in Hartford.



## WWII Veteran Frank Greco volunteers with CRT

Frank Greco (at right), who is 94-years old and a WWII veteran, helps to serve lunches at the community café hosted by CRT at the Middletown Senior Center. He often volunteers 15 – 20 hours per week. He was featured on NBC Connecticut this past spring.



## A Tradition of Giving: Hoffman Gift Baskets

In December, the Hoffman family and the Hoffman Auto Group made a generous donation of 200 turkeys and gift baskets to families served by CRT in the Greater Hartford area. This annual event has been a tradition for many years, and provides food for a family of 10 to enjoy during the holidays.



## 28th Annual National Arts Program

CRT hosted the 28th Annual National Arts Program this past winter at Capital Community College in Hartford. More than 215 pieces of art were submitted to the show, more than half from teens or youth. New this year was a special category called “Teens Looking Out for Teens” which invited students to use art as a way of evoking their understanding of social issues that teens deal with every day. Pictured: Best in Show winner for CRT’s 2019 National Arts show is “Father and Daughter Saturday Morning Watching Sesame Street” by Sydney Halsall.



## ‘Captain Marvel’ Premiere Benefits CRT’s Women’s Empowerment Center

CRT hosted the premiere of the movie “Captain Marvel” at the Spotlight Theatres in downtown Hartford on March 7. This event was a benefit for CRT’s new Women’s Empowerment Center, raising \$16,760. The Emcee for the evening was Renee DiNino from iHeart Media, and our guest speaker was Connecticut State Representative Patricia Wilson Pheanious.



## CRT Hosts Case Management Conference for Professional Development

Nearly 100 program staff from across CRT came together in late March for a one-day Case Management Conference in Hartford to learn new skills, share their experiences, and to teach one another. Pictured: Tina Ortiz, CRT Director of Housing & Veteran Services, provided her insights to coworkers.



## RSVP in the National Spotlight

RSVP volunteer Jim Probolus (right side in photo), who works in the Office of the State Attorney General William Tong, helping to investigate complaints of elder fraud/scams, was featured by the Corporation for National and Community Service (they oversee Senior Corps) for a video they produced this year.



## VITA Tax Prep Services and Tax Day

CRT continues to provide free tax preparation services to individuals that need the help each year; and culminates with Tax Day, when CRT opens its doors to all who need help – first-come, first-served. This annual event continues to spark media interest.



## University of Hartford’s 9th Annual ‘Helping Hawks’ Day of Service

Three cheers for all of the “Helping Hawks” from the University of Hartford who gave their time in early April at various CRT sites for their 9th annual Day of Service! We’re grateful for all of their hard work and commitment to giving back to the community.





## Volunteer of the Month Honored by City of Hartford

Gina Gardner (pictured in the middle), was named Hartford's "Volunteer of the Month" for May 2019 for her personal efforts to care for and maintain the community gardens located on the CRT Generations campus. She was recognized by Janice Castle on behalf of the Mayor's office, and by City of Hartford Court of

Common Council President Glendowyn Thames for her hard work. Gina is also a leader on the Women's Empowerment Center Committee.



## Summer Youth Employment Program

Nearly 200 teens from the Hartford area participated in the Summer Youth Employment Program, working with local area business for five to six weeks, learning valuable job skills for the future.



## CRT Partners with Feed the Children and Price Rite

CRT's annual partnership with Feed the Children and Price Rite Marketplace was a tremendous success, providing a week's worth of food and essentials to more than 800 families from throughout the Greater Hartford area that are served by CRT. More than 100 volunteers joined us that day to get all the work done!

## Women's Empowerment Center launches in Hartford

CRT held a Ribbon-Cutting Ceremony on July 11 for the new Women's Empowerment Center in our multi-service center on Market Street in Hartford. The event was standing-room only. It included participation from both Lt. Governor Susan Bysiewicz and State Treasurer Shawn Wooden.





## 10th Annual Tee-Off with Women Golf Tournament

During the summer, CRT held its 10th Annual Tee-Off with Women Golf Tournament at Tunxis Country Club in Farmington to raise funds for the Women's Empowerment Center. This event raised \$37,405.

## CRT's 18th Annual Meals on Wheels Golf Classic

CRT hosted its 18th Annual Meals on Wheels Golf Classic in mid-September at the Tunxis Country Club in Farmington, raising more than \$75,000 for this important Elderly Nutrition Program that serves home-bound seniors throughout Central Connecticut. Golfers at the 18th Annual Meals on Wheels Golf Classic enjoyed gourmet lunches donated by Pasta Vita.



## Summer Carnival at The Retreat

The Retreat Assisted Living facility in Hartford hosted its annual summer carnival for residents and guests in mid-August. This year's event even included a dunk tank!



## Roundtable with Senator Chris Murphy to discuss Puerto Rico Recovery Efforts

U.S. Senator Chris Murphy held a roundtable at CRT's offices in Hartford in mid-September to discuss Puerto Rico's recovery efforts almost two years after Hurricane Maria. There was a full house for the meeting, held in CRT's Women's Empowerment Center on Market Street in Hartford.



## Diaper Drive for East Hartford Family Shelter

This summer, the Jewish Federation of Greater Hartford organized a diaper drive to benefit the families staying at the East Hartford Family Shelter.

## Back-to-School Backpack Drives

Volunteers from CRT's Women's Empowerment Center, chaired by Neysa Airas, collected backpacks and school supplies to help 42 children whose mothers receive services at the Center.

Additionally, Continental Properties hosted a giant Back-to-School Supplies Drive with the residents of their five luxury condominiums in the Greater Hartford area. All of the back-to-school needs of our families were met because of their generosity.



## New Decks Installed at CRT Generations Townhouses

This past summer, CRT installed new stairs and decks for all of the townhouses at the CRT Generations campus, where grandparents have legal custody of their grandchildren. We held a block party and ribbon-cutting ceremony in September to celebrate with all of the families.

## CRT Supportive Services for Veteran Families

In mid-September, CRT was proud to be with CT Veterans Affairs at the "Stand Down 2019" in Rocky Hill to share our Supportive Services for Veteran Families. Case managers met one-on-one with Veterans to help them sign up for services.



**“Service to others is the rent you pay for your room here on earth.” – Muhammad Ali**

# Funders & Donors

Community Renewal Team gratefully acknowledges the following individuals, organizations and public agencies for investing in our mission. We are proud of the trust that is demonstrated with each gift, grant and contract. By funding CRT programs, each of those mentioned here helps to eliminate poverty.

## Federal Funding Sources

Corporation for National and Community Service  
US Department of Agriculture  
US Department of Energy  
US Department of Health and Human Services  
US Department of Housing and Urban Development  
US Department of Justice  
US Department of Labor  
US Department of the Treasury-Internal Revenue Services  
US Department of Veterans Affairs  
US Probation and Pre-Trial Services

**125,000 hours**

**In 2018, volunteers in CRT programs and at our events contributed over 125,000 hours of their time, valued at more than \$3.8 Million to help support our mission and work in Central Connecticut.**

## State Funding Sources

CT Airport Authority  
CT Department of Children and Families  
CT Department of Correction  
CT Department of Economic and Community Development  
CT Department of Education  
CT Department of Energy and Environmental Protection  
CT Department of Housing  
CT Department of Labor  
CT Department of Mental Health and Addiction Services  
CT Department of Public Health  
CT Department of Social Services  
CT Health and Education Facilities Authority  
CT Housing and Finance Authority  
CT Office of Early Childhood  
CT Office of Policy Management

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Chester  
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## Foundations, Businesses & Organizations

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**Our deepest Thanks to Liberty Bank  
for being the Presenting  
Sponsor of CRT's new  
Women's Empowerment Center.**

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YMCA of Greater Hartford  
Young Israel of West Hartford  
YouthBuild USA  
YWCA of the Hartford Region

**“I love your vision and your commitment to the community. Thank you for making sure that CRT's Women's Empowerment Center thrives. I'm honored and humbled to be among like-minded dynamic women.” – Prati K.**

## In Kind Donors

A&A Office Systems  
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CRT Nutrition Department  
CRT Planning Department  
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Farmington Miniature Golf  
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West Hartford Coworking  
Winding Trails  
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**“The best way to  
find yourself is to  
lose yourself in the  
service of others.”**

**– Mahatma Gandhi**

## Individual Donors

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## Behind the scenes at Meals on Wheels



Thank you to all of the local businesses that raised money for CRT's Meals on Wheels program by hosting Buy-a-Wheel campaigns throughout the year:

- The Crown Market and Café in West Hartford
- Tri-Town Foods in Portland
- Price Rite Stores in Windsor, Wethersfield and West Hartford
- Shagbark True Value in East Haddam
- Ghezzi's Market & Deli in Middletown
- Stop & Shop in East Hampton

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**“Help others and give something back. I guarantee you will discover that while public service improves the lives and the world around you, its greatest reward is the enrichment and new meaning it will bring your own life.”**

**– Arnold Schwarzenegger**

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# CRT Board of Trustees

CRT has a Board of Trustees representing three sectors: Private (business); the public (government); and the neighborhood (community). Public policy and corporate experience are joined with the authentic perspective of those who live in our neighborhoods.



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Navarda Williams

“I want to contribute in making positive changes in our communities so everyone can have opportunities to succeed. CRT is community focused and a great resource, providing numerous programs that are beneficial in so many ways. Allowing others to dream big and achieve more.”

— Mui Mui Hin-McCormick

# 2018 Financials

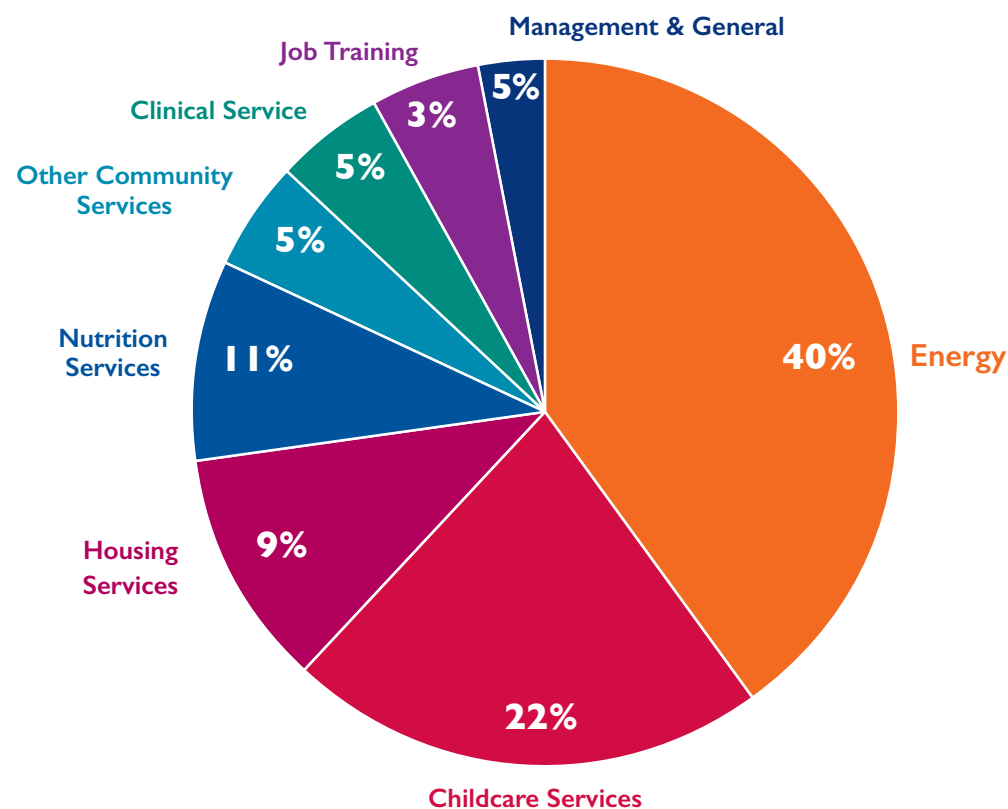
Operating Support and Revenue	
<b>Grants and Contracts</b>	
Federal	36,012,122
State	6,911,606
Private	1,416,900
Capital Projects	–
<b>Contributions</b>	
In-Kind	1,399,370
Fundraising	379,618
<b>Other Revenue</b>	
Education: Parent Fees and Subsidies	1,023,865
Elderly Nutrition Meal Subsidies	437,533
Catering	878,598
Child and Adult Food Program Subsidies	397,108
Patient Fees	1,994,791
Housing Services	734,342
CHEFA Debt Service	189,340
Other Income	920,154
<b>Total Operating Support and Revenue</b>	<b>52,695,347</b>

Operating Expenses	
Salaries and Benefits	22,682,892
Client Assistance	17,862,054
Materials and Supplies	4,431,835
Contractual Services	2,372,613
Occupancy	2,716,957
Other Expenses	967,929
Depreciation and Amortization	945,789
Delegate Expense	121,523
Travel and Transportation	479,286
Interest Expense	10,500
<b>Total Operating Expenses</b>	<b>52,591,378</b>

<b>Non-Operating Expense - Capital Asset Impairment</b>	<b>589,918</b>
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<b>Total Change in Net Assets</b>	<b>(485,949)</b>
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Expense by Function	\$	%
Energy	20,765,662	40%
Childcare Services	11,764,475	22%
Housing Services	4,960,365	9%
Nutrition Services	5,732,929	11%
Other Community Services	2,773,776	5%
Clinical Services	2,522,420	5%
Job Training	1,327,078	3%
Management & General	2,744,673	5%



Source: CRT and affiliates combined financial statements as of December 31, 2018.

“We cannot live only for ourselves. A thousand fibers connect us with our fellow men.”

– Herman Melville





## **Community Renewal Team**

Changing lives... Creating opportunity!

A large, colorful, braided rope graphic that starts from the top right and extends towards the bottom left. The rope is composed of several thick, flat strands in various colors: yellow, pink, blue, black, green, and red. The strands are intricately woven together in a complex braid pattern, creating a sense of strength and unity. The background is plain white.

**Community Renewal Team, Inc**  
555 Windsor Street, Hartford CT

Administrative Office at (860) 560-5600  
Middlesex Services at (860) 347-4465  
[www.crtct.org](http://www.crtct.org)