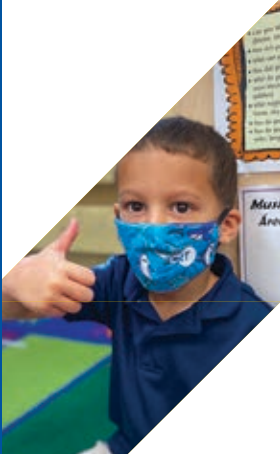




CRT

**20 ANNUAL
20 REPORT**



SHIFTING

the way we work



A message From Lena Rodriguez, President and CEO of CRT



If you had told me a year ago that our entire world as we know it would be completely changed forever due to a microscopic virus that has infected millions of people and killed hundreds of thousands of Americans across the country, I never would have believed you. It seemed like the far-fetched plot of a made-for-TV movie starring actors whose names we cannot remember.

But then, almost overnight, everything did change. The first reported case of COVID-19 in the United States came in late January, and from there things snowballed.

At CRT, with my leadership team and the support of our Board of Trustees, we immediately put plans into action that would help to guide our work throughout the year. While we chose to react quickly, we were always guided by the science, and made

decisions that would be in the best interest of both the thousands of people we serve each and every day, as well as protecting the health and safety of our hundreds of employees in Central Connecticut.

We adopted new policies to make it possible for many of our staff to work safely from home; and we implemented protocols throughout our offices to ensure proper hygiene and social distancing at all times.

And our programs made significant changes, too, allowing them to remain open and accessible to people in need of support during this very difficult year.

This included things like:

- Modifications to our Elderly Nutrition Program so that Meals on Wheels could be delivered safely to home-bound seniors.
- The use of telehealth options in our Behavioral Health Services programs to ensure clients could continue to receive critical counseling services.
- Coordinating with area agencies to ensure homeless adults could be safely moved out of our congregate shelter and into local hotels.
- Adopting new policies in our preschool program to keep our children and staff safe.
- Ensuring individuals could apply remotely for the Connecticut Energy Assistance Program.

Honestly, more changes than we can possibly mention here.

We also stepped up when called upon to offer our expertise and skills to shape the future delivery of services for people in need. For instance, I was asked to chair a committee this year from the Mayor of Hartford's Task Force to develop reopening plans for the City, and two of my Vice Presidents served on related committees, as well.

Additionally, CRT was chosen by the Connecticut State Department of Social Services to be one of five community organizations statewide that would serve as a local Community Resource Coordinator, helping to address the needs of COVID-positive individuals or those exposed to a COVID-positive individual in 41 towns in the Greater Hartford and Middletown area ("Region 3"). Each CRC is charged with providing immediate interventions to people in this situation, and giving them everything they need to stay safely quarantined in their homes for a two-week period.

As you will see in this annual report, CRT has made tremendous shifts in the way we work – but these changes have all been made to keep our work flexible, nimble and responsive. And realistically, we're not done making changes. There will be more shifts in months ahead. But we will persevere, and we will be a stronger Community Action Agency meeting the needs of our community head on, at a time when the need is greater than ever before.



Lena Rodriguez,
President and CEO of CRT



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Shifting the Way We Work

This year, as a result of the COVID-19 pandemic, all of us at CRT have made tremendous “shifts” in the way we work. As you will read in this annual report, those shifts have required unanticipated changes – both for our staff and for the people we serve each and every day. But we have weathered those changes with fortitude and grace, creating solutions to address the greatest challenges we have ever faced as a community action agency, and leaving us well prepared for the days to come.

Message from Fernando Betancourt, Chairman, CRT Board of Trustees



When I think about the incredible effort that CRT's hard-working teams has made to keep their vital programs and services up and running throughout the past many months of the pandemic as they continue to serve all of the individuals and families that need our help throughout Central Connecticut, one word comes to mind: **Resilient.**

It is because of the resiliency of our staff – along with their patience, determination and true commitment to CRT's mission-driven work each and every day – that we have been able to maintain our focus and ensure that people who do need help are getting it in a timely manner.

And to be clear, this work has not been easy!

People have made great personal sacrifices and changes to the way they work in order to do their jobs safely, and to keep other people safe, too.

For instance, at The Retreat, CRT's assisted-living facility in Hartford, our staff has done everything humanly possible to keep the 100 seniors who call the building their home safe and COVID-19 free this entire time. And they implemented plans to address COVID starting on March 10 of this year! They have gone above and beyond to keep everyone healthy, and they continue to find clever ways to keep the members living at The Retreat from feeling the pressures of social isolation during this stressful time.

Or if you think back to the early days of the pandemic, there was a morning when one of our Meals on Wheels drivers was in a bad accident. Luckily, the driver was not hurt, but our customized delivery truck was totaled. Our team made the difficult decision to reach out to the local community, to try to raise the funds needed to replace that truck. And the outpouring of support was truly remarkable. We received donations from individuals, local businesses, community groups, church groups – and from donors who have never given to CRT before in their lives – to help us raise the money to replace that truck at a time when we needed it the most.

The work of our Meals on Wheels program – and the tremendous efforts of our dedicated staff and volunteers – touched the hearts of many others in our community, including the team at Travelers insurance company in Hartford. They redirected the work of their in-house catering team to donate hot daily meals to around 130 people per day in CRT programs, including the residents of both our East Hartford Family Shelter and Veterans Crossing. The program was originally intended to last for a month or so, but they kept extending the deadline and have agreed to keep providing meals to us until the end of this year.

Perhaps our resilience is because we all live in “the land of steady habits.” The people behind the scenes at CRT – along with the people who support our work – have all shown themselves to be dedicated, determined, and fearless at a time when we need it the most. I am very proud of our resilience. It has carried us through an agonizing year, and it will help us stay strong in the years ahead.

A handwritten signature in black ink, appearing to read "Fernando". The signature is fluid and cursive.

Fernando Betancourt,
Chairman, CRT Board of Trustees

CRT

is Appointed 'Community Resource Coordinator' for Greater Hartford Area during Pandemic

To support the immediate needs of individuals and families that must isolate or self-quarantine due to COVID-19 infection or exposure in the state of Connecticut, Governor Ned Lamont announced in late September the formation of the Community Resource Coordinator (CRC) program, and CRT was selected by the Connecticut State Department of Social Services to administer the needs of 41 towns in the Greater Hartford and Middletown area or "Region 3" (there are five regions across the state).

This public-private partnership draws on the strengths and connections of community-based organizations and leverages state, federal, local and philanthropic contributions. CRCs will be responsible for working hand-in-hand with the state's contact-tracing team, providers and service organizations to ensure that individuals have access to food, housing, and income they need to stay safe at home.

"Our job as the Region's CRC is to provide a brief intervention to COVID-positive individuals or those exposed to a COVID-positive individual and give them everything they need to not leave their home for two weeks," said Heidi Lubetkin, CRT's Vice President of Clinical Support Services.

Individuals that do test positive for COVID-19 are entered into the State of CT contact tracing portal database that generates a referral to the local CRC, which will then reach out to coordinate needed support. For Region 3, CRT is also in partnership with HRA of New Britain and the Hispanic Health Council (for Spanish-speaking individuals).

When the CRC first launched, the very first client that CRT served was a young woman who was COVID positive. Her one-year old baby was also positive, and was undergoing cancer treatment, but could not leave their home for chemo treatments and was suffering from a bad case of diarrhea and diaper rash, too. The woman's five-year old child had not been able to log in to their local school online, and the father happened to be undocumented and had no income coming in with a car payment due.

CRT's navigators jumped into action to help this family, including a telehealth appointment for the baby along with getting barrier cream and much-needed chemo meds picked up from the area Walgreens; a social worker at the school was notified to help the older child get logged in properly at school; the father was provided money on a 4-CT card to make the car payment; groceries were delivered via Instacart as well as a humidifier for the home; and the Salvation Army covered a month of their rent. During this time, a contact tracer and CRT Navigator were in touch with the family each day to check on their on-going needs. CRT's quick intervention turned this situation around for a family in crisis.

As a result of CRT's early work in the CRC program, we have provided steps to make the process more efficient for everyone involved. This work will continue throughout the pandemic.

THE RETREAT

90 RETREAT AVENUE



Photo courtesy of
Hartford Business Journal

Tremendous Efforts to Keep a Community Safe at The Retreat in Hartford

At The Retreat, CRT's affordable assisted-living facility in Hartford, the staff has had their hands full since the beginning of the pandemic, working tirelessly to keep all 100 members who call the building home healthy and safe. And to date, they've done it. It may seem like a miracle, but so far (knock on wood) no one at The Retreat – neither residents nor staff people – has been Coronavirus positive throughout the pandemic.

For the past eight months, if you don't live or work at The Retreat, you won't be allowed inside – and those who do need to come in the building must first pass temperature checks and other screenings before even stepping one foot inside the lobby.

Strict safety protocols for The Retreat went into effect back on March 10, 2020, and at the time it was like putting industrial-strength bubble wrap around the entire five-story building to keep everything under control.

But how do you keep that going throughout the pandemic? And how do you find ways to give a sense of “normalcy” back to the seniors living in the building, while at the same time continuing to keep both them and the staff safe from COVID-19?

The short answer? It's really hard.

The slightly longer answer: You make plans, and then you revisit those plans, and adapt and revise, and make changes and adjustments as you go to fully accommodate the needs of everyone you serve. ***And then you do it again. And again. And again.***

For example, prior to the pandemic, The Retreat prided itself on its communal dining for all of the members. But then the dining room had to be closed, and meals were provided by CRT's Nutrition Department that were brought directly to member apartments, in containers that were bagged and delivered to each apartment and left on door handles to reduce exposure for both seniors and staff. Huge efforts were made to make the meals less than simply a daily form of nourishment and more like a time of enjoyment with stickers and balloons on the packages, and visits from staff when it was deemed safe to ensure people are eating properly. Now, one of the meals each day is provided by the generosity of the Travelers and that will continue until the end of this year.

During the warmer summer months, as many outdoor activities were planned as possible, including things like gardening, bingo, and dance parties on the patio. On Mother's Day, special arrangements were made so that members could safely meet outside with their families for the first time since the pandemic had begun.



More recently, the member-run store inside the lobby of the building was converted to an indoor visiting area and library, and during times when it is allowed, seniors can meet safely with authorized guests. A window can be open for ventilation and staff are always nearby if needed.

And in addition to on-site nursing support from Utopia Home Care that is a regular part of services at The Retreat, they also now have behavioral health services and a substance use clinic with a fulltime CRT clinician to help those members who are suffering from isolation or depression during these difficult days.

As noted, making all of this work every single day for 100 independent seniors and the entire staff is really hard. But this is what must be done during these unprecedented times. And in the long run, the detailed plans and procedures will help to keep a community safe.



Acts of Kindness

Special Deliveries Bring Extra Smiles to The Retreat

Throughout this past year, there have been numerous acts of kindness where individuals, other charitable organizations and local businesses have made donations to the members living at The Retreat to bring smiles to their faces, and show them that they have not been forgotten. This included special boxed treats for everyone on Mother's Day and Father's Day from BouNom Bakery, jigsaw puzzles for all, pet food and treats for those seniors who have pets, milk from Arethusa Dairy, trick-or-treating on Halloween, a special ceremony for Veterans Day, and much more!



CRT's Behavioral Health Services Stays Open for Business



When the majority of other programs for behavioral health services in the state of Connecticut closed at the beginning of the COVID-19 pandemic, CRT kept its services open and available to clients in need, including taking in new referrals as well as new inductions for its Medication Assisted Treatment (MAT) program for individuals dealing with opioid addiction issues.



At the beginning of the pandemic, CRT's Behavioral Health Services (BHS) team made numerous changes to ensure that they could remain open and safe for both clients and staff. This included adapting to offer approved telehealth/telemedicine services for remote appointments, and creating work-from-home plans for some members of staff who needed to work remotely.

The program also had to accommodate the needs of those clients who did not have easy access to technology, such as ex-offenders who might not have a personal computer with a camera built in. CRT purchased the technology needed and sent it to area halfway houses where our clients were living to ensure access to our clinicians and services.

In CRT's Market Street office in Hartford, the space was reconfigured to allow for needed social distancing, setting up offices "pods," and ensuring that everyone was equipped with proper personal protective equipment (PPE) to keep themselves and clients safe.

Earlier this year we learned about the increased needs of individuals due to domestic violence during the pandemic. CRT made sure that the entire BHS team received formal training from a certified trainer on domestic violence so we could better care for our clients.

Prior to the pandemic, CRT had a robust HIV and HEP-C testing team that would go out into the local community to offer free testing. Working with partners from the City of Hartford, CRT set up the availability of home testing kits that we could mail to clients, and then tell them how to complete the test over the phone and work with them based on the results. By summer, the team was back outside helping to do testing where people congregate, like at city parks.

And with the MAT program, CRT ended the second year of its three-year grant (ended Sept. 30, 2020) from the federal Substance Abuse and Mental Health Services Administration (SAMHSA) enrolling 151 people to date. That outcome makes CRT's program the top in the nation for enrollment, and we are in the top three nationwide for positive outcomes, including: increase in abstinence; increase in employment and housing; decrease in re-offenses; and overall stability among program participants has increased, too. It is anticipated that CRT will enroll an additional 100 people in the MAT program during the coming year.

To finish the year, the BHS team started offering both yoga and mindfulness classes to clients in November.



CRT's Behavioral Health Services has earned The Joint Commission's Gold Seal of Approval.

Finding a Path to Recovery with CRT's Medication Assisted Treatment Program

This year, summertime was extra special for Michael Morris. Last year, Michael (age 65) was battling opioid addiction while attending CRT's Medication Assisted Treatment (MAT) program in Hartford.

He entered the program in May of 2019, but was privately still using drugs and not ready to disclose this fact to the people who were trying to help him. While beginning Suboxone treatment for opioid addiction, he had a severe reaction to the medication. He became very sick and experienced withdrawal symptoms. Fortunately, the team at CRT recognized what was happening and were able to quickly get Michael to a local hospital where he made a full recovery.

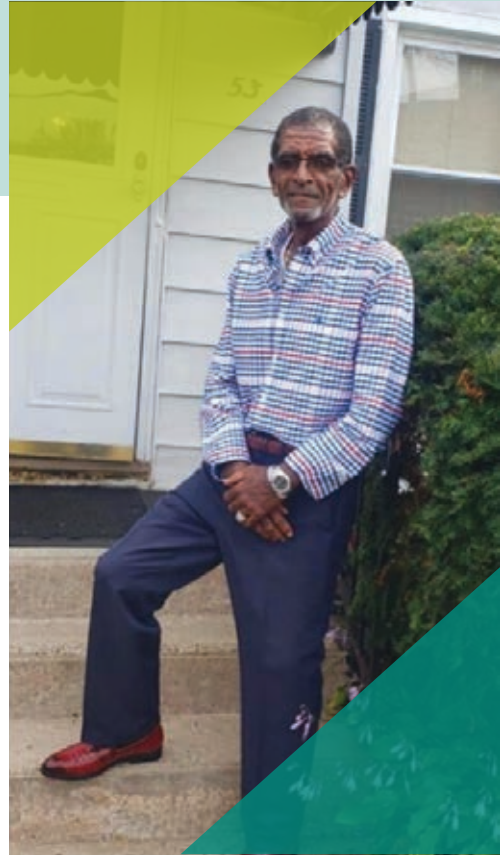
He has been taking Suboxone for more than one year now and he is clean and sober.

Michael will be the first to admit that in the past he may have undermined his own recovery. For instance, he might stop using drugs, but he would keep drinking alcohol. Now, he says that he has no plan to go back to using drugs or alcohol and lives a life of recovery.

"I realized this dope is killing me," Michael said. "But I have not had any urges since May 29 of last year – no alcohol, wine or whiskey, nothing. I've been clean before, but I was still drinking. Now I have total sobriety."

Michael continues to work with CRT every week for counseling and to continue his treatment with the MAT program.

"When I first started, I felt I was forced to do it," Michael said. "But once I was in the group, and realized where my life was at, I realized I was tired of the life I was living, tired of being high. Being in the meetings, and seeing people's lives change made a real difference. The program with CRT saved my life."



Today Michael lives in Bloomfield, and in addition to his wife and grown children, he has 23 grandchildren and he is extremely proud of each and every one of them. His oldest granddaughter is 21 and she is training in the Air Force. Another granddaughter is currently a sophomore at Virginia State College.

Michael is well known in Hartford, and he has been volunteering with a local community group passing out food to people in need and making sure they are safe.

CRT Continues to Deliver Meals to Seniors throughout Pandemic



In the early days of the COVID-19 pandemic, things were admittedly hectic for the team that runs CRT's Elderly Nutrition Program.

Procurement of things like boxes and trays for meals was a challenge in the beginning, and the Director of the department wanted to ensure that they were only dealing with vendors from Connecticut, so as to minimize the risk of items that might be coming from out of state.

But they were organized, and very quickly found their groove. The entire team made adjustments to their food preparation and delivery model so as to ensure that all of the seniors who receive hot, nutritious meals from the agency could continue to do so during these unprecedented times.



Elderly Nutrition Program Heroes

All of this was done to ensure the health and safety of both CRT's staff AND the seniors being served. For instance, the "Congregate" meals (or Community Cafes) at Senior Centers which were officially closed throughout Central Connecticut were quickly converted to a "grab-and-go" option, so seniors could stop by and pick up meals outside the building on weekdays.

For CRT's Meals on Wheels clients, rather than going inside individual homes, the drivers and volunteers would leave bagged meals outside of the recipients' front doors after placing a quick call to ensure that all was well.

In the spring, CRT procured 3,800 shelf-stable meals – a three-week supply of food for the seniors CRT serves – which were delivered quickly and efficiently to ensure that (just in case) everyone who received meals would be covered if the program could not make deliveries. That said, the program has run uninterrupted all year – even following Hurricane Isaias which hit the east coast in late July leaving much of the state of Connecticut stranded and without power for over a week!



It should also be noted that CRT's Facilities Department pitched in to help get all of those shelf-stable meals sorted and delivered.

Demand for this valuable service has continued to climb throughout the year. In addition to the nearly 2,500 meals per day that CRT is already delivering, we now also bring meals to seniors who use the north-end and south-end senior centers in Hartford with grab-and-go meals, **adding another 40 – 45 new clients to the program each week**. Outside of Hartford, CRT will probably be adding Meals on Wheels service with the help of volunteers from the senior center in Portland, Conn., by the start of the New Year.

2,500 meals per day delivered by CRT

CRT raises funds to replace Meals on Wheels delivery truck

No one ever expects to have a car accident. Especially during a pandemic. And then it happens. At the end of March, one of CRT's Meals on Wheels trucks was in an accident. Fortunately, the driver was not hurt, but the truck was totaled. This was really when things were turning tough in Connecticut with the pandemic – people were sick, and dying; businesses were closing and people were out of work and struggling.

As an agency, we weren't sure if we should ask the community to help us replace the truck at that time when so many had big problems of their own. But we decided to give it a try. And the tremendous outpouring of community support blew us away. Individual donors, businesses, community groups and church groups all pitched in to help CRT raise enough money to buy a new truck to keep our program moving at full capacity.



Additional 25,000 meals from Travelers

Travelers pitches in to get daily meals to people in need

As a result of CRT's efforts with its Elderly Nutrition Program at the outset of the pandemic, we were approached by Travelers in Hartford, whose own catering service for employees needed something to do while the majority of their staff worked from home. They offered to provide hot lunches to individuals in several CRT programs (including Veterans Crossing and the East Hartford Family Shelter) at the beginning of April – **around 130 meals per day** – and we quickly took them up on that offer! Incredibly, the folks at Travelers have kept this program going with CRT throughout the year, and will continue to provide meals to us through the end of 2020. In that time, Travelers and their catering service will have provided to CRT nearly 25,000 meals!



Keeping Children, Families & Our Staff Safe in Preschool



How do explain to a three-year old that they have to wear a mask all day while attending preschool?

It isn't easy. But within CRT's three Early Care and Education (ECE) facilities in Hartford, that was exactly what they had to do this fall when a mask mandate was issued by the Connecticut Office of Early Childhood. In fact, a new policy was written for CRT's classrooms just for this purpose – one that the agency likely could not have anticipated before!

But let's back up a few steps. At the beginning of the COVID-19 pandemic things were not easy for the ECE program, and in fact it did shut down for a brief period in the late spring/early summer. This gave the staff within the program time to regroup, strengthen their training, and be ready for when they could officially reopen in early July.

During the time the classrooms were closed to families, in an effort to stay connected with children and families, CRT's ECE Director, Leslie Giordano, came up with the innovative idea of hosting "Story Time" using Facebook live. She would do a read-aloud of wonderful children's books, twice a week – sometimes in Spanish – that were very popular among the families and friends of CRT.

When the classrooms did reopen, all of the necessary precautions were in place to ensure the health and safety of both the children and families as well as CRT's teachers and staff. Our ECE program has made an effort to prioritize the needs of those families with first responders and other essential workers. There are now specific drop-off and pick-up entrances at each facility, reminders about needed social distancing, and daily temperature checks for anyone who comes inside one of the buildings. And of course, everyone (teachers, staff and the kids) wears a mask throughout the day. There are opportunities for the children to take regular "mask breaks", and all of the classrooms have a special copy of a new book called "A Little Spot Wears a Mask" that has been a big hit. And for those children who are enrolled in speech language therapy support, there are clear masks in use, so children and teachers can see one another's lips moving.

In the late summer, CRT offered a distance-learning model, using things like Google Classroom, along with Zoom meetings and Facetime, to keep families that were uncomfortable or unable to come to the classroom connected to daily learning opportunities.

Other changes include the fact that now we intentionally keep the same cohort of children together in one classroom throughout the day, rather than moving between classrooms. In this way, if there ever was a situation where a classroom had to be closed it would not affect the entire program.





As new families enter the program, they are offered the opportunity to get a virtual tour of the facility via Facetime. They can see inside classrooms and get a preview of what to expect for their little ones, helping to put their minds at ease about what their kids will be doing at school each day.

And while all of this was happening, CRT earned some incredible news for its Job Corps facility in Hartford, which was awarded a new five-year term of accreditation from the National Association for the Education of Young Children (NAEYC)!

naeyc



Energy Assistance Program Shifts to Accommodate Increased Demand



In early October, first-time unemployment claims topped 840,000 people nationwide, and in Connecticut, unemployment is estimated to be at least 12% by the Office of Research in the state.



These widespread job losses statewide will result in more people than ever before finding themselves in a situation where they may not know how they will pay their bills in the months ahead. Fortunately, the **Connecticut Energy Assistance Program** does provide one form of relief for eligible households – and this year more individuals and families than ever before may find they qualify for help paying for their home-heating expenses.

To meet the anticipated increase in need, CRT's Energy Assistance team ramped up in September, and shifted to ensure they could meet the increased demand. This included prioritizing the availability of CRT's call center for help applying

for the program entirely by phone. In prior years, those seeking services would typically schedule in-person appointments at one of CRT's offices. And while in-person meetings remain an option, the majority of those receiving help with energy assistance are able to apply remotely this fall.

Giving People Their Lives Back

Yvette Francis lives in Hartford with her adult daughter and recently born granddaughter, and she has been going through some personal hardships this year. She lost her job as a dental assistant at the beginning of the pandemic last spring, and has not been able to return to work since that time. This has placed a big economic strain on her and her family, but with the help of CRT she applied for support from the Connecticut Energy Assistance Program and will be getting help to pay her gas bill. As Yvette said, "It gives people their lives back."

Energy Assistance by the Numbers

In the 2018-2019 energy season, CRT served over 23,000 eligible households in Hartford and Middlesex Counties – this was more than 25% of the total households served statewide.

Additionally,

- CRT coordinated **14,652 fuel deliveries** during the 2018-19 energy season; and that is 485 more deliveries than the prior year.
- CRT helped to distribute more than **2.49 million gallons of fuel** during the 2018-19 energy season.

CRT Promotes 2020 U.S. Census & Voter Registration Efforts

In addition to finding new ways to keep working and serving CRT's clients throughout the pandemic, 2020 was also a significant year for two other reasons: it was both an election year, and a Census year. Before the pandemic hit, CRT had big plans to help ensure voter registration efforts with eligible voters throughout Central Connecticut – especially in places where we have client-facing offices. And given that the Census is only done once every 10 years, it became abundantly clear that we had to do all that we could as an agency to help people fill it out – especially in hard-to-count places like the City of Hartford.



To promote Census participation, CRT created a robust marketing campaign that included advertising in print, on the radio – even on buses with CT Transit – as well as a series of in-person events in Hartford and neighboring cities where we could bring official Census enumerators directly to the public. Those in-person events featured free ice cream, and support from several other community organizations including Christmas Wish Connecticut and the Urban League of Greater Hartford. There was also tremendous support from the City of Hartford and Lt. Governor Susan Bysiewicz.

CRT also produced a series of video PSAs for both the 2020 Census and voter registration efforts to help drive awareness throughout the state and encourage participation.



CRT Shelter Services Keep Homeless Safe during Pandemic



In response to an Executive Order from Connecticut Governor Ned Lamont this past spring concerning safe housing for the homeless during the pandemic, CRT and the Greater Hartford Coordinated Access Network (CAN) worked with the Connecticut State Department of Housing (DOH), the Connecticut Coalition to End Homelessness (CCEH), and Journey HOME to “decompress” our shelters for the homeless in Hartford and East Hartford.

This effort began on April 6, 2020 with a goal of decreasing the number of people living in emergency shelters throughout Connecticut, while still maintaining a functional crisis housing response, and implementing measures to minimize the community spread of COVID-19.

The McKinney Shelter was emptied, and residents were moved to area hotels along with shelter staff who worked from those facilities during this time. We are extremely proud to report that these mitigation strategies have proven to be very effective throughout the year. CRT has experienced no confirmed cases of COVID-19 among our shelter residents from both the McKinney Men’s Shelter and the East Hartford Family Shelter.



As of this writing, CRT is working closely with the State of Connecticut Department of Housing to design an entirely new shelter model that will permanently decompress congregate shelter operations in the Greater Hartford area. Stay tuned – we hope to have more news soon!

CRT 2020 Financial Literacy Institute Takes Learning Online



This year, as a result of the COVID-19 pandemic, CRT’s 2020 Financial Literacy Institute (FLI) was entirely virtual for all students enrolled in the 14-week course.

Originally launched in 2010, the FLI guides individuals from the Hartford area through an intensive financial literacy boot camp, covering topics integral to becoming financially self-reliant. During this course, adult learners must commit themselves to both online classroom instruction (via Zoom); hear presentations by industry experts; meet one-on-one, virtually,

with a member of CRT’s financial literacy team; and complete both weekly homework and a final paper!

The 11 students who successfully complete the course this year will enjoy an online graduation ceremony in December.

The 2020 Financial Literacy Institute is made possible by the sponsorship of the Wells Fargo Housing Foundation, funding from the Connecticut Department of Social Services, and dedicated community volunteers who offer free workshops to program participants.

CRT Continues to Celebrate the Arts in Hartford

The first big event that CRT organized in 2020 ran from late February to early March – before the pandemic changed everyone’s plans – as we hosted the 29th Annual National Arts Show for both amateur and professional artists from throughout Central Connecticut. The show was held once again at Capital Community College in downtown Hartford, and this year’s show included nearly 350 pieces of art, which is the most we have received for the show in at least the past 10 years!



Awards were presented in multiple categories: Professional, Intermediate, Amateur, Teens and Youth. And, once again this year there was a special category called “Teens Looking Out for Teens” that featured the work of student artists and their interpretation of social issues that teens deal with every day.

The show was made possible with support from both the National Arts Program Foundation and the Greater Hartford Arts Council.

Given the fact that hosting an in-person art show will likely not be possible in early 2021, CRT is working to devise a way to host the next show as an interactive online exhibit which has the potential to expose the art submitted to people all over the world!

Shown above: 2020 Best in Show winner, Micaela Levesque and her “Self Portrait” on the left.

In Memoriam: JoAnne Bauer *October 14, 1948 to April 4, 2020*



JoAnne was a devoted activist, who loved art, poetry, and beauty. Her energy was unstoppable and she inspired everyone she encountered.

JoAnne served as a Judge for CRT’s National Arts Exhibit from 2011-2020.

She was also the originator and coordinator of the addition of Ekphrastic Poetry as an enhancement to the awards ceremony for the National Arts program. Her devotion to this annual program will be deeply missed.

Summer Youth Employment Keeps Students Engaged



Every summer CRT works closely with **Capital Workforce Partners** in Hartford to place teens in meaningful summer jobs as a part of the five week Summer Youth Employment and Learning Program. For many of the teens involved, this is their first experience at a “real job.” But this past summer, due to restrictions imposed by the COVID-19 pandemic, we could not safely place students at job sites like we have in previous years. So, we had to get creative and come up with a brand new plan to keep the students active, engaged and able to complete the 120 hours of paid summertime training.

For the 80 students enrolled in the job-training program, we created

a complete remote learning experience. All education and training sessions happened virtually. This included teaching job readiness skills, employability assessments, and more.

At the same time, to ensure the students wouldn't burn out or get “Zoom fatigue,” their online course time was supplemented with a 20 – 25 hour civic engagement project where each of the students created posters and lawn signs to remind people about the importance of both completing the 2020 Census and registering to vote this year.

At the end of the summer, we awarded new Chromebooks to 10 lucky participants for the start of the school year.



To Combat Childhood Hunger, CRT Provided Free Summer Meals

To help combat childhood hunger during the summer when school was out of session, and to ensure that children in our local communities had access to healthy, nutritious meals during the Coronavirus crisis, CRT coordinated the local response for the federally funded Summer Food Service Program (SFSP).

Under the SFSP, nutritious meals (including breakfast and/or lunch, and even suppers) were provided free of charge to children 18 and under at 11 locations in Hartford, East Hartford, Enfield, Glastonbury, and Manchester.

For around eight weeks this past summer, **CRT delivered hundreds of meals for children per day, each weekday.**

This year, to accommodate social-distancing requirements, and to help ensure the safety of both the children and families using this program, as well as that of the CRT personnel delivering the meals, the SFSP was a “grab-and-go” service, so meals could be picked up and then enjoyed at home.



U.S. Senator Chris Murphy Pitches in for Meals on Wheels

At the end of May – right after Memorial Day – Senator Murphy came to CRT’s main offices on Windsor St. in Hartford to lend a hand to our Nutrition Department, and to help do some local deliveries with one of our Meals on Wheels drivers. We showed the Senator the operations, from the outside, and then brought him over to both Travelers in downtown Hartford (they’ve partnered with us to provide hot meals to four CRT programs); and also over to our East Hartford Family Shelter.



Local Businesses Give Back During Time of Need

For two months this spring, residents at CRT’s East Hartford Family Shelter and Veterans Crossing received meals twice a week from the team at Skyscraper Sandwich Truck. West Hartford-based Becker’s Diamonds & Fine Jewelry agreed to pay for those meals during that time. Those meals served more than 40 residents at those facilities at a time when we needed it the most.



Making ‘The Longest Drive!’ for Seniors in Our Community

Even a pandemic couldn’t keep the golfers away from a good cause!

CRT’s 19th Annual Meals on Wheels Golf Classic at Tunxis Country Club in Farmington raised over \$48,000 for our Meals on Wheels program serving nearly 2,500 meals per day to home-bound seniors throughout Central Connecticut!

We were joined by more than 80 golfers on October 1, 2020, who truly helped CRT make “The Longest Drive!”



New Home Buyers Receive Online Housing Counseling



Prior to the COVID-19 pandemic, CRT would offer an in-person, 8-hour home buyer class with pre-purchase counseling for individuals getting ready to buy a new home. Because of the pandemic, CRT had to rethink how it would offer these classes and come up with an online curriculum that would still give buyers credit for taking the course. CRT received approval for this new remote format from the Connecticut Housing Finance Authority. Those classes continue to be offered online at this time.

CRT Announces Plans to Honor the Late Justice Ruth Bader Ginsburg

Following the passing of U.S. Supreme Court Justice Ruth Bader Ginsburg in the fall, CRT announced plans to rename its Hartford-based Women's Empowerment Center in her honor. To further recognize Ginsburg, and the accomplishments of other women leaders (including U.S. Supreme Court Justice Sonia Sotomayor and former First Lady Michelle Obama) who have done so much to further women's rights and social justice nationwide, CRT is commissioning the creation of a massive mural that will adorn one of the walls at 330 Market Street in Hartford, where the Women's Center is located.

Lena Rodriguez, president and CEO of CRT, spearheaded the drive to rename the building and to create the mural.

"The mural will be a symbol of Women's Empowerment anchored by a portrait of RBG," Rodriguez said. "It will serve as a visual tribute to Justice Ginsburg and other women who have made significant contributions to the advancement of women. It will help to create a strong and positive image for the community."



"Whatever community organization, whether it's a women's organization or fighting for racial justice... you will get satisfaction out of doing something to give back to the community that you never get in any other way."

Justice
Ruth Bader Ginsburg

Fourth Annual 'Socktober' Drive Collects New Socks for the Homeless

Our friends from the Glastonbury Newcomers' and Neighbors' Club once again sponsored a sock-drive to collect new socks that will be donated to the residents of CRT's homeless shelters. This year, because of COVID-19, the kids in the Club got creative and created a wonderful video to help inform people about the drive. In total, the Club collected 1,240 pairs of socks this year!



2020 Annual Report Donor List

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

State Funding Sources

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 Rehabilitation Services
CT Department of Social Services
CT Health and Education Facilities Authority
CT Housing Finance Authority
CT Office of Early Childhood
CT Office of Policy Management

Foundations, Businesses and Organizations

Active TeleSource
Advanced Behavioral Health
Aetna Foundation, Inc.
Alarm New England / Sonitrol New England / Voice New England
AllWaste, Inc.
American Eagle Financial Credit Union
American Federation of State, County and Municipal Employees
Amy's Angels
Aurora Foundation for Women and Girls
Be Thoughtful Movement Inc.
Beanz & Co LLC
Bear's Restaurant Group
Beatrice Fox Auerbach Foundation Fund
Berkshire Bank
Berkshire Bank Foundation
Blue State Coffee
blumShapiro
BOCA Pharmacy
Boys and Girls Club of Hartford, Inc.
Brothers Oil Company
Burton & Phyllis Hoffman Foundation, Inc.
CALAHE
Canel Lodge 700
Canon Solutions America
Capital Region Education Council
Capital Workforce Partners, Inc.
Capitol Transmissions
CareCentrix
Cart Concept

Municipalities

Avon	Hartford
Bloomfield	Killingworth
Branford	Madison
Canton	Manchester
Chester	Marlborough
Clinton	Middlefield
Cromwell	Middletown
Deep River	Newington
Durham	North Branford
East Granby	Old Saybrook
East Haddam	Portland
East Hampton	Rocky Hill
East Hartford	Simsbury
East Windsor	South Windsor
Enfield	Suffield
Essex	West Hartford
Glastonbury	Westbrook
Granby	Wethersfield
Guilford	Windsor
Haddam	Windsor Locks

*"I'm going to do
what feeds my soul."*

Former Congressman Elijah Cummings

Cencap Federal Credit Union
Central Connecticut Pediatric Dentistry and Orthodontics
Charles Aid Foundation of America
Charter Communications
Church of the Good Shepherd
ClarkDietrich Building Systems
Community Health Center
Community Health Network
Community Health Services, Inc.
Companions and Homemakers, Inc.
Concentra Health Services, Inc.
Congregation Beth Israel
Connecticut Association for Community Action
Connecticut Association for Latinos in Higher Education
Connecticut Community Bank
Connecticut Community Care, Inc.
Connecticut Food Association
Connecticut Natural Gas Corporation
Constitution Advisory of Wells Fargo Advisors
Cordant Health Solutions
CRIS Radio
D'Amato Construction
Delivery Concepts Inc Innovation in Food Transport
DeMarco Management Corporation
Diversified Business Holding, LLC
Diversified Telecom
Durham Manufacturing
Eagle Rivet Roofing Service Corporation
East Granby Congregational Church
East Hartford Lions Foundation
Eastern Connecticut State University
Electrical Contractors Inc.
End Hunger CT!

Energy Resource Group Technologies
Eversource Energy
First Church of Christ, UCC
First Congregational Church of Bloomfield
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Ghezzi's Market & Deli
Good Cause Gifts LLC Futures
Goodwin College
Graff Public Solutions, LLC
Grant Thorton
Graustein Foundation
Halloran and Halloran
Harold Hart Home Performance
Hartford Foundation for Public Giving
Hartford Healthcare
Hartford Parent University
Hartford Parking Authority
Hartford Police Union
Harvard Pilgrim Health Care
Hatchette Book Group
Hilton Hartford
Hoopes Morgenthaler Rausch and Scaramozza
Horst Engineering & Mfg. Co.
Imagineers
Journey Home, Inc.
Joy of Food
K & D Novelties
K & G Masonry
Keating Agency Insurance
Knights of Columbus 10651
Latin Premier Insurance Marketing Group, LLC
LAZ Parking
Lewis, & Bockius Morgan
Liberty Bank
Local Independent Charities of America
Macca Plumbing
Manchester Interfaith Social Action Committee
Mansfield Paper Company
Maple Hill Farms
MBH Architecture
Meals on Wheels America
Medical Billing of Connecticut
Melville Foundation
Metzger Lazarek and Plumb, LLC
Middlesex NAACP
Mitchell Fuel, Inc.
Morgan, Lewis & Bockius
Mothers United Against Violence
National Arts Program Foundation
New England Smart Energy Group, LLC
North Central Area Agency on Aging
Oliver Packaging & Equipment Company
One Digital
Operation Fuel
People's United Bank Foundation
Performance Food Group
Philadelphia Insurance Company
Pilgrim Baptist Church
Preferred Services, Inc.
Price Rite
Pronto Printer of Newington
Recognition, Inc
Reid and Riege, P.C.

Sandler & Mara, P.C.
Senior Executive Women's Network
Senior Resources Agency on Aging
Shipman and Goodwin, LLP
Simsbury Bank
South Congregational Church of East Hartford
Southeast Agency, LLC
Sparkle Jewelry
SquadLocker
St. Matthew Church
St. Timothy's Roman Catholic Church
Stop and Shop East Haddam
TD Bank Charitable Foundation
The Home Builders and Remodelers of Central Connecticut
The Village for Families and Children
The Waterford Group Charitable Foundation
The Widow's Society
Thomas Atkins Memorial Fund
Traiack Associates, LLC.
Travelers Championship
Tri Town Supermarkets
Tricom Systems
TYCO/Johnson Controls Integrated
UBS Financial Services
Unitarian Universalist Society-East
United Food & Commercial Workers Union Local 919
United Healthcare Services
United Illuminating
United Way of Central & Northeastern Connecticut
Utopia Home Care
Voya Financial
Waterford Group Charitable Foundation
Well Beyond Nutrition LLC
Wells Fargo Bank
Wells Fargo Foundation
West Hartford Chamber of Commerce
Whittlesey
Windsor Locks Public Schools
Workforce Alliance, Inc.
YMCA of Greater Hartford
Young Israel of West Hartford
YouthBuild USA
YWCA of the Hartford Region

“What I try to tell young people is that if you come together with a mission, and its grounded with love and a sense of community, you can make the impossible possible.”

Former Congressman
John Lewis

In Kind Donors

A&A Office Systems
Allied Printing, Manchester CT
Amy Smith
Andre Rochester
Arethusa Farm Dairy
Arthur Murray Dance Center
Athleta
Aura Alvarado
Becker's Diamonds and Fine Jewelry
Bishop Dr. Lloyd E. Russell,
PTA Church
Black-Eyed Sally's Southern
Kitchen and Bar
Bob's Discount Furniture
Bomba Socks
BouNom Bakery
Bowlero
Bradford Renaissance Portraits
Brenda Larkin
Burgers Beer Bourbon
Carlos Hernandez Chavez
Cathy Bergren
Central Connecticut
Paralegal Association
Chiromark
Christmas Wish Connecticut
Cianci Family
City of Hartford (HIV Testing)
Clarissa Matthews
Corey Pane
Cristina Southward
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CRT Executive Office
CRT Facilities and Property
Management Departments
CRT Human Resources Department
CRT Nutrition Department
CRT Planning & Quality
Assurance Department
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Dollar Giving
Electrical Contractor Inc.
Entercom
Excel Fitness
Exclusive Pointz
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Farmington Miniature Golf
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Foley
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Beckwith
Foodshare
Fox 61
Foxwoods Resort Casino
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Fresh Point
Frito-Lay, Inc.
Gina Gardner
Gina Johnson, Co.
Glastonbury Newcomers' &
Neighbors' Club
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Goodwin Hotel
Goodyear Tire
Green Tails Market
Greg Zajac
Griselle and Rafy Quilichini
Hallmark Corporate Foundation
Harriet Beecher Stowe Center
Hartford Athletic
Hartford County Bar Foundation
Hartford Distributors
Hartford Flavor Company
Hartford Stage
Hartford Symphony Orchestra
Hartford Wolf Pack
Hartford Yard Goats
Hoffman Auto Group
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of Central Connecticut
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Jewish Community Foundation
of Greater Hartford
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Hartford
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Litchfield Distillery
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Lyman Orchards Golf Club
Mariposa Mask Initiative
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Mark Twain House & Museum
Marleen Ryan-Peloquin
Marvin Cormier and Nessie Cohen
Max Restaurant Group
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Metro Bris
Meyer Bag & Supply Inc
Mondo's Restaurant
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Mystic Aquarium
Naples Pizza
New Britain Bees Baseball
New Britain Museum of American Art
Nicolin Carr
Nomads Adventure Quest
Old Sturbridge Village
Oliver's Olive Oils
Pasta Vita
Patty Daughtery
Pedro Bermudez
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Sweet Frog Frozen Yogurt
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The Village Chocolate Shoppe
TheaterWorks Hartford
Thomas Hooker Brewing Company
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Tina Sparrow
T-Mobile for Government
Tom Derkacs
Toys for Tots
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Trader Joe's
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Tribe West Hartford
Tunxis Country Club
Turkey Hill
United Rentals
Upward Hartford
Valerie Garlick
Wadsworth Atheneum
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Washington Commandery
#1 Knights Templars
Waypoint Spirits
We Care Computers
West Hartford Coworking
Whole Foods Glastonbury
Winding Trails
Xfinity Theatre
Yale Repertory Theatre
Yalmar de Dios
Yasmin Zup
Young Democrats and the Feminist
Coalition of Hall High School

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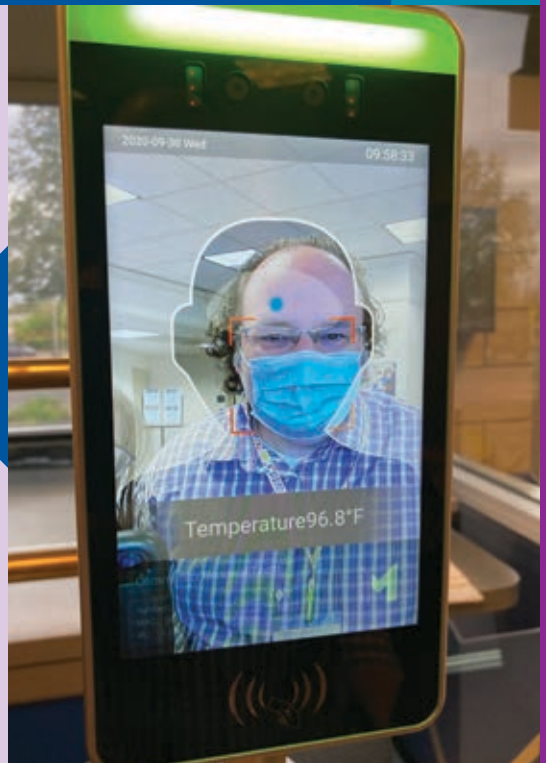
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Stephen Witkus
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David Wolfenden
Ray Zanotelli
Lawrence B. Zarbo
Cheryl Zuzick

Anyone coming in to a CRT office must now pass a temperature check before being admitted to the building.



2019 CRT Financials

Operating Support and Revenue		\$
Grants and Contracts		
Federal		27,941,672
State		5,522,136
Private		1,126,633
Capital Projects		527,613
Contributions		
In-Kind		1,438,499
Fundraising		167,186
Other Revenue		
Education: Parent Fees and Subsidies		838,428
Elderly Nutrition Meal Subsidies		382,147
Catering		836,953
Child and Adult Food Program Subsidies		171,858
Patient Fees		1,910,870
Housing Services		2,162,930
CHEFA Debt Service		186,556
Other Income		2,401,188
Total Operating Support and Revenue		45,614,669

Operating Expenses		\$
Salaries and Benefits		19,047,412
Client Assistance		15,062,455
Materials and Supplies		4,311,497
Contractual Services		2,070,855
Occupancy		2,043,570
Other Expenses		850,280
Depreciation and Amortization		865,096
Delegate Expense		–
Travel and Transportation		442,498
Interest Expense		7,061
Total Operating Expenses		44,700,724

Non-Operating Expense – Periodic Benefit Cost	(626,237)
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Total Change in Net Assets	287,708
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Expense by Function	\$	%
Energy	18,735,005	42%
Childcare Services	3,733,706	8%
Housing Services	5,068,779	11%
Nutrition Services	5,288,125	12%
Other Community Services	4,549,332	10%
Clinical Services	3,189,331	7%
Job Training	657,050	2%
Management & General	3,479,396	8%

CRT Board of Trustees



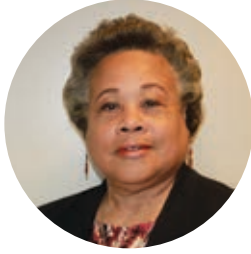
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President and CEO



Fernando Betancourt
Chairperson



Reverend Norman Jones
Vice Chair



Faith Jackson
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Martin Alvarenga



Marta Bentham



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The Honorable Eric Coleman



Robert Fishman



Mui Mui Hin-McCormick



Gloria Jones



Dr. Wilfredo Nieves



Hilda Santiago



Daniel Schaefer



Navarda Williams

Programs/services

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

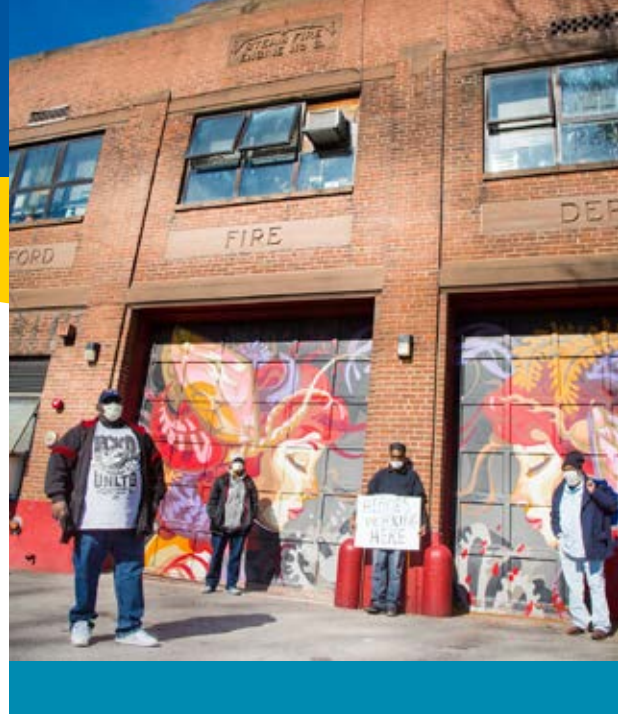
Affordable Housing
CHAP/CHEER
East Hartford Family Shelter
Generations
Housing Counseling
McKinney Men's Shelter
Permanent Supportive Housing
Rapid Rehousing
Temporary Rental Housing Assistance Program

COMMUNITY CORRECTIONS

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

VOLUNTEER OPPORTUNITIES

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



MENTAL HEALTH & WELLNESS

Asian Family Services
Behavioral Health Services
Community Resource Coordinator (CRC)
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



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