

New Reach (Formerly known as New Haven Home Recovery)



General Information

Contact Information

Nonprofit	New Reach (Formerly known as New Haven Home Recovery)
Address	153 East Street New Haven, CT 06511 4974
Phone	(203) 492-4866
Web Site	Web Site
Facebook	Facebook
Twitter	Twitter
Email	development@newreach.org

At A Glance

Year of Incorporation	1990
Former Names	New Haven Home Recovery
Organization's type of tax exempt status	Public Supported Charity
Organization received a competitive grant from the community foundation in the past five years	Yes

Mission & Areas Served

Statements

Mission

New Reach inspires independence for those affected by homelessness and poverty through a continuum of housing and support using the most innovative and progressive methods.

Background

In 1990, New Reach, formerly New Haven Home Recovery was established in response to an immediate need for shelter for women and their children. New Reach began as a 10 unit homeless shelter for women and their children and immediately began to see the need to development permanent housing. When New Reach sees a gap in services to families and it falls within the mission, New Reach works to fill the gap. With this philosophy, New Reach has grown from one program serving 10 families to an agency with 17 programs serving hundreds of families annually! New Reach's 17 programs fall into three program areas: shelter and housing, stabilization and support, and community connections .

Impact

1. New Reach, and all its programs, was granted a 3 year accreditation through CARF International in November 2015. CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process and continuous improvement services that center on enhancing the lives of the persons served. Founded in 1966 as the Commission on Accreditation of Rehabilitation Facilities, and now known as CARF International, the accrediting body establishes consumer-focused standards to help organizations measure and improve the quality of their programs and services. An organization receiving a 3 year CARF accreditation has put itself through a rigorous peer review process. It has demonstrated to a team of surveyors during an on-site visit its commitment to offering programs and services that are measurable, accountable, and of the highest quality.
2. Over 500 women and children were provided with emergency shelter in FY15/16.
3. Responses from client satisfaction surveys indicate that residents are happy with the services they receive at New Reach's shelters. Responses were averaged with scores ranging from 1 to 5 (higher scores indicate more positive feelings). It is our goal to maintain a high level of client satisfaction.
4. Just over one-third of New Reach shelter residents moved to a permanent housing destination after their shelter stay, and another 42% left to a temporary housing destination. It is our goal to maintain and increase these results.
5. 91% of New Reach shelter clients either increased or maintained their earned income from shelter entry to shelter exit. These data are impressive considering the relatively short period of time they are at the shelter (average 61 days). It is our goal to maintain and increase these results.

Needs

Stable funding has been a challenge over the past few years. In this current economic climate, New Reach continues to experience cuts from public funders. New Reach's fundraising goal has increased every year to fill the gap in the operating budget. Funding cuts continue to be an ongoing challenge for nonprofits in this difficult economic climate. New Reach's management stays proactive to ensure the financial stability of the agency.

The need for shelter for women and children in New Haven is clear. According to the 2015 Point-In-Time count, there were 375 single adults, 81 adults in families, and 111 homeless children living in emergency shelters and transitional housing in New Haven. Further, according to the Connecticut Coalition to End Homelessness, New Haven had the largest proportion of homeless people in families and the largest number of homeless families statewide. The percentage of homeless families has remained largely unchanged over the past 5 years both in New Haven and statewide. Families are becoming homeless that have never been homeless before due to lack of affordable housing. Connecticut is the seventh most expensive state for rental housing. For many of these families their expenses exceed their income and they are falling behind on rent and falling out of the middle class into poverty.

So many women come to the shelter with simply a plastic bag of a few basic items. New Reach is always in need of new or gently used blankets and sheets to provide clients with their own set.

New Reach's Furniture Co-Op is continually in need of bureaus, kitchen tables, couches and other furniture and housewares. For \$100 a family can furnish their entire apartment through The Furniture Co-Op.

CEO Statement

From the moment CareWays Shelter for women opened its doors in 1990 through 2017, this last triumphant year of achievement and growth,

New Reach has refused to be just “good enough.” I am proud of all we have accomplished together in the last 12 months – from earning national accreditation for the highest standard of services and facilities to the federal funding we have been awarded to replicate our Housing First program and expand it with our partners across the state.

But much more than that, I celebrate our realization that the only thing constant is change and that New Reach, therefore, must manage that change to remain the dynamic, vibrant and emerging force for good we have become in 27 short years.

We continue to expand and have risen to meet many new challenges. We run shelters and supportive housing, we provide rapid re-housing services and develop affordable housing, and we provide support for veterans and those who have experienced chronic homelessness. We have found effective methods to stabilize families to prevent eviction, developed specialized children’s services and even offered a furniture coop for those moving into permanent supportive housing. We are helping to ensure healthy outcomes for pregnant women at risk of homelessness and intervening with services for at-risk students and those in need of community supports.

None of this could have been accomplished without the unparalleled level of talent and commitment exhibited by New Reach staff every day. They have led the fight to end homelessness this year, serving the local and statewide communities in many capacities and educating state and national audiences on innovative and successful housing and support interventions.

While we celebrate that success, we refuse to simply look back. We must embrace the future and that is why I am so excited about the upcoming year. We will grow services into a clearly defined model that can be expanded to serve more people in more locations across our state. We will hone awareness and energize our advocacy through a newly focused communications strategy. We will strengthen our board of directors’ ability to leverage support and create a flexible infrastructure as the platform for future growth. Finally, we will build a foundation for future service delivery with new philanthropic support.

The first 27 years were great, but the next 27 years will be better! We look forward to another 27 years of helping those who need a hand, safe in the knowledge that their dreams and our assistance are adding up to fulfillment and building hopeful futures for thousands of Connecticut residents.

Sincerely,
Kellyann

Board Chair Statement

It is a privilege to serve on the Board of Directors of New Reach and be part of the services that leadership, employees and volunteers provide every day to those who turn to us for help. Despite the uncertainty of Federal and State funding, New Reach continues its commitment to helping those in need through a variety of programs and services.

Among its major accomplishments in 2016, New Reach dedicated Geller Commons which will help meet the housing needs of a variety of the population served by New Reach. New Reach also played a big role in ending veteran homelessness and, working with community partners in New Haven, helped create one of the State's eight Coordinated Access Networks, designed to efficiently and swiftly find housing and services for people who become homeless by avoiding duplication of efforts.

The environment in which New Reach operates continues to grow more challenging. It is a unique and rewarding experience to continually evaluate current and future strategies to ensure New Reach's ongoing success. My fellow Board members and I are inspired by the talented and compassionate professionals with whom we work to provide services to our clients every day.

Sincerely,

Deborah Woodworth

Service Categories

Primary Organization Category

Housing, Shelter / Homeless Shelters

Secondary Organization Category

Housing, Shelter / Housing Development, Construction & Management

Areas Served

In a specific U.S. city, cities, state(s) and/or region.

Branford

Cheshire

East Haven

Guilford

Hamden

Lower Naugatuck Valley

Madison

Milford

New Haven

North Branford

North Haven

Orange

Shoreline

Wallingford

West Haven

Woodbridge

Hamden

Ansonia

State wide

New Reach provides emergency shelter to any woman and child, regardless of their town of origin. In addition, New Reach operates housing and family stabilization programs throughout New Haven County and Fairfield County.

Programs

Programs

Supportive Housing Programs

Description	The Supportive Housing Program (SHP) is the solution to homelessness for many families living in shelters, motels, or doubled up with family and friends, and who may suffering from disabilities. We target families who may be experiencing HIV/AIDS infection, mental health and/or substance abuse issues, or are in the process of reunification and/or transitioning out of area homeless shelters. We provide intensive, in-home services, support, and monitoring to assure clients stay securely housed. New Reach develops supportive housing in the community. New Reach owns 33 units of supportive housing in Greater New Haven.
Budget	\$1,335,776.00
Category	Housing, General/Other / Affordable Housing
Population Served	Homeless / Families / Children and Youth (0 - 19 years)
Program is linked to organization's mission and strategy	Yes
Short Term Success	<ul style="list-style-type: none">• 100% of households will have a housing plan for maintaining or establishing on-going housing.• 100% of households will have contact with their case manager at least one time per month.• 85% of households will have contact with a primary health/mental health care provider• 85% of households will have access to medical insurance.• 85% of households will successfully maintain or obtain entitlement.
Long Term Success	All families with disabilities in Greater New Haven will access to safe and affordable housing.
Program Success Monitored By	Quality Assurance is a part of all of New Reach's programs. Program Coordinators and staff understand the importance of providing quality services in a respectful and culturally sensitive environment. To ensure this happens through our 17 programs New Reach operates a Quality Assurance Committee was formed. It includes New Reach's quality assurance manager, executive director, director of programs, assistant director of programs, New Reach board members, staff members, and most importantly our clients. Our clients' input is valuable and we encourage their feedback which can sometimes lead to changes to enhance the program(s). The Quality Assurance team monitors all of New Reach's programs and makes adjustments based on internal audits, which include focus groups of clients. Case managers are also responsible for inputting information to the "Provide" database system to track the success of each client's action plan and goal achievement. Provide allows New Reach to track outcomes for each of our programs. The quality assurance manager develops reports to track the overall impact programs have had on participants. Anticipated results and outcomes are developed through a Results Based Accountability matrix. In the event unanticipated results or trends are observed the management at New Reach makes program modifications as needed.

Examples of Program Success

Yolanda came from Africa with her family and decided to settle in Connecticut. After becoming a victim of violence, Yolanda left her husband with her two young boys. With no home, income or job Yolanda needed support. Yolanda was referred to New Reach's Supportive Housing Program, which provided her with a home for her family. Yolanda had an advanced degree, but was unable to obtain a job due to her citizenship. She continued to work with towards refugee status, but the agency dropped her case due to capacity. Yolanda was able to work odd jobs and volunteered at a local hospital. After working with New Reach, Yolanda was inspired to write a program that empowers women in Africa. Yolanda received funding to implement the program in Africa. New Reach was thrilled to hear that Yolanda was moving back to Africa to start her own empowerment program!

Emergency Shelter

Description	New Reach's first program in 1990, CareWays Shelter, began by providing basic shelter to homeless women and children: simply a bed and a safe place to lay a head. Early on, the program did not include many of the intensive services now available. In 1999 New Reach added another shelter for women & children, Martha's Place. Combined, CareWays & Martha's Place shelter 13 families and 18 single women nightly, serving over 150 children annually. New Reach's operates length of stay shelters, meaning that no woman or child is asked to the leave in the morning or line up at the door in the afternoon. Over the past 20 years, New Reach has enhanced our shelter programs. Services now available on site include: 24/7 site coverage, food, clothing, case management, children's educational advocacy, vocational services, housing location and advocacy, preventive medical services, post shelter services, rapid re-housing & security deposits, and activities for the children.
Budget	\$1,001,167.00
Category	Housing, General/Other / Emergency Shelter
Population Served	Families / Females / Children and Youth (0 - 19 years)
Program is linked to organization's mission and strategy	Yes
Short Term Success	<ul style="list-style-type: none">• Utilization rate will be maintained 95% of the time.• 50% of families will exit the shelter to permanent housing.• 100% of women will receive case management services.• 100% of women and children will have access to food pantry and clothing.• 50% of women will obtain entitlement.
Long Term Success	All women and children will have access to temporary shelter that is safe and supportive.
Program Success Monitored By	Quality Assurance is a part of all of New Reach's programs. Program Coordinators and staff understand the importance of providing quality services in a respectful and culturally sensitive environment. To ensure this happens through our 17 programs New Reach operates a Quality Assurance Committee was formed. It includes New Reach's quality assurance manager, executive director, director of programs, assistant director of programs, New Reach board members, staff members, and most importantly our clients. Our clients' input is valuable and we encourage their feedback which can sometimes lead to changes to enhance the program(s). The Quality Assurance team monitors all of New Reach's programs and makes adjustments based on internal audits, which include focus groups of clients. Case managers are also responsible for inputting information to the "Provide" database system to track the success of each client's action plan and goal achievement. Provide allows New Reach to track outcomes for each of our programs. The quality assurance manager develops reports to track the overall impact programs have had on participants. Anticipated results and outcomes are developed through a Results Based Accountability matrix. In the event unanticipated results or trends are observed the management at New Reach makes program modifications as needed.

Examples of Program Success

After her grandmother passed away, Janet and her seven year-old daughter were left without a home. Janet had recently been laid off from her job at a furniture store due to company cut backs. Janet called New Haven Home Recovery for help. New Reach's shelter staff helped Janet get the assistance she needed to get back on her feet. New Reach worked with Janet to complete all State paperwork to receive cash assistance. With State assistance, Janet was able to begin to save money for her family. Janet was connected to CT Works, where she enrolled in a customer service training. New Reach provided Janet the motivation she needed to find employment and housing. New Reach worked with Janet's daughter to keep her enrolled in school.

During Janet's stay at the shelter, she ran into a family friend who she and her daughter decided to move in with. Janet was able to share living expenses by moving in with her friend. The move also provided Janet a support system. Janet is completing her customer service training this month and is continuing to look for employment.

The Furniture Co-Op

Description	The Furniture Co-Op (TFC) is a service that provides gently used furniture from the general public to families and individuals who are transitioning from homelessness, or living with disabilities or other hardships. The Furniture Co-Op's goals are threefold: provide a service to the donors of Greater New Haven by picking up their used furniture and household items and avoiding the landfill; provide a storage facility for donated items, which most non-profits do not have access to; provide quality furniture to poor households in need of furniture, many of which have children sleeping on the floor and eating off of cardboard boxes.
Budget	\$114,031.00
Category	Housing, General/Other / Housing Support
Population Served	Poor,Economically Disadvantaged,Indigent / Families / Adults
Program is linked to organization's mission and strategy	Yes
Short Term Success	<ul style="list-style-type: none">• 90% of bed requests will be met within 60 days.• 90% of dresser requests will be met within 60 days.• 90% of kitchen table requests will be met within 60 days.
Long Term Success	All families and individuals in need will have a bed to sleep in, a kitchen table to eat at and a couch to sit on.
Program Success Monitored By	Quality Assurance is a part of all of New Reach's programs. Program Coordinators and staff understand the importance of providing quality services in a respectful and culturally sensitive environment. To ensure this happens through our 17 programs New Reach operates a Quality Assurance Committee was formed. It includes New Reach's quality assurance manager, executive director, director of programs, assistant director of programs, New Reach board members, staff members, and most importantly our clients. Our clients' input is valuable and we encourage their feedback which can sometimes lead to changes to enhance the program(s). The Quality Assurance team monitors all of New Reach's programs and makes adjustments based on internal audits, which include focus groups of clients. Case managers are also responsible for inputting information to the "Provide" database system to track the success of each client's action plan and goal achievement. Provide allows New Reach to track outcomes for each of our programs. The quality assurance manager develops reports to track the overall impact programs have had on participants. Anticipated results and outcomes are developed through a Results Based Accountability matrix. In the event unanticipated results or trends are observed the management at New Reach makes program modifications as needed.

Examples of Program Success

Ralph Morrow, The Furniture Co-Op Warehouse Manager, clearly remembers Jorge playing the piano in the warehouse the first time the Ortiz family came to the co-op for help. Jorge's eight year-old son Miguel translated to Ralph that Jorge had been a music teacher when their family lived in Puerto Rico.

The Ortiz family came to The Furniture Co-op for help after their house burned to the ground. The Ortiz family was left with only the shirts on their back. A local agency was able to help the family find an apartment to live in. Miguel took charge for his parents and translated everything to Ralph. Miguel and his two brothers were given beds, as well as a bedroom set for Jorge and his wife. The Furniture Co-op also provided the family with dressers, a kitchen set & supplies, living room furniture and linens for their new beds. The boys were excited to receive bikes from the co-op as well. Jorge and his wife could not afford to deliver the furniture to their new apartment, so Ralph gathered a couple volunteers to bring everything for the Ortiz family to set up their new home.

"I was so happy that we were able to help this family," explained Ralph about the Ortiz family, "They were so appreciative of the all the furniture they received."

The Ortiz family was so grateful for the help they received from the co-op. The family returned in hopes that The Furniture Co-op could help a family in their congregation that had come on hard times. The Furniture Co-op was happy to help.

New Haven Stabilization Programs

Description	New Reach's Family Stabilization programs provide the necessary intensive supports to children and their families, in order to stabilize the family in housing and the child in school. New Reach's stabilization programs include: Connecticut Rapid Re-Housing; Family School Connection Program (FSC); and Supportive Services for Veteran Families (SSVF). Connecticut Rapid Re-Housing assists families from moving out of homelessness into stable housing. In partnership with NHPS and Fair Haven K-8 school, the FSC program works with over 70 families, who are frequently tardy, absent or disconnected from school. SSVF is partnered with community providers across to assist veteran families at risk of homelessness to maintain their housing and to rapidly re-house veteran families who have recently become literally homeless in Southwest and South Central Connecticut.
Budget	\$603,078.00
Category	Human Services, General/Other / Family-Based Services
Population Served	Families / Children and Youth (0 - 19 years) / At-Risk Populations
Program is linked to organization's mission and strategy	Yes
Short Term Success	<ul style="list-style-type: none">• 100% of family-child relationships will be strengthened.• 100% of 8th graders in the Family School Connection program will graduate.• 80% of households served remain stably housed at 12 months after exit from program.
Long Term Success	<ul style="list-style-type: none">• Homeless households will be rapidly re-housed.• At risk children and families will be successful socially and academically in New Haven.
Program Success Monitored By	Quality Assurance is a part of all of New Reach's programs. Program Coordinators and staff understand the importance of providing quality services in a respectful and culturally sensitive environment. To ensure this happens through our 17 programs New Reach operates a Quality Assurance Committee was formed. It includes New Reach's quality assurance manager, executive director, director of programs, assistant director of programs, New Reach board members, staff members, and most importantly our clients. Our clients' input is valuable and we encourage their feedback which can sometimes lead to changes to enhance the program(s). The Quality Assurance team monitors all of New Reach's programs and makes adjustments based on internal audits, which include focus groups of clients. Case managers are also responsible for inputting information to the "Provide" database system to track the success of each client's action plan and goal achievement. Provide allows New Reach to track outcomes for each of our programs. The quality assurance manager develops reports to track the overall impact programs have had on participants. Anticipated results and outcomes are developed through a Results Based Accountability matrix. In the event unanticipated results or trends are observed the management at New Reach makes program modifications as needed.

Examples of Program Success

Have you ever asked a child how their day at school was and simply received a shrug or no answer? Daily, Jackie asked her granddaughter Beth how her day at school was and continued to receive little response. Jackie and her three grandchildren has recently moved from Puerto Rico to Connecticut; she knew the move was not easy on Beth. Jackie grew worried that Beth was being bullied and not performing well at school and turned to the Family School Connection program for assistance.

Jackie met with NHHR staff, Yazmin, about how to help Beth both academically and emotionally. Yazmin connected the family with a therapist to work through the changes Beth was experiencing moving so far away from her original home.

After seeking out help, Beth is performing better at school and is happier at home.

Fairfield County

Description	<p>In 2009, New Reach began the Stable Families Program in Bridgeport; the philosophy of the program is that a stable tenancy promotes a stable family life and that a stable family greatly improves chances that family members will be able to improve their life circumstances and prospects. The goal is to prevent families from eviction who reside in public housing. Also in Fairfield County is The Housing First Collaborative model, an innovative approach to ending homelessness through the coordinated delivery of health, mental health, social services and affordable housing resources to homeless individuals and families. This program delivers a true community collaboration focused on eliminating homelessness for the most vulnerable populations in CT and building regional crisis response systems capable of delivering coordinated care across agencies, locations and time. Piloted in Bridgeport by New Reach and partners, the agency now teams in place serving Stamford, Norwalk, and Danbury.</p>
Budget	\$689,125.00
Category	Housing, General/Other / Affordable Housing
Population Served	At-Risk Populations / Families / Adults
Program is linked to organization's mission and strategy	Yes
Short Term Success	<ul style="list-style-type: none">• 90% of families in public housing will prevent eviction in Bridgeport.• There will be a steady decrease in the point in time count in Bridgeport.
Long Term Success	<ul style="list-style-type: none">• Families living in public housing in Bridgeport will not be evicted.• Chronic homelessness in Bridgeport will be eliminated by 2015.
Program Success Monitored By	<p>Quality Assurance is a part of all of New Reach's programs. Program Coordinators and staff understand the importance of providing quality services in a respectful and culturally sensitive environment. To ensure this happens through our 17 programs New Reach operates a Quality Assurance Committee was formed. It includes New Reach's quality assurance manager, executive director, director of programs, assistant director of programs, New Reach board members, staff members, and most importantly our clients. Our clients' input is valuable and we encourage their feedback which can sometimes lead to changes to enhance the program(s). The Quality Assurance team monitors all of New Reach's programs and makes adjustments based on internal audits, which include focus groups of clients. Case managers are also responsible for inputting information to the "Provide" database system to track the success of each client's action plan and goal achievement. Provide allows New Reach to track outcomes for each of our programs. The quality assurance manager develops reports to track the overall impact programs have had on participants. Anticipated results and outcomes are developed through a Results Based Accountability matrix. In the event unanticipated results or trends are observed the management at New Reach makes program modifications as needed.</p>

Examples of Program Success

After experiencing and feeling the effects of Haiti's devastating earthquake in January 2010, Ali brought her family to the United States in hopes of a fresh start. Although she found an apartment and job immediately, Ali was living paycheck to paycheck to cover her bills. Faced with the high cost of living and inadequate income, Ali soon fell behind on payments. While struggling financially, Ali also found out her visa was about to expire due to a lack in the completeness of her application forms the first time she applied. She was scared at what the future might hold for her. She needed help and New Reach's Stable Families Program in Bridgeport was there to help her. After her initial phone call Ali was put in contact with New Reach Stable Families Program Case Manager Amalfi. Amalfi and Ali went right to work creating a plan to help her family. The first course of action was to fill out the necessary information Ali needed to keep her visa valid. New Reach staff helped Ali find the resources she needed to get back on her feet. With Amalfi's encouragement and support Ali was able to secure full-time employment and began paying back her bills little by little each week. Ali says if it were not for New Reach's help she would have lost hope. New Reach continues to inspire hope in the lives of women and children.

Program Comments

CEO Comments

Our most significant challenge currently is the gap in funding for our three homeless shelters that serve women and children. State, City, and private foundation funding typically only covers 85% of shelter operating costs. The remainder of the funding (approximately \$400,000 per year) is made up from fundraising. This puts a tremendous burden on the time and resources of the Development staff at New Reach. The shelters are at the front door for many homeless women and children. Typically, once they enter the shelter system they are placed on waiting lists for housing depending on their chronicity and vulnerability. If federal, state, and local funding cannot financially support shelters, it creates a bottleneck of people trying to get into the system. In this past year, New Reach has been trying to provide some public education on access to shelter, specifically as it relates to women and children. We have spoken with our local Coordinated Access Network as well as several local and state news organizations to discuss the issue of family and youth homelessness and what the gaps in the system are. We will continue these efforts going forward to help educate local and state leaders and to help advocate for improved resources for the shelter system.

Leadership & Staff

CEO/Executive Director

Kellyann Day LMSW

Term Start

June 1997

Email

kday@newreach.org

Experience

Kellyann Day is the CEO of New Reach, Inc., formerly New Haven Home Recovery, Inc. since 1997. New Reach is the parent company of Life Haven, Inc. as of August 2012. In her role, Kellyann is responsible for the strategic direction and health of the agency, including ensuring fidelity to the mission, vision and values of the agency. Ensuring responsible stewardship over public and private supports, Kellyann is responsible for the oversight and management of legal, regulatory and programmatic compliance, management and administration of agency assets and operations, including safety and security and risk assessment. In addition, she is responsible for fund development, raising awareness regarding the need for shelter, housing and stabilization services and reporting on the positive results the agency achieves. Kellyann also serves as a partner with the Board of Directors, ensuring the health and effectiveness of New Reach, Inc., by ensuring the agency achieves its mission in an ethical, transparent, accountable and prudent manner. Kellyann serves as the leader and agency spokesperson for New Reach, Inc.

Kellyann attended the State University of New York at Plattsburgh and received a B.S. in psychology. She completed her Masters of Social Work (MSW) with a concentration in administration in 2002 from UCONN.

In addition to her professional duties, Kellyann has served as Chair to the Board of Directors of the South Central Behavioral Health Network, and the CT AIDS Residence Coalition. She has also served as the Chairperson of the Statewide Reaching Home Steering Committee and numerous boards throughout the state including: the New Haven Early Childhood Council, the CT Coalition to End Homelessness, New Haven Mayor's Task Force on AIDS, City of New Haven's 10 Year Plan to End Homelessness, Supportive Housing Works, United Way of South Central Connecticut, and the Greater New Haven Opening Doors, Regional Alliance to End Homelessness. In addition she has presented New Reach's programs at State and National Homelessness Conferences.

Staff

Number of Full Time Staff	49
Number of Part Time Staff	14
Number of Volunteers	500
Number of Contract Staff	1
Staff Retention Rate	67%

Staff Demographics - Ethnicity

African American/Black	18
Asian American/Pacific Islander	0
Caucasian	22
Hispanic/Latino	20

Native American/American Indian	0
Other	0 3 (two or more races)

Staff Demographics - Gender

Male	7
Female	56
Unspecified	0

Plans & Policies

Organization has a Fundraising Plan?	Yes
Organization has a Strategic Plan?	Yes
Years Strategic Plan Considers	3
Management Succession Plan?	Yes
Organization Policy and Procedures	Yes
Nondiscrimination Policy	Yes
Whistleblower Policy	Yes
Document Destruction Policy	Yes

Senior Staff

Cindy Lavoie

Title Finance Director

Carmen Brown

Title Shelter Director

Experience/Biography

Meredith Damboise

Title Director of Quality Assurance

Christie Stewart

Title Director of Development

Nicole Barnofski

Title Director of Programs - New Haven

Formal Evaluations

CEO Formal Evaluation	Yes
CEO/Executive Formal Evaluation Frequency	Annually

Senior Management Formal Evaluation	Yes
Senior Management Formal Evaluation Frequency	Annually
Non Management Formal Evaluation	Yes
Non Management Formal Evaluation Frequency	Annually

Collaborations

New Reach has an excellent reputation in the community. New Reach staff are active members of statewide and local leadership councils including: Reaching Home Steering Committee; CT AIDS Resource Council, CT Coalition to End Homelessness; Mayor’s Task Force on AIDS; New Haven Continuum of Care; New Haven 10 Year Plan to End Homelessness; New Haven Homeless Children’s Collaborative. New Reach achieves success with the help of many other providers of services and housing including: The Coordinating Council for Children in Crisis; The Connection Inc.; CT Mental Health Center; Yale-New Haven Hospital; Hill Health Center; City of New Haven; and other community non-profits. Our Transition in Place Program is a collaborative with the CT Women’s Consortium; the APT Foundation Vocational Programs; Life Haven, and Christian Community Action. This collaboration is called the Homeless Families Transition Collaborative (HFTC). We also collaborate with New Haven Healthy Start, the Partnership for Strong Communities, Ryan White, South Central Behavioral Health, New Haven Public Schools, and Fairfield County Community Foundation. New Reach has also collaborated with Alpha Community Services, Housing Authority of the City of Bridgeport, Operation Hope, Shelter for the Homeless and Supportive Housing Works to work with homeless in Bridgeport.

Affiliations

Affiliation	Year
Association of Volunteer Administrators	2009
Connecticut Association of Nonprofits	1999

Awards

Award/Recognition	Organization	Year
CT HMIS Data Quality Award	CT HMIS	2010
NAHRO Award of Merit for Bridgeport Stable Families	NAHRO	2011
Merit Award for Stable Families Program	Housing Authority of the City of Bridgeport	2011
Merit Award for Bridgeport Housing First Collaborative	NAHRO	2012

Comments

CEO Comments

New Reach has a strong governing structure. The agency’s leadership team is made up of the Chief Executive Officer, Chief Operating Officer, Chief Financial Officer, Director of Quality Assurance and Corporate Compliance, and the Shelter Director. In 2013, the agency adopted a three year strategic plan that includes the following directives:

- Grow services into clearly defined model that can be expanded to serve more people in more geographic locations throughout Connecticut.
- Drive awareness and advocacy through a succinct and focused communications strategy.
- Strengthen the Board’s ability to leverage all levels of support for New Reach.
- Create the platform for growth with a flexible infrastructure.
- Build philanthropic support that effectively grows with expansion.

The Board of Directors has an active Governance Committee who is responsible for recruiting board members. The committee identifies skills and knowledge that could benefit the board. This past year, the Board elected one new board member to the table.

Board & Governance

Board Chair

Deborah Woodworth

Company Affiliation

Yale-New Haven Hospital

Term

June 2016 to July 2025

Board of Directors

Name	Affiliation
Leo Connors Jr.	Merrill Lynch
Mary Ferrari Esq.	Quinnipiac University
Ralph Gutierrez	The Briars Group
Jorge Jimenez	Key Bank
John A. Keyes Esq.	New Haven Probate Court
Frederick Leaf Esq.	Attorney
Yezenia Lebron	
Barbara J. Nelson	Early Childhood Learning Center
Alfred Smith Esq.	Murtha Cullina LLP
Diana Teixara CPA	BlumShapiro
Bernadette Welsh	Contessa Insurance
Michael West	UIL Holdings Corporation
Linda Zimmerman	

Board Demographics - Ethnicity

African American/Black	1
Asian American/Pacific Islander	0
Caucasian	9
Hispanic/Latino	4
Native American/American Indian	0
Other	0 0

Board Demographics - Gender

Male	7
Female	7
Unspecified	0

Governance

Board Term Lengths	3
---------------------------	---

Board Term Limits	3
Board Meeting Attendance %	90%
Number of Full Board Meetings Annually	10
Written Board Selection Criteria	Yes
Written Conflict of Interest Policy	Yes
Percentage Making Monetary Contributions	100%
Percentage Making In-Kind Contributions	100%
Constituency Includes Client Representation	Yes

Risk Management Provisions

Automobile Insurance
 Automobile Insurance and Umbrella or Excess Insurance
 Blanket Personal Property
 Builders Risk
 Business Income
 Commercial General Liability and D and O and Umbrella or Excess and Automobile and Professional
 Computer Equipment and Software
 Crime Coverage
 Directors and Officers Policy
 Employee Benefits Liability
 Employee Dishonesty
 Employment Practices Liability
 Fiduciary Liability
 Flood
 General Property Coverage
 General Property Coverage and Professional Liability
 Improper Sexual Conduct/Sexual Abuse
 Life Insurance
 Liquor Liability
 Medical Health Insurance
 Professional Liability
 Special Event Liability
 Umbrella or Excess Insurance
 Workers Compensation and Employers' Liability
 Workplace Violence

Board Co-Chair

Bernadette Welsh

Company Affiliation

Contessa Insurance

Term

June 2016 to July 2017

Email

bwelsh@contessainsurance.com

Standing Committees

Development / Fund Development / Fund Raising / Grant Writing / Major Gifts

Finance

Board Governance

Strategic Planning / Strategic Direction

Financials

Financials

Fiscal Year Start

July 01 2017

Fiscal Year End

June 30 2018

Projected Revenue

\$5,221,868.00

Projected Expenses

\$5,150,734.00

Endowment Value

\$0.00

Spending Policy

N/A

Percentage (if selected)

0%

Detailed Financials

Prior Three Years Total Revenue and Expense Totals Chart

Fiscal Year	2016	2015	2014
Total Revenue	\$6,336,165	\$5,852,491	\$4,541,309
Total Expenses	\$6,419,201	\$5,666,631	\$4,509,893

Prior Three Years Revenue Sources Chart

Fiscal Year	2016	2015	2014
Foundation and Corporation Contributions	\$375,424	\$534,091	\$443,110
Government Contributions	\$5,218,524	\$4,402,596	\$3,590,646
Federal	\$455,442	--	\$869,623
State	\$1,574,649	--	\$2,239,727
Local	\$417,605	--	\$235,438
Unspecified	\$2,770,828	\$4,402,596	\$245,858
Individual Contributions	\$90,766	\$109,417	--
Indirect Public Support	--	--	--
Earned Revenue	\$479,049	\$674,832	\$389,345
Investment Income, Net of Losses	\$241	\$11,167	\$224
Membership Dues	--	--	--
Special Events	\$172,161	\$120,388	--
Revenue In-Kind	--	--	--
Other	--	--	\$117,984

Prior Three Years Expense Allocations Chart

Fiscal Year	2016	2015	2014
Program Expense	\$5,416,626	\$4,571,656	\$3,530,362
Administration Expense	\$766,422	\$715,287	\$617,243
Fundraising Expense	\$236,153	\$379,688	\$362,288
Payments to Affiliates	--	--	--
Total Revenue/Total Expenses	0.99	1.03	1.01
Program Expense/Total Expenses	84%	81%	78%
Fundraising Expense/Contributed Revenue	4%	7%	9%

Prior Three Years Assets and Liabilities Chart

Fiscal Year	2016	2015	2014
Total Assets	\$14,196,146	\$10,551,910	\$7,699,975
Current Assets	\$1,393,278	\$1,875,783	\$846,816
Long-Term Liabilities	\$406,831	\$541,659	\$1,471,862
Current Liabilities	\$8,132,765	\$4,306,110	\$709,832
Total Net Assets	\$5,656,550	\$5,704,141	\$5,518,281

Prior Three Years Top Three Funding Sources

Fiscal Year	2016	2015	2014
Top Funding Source & Dollar Amount	DMHAS \$946,684	--	CT Housing Finance Authority \$1,320,596
Second Highest Funding Source & Dollar Amount	CT Dept. of Housing \$627,965	--	DMHAS \$550,747
Third Highest Funding Source & Dollar Amount	Substance Abuse & Mental Health Services Adm. \$455,442	--	DHHS \$489,023

Solvency

Short Term Solvency

Fiscal Year	2016	2015	2014
Current Ratio: Current Assets/Current Liabilities	0.17	0.44	1.19

Long Term Solvency

Fiscal Year	2016	2015	2014
Long-Term Liabilities/Total Assets	3%	5%	19%

Capital Campaign

Currently in a Capital Campaign?

Anticipated In 3 Years

Goal

\$0.00

Capital Campaign Anticipated in Next 5 Years?

Yes

Comments

CEO Comments

New Reach is a financially stable organization. While we currently do not have an endowment, the agency has operating cash and a few investments. New Reach's development program has been operating for the past 14 years and each year increases its fundraising goals and results. Each spring, in conjunction with the finance committee, the management team at New Reach reviews the past year's budget amounts to actual and drafts

the next fiscal year budget. This process includes a review of grants, public and private receivables, potential expansions/contractions, and programmatic reviews to determine community need and effectiveness. Simultaneously, the development staff and the fund development committee of the board create an annual development plan and calendar. New Reach has adopted a donor centric philosophy that includes outreaching to and educating community members on the mission of New Reach and the impact of our programs. Our challenge this year is twofold. First, is the annual challenge to maintain a high quality of services, which includes educated, well trained, and supervised staff while resources stay the same or decrease. City, state and federal funding for programs do not include annual increases to keep up with the increase cost of doing business. Many grants do not cover costs for quality assurance, data collection, professional development and supervision. New Reach believes in these critical pieces of infrastructure because it has a direct impact on the quality of services and the positive results for the clients we serve. New Reach will continue to write grants, issue newsletters and outreach the community to tell the story of the mission and request that the community invests in these much needed services. The second challenge is the integration of Life Haven into the New Reach family. Life Haven will remain a 501 c 3, but will have limited staff capacity to privately fundraise for the operational "gap". Life Haven will rely on a group of dedicated volunteers to facilitate events and solicit donations during the next fiscal year. New Reach will provide support behind the scenes, through administrative help and logistics. In addition a comprehensive fund development plan will be created to guide the work for the coming year. Through good communication and a strong plan, Life Haven and New Reach will address this challenge. The CFGNH's support of both agencies will move the process in the right direction.

Foundation Staff Comments

This profile, including the financial summaries prepared and submitted by the organization based on its own independent and/or internal audit processes and regulatory submissions, has been read by the Foundation. Financial information is inputted by Foundation staff directly from the organization's IRS Form 990, audited financial statements or other financial documents approved by the nonprofit's board. The Foundation has not audited the organization's financial statements or tax filings, and makes no representations or warranties thereon. The Community Foundation is continuing to receive information submitted by the organization and may periodically update the organization's profile to reflect the most current financial and other information available. The organization has completed the fields required by The Community Foundation and updated their profile in the last year. To see if the organization has received a competitive grant from The Community Foundation in the last five years, please go to the General Information Tab of the profile.



The Community Foundation
for Greater New Haven

70 Audubon Street, New Haven CT 06510
203-777-2386

POWERED BY



GUIDE★STAR