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.

“Home is where one starts” (T.S. Eliot). Collectively with our multiple partners across the state, New Reach’s integrated service approach aligns with national priorities to end homelessness. Our work is focused on making homelessness rare, brief, and one-time. We achieve this through innovative and person-centered solutions that stabilize families to prevent homelessness, provide safe shelter and crisis services to those who have already lost their homes, and ensure the availability of an array of affordable and supportive housing options aimed toward preventing recurring homelessness.

This year’s annual report cannot capture the thousands of stories of those whose unique needs were addressed through individually-tailored, professional, and compassionate care by our dedicated staff. Below, we’re highlighting some key moments from the last year, which we could not have accomplished without your commitment and support. As we look ahead to celebrating 30 years of inspiring independence in 2020, we thank you for your generosity and dedication to ending homelessness. – KELLYANN DAY

programming

In 2019, New Reach, in alignment with national priorities, implemented a new five-year strategic plan that will advance our efforts to make homelessness in Connecticut rare (prevention), brief (crisis services), and one-time (housing).

Our Integrated Care Program, which was established in the fall of 2018, is based on the premise that housing is health care. This five-year SAMHSA-funded initiative has brought together a team of experts who work with Yale New Haven Hospital staff to serve 130 women who are homeless, have mental health and substance abuse disorders, and a high hospitalization utilization. The team began serving clients in January and exceeded its goal by serving 23 women in its first year.

In June 2019, New Reach purchased the former Pasquariello Electric property, located in the heart of New Haven’s Fair Haven neighborhood. Our upcoming move to this new campus will bring together program and administrative staff at one location, raising our visibility and ability to reciprocate with and strengthen working relationships with other community providers.

During the fall of 2018, New Reach received its second accreditation from CARF with no recommendations on 1,027 standards of care, placing the agency in the top three percent of all surveyed facilities.

In the spring of 2019, we started renovations on our Portsea Place site, which will offer eight newly-renovated efficiency units that will provide non-time-limited supportive housing for youth (aged 18-24) who have experienced homelessness.
impact

Our eviction prevention program, Stable Families, demonstrated a 100% success rate. Staff successfully helped 42 families, including 54 adults and 83 children to avert eviction from their homes. These families, who were at high risk of being evicted, did not need to enter the crisis service system.

Through targeted problem-solving, mediation, and linkages to community resources, our Diversion Specialists were able to keep 600 families from needing to enter emergency shelter. Our diversion success rate was 85% in FY19, which was a substantial increase over the 40% rate in FY18.

Using housing subsidies and focused case management, New Reach helped 92 households move on from emergency shelter to permanent housing during the 2019 fiscal year. 97% of those households, which included 117 adults and 193 children, have since been able to maintain their permanent housing.