Annual Report Fiscal Year 2017
Helping thousands reach home, independence and opportunity.
Our 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.
Since 1990, New Reach has implemented best practices across the region to develop a continuum of housing interventions and supports—helping thousands of vulnerable households and families achieve stability and self-reliance. Commitment to long-term impact, focused strategic planning, and talented leadership have grown New Reach from a single ten-bed shelter for women, into a leader in homelessness services. Today, the agency provides a full spectrum of housing services that meet the varying and complicated needs of at-risk families, youth, and individuals. From eviction prevention for public housing residents, to the development of affordable and supportive housing, and everything in between, New Reach serves thousands each year throughout Fairfield and New Haven counties.

At New Reach, we embrace the dreams of those we serve and nurture those dreams with direction and encouragement. New Reach builds bright futures on a foundation of housing, support, and services. We aim for opportunity, we employ cutting-edge tools, we deliver success, and we honor the dignity of all those we serve.
Dear friends and colleagues,

As many of you know, I am a runner. I love to run. It is not a hobby, it is part of my life. And it is very much in keeping with the other two loves of my life, raising my family and helping New Reach help the community we all embrace and love.

For a long time, I have been taken with something Emil Zatopek, the Czech distance runner and Olympic gold medalist, said about running — but which is woven into the fabric of nurturing a family and an agency such as New Reach:

“An athlete cannot run with money in her pockets. She must run with hope in her heart and dreams in her head.”

Without doubt, the last year has hardly filled our pockets with money. The state’s budget problems, and the cutbacks in Washington, have forced us to think harder, and think smarter, so we can stay focused on the hopes and dreams we have for New Reach, our neighbors and the friends and families we try to assist every day.

It has been a difficult but rewarding year. On one hand, we have had to be efficient, carefully deciding what we can no longer do so that our resources can be trained on what is most vital. We have had to reduce certain food services and children’s programs. Yet that has allowed us to ensure dependability and high quality in our housing and shelter programs. In the last 12 months, we have diverted dozens of families from having to live in shelters, and stably housed dozens more. Keeping families together, and housed, is the core of our mission. We remain true to that responsibility.

Meanwhile, our impact has grown. Over the years, the city, the region, our partners and our clients have come to depend on us. To keep faith with that trust, we must maintain our financial sustainability. So we are doing that. Economies have included less staff and overtime. We have decided to not fill vacancies when they have occurred. And we continually explore opportunities to join with our partners to save resources and enhance services.

As hard as that has all been, I look back at the last year, and ahead to the next, with hope in my heart and dreams in my head. We continue to enjoy the support of funders who commend us for smart stewardship of their public and private dollars. In the last 12 months, we have been audited 16 times...and aced each one! I have no doubt the quality of our aid and assistance will never suffer, and so the lives of our clients will flourish.

What will the future bring? What do we have the right to hope and realistically dream? I have faith that state, city, and federal support will stabilize. I have faith that our funders will continue to see that we complete what we start and do what we promise. I have faith in our wonderful staff, which continues to work harder and longer to ensure that our clients and community prosper. And I continue to hope and dream about a day when everyone will have a safe, secure affordable home.

What am I certain of? That New Reach, like Emil Zatopek and other greats, will understand that this is a long distance race that requires strength, endurance and an unyielding dream of victory. At New Reach, we have all that and more. So I look ahead to another challenging and rewarding year, safe in the knowledge that we will do all we have to do, and do it well. Wishing all of you a great year ahead,

Kellyann Day, LMSW

CEO
Nearly two years ago, Kristen Calderon and her two-year-old son, Javi, entered the New Reach emergency shelter program after months of staying on the sofas of friends. Alone, with no family support and no job, Kristen had run out of options and hope.

Fast forward to today, and Kristen and Javi are thriving. With a certificate in human services from Gateway Community College, a full-time job, and an apartment of her own, Kristen has worked hard to build a better future for her little family. A future full of opportunity and promise.

Kristen and Javi’s story exemplifies the mission of New Reach to inspire independence, and highlights the tremendous impact a full spectrum of services can have on a family. While Kristen’s journey was not easy, she and her son were able to rely on talented and professional staff, carefully coordinated resources, and the strong community partnerships that New Reach knits together for every client it serves at every stage of their progress.

Focusing on Kristen and Javi’s unique situation and needs, New Reach staff managed the Calderon family’s journey from homeless to stably housed which spanned three programs including our Emergency Shelter Program (funding partners include CT Department of Housing, City of New Haven, Community Foundation for Greater New Haven, United Way, Bank of America), our Rapid Re-Housing Program (funding partners include CT Department of Mental Health and Addiction Services, CT Department of Housing, City of New Haven), and our Secure Jobs Program (funded by United Way and Melville Charitable Trust).

In the Calderon Family’s success, New Reach and all of its community partners can take pride in the work we do and take heart in the knowledge that together we are building hopeful futures one household at a time.
Continuum of Housing and Services Fiscal Year 2017

EMERGENCY SHELTER:
A safe place for families who are literally homeless to receive critical services that inspire independence, shelters are the critical entry point into CT’s emergency response system.

261 households / 535 clients / including 271 children

EVICTION PREVENTION:
Preventing homelessness for those at-risk is a critical part of our work.

74 households / 221 clients / 127 children
100% remain stably housed

DIVERSION:
Diverting families from emergency shelter by helping to resolve their housing crises and find immediate alternative living situations ensures that CT’s limited shelter beds are utilized by those most in need.

425 households / 1275 clients / including 850 children

AFFORDABLE HOUSING:
A severe shortage of affordable housing in CT continues to drive homelessness across the state. New Reach is committed to developing affordable housing in our communities.

NR has developed 58 affordable housing units in CT to date.

Rapid Rehousing:
Short term case management and assistance for households who need help getting back on their feet provides help with housing, employment, education, childcare, transportation, and other barriers to economic independence.

393 households / 629 clients / including 212 children

SUPPORTIVE HOUSING:
Long term case management support services for families and youth living with disabilities including mental health diagnoses and chronic health conditions that preclude them from maintaining stable housing long-term.

88 households / 265 clients / including 124 children

Emergency Shelter:
A safe place for families who are literally homeless to receive critical services that inspire independence, shelters are the critical entry point into CT’s emergency response system.

261 households / 535 clients / including 271 children
In Fiscal Year 2017
New Reach served 2,956 clients in CT.

In Fiscal Year 2017
557 community volunteers donated over 3,700 hours of service to New Reach.

25% of all families in New Reach shelters are headed by youth between the ages of 18-24.

Full audited financials and our most recent IRS filings are available on our website.

Our Values

Integrity: We never waiver in our belief that everyone deserves a home, good health, support, and fulfillment.

Compassion: We always listen, strive to meet individual needs, and deliver services with dignity.

Initiative: We never give up, and when barriers arise, we combine decades of experience with an entrepreneurial spirit to develop solutions.

Professionalism: We always treat our clients and colleagues with respect and deliver the highest quality services.

New Reach client – age 16 years
cycles of homelessness and poverty in Connecticut. We will keep counting on you to support, amaze and inspire us…right up until the day we break the commitment of an entire community. Thank you for being a part of ours. We will keep counting on you to support, amaze and inspire us…right up until the day we break the cycles of homelessness and poverty in Connecticut.

The answer to homelessness is bigger than any single individual or organization. It lies in the heart of you, our friends and supporters. The names contained in this book, and the amazing acts of generosity they represent, are both inspiring and humbling. We are so grateful for the dedication and humbling. We are so grateful for the dedication and respect we have in our region. Even beyond that, we see New Reach as an indispensable local leader, as evidenced by the central role that New Reach is playing in the development of a new, coordinated system for serving the homeless in our region.

Building Hopeful Futures Together

Fiscal Year 2017 Supporters

New Reach client – age 5 years

New Reach client – age 5 years

New Reach client – age 5 years

New Reach client – age 5 years

New Reach client – age 5 years

New Reach client – age 5 years

New Reach client – age 5 years

New Reach client – age 5 years
Building Hopeful Futures Together

Fiscal Year 2017 Supporters

Please contact the development office with any concerns regarding the names listed herein.

Graphic Design by Josephine O’Neil

New Reach client photos by Catherine King
New Reach family of services: