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.
Our Story

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.
• We broke new ground with a private partnership that provided vital services to a developer’s affordable housing clients and has proven to be a model return on investment.

This past year we demonstrated our ability to adeptly respond to the challenges we—and our partners—will face going forward. When we lost government funding and saw our expenses rise, we had to be realistic. We couldn’t keep doing everything we’d been doing. All our services are important, but the quality of service and sustainability of the organization is our primary focus.

We were forced to take painful yet necessary steps to continue serving the most people with the least amount of dislocation by closing our CareWays shelter and eliminating the food and children’s programs at Life Haven.

And this was all happening as the state’s severe affordable housing shortage was becoming the single biggest problem driving homelessness.

Our plan for Fiscal ’19 is more of the same—the same strategic thinking, the same creativity, and no doubt even more courage, to weigh priorities and make hard choices.

Not all families are alike. Not all youth are alike. Not all individuals are alike. Different populations need different housing options and different services. We need to become even more agile and strategic to tailor our programs and services to respond to the social challenges that our clients face and the issues that drive homelessness.

Our state, municipal, and philanthropic partners have been extraordinarily generous. New Reach and Connecticut’s other housing policy leaders have worked hard to use that support wisely. But today, we don’t have all the housing options and services we require to meet the need. We need more units and more supports in more places.

In this unbalanced world, we will keep our balance. This is our pledge to our clients, our community and you.

Message from the CEO

Life, they say, is a delicate balance.

At New Reach, we know just how delicate that balance is. Our client’s lives—their security, emotional wellbeing, and access to opportunities—is our priority each day.

To manage that priority, we make tough choices to preserve the delicate balance of revenues and programs to meet our goal to help as many people as possible every day, every week, all year long.

This year, we’ve had to work especially hard to achieve this balance. We’ve been challenged by cuts in funding and together with an increased demand for services. We’ve fought hard to keep our core programs in place and serve our clients effectively while reducing expenses. It has been a real balancing act, but in an unsteady world, our clients need and expect us to keep our balance.

Mark Twain, with his keen perspective on life in Connecticut, understood how to roll with the punches, make mid-course corrections and, yes, stay in balance.

“What is success without failure? What is a win without a loss?” he said. “You have to experience each if you are to appreciate the other. There is always going to be suffering. It’s how you look at your suffering, how you deal with it, that will define you.”

As professionals, we care, we work hard, and we think strategically to achieve success for the people who mean the most to us, our clients. Without effectively managing resources and finding new sources of support to continue to serve thousands of vulnerable clients, MORE men, women and children would be on the streets today, alone and without hope.

When I look at the bottom line, I am proud of the balance we struck this year:

• We served 3,587 clients, up 17% from Fiscal ’17!

• The Department of Housing and Elm City Communities funded us to repurpose CareWays into 8 affordable units to meet the expanding challenge of homeless youth.

• We successfully diverted 750+ families—including 2,106 children—from shelter into housing plus services, a pilot program that will guide a wider diversion program in coming years.

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Today, Jeanette is able to provide for herself and her children and has laid the foundation upon which to build their future. Full time work, a safe and affordable home, and ongoing relationships with community resource providers have stabilized this once extremely vulnerable family.

Jeanette's story exemplifies the mission of New Reach, to inspire independence for those affected by homelessness and poverty. This family’s journey highlights the tremendous impact a full continuum of housing services can have.

Unemployed, possessing limited English language skills, with no money, and nowhere to stay, Jeanette's decision to leave her husband was not an easy one. Still, she risked everything to keep her children safe.

Jeanette and her children, Jomally (14), Jeremy (10), and Brittany (4), stayed at New Reach's Life Haven emergency shelter where they received individualized case management, necessities, and assistance navigating the complicated entitlement application process. Life Haven offered them a safe place to regroup and assisted with crafting a plan for their future. A safe haven during a difficult and intense time of need.

With the help of their case worker and the shelter team, Jeanette applied for and received housing benefits, and was able to obtain full time factory work. Working full time and in possession of a housing voucher, this family of four transitioned into New Reach's Rapid Re-Housing program, where they were assisted in finding their own apartment. They continue to receive case management services designed to promote their long-term stability by focusing on their individual needs including education planning, vocational support, budgeting assistance, behavioral health and healthcare referrals.

While the road ahead for Jeanette and her children is a long one, and the challenges will be great, this family's success is testament to what New Reach, its community partners, and its donors can accomplish. Together, we are building hopeful futures one household at a time.

Our Impact

One year ago, Jeanette faced an agonizing choice. Leave her abusive husband, the sole provider for her family of five, or stay with him, and risk the personal safety of her three children in order to keep a roof over their heads.

New Reach Clients, Jeanette, Jomally, Jeremy & Brittany

Our Vision

That all children, families and individuals in Connecticut find a safe, secure, affordable home with the services and supports necessary to achieve a fulfilling, self-reliant life.
Continuum of Housing and Services  Fiscal Year 2018

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.

- 207 households / 386 clients / including 175 children

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 / 2186 clients / including 1458 children
- 40% diverted from entering emergency shelter

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

- 255 households / 255 clients / including 154 children
- 99% remain stably housed

RAPID RE-HOUSING:  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.

- 246 households / 471 clients / including 201 children
- 40% diverted from entering emergency shelter

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

- 126 households / 288 clients / including 118 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 69 affordable housing units in CT to date.

NR has developed 69 affordable housing units in CT to date.
**Full audited financials and our most recent IRS filings are available on our website**

**Financial Summary** Fiscal Year 2018

- **EXPENSES** Fiscal Year 2018
  - Program 79%
  - Operating 14%
  - Fundraising 6.5%

- **REVENUE & SUPPORT** Fiscal Year 2018
  - Public Funding 69%
  - Private Funding 31%

- **PROGRAM DETAIL** Fiscal Year 2018
  - Stabilization Services 30%
  - Shelters 29%
  - Supportive Housing 39%

- **$5,687,055**
  - EXPENSES
- **$6,160,199**
  - REVENUE & SUPPORT
- **$4,501,108**
  - PROGRAM DETAIL

In Fiscal Year 2018
84% of Emergency Shelter clients had a positive discharge (i.e. did not discharge to homelessness)

In Fiscal Year 2018
98% of Rapid Re-Housing households had a positive discharge (i.e. did not discharge to homelessness)

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.

In Fiscal Year 2018
84% of Emergency Shelter clients had a positive discharge (i.e. did not discharge to homelessness)

In Fiscal Year 2018
98% of Rapid Re-Housing households had a positive discharge (i.e. did not discharge to homelessness)

New Reach Client - age 5
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 of you, our friends and supporters. The answer to homelessness is bigger than any single individual or organization. It lies in 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.

This has been another successful year for New Reach, thanks to the hard work of its staff and volunteers. The future will continue to challenge New Reach and other non-profit organizations. However, I firmly believe that our strong core of people and programs will give New Reach opportunities to grow and serve our clients with the resources and dignity they deserve.

Alfred Smith, Jr., Board Chair

New Reach Clients, Ages 2 and 3
Dedication to

Shalonta Ford
Theresa Florio
Emily Finn
Lisa Fero
Ferguson & McGuire
Allison Feeley
Federal Emergency Management
Robert Farrell & Mary-Jean McGarrity
The Ethel & Abe Lapides Foundation
Dawn Emerson
Ginny Eicher
Marie Dunston
Branford Foundation
Mary Ferrari
Ivan & Donna Francis
Nancy Grigor
Jennifer Griffiths
John & Pamela Griffin
Randy Grant
Robert & Lyndle Gradoville
Emily Gordon
William Ginsberg
Frederick & Mary Ginsberg
Beth Gilbert
Brian Geddes
Beth Galligan
Scott & Abigail Friedman
Franklin Philanthropic Foundation
Ben Hayes
Raymond Ingraham
Jesse Hwang
Adam Hutsell
John S. Hughes
Pamela Hogarth
Hiram Lodge #1
Elizabeth Herlihy
Melanie Hallenbeck
Greg & Shelley Gullette
Ralph Gutierrez
Alyssa Guirguis
The Guilford Rotary Club
Guilford Savings Bank
Guilford.

Building Hopeful Futures Together
Fiscal Year 2018 Supporters

In the course of our work, we meet and partner with many wonderful people who make the work possible.

We extend a heartfelt thank you to Barbara Nelson & Bernadette Welsh for their years of dedication to New Reach & Life Haven.

"Building Hopeful Futures Together"
Fiscal Year 2018 Supporters

1. Linda Davis
2. French & Pharmo Foundation
3. Michael & Emily Fryxell
4. pflaum & meyer
5. The Bohl Companies
7. Geffen Bay Capital
8. Santa Fe College
9. Sonoma County Developmental Disabilities
10. Robert Lane
11. Nancy Laliberte
12. Scott & Patricia Landers
14. Quality Care
15. Korea Resources & Development Group
16. Harvey O’Connell
17. David & Andrea Kaski
18. Kees & Amy LeDing
19. Knights of Columbus
20. Elizabeth Franz & Gary Simon
21. Paul & Pauline McPhee
22. The Wirtz Foundation
23. Joe Kivett
24. Lee O’Dwyer
25. David O’Reilly & Barbara O’Reilly
26. Our Lady of Guadalupe
27. Virginia M. O’Neill
28. Bob & Donna Olsen
29. The Estate of Bob & Joan Ogden
30. Linda Oechsle & John Bunton
31. James & Claudia O’Connell
32. Nutmeg Consulting
33. Timothy Nottoli & Marisa Anne Chen
34. R.J. Julia Booksellers
35. James Pettinelli
36. Rev It Up Reading
37. Jamila Rasheed
38. Mark & Audrey Puscas
39. Ellen Presnick
40. Angela Porter
41. Ellen Phillips
42. Ruth Petrone
43. Jean Petrelli
44. Small Talk Salon LLC
45. Andrea Portone
46. Mark & Adele Messina
47. Chris & Rose Robinson
48. Marianna Ridley
49. Knighthaus
50. The State of Connecticut Office of Early Childhood
51. New Haveners Club
52. New Hope Church
53. The Estate of Bob & Joan Ogden
54. The Shopper’s Co-Op
55. Westport Library
56. Michael Palmieri & Lee Duval
57. Sue McElroy
58. Rita McCleary & Richard Davis
59. Susan Matican
60. William & Nancy Marston
61. Richard & Anne Marnic
62. Scott Morrow & Carol Amico
63. Ralph Morrow
64. Caryl Moran
65. Nancy Monaco
66. Arlene Miller
67. Mark & Adele Messina
68. Chris & Rose Robinson
69. Marianna Ridley
70. Knighthaus
Please contact the development office with any concerns regarding the names listed herein.
New Reach family of services: