

# HRA

of New Britain, Inc.



## 2021 ANNUAL REPORT

~A YEAR OF PERSEVERANCE~

HUMAN RESOURCES AGENCY OF NEW BRITAIN, INC.

# DIRECTOR'S STATEMENT



This message is in deep gratitude to our dedicated HRA staff, volunteers, funders, and community allies who have partnered with us throughout this past year. 2021 has been a year of extreme challenges, but it has also been a year we have dug deep to find the tools to fill the need and we have persevered. Despite the immediate increase in the need for services, the need for virtual servicing amid a community-wide technology shortage, logistical challenges, and the continuously changing demands of the COVID-19 global pandemic, we have continued to meet the need of those we serve.

Not only have we continued to maintain services in education, finance, employment, and basic needs, but we also met our customers where they are by changing our service provision methods, increasing program evaluation, and continuing to provide comprehensive needs assessment at every program intake which increases customer access to our 30+ programs in addition to direct referral to the services of our collaborative community partners. Our ability to successfully collaborate within our community continues to increase our customers' access to the tools needed to better their lives and those of their families and communities.

I am grateful to every one of you for your wonderful efforts and the support that we have in all the communities that we serve. I am especially grateful for your dedication to the people who need us. Thank you so much for your support throughout 2021, the year of perseverance, and your continued support throughout our bright future.

**DR. MARLO GREPONNE, CFRE**

Executive Director, HRA

## OUR MISSION

The mission of the Human Resources Agency of New Britain, Inc. (HRA) is to improve the quality of life by helping people achieve their economic and social potential; responding to the causes and conditions of poverty; and building stronger individuals, families and the communities we serve



## OUR HISTORY

The Human Resources Agency of New Britain, Inc. (HRA) was founded in 1964 as part of the nationwide community action movement created by the Economic Opportunity Act of 1964. HRA is a multi-service nonprofit 501©(3) organization that delivers more than thirty 30 results-driven programs in early care and education, finance, employment, and basic needs assistance.



## OUR REGION

HRA services the sixth Community Action Agency region which includes New Britain, Bristol, Plainville, Plymouth, Farmington, and Burlington.



<https://www.cafca.org/public-policy-advocacy/>



# HRA Board of Directors

## Private Sector

Joseph Tobias Freeman  
Peggy Lampkin  
Lexie Mangum  
Kenneth Speyer

## Public Sector

Mary Fortier  
Laurie Mucciacciaro  
Joan Pina

## Neighborhood Sector

Alton Brooks  
Tim Camerl  
Stacia Chase  
Yashira Reveron  
Steven Rivas  
Lourdes Rivera  
Gladys Willis

## Board Officers

**Mary Fortier - President**  
**Tim Camerl - Vice President**  
**Gladys Willis - Secretary**  
**Joseph Tobias Freeman - Treasurer**  
**Why does our Board look different?**

While most Board of Directors are made up of only private and corporate members, the governing body of HRA is intentionally different. Our Board of Directors mixes politicians, corporate members, and neighbors TOGETHER. This unique approach to governance ensures that we have the right perspective to get to the root causes of social issues and the tools to make the work we do even BETTER!



**Left:** Alton Brooks with former Senator, Terry Gerratana

**Right:** Tim Camerl and Lexie Mangum

# HRA Leadership Team

Retiring  
Executive  
Assistant  
Irene  
Chlastawa

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**Left:**  
James Frohn  
Director,  
Finance and  
Sustainability  
**Right:**  
Brenda Sherer  
Director,  
Organizational  
Development  
and Human  
Resources



**Left:**  
Amy Griswold  
Director, Early  
Childhood  
Education  
**Right:**  
Leticia Mangual  
Director,  
Employment  
and Training  
Services



Thank you  
for 17 years  
of dedicated  
relationship  
and service.  
Your HRA Family



**Left:**  
Travis Nichols  
Director,  
Information  
Technology  
**Right:**  
Barbara Parsons  
Director,  
Operations



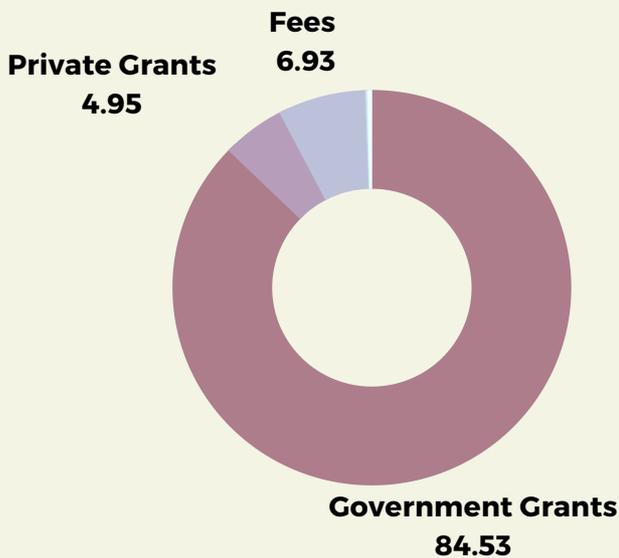
# 2021 HRA FINANCES

- Accounts Payable
- Accounts Receivable
- Budget Sustainability
- Grant Accounting
- Grant Financial Management

**\$16,914,487**  
**IN FUNDING**  
**SUPPORTING**  
**OUR MISSION**



## GRANT TYPE BY %



## FUNDING SOURCES

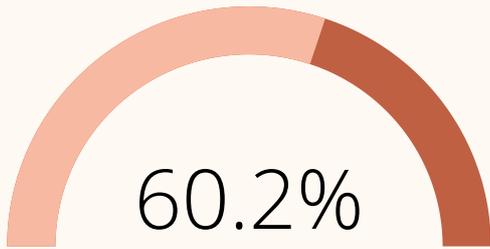
**\$25,134**  
**IN CONTRIBUTIONS**  
**THANK YOU TO OUR**  
**DONORS**

Revenue and Support	
Grants	14,869,548
Program Income	1,150,643
Rental Income	63,358
Bond Debt Service Funding	472,572
Other Income	61,155
<b>Total Revenue &amp; Support</b>	<b>16,608,231</b>
Expenses	
Salaries and Benefits	8,738,567
Direct Assistance	4,166,702
Contracted Services	624,199
Supplies	879,999
Occupancy	964,344
Other	192,711
Depreciation and Amortization	506,773
Interest	321,168
<b>Total Expenses</b>	<b>16,399,463</b>
<b>Net Surplus</b>	<b>208,768</b>

# Who We Serve

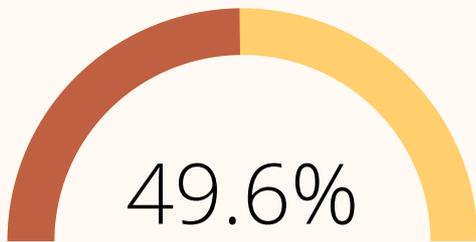
**11,021**

RECEIVED HELP  
FROM HRA  
IN 2021



60.2%

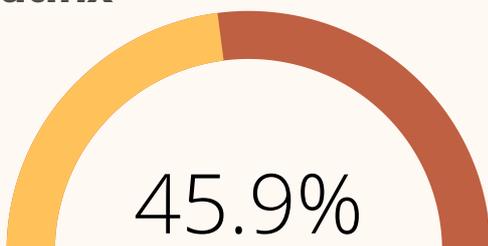
**60.2%** of  
those served are  
**FEMALE**



49.6%

## RACE & ETHNICITY

- **49.6%** Identify as Racial Minorities
- **45.9%** Identify as Hispanic/Latinx

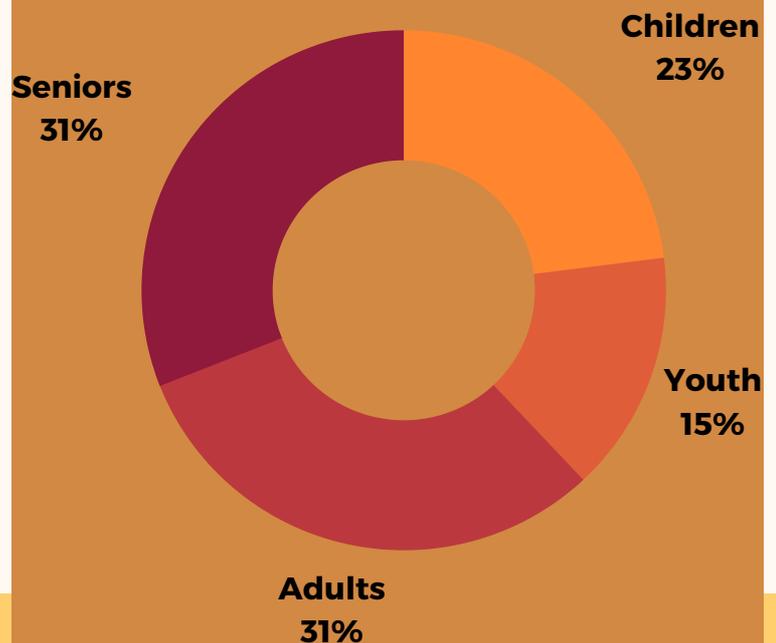


45.9%



## AGES and STAGES

- 23%** CHILDREN AGES 0 - 13
- 15%** YOUTH AGES 14 - 24
- 31%** ADULTS AGES 25 - 54
- 31%** SENIORS AGES 55+



# 2021 NEW AND IMPROVED SERVICES

## FINANCIAL OPPORTUNITY CENTER (FOC)

- Financial Literacy and education
- Employment skills assessment and preparation
- Connecting holistic needs assessment to Financial and Employment Services

## EARLY HEAD START/ HOME VISITING

- Supports mothers and fathers in their role as primary caregivers
- In-home prenatal care safe and developmentally appropriate caregiving
- promotes the physical, cognitive, social, and emotional development of infants and toddlers

## RYAN WHITE - PART A

- Emergency Food Pantry
- HIV Treatment adherence
- Neighborhood outreach
- Psychosocial and Peer support
- Non-medical Case Management



FINANCIAL OPPORTUNITY  
CENTER



EARLY HEAD START/  
HOME VISITING



RYAN WHITE - PART A

# EARLY CHILDHOOD EDUCATION

- ADMINISTRATIVE SERVICES
- BEHAVIORAL HEALTH
- EARLY HEAD START
- DISABILITIES SERVICES
- FAMILY SERVICES
- HEAD START
- HOME VISITING
- NUTRITION & WELLNESS
- RECRUITMENT
- SCHOOL READINESS



Spirit Day: Showing Rainbow day spirit!

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Preschool Outcomes: Winter 2020-21

**602**  
**CHILDREN**  
**IN OUR CARE**

## MEETS EXPECTATIONS

### 3 YEAR OLDS

- \* 74% Physical
- \* 66% Social/ Emotional

### 4 YEAR OLDS

- \* 87% Physical
- \* 82% Language

### ALL AGES

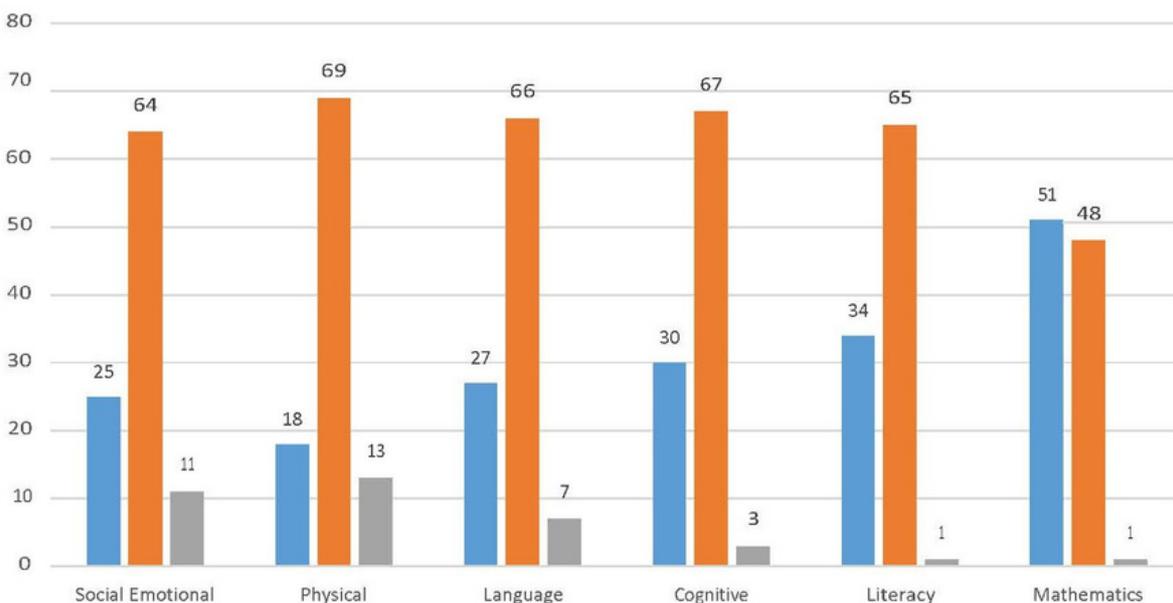
- \* 69% Physical
- \* 67% Cognitive

## NEEDS IMPROVEMENT

### ALL AGES

- \* 51% Mathematics
- \* 34% Literacy

Winter Assessment Period 2020-2021



## CHART KEY

EXCEEDING EXPECTATIONS

MEETING EXPECTATIONS

BELOW EXPECTATIONS

# FINANCIAL SERVICES

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- BUDGET EDUCATION
- FINANCIAL COACHING
- FINANCIAL LITERACY
- FINANCIAL OPPORTUNITY CENTER
- FINANCIAL PLANNING
- FOUNDATIONS OF FINANCIAL INDEPENDENCE
- MATCH SAVINGS
- VOLUNTEER INCOME TAX ASSISTANCE



**6244**  
INDIVIDUALS  
ASSISTED  
WITH FINANCES

**\$ 10,834,267**  
REFUNDED

**\$ 2,791,865**  
EITC DOLLARS

**\$ 1,607,970**  
TOTAL CUSTOMER FEE  
SAVINGS

**134**  
COMPLETED  
FINANCIAL COACHING

**36%**  
MORE INDIVIDUALS  
INCREASED THEIR CREDIT  
SCORES THIS YEAR



# EMPLOYMENT

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- CAREER COACHING
- FINANCIAL LITERACY
- JOB PLACEMENT
- SUMMER YOUTH EMPLOYMENT PROGRAM - SYELP
- Workforce Innovation and Opportunity Act - WIOA

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**122%**

MORE INDIVIDUALS KEPT THEIR EMPLOYMENT PLACEMENT **180 +** DAYS COMPARED TO LAST YEAR

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## "HOW FAMILIES HELP EACH OTHER"

BY Javiellie Merle-Gonzalez  
Leadership, Marketing, & Media  
Project Summer '21



# HEALTH & WELLNESS

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- **EMERGENCY FOOD PANTRY**
- **NON-MEDICAL CASE MANAGEMENT**
- **PEER SUPPORT GROUPS**
- **PEER SUPPORT TRAINING**
- **RYAN WHITE - PART A**
- **RYAN WHITE - PART B**
- **SUPPORTIVE HOUSING**
- **WELLNESS RESOURCE CENTER**

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**Congratulations**  
**Health & Wellness Team!**  
- **High Quality Rating** -

From: 2021 AIDS CT Quality Assurance Review  
To: The HIV/AIDS+ Supportive Housing Program

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Over **90%** of clients with a HIV diagnosis have adhered to their treatment schedule and will be virally suppressed

## Supportive Housing Program

HRA's Health and Wellness team works with ALL populations, including marginalized persons such as those belonging to Black, Hispanic/ Latinx races and ethnicities, persons age 50+, and those who identify as LGBTQ+. Our programs are geared towards helping persons remain Virally Suppressed, reducing barriers to quality service, and eliminating disparities in care.



# ELDERLY SERVICES

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- **HOMEMAKER SERVICES**
- **TRANSPORTATION**
- **VICTIM ASSISTANCE**



**100%**

of our elderly customers are satisfied with the quality of service provided by their HRA Homemaker

**What customers say about their HRA Homemaker -**  
"One in a million"  
"Love Her"



## Homemaker services

Allows senior citizens to stay comfortable and independent within their own homes. Without assistance with cooking, cleaning, and care plan adherence, many would not be able to maintain their independence.

## Victim Assistance

Connects seniors who have been the victims of fraud, violence, or harassment with the health and legal services they need to get justice and continue living safe healthy lives.

# ENERGY ASSISTANCE

- **ADVOCACY**
- **COVID IMPACTED ASSISTANCE**
- **ENERGY ASSISTANCE**
- **MEDIATION**
- **OPERATION FUEL**
- **RENTAL/ MORTGAGE ARREARAGE**
- **SERVICE COORDINATION**
- **UTILITY MEDIATION**
- **WATER/ UTILITY ASSISTANCE**

**1688**

**Individuals received mediation, advocacy, or service coordination**

**90**

**Individuals received energy efficiency improvements (Insulation, furnace repair, pipe sealing)**

**9,304**

**Individuals received utility payments (gas, water, electricity)**

**95**

**Individuals received utility arrearage payments**

**121**

**Individuals received permanent housing placements**

**2,597**

**Low Income Home Energy Assistance Program (LIHEAP)**



## BASIC NEEDS & EMERGENCY SERVICES

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- **ADVOCACY**
- **CASE MANAGEMENT**
- **COVID IMPACTED ASSISTANCE**
- **NB FOOD & RESOURCE CENTER**
- **FOOD DELIVERY**
- **ELDER ABUSE**
- **POLISH VICTIM ADVOCACY**
- **SNAP OUTREACH**
- **SSBG CASE MANAGEMENT**
- **YOUTH VIOLENCE PREVENTION**
- **VICTIMS OF CRIME**

**3,117**

**Individuals received food through the New Britain Food and Resource Center**

**230,817 pounds  
= 192,348 meals**

**Distributed through the New Britain Food and Resource Center this year**

**1688**

Individuals received mediation, advocacy, or service coordination

**114**

Individuals received Emergency Clothing

**2266**

Individuals received Case Management services

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**What does a Victims of Crime Act (VOCA) Administer provide?**

- Advocacy
- Assistance with legal and medical resources
- Crisis Intervention
- Interpretation
- Mediation and Intervention with employer, creditor, landlord, or academic institution



# 2021 IN PICTURES

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**Top Left:** Executive Director, Dr. Marlo Greponne, Lt. Governor Bysiewicz, OEC Commissioner Bye, and Representative Sanchez discuss the future of early childhood education

**Top Right:** Rep. Sanchez discusses the issues with Board member and Director of Operations

**Bottom Left and Right:** All hands on deck for Turkey Distribution Day!



# 2021 IN PICTURES



**Top Left:** Executive Director, Dr. Marlo Greponne speaks at Energy Assistance Info Session with Governor Lamont and Commissioners of DSS, Housing, and Energy & Environmental Protection

**Top Right:** Lt. Governor Bysiewicz visits HRA early childhood classrooms

**Bottom Left:** Bristol teachers are all smiles

**Bottom Right:** Policy Council meeting in the "new normal"





**THANK YOU  
TO OUR GENEROUS  
DONORS, FUNDERS, & VOLUNTEERS**



**Would you like to help us make an  
impact in 2022?**

**Give time, goods, or funding!**

**Donations can be Your Choice of:**

- 1. One time Assistance OR**
- 2. EZ Monthly Assistance**

**Donate Here Today via Paypal:**

**<https://www.hranbct.org/donate/>**



**177 Fully Trained Volunteers this year**

**36 Leadership Role Trained Volunteers this year**