



HRA ANNUAL REPORT

Committed to Serve
HRA Employees of 10 to 20+ Years
on Working for Our Agency

2023

Website:

<https://www.hranbct.org>

Headquarters:

180 Clinton Street

New Britain, CT 06053



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A LETTER FROM HRA EXECUTIVE, DR. MARLO GREPONNE

Dear Friends and Supporters:

As we celebrate the 60th anniversary of the Human Resources Agency (HRA) of New Britain, I am filled with immense pride and gratitude for the incredible journey we have embarked upon together. For six decades, HRA has been dedicated to a singular, unwavering mission: empowering lives.

Our theme, "Empowering Lives," reflects our core commitment to fostering self-sufficiency, resilience, and hope within the communities we serve. Since 1964, we have worked tirelessly to combat poverty, support families, and build stronger, more vibrant communities. Our programs and services have evolved over the years, but our dedication to making a meaningful difference in people's lives has remained constant.

This milestone anniversary is not just a celebration of our past achievements but a renewed commitment to the future. It is a testament to the hard work of our staff, the support of our partners, and the trust of the community members we serve. Together, we have helped thousands of individuals and families overcome obstacles, achieve their goals, and build better lives.

As we look ahead, we remain steadfast in our mission. We will continue to innovate, expand, and adapt to meet the evolving needs of our community. With your support, we will empower even more lives, create new opportunities, and ensure that everyone has the chance to thrive.

Thank you for being a part of our journey and for your continued dedication to HRA's mission. Here's to 60 years of empowering lives and to many more years of making a difference together.

Sincerely,

Dr. Marlo Greponne, CFRE

Executive Director

Human Resources Agency of New Britain

HRA AT A GLANCE



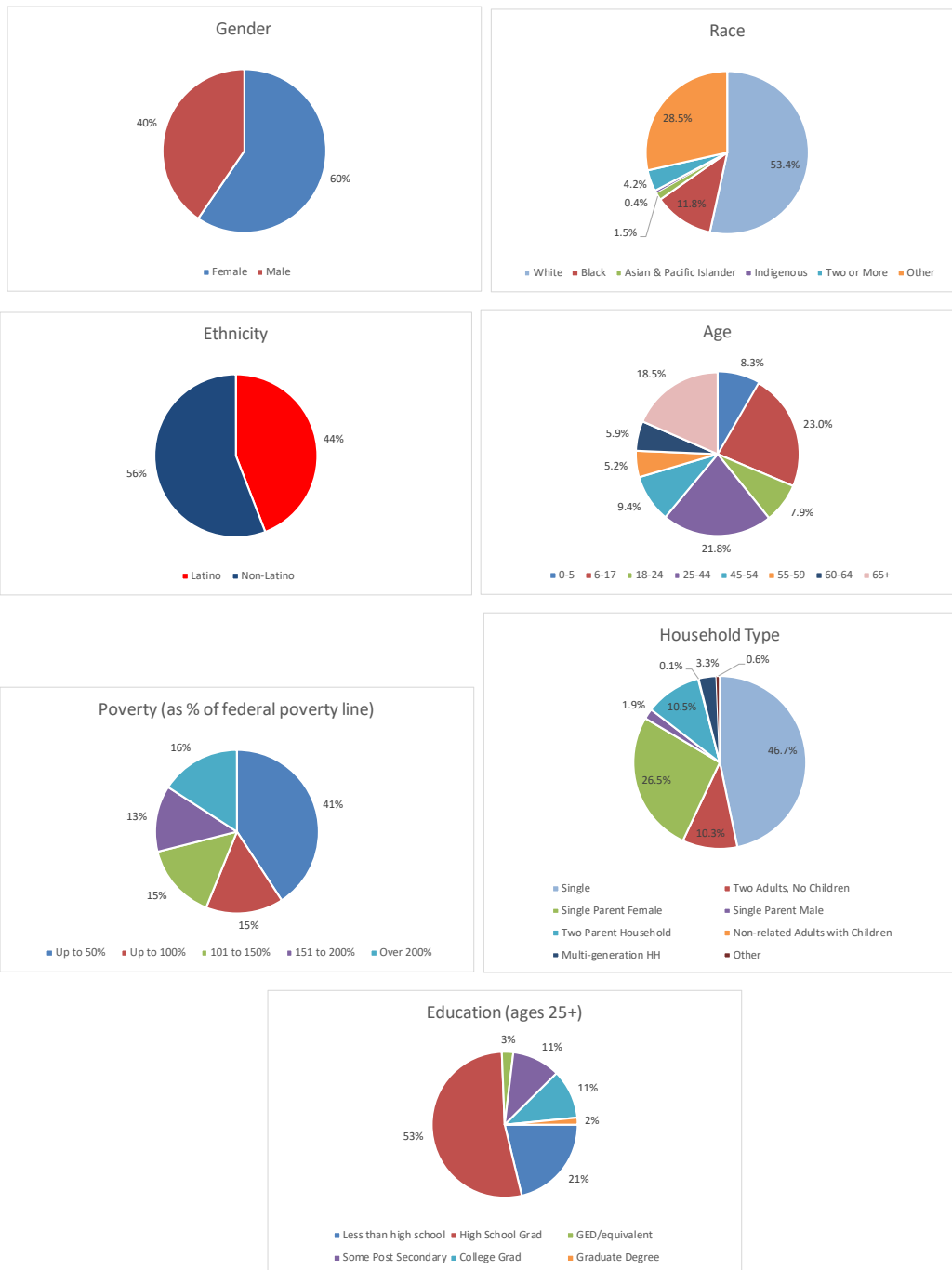
Founded in 1964, Human Resources Agency of New Britain, Inc. (HRA) helps individuals and families enduring the cycle of poverty. One of the nation's thousand plus community action agencies, HRA is a multi-service nonprofit that delivers thirty (30) results-driven programs which provide prevention, intervention, and emergency services to low-income residents of New Britain, Bristol, Farmington, Plainville, Burlington, and Plymouth in north central Connecticut. In 2023, HRA served 17,470 different individuals in our six-town region.

HRA's programs fall under five divisions as follows:

- Employment and Training, which includes job readiness and summer youth employment
- Energy and Housing, which includes winter fuel assistance and eviction prevention
- Community and Neighborhood, which includes New Britain Food Resource Center, Polish & Elderly Victims Program, and elderly transportation & homemaking
- Children and Families, which includes Head Start, School Readiness, and day care, and
- Health and Wellness, which includes HIV prevention and support services.

HRA CLIENT SNAPSHOT

HRA served an amazing 17,470 clients in 2023. So who were they? These pie charts shed a light on many sides of their identity and background.



BOARD AND STAFF

BOARD

HRA's fifteen person Board of Directors hail equally from the private, public, and neighborhood sectors of our six communities. Together, they decide our initiatives, give strategic direction, shape programs, and so much more.

Private Sector

Lexie Mangum
Peggy Lampkin
Kenneth Speyer
Joseph Tobias Freeman (Treasurer)

Public Sector

Mary Fortier (President)
Joan Pina (Secretary)
Paul Catanzaro
Cathy Beaudoin
Laurie Mucciacciaro

Neighborhood Sector

Lourdes Rivera
Steven Rivas
Tim Camerl (Vice-President)
Alton Brooks
Stacia Chase
Francisco Santiago

STAFF

Here are the people who lead HRA's 185+ staff. Every business day, they ensure that our staff works effectively to benefit our thousands of clients.

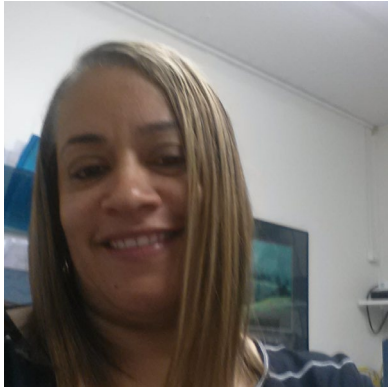
Dr. Marlo Greponne	<i>Executive Director</i>
Barbara Parsons	<i>Operations Director</i>
Jim Frohn	<i>Finance Director</i>
Brenda Sherer	<i>Human Resources Director</i>
Travis Nichols	<i>IT Director</i>
Amy Griswold	<i>Early Child Care & Education Director</i>
Leticia Mangual	<i>Employment & Training Director</i>
Melissa Lebron	<i>Energy Assistance Director</i>
Nancy Shannon	<i>Elderly Services Director</i>
Helen Supsinskas	<i>Family & Community Services Manager</i>
Carmen Miranda	<i>Health & Wellness Manager</i>



COMMITTED TO SERVE

HRA shows up every day to see that community people receive the help that addresses their social and human needs. Serving them requires staff who have the will to engage with people, who know the resources that can make a difference, and who have the heart to support members of our community through every obstacle. Taking on the role of service asks dedication. We at HRA are fortunate to have many staff who have dedicated themselves for years and even decades to our organization. In the pages that follow, we highlight several HRA staff members who have served our nonprofit from 10 to over 20 years and find out what has motivated them to stay with us over the years.

LETICIA MANGUAL: GETTING PEOPLE INTO JOBS



As HRA's Director of Employment and Training Services, Leticia Mangual oversees the day to day operations of our programs that prepare local low-income people for self-sustaining jobs. She is also part of HRA's Senior Leadership Team, whose members work together to expand and improve all aspects of our nonprofit services to the community. An HRA employee since 2000, Leticia offers her take on working at the agency in the following short interview.

What do you like most about HRA?

The love that we have for our communities and making sure that we follow our mission in helping others and providing them with the tools they need to become successful and the resources they need to sustain themselves.

What do you feel has changed at HRA since you have worked here? What has changed with staff? With clients?

I feel that people are experiencing the same hardships but at a different level. Mental health has really played a huge part in the lives of many people, especially the youth we work with now. I see increased financial hardships. The overall staff has remained very committed to the mission of the agency which is something that is very important, especially in retaining dedicated staff.

What would you say is important for a person to know if they choose to work here?

A person that wants to work for HRA must be passionate in helping others and be able to work with a diverse population. This is not just a job to receive a paycheck; you need to have the mindset of engaging with your community and really want to make a difference in someone's life.

What is your best memory of HRA to date?

I have many great memories, and it is hard for me to pinpoint one. I have been here for 23 years, and I must say that when I have participants/customers return and tell us how much our services helped them and how successful they are in college, in their job, and/or that they own their home, that is a rewarding feeling. You can see the impact the program has had on them as well as the connection they developed with you. I love when past participants return 10-20 years ago after they were in the program and they still remember you. Those that have children then refer them to our program, and we form that bond with their child. It comes full circle which demonstrates the quality of work as well as the genuine care you have for them and their families.

HRA is grateful for the good work that Leticia and her Employment & Training Division does in helping low-income youth and adults secure meaningful employment and career paths. In 2023, HRA Employment & Training helped:

- 154 youth obtain employment to gain skills or income
- 86 unemployed adults obtain employment that paid up to a living wage for at least 180 days
- 29 employed persons take job positions that increased their wages or benefits
- 244 persons through job-readiness training
- 197 persons via career counseling

JOE BRYANT: TEACHING WITH HEART



As a teacher's assistant in HRA's School Readiness program at Clinton Street, New Britain, Joe Bryant helps children ages 3-5 learn the skills that will prepare them for success in kindergarten. An HRA employee since 1996, Joe reflects on his experience here in the following short interview.

What do you like most about HRA?

[Personally], the opportunities to improve my educational and financial status.

What would you say is important for a person to know if they choose to work here?

It's a positive work environment most of the time.

What is your best memory of HRA to date?

Traveling with Jane Johnson while I was participating on the Policy Council.

What has motivated you to continue with HRA the several years that you have?

Knowing I can make a positive difference in the lives of the children and families we serve here at HRA.

Joe and many other dedicated staff members make HRA's Early Care & Education a dynamic resource for hundreds of local children and their families. Here are some of the great achievements our Early Education programs realized in 2023:

- 473 children, ages birth to 5, demonstrated improved skills for school readiness
- 164 parents or caregivers improved their home environments
- 473 children, ages birth to 5, achieved at basic grade level in academic and social skills

JEANNETTE GARCIA: MAKING CENTRAL ADMIN RUN



One of HRA's two executive assistants, Jeannette Garcia supports our executive director and the Senior Leadership Team in the major internal activities at our agency. Between preparing information for Board meetings to updating staff about Zumba nights, Jeannette makes a difference every workday. Formerly serving our Early Education Department, Jeannette, an HRA employee since 2004, reflects on her HRA experience through the following Q&A session.

What has motivated you to continue with HRA the several years that you have?

HRA motivates me to grow both personally and professionally. I started as a receptionist in 2004 and have since held various roles, currently serving as an Executive Office Manager. I am grateful for the opportunities provided by HRA over the past twenty years.

What do you like most about HRA?

Through HRA, I have had the opportunity to impact other people's and children's lives through my work, community service, and volunteer work.

Who on staff inspires you? Who's your best resource?

Ms. Jennifer Gillman has been my biggest inspiration. Her dedication to teaching and patience were invaluable in my professional growth when working in the early childhood field. Her guidance made a significant difference in my life.

What is your best memory of HRA to date?

In 2004, I was selected for an interview and then presented with the opportunity to join the HRA team.

Thank you Jeanette for the wonderful dedication you give HRA's leadership. Jeannette and other administrative staff at HRA help us connect clients and leaders meaningfully with the community of our six-town region. With their help, HRA in 2023 saw to it that:

- 547 people received training as volunteers
- 147 people were involved in leadership training

HELEN SUPSINKAS: LIFTING THE COMMUNITY



As HRA's Community Services Program Manager, Helen Supsinkas oversees daily operations of our several case managers, New Britain Food Resource Center, and the Polish & Elderly Victims Advocacy Program. She is also HRA's Victim Advocate. Since joining our nonprofit in 2012, Helen has had a hand in seeing to the success of many of HRA's most valued programs. She reflects on her experience here in the following short Q & A.

What do you feel has changed at HRA since you have worked here? What has changed with staff? With clients?

The growth of the agency has changed for the better. Changes pertaining to staff—they may not fully understand the expectations we have for them are due to our contractual obligations, so morale and retention has become more difficult.

What has motivated you to continue with HRA the several years that you have?

I enjoy the work, our mission, the agency, superiors, and staff that I work with.

What do you wish changed about HRA?

The challenging work our staff do should be [better] rewarded.

Who on staff inspires you? Who's your best resource?

My director (Barbara Parsons) and the executive director (Dr. Marlo Greponne) are the knowledge and experience keepers. I find them very supportive, and that inspires me.

Helen and her team do some of the most impactful work for HRA's low-income clients. Here are a few of the results their efforts made possible in 2023:

- 191 persons secured safe and affordable housing
- 3,821 persons received food bags and groceries through New Britain Food Resource Center
- 214 persons received emergency aid to obtain clothing
- 62 persons connected to legal assistance
- 3,742 persons received case management related to their social or human needs

JESUS BURGOS: LOOKING OUT FOR CLIENTS



As a case manager in HRA's Energy Department, Jesus Burgos helps clients with everything from applying for benefits from the state Department of Social Services to mediating costly bills from their utility providers. While of an age many others would have retired, Jesus has continued with HRA since 2001 and says he will stay with us as long as he can get up in the morning and show up for work. He offers thoughts on his HRA experience in the following interview.

What has motivated you to stay at HRA as long as you have?

The people I serve. I'm one of them. Coming from the community, I had a hard life growing up, though no misery or abuse. In my job, I clear the tears from people's faces. The people I serve have cases. They go everywhere for help and cannot get an answer. When I help them, they smile, finally getting an answer.

Lately, I helped a man have his energy service reinstated. He had a \$4,000 bill. When I heard that, I thought his bill shouldn't have been so big; it just couldn't. Helping people like him here in Energy Assistance motivates me.

What would you change at HRA?

If we could, I'd say create more job opportunities for our clients. In terms of my being here at HRA, I'm very, very comfortable. I wouldn't change a thing on that point.

Who on staff inspires you?

Barbara Parsons (HRA's Director of Operations) has inspired me a lot to stay. What she tells me has stayed with me.

Marlo Greponne (HRA's Executive Director) inspires me, too. She's like a little sister.

Due to the dedication of loyal employees like Jesus, HRA Energy Services has become a resource for low-income residents of our region contending with high energy costs and other social and human service issues. In 2023, HRA Energy Services:

- Helped cover utility payments for 15,334 low-income people
- Enabled energy efficiency upgrades in the homes of 88 people
- Made utility arrears payments for 135 people

HEAD START ANNUAL REPORT

Our Educators

TEACHER PRACTICES



TOP 3 MOST USED

IN TEACHER-CHILD INTERACTIONS

1. Join in play
2. Provide positive descriptive feedback to children
3. Notice, respect, and respond to children's verbal and non-verbal cues

IN CURRICULUM PLANNING

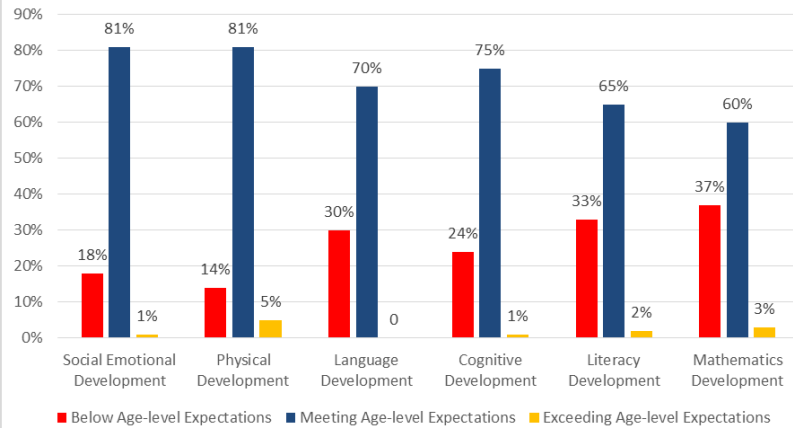
1. Collect and date observations and samples of child work over time
2. Analyze documentation related to TSG objectives
3. Use assessment information to plan meaning for interactions and experiences for all children

Child Assessment

How do we get data?

We collect assessment data for every child enrolled in our early childhood programs at THREE checkpoints throughout the year. HRA Head Start teachers use an individualized observation and planning process for each child. Teachers assess each child's development and identify areas of success and areas for improvement across all domains of learning: Social/ Emotional, Physical and Cognitive Ability, Language, Literacy, and Mathematics. The teaching team obtains data to inform assessments from parent meetings and child observations.

HRA Early Childhood Programs
Child Outcomes by Area of Development
Spring Assessment Period 2022-23



What does data tell us?

ALL AGES - Meets Expectations:

*82% Social/Emotional Development

*86% Physical Development

ALL AGES - Needs Improvement

*33% Literacy Development

*37% Mathematics Development

3 YEAR OLDS - Meet/ Exceed

*91% Social/Emotional Development

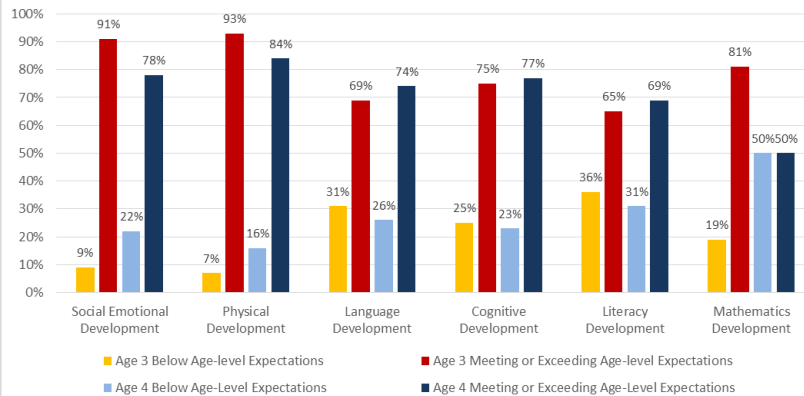
*81% Mathematics Development

4 YEAR OLDS - Meet/ Exceed

*84% Physical Development

*77% Cognitive Development

HRA Early Childhood Programs
Summary of Assessment Results by Age
Spring Assessment Period 2022-23



Whom We Serve

Early Head Start & Head Start Enrollment

(As of May 2023)

Total Enrollment:

Head Start: 240

EHS: 24

Total: 284

Funded Enrollment:

Head Start: 324

EHS: 56

Total: 380

Wait List:

Head Start: 71

EHS: 76

Total: 147



Family Satisfaction Survey Results



- 97% of families expressed some level of satisfaction with their family's relationship with teaching staff
- 96% of families expressed some level of satisfaction with their family's relationship with their family service worker
- 100% of families expressed some level of satisfaction with their child's overall experience in HRA Early Childhood Programs

Year in Pictures: HRA Early Childhood Programs

Professional Development Day



Dr. Seuss Week



Lake Avenue Center Opening



HRA'S COMMITMENT TO COMMUNITY ACTION: A TIMELINE

1960s

Community Action Agencies were established as part of President Lyndon B. Johnson's War on Poverty to mobilize communities in the fight against poverty and empower local residents. In 1964, Human Resources Agency (HRA) was formed under the Office of Economic Opportunity. HRA launched the Head Start Nutrition Program and began the Neighborhood Service Workers Outreach and the Summer Youth Employment Program, laying a strong foundation for comprehensive community support.



- **Agency Capacity/Growth:**
 - HRA formed in 1964 under the Office of Economic Opportunity
- **Early Childhood:**
 - Head Start Nutrition Program Begins (1964)
- **Community Services:**
 - Neighborhood Service Workers Outreach Begins
- **Employment and Training:**
 - Summer Youth Employment Program Begins

1970s

Community Action Agencies continued to evolve, focusing on grassroots empowerment and expanding services to address the complex needs of low-income communities amidst changing

economic and political landscapes. In the 1970s, HRA expanded its community services by introducing the Commodities Program. The agency also underwent a significant change in 1974, officially adopting the name HRA, reflecting its growing capacity and commitment to serving the community.



- **Agency Capacity/Growth:**
 - Name changed to HRA in 1974
- **Early Childhood:**
 - Head Start and Day Care services expanded
- **Community Services:**
 - Commodities Program was formed
 - Neighborhood services offices opened in high poverty areas
- **Employment and Training:**
 - Employment Services partnered with OIC since 1972

1980s

Community Action Agencies faced significant challenges due to reduced federal funding and policy shifts, yet they persisted in providing essential services and advocating for low-income families. During this decade, HRA initiated several impactful programs, including the Fatherhood Initiative in Head Start and the Neighborhood Early Childhood Education Satellite programs in local schools. Community services were expanded with the launch of the Las Perlas Hispanas Program and the establishment of Family Resource Centers in Oval Grove. In response to the AIDS epidemic, HRA introduced the Someplace Special program. Despite funding challenges due to the formation of the Community Services Block Grant (CSBG), HRA continued to grow and adapt to the needs of the community.



- **Early Childhood:**
 - Fatherhood Initiative Begins in Head Start
 - Neighborhood ECE Satellite programs in Mt. Pleasant, Oval Grove, Jefferson, Smalley, Chamberlain Schools
- **Community Services:**
 - Las Perlas Hispanas Program Begins
 - Family Resource Centers in Oval Grove
- **Health and Wellness:**
 - In response to the AIDS Epidemic, Someplace Special Begins
- **Agency Capacity/Growth:**
 - Agency funding impacted by CSBG formation

1990s

Community Action Agencies adapted to new economic realities by expanding their programs to include workforce development, education, and housing assistance, continuing their mission to alleviate poverty. During the '90s, HRA significantly expanded its services and capacity. Early Childhood programs grew with the establishment of the North Oak Community Center/Free To Grow and the inclusion of School Readiness initiatives. Community services were enhanced by embedding Human Services Infrastructure (HSI) ROMA principles and launching the Polish Victim Advocacy Program. The Wellness Resource Center was formed to address health and wellness needs. HRA also acquired the Rockwell Avenue (Whiting) property and secured a contract to deliver 100 School Readiness slots, further expanding Early Childhood Education in the community.



- **Early Childhood:**
 - North Oak Community Center / Free To Grow
 - ECE Expands to include School Readiness
- **Community Services:**
 - Human Services Infrastructure (HSI) ROMA Principles embedded
 - Polish Victim Advocacy Program Begins
- **Health and Wellness:**
 - The Wellness Resource Center was formed
- **Agency Capacity/Growth:**
 - Rockwell Avenue (Whiting) Property Acquired
 - Acquired contract to deliver 100 School Readiness slots

2000s

Community Action Agencies embraced technological advancements and collaborative partnerships to enhance service delivery and address the evolving needs of low-income communities. In this decade, HRA achieved several significant milestones. Its Early Childhood programs saw the beginning of the Marian Heights Extension Project and the establishment of the Jane Johnson Memorial. Community Services were enhanced with the Young Latinas Program and the expansion of the Arch Street Neighborhood Services Center. The Volunteer Income Tax Assistance (VITA) Program began under Financial Services, and the Division of Health and Wellness was formed. HRA also became the operator for the North Central and South Central One Stop employment centers. The agency launched a capital campaign for Early Childhood Education (ECE) expansion and acquired properties at 144 and 180 Clinton Street to support this growth.



- **Early Childhood:**
 - Marian Heights Extension Project Begins
 - Jane Johnson Memorial
- **Community Services:**
 - Young Latinas Program
 - Arch Street Neighborhood Services Center Expanded
- **Financial Services:**
 - VITA Program Begins
- **Health and Wellness:**
 - Division of Health and Wellness was formed
- **Employment Services:**
 - HRA North Central One Stop Operator & South Central One Stop Operator
- **Agency Capacity/Growth:**
 - Capital Campaign for ECE Expansion
 - Acquired 144 and 180 Clinton Street for ECE Expansion

2010s

Community Action Agencies focused on innovation and sustainability, integrating comprehensive service models, and data-driven approaches to better combat poverty and support economic self-sufficiency. HRA continued to expand and enhance its services and impact. The Early Childhood Education capital campaign led to the renovation and 1800 square foot expansion of the Ben Franklin site, enabling HRA to serve 700 children under 5 annually. Community Services increased cross-trained staff capacity to integrate services through outreach. The Foundations for Financial Independence Program began, offering a comprehensive approach to financial literacy, matched

savings accounts, and VITA services. The Division of Health and Wellness was formed, enhancing psychosocial support, nutrition, medication adherence, and case management under one roof. HRA Youth Employment Services started, focusing on employment and education in high-demand careers. The New Britain Food and Resource Center was established, integrating food distribution with wraparound case management services. In 2017, the merger with the Bristol Community Organization expanded HRA's catchment area to include six communities, furthering the agency's capacity for growth and service delivery.



- **Early Childhood:**
 - Capital Campaign for Early Childhood Education and Ben Franklin Renovation and 1800 sq ft expansion completed, serving 700 children under 5 annually
- **Community Services:**
 - Cross-trained staff capacity increased, integrating services through outreach
- **Financial Services:**
 - Foundations for Financial Independence Program Begins
- **Health and Wellness:**
 - Division of Health and Wellness enhanced psychosocial support, nutrition, medication adherence, and case management
- **Employment Services:**
 - HRA Youth Employment Services Begins
- **Emergency Services:**
 - New Britain Food and Resource Center Begins
- **Agency Capacity/Growth:**
 - Merger with Bristol Community Organization in 2017, expanding the catchment area to include six communities

2020s

Community Action Agencies were pivotal in addressing the impacts of the COVID-19 pandemic, providing essential services and support to help vulnerable communities navigate unprecedented challenges. In the 2020s, HRA adapted to new challenges posed by COVID-19, learning to deliver services in multiple ways while remaining open to serve clients. In Early Childhood Education, HRA increased pay for teachers and teacher assistants and provided more opportunities for continuing education. Community Services launched the Community Health Worker Certification and Trusted Messenger Organization initiatives. Financial Services saw the beginning of the Financial Opportunity Center and HRA's VITA program became a multi-year regional leader in preparing free taxes for low and modest-income households. Health and Wellness formed COVID vaccination and education partnerships with municipalities. Employment Services incorporated remote learning options into the HRA Youth Employment Services program. Emergency Services modified service delivery and served over 8,000 households during the pandemic. Agency Capacity/Growth increased resources to the Bristol area by 2.5 million dollars, raising the annual budget to over 20 million. The agency also embraced technology for communication and meetings, utilizing tools like Zoom and DocuSign to maintain operations effectively.



- **Community Services:**
 - Community Health Worker Certification & Trusted Messenger Organization
- **Financial Services:**
 - Financial Opportunity Center Begins
 - HRA's VITA program becomes multi-year regional leader in free tax preparation for low and modest-income households
- **Health and Wellness:**
 - COVID Vaccination and Education Partnerships with Municipalities

- **Employment Services:**
 - HRA Youth Employment Services incorporated remote learning options
- **Emergency Services:**
 - Modified Service Delivery and Served over 8,000 households during the pandemic
- **Agency Capacity/Growth:**
 - Increased resources to Bristol area by 2.5 million, increasing annual budget to over 20 million
 - Continued communication and meetings with higher usage of technology (Zoom, DocuSign, etc.) due to COVID

MAKING NEWS AT HRA IN 2023

Lake Avenue Re-Opening



HRA completed a multi-year renovation and expansion of its Lake Avenue Child Care Center in Bristol this past December. The upgrade to Lake Avenue allows HRA to serve up to 52 children at the center, 18 more than previously. Children ages birth to two will be served at the center for the first time through Early Head Start.

Diaper Distribution Program



HRA became a lead partner in Connecticut Association for Community Action's new Diaper Distribution Pilot Program. With funds from U.S. Department of Health & Human Services, HRA and five other community action agencies across Connecticut will obtain and provide free diapers to families with children, ages birth to two, enrolled in their early care and education programs. Families will receive enough diapers to cover their child's use every week while they take part. The diaper program will allow 120 low-income families to send their child to HRA Early Education on a consistent basis and free parents from having to stay home from work when they cannot afford diapers for their young ones.

VITA Serves Thousands



HRA's Volunteer Income Tax Assistance (VITA) Clinic prepared 8,100+ tax returns for low- and moderate-income persons over calendar 2023. Some 172 volunteers, including over 110 IRS-certified tax preparers and 40 students from New Britain High School, prepared federal and state returns at in-person locations like HRA's Arch Street and North Oak offices as well as through an online platform. Altogether, HRA VITA helped residents from over 190 towns, both in and out-of-state, secure a grand total of \$10.7 million in tax refunds, which included \$3.6 million in Earned Income Credit, a special tax credit for low-income persons who worked in the past year.

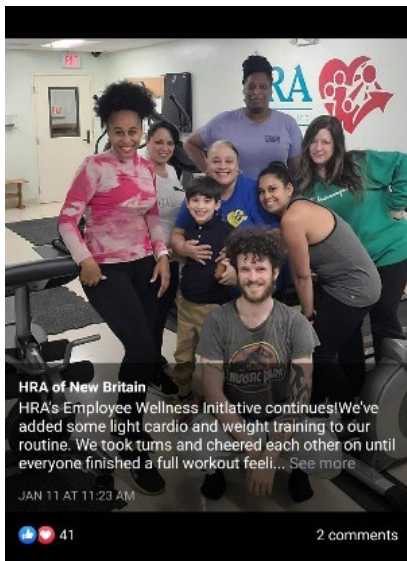
TOP SUCCESSES AT HRA

Presented by Marlo Greponne, HRA Executive Director

Staff Increases and Incentives:

We successfully processed an agency-wide staff wage increase of 5.6% effective July 1, 2023. This was a significant undertaking, especially for the financial and HR departments. We're grateful to Jim and Brenda for their efforts and leadership in ensuring that this task was completed on time and accurately. We continue to monitor and review to ensure sustainability and capacity for continued wage increases for our staff. With this increase, we were able to exceed the required minimum wage starting rate, with all starting rates anticipated to be \$15.69 as of July 1st. As a team, we're looking forward to discussing strategies to address the next wave of minimum wage increases, which would once again compress wages for our lowest earners across the organization.

Employee Wellness Initiatives



Employee wellness initiatives continue to thrive, with the commencement of spirit days for the year. Our recent winter spirit day was a tremendous success, providing a fantastic opportunity to engage staff in team-building activities. The images included showcase participation from our HR department and Early Childhood Education staff, emphasizing the positive impact of these initiatives on fostering unity and communication.

In addition to spirit days, Zumba at HRA has resumed, with the added benefit of incorporating the use of gym facilities. These weekly classes take place at Clinton Street, offering a fun and energizing way

for our staff to stay active. As we transition into the warmer months, we anticipate expanding our fitness offerings.



Furthermore, the HR department has been diligently working on virtual classes for both physical and financial fitness. These classes have seen active participation from 7 to 10 individuals, emphasizing our commitment to the holistic well-being of our team.

We are excited about the positive impact these initiatives are having on our workplace culture and the overall wellness of our employees.

New Britain Food and Resource Center Relocation



On Friday, September 30, 2022, HRA acquired the facility on 550 Farmington Avenue (formerly Catanzaro Meat Market) for \$700K to house the NBFRC operations. It was a six-months-long process of negotiations to arrive here. Many thanks to Jim Frohn and Barbara Parsons for working with me towards this purchase. The State Department of Social Services continues processing our contract for the \$450K in ARPA funding to support the purchase. We're grateful to our elected officials, State Senator Rick Lopes

and State Representative Bobby Sanchez for their efforts to ensure HRA received these funds.

We're very pleased to report that the first grab-and-go weekly distribution occurred on Wednesday, October 12, 2022 with nearly 200 people served!

2023 Turkey Distribution



We successfully completed the Turkey distribution, and it was a huge success! We extend our heartfelt gratitude to our partner, Connecticut Foodshare, for providing the turkeys that we were able to distribute. Special thanks to Barbara Parsons, Juan Berrios and our marvelous Community Services team for leading the charge in organizing this massive distribution and ensuring its safe execution! A sincere thank you to our board member, Francisco Santiago, who

spent the day distributing to families. Moving forward, we continue to receive donations for the pantry, ensuring its continued service.

Community Collaborations



Community partnerships continue to thrive. After the New Britain Housing Authority announced they could no longer host mobile truck activities, HRA signed an agreement with CT Foodshare to fill a gap in service. We hosted our 2nd formal distribution of the mobile CT Foodshare at 180 Clinton Street which was very well attended. There were about 77 people served on Saturday, December 10, 2022. We give thanks to our Operations and NBFRC staff in partnership with CT



Foodshare volunteers for this effort. Jessica Vargas of CT Foodshare brought 8 volunteers which will be here each month. Our partner is thrilled that the mobile truck is back and very thankful to HRA for having it here at our building on Saturdays! Distribution photos show it was a wonderful sunny day and a great resource to the community of Mount Pleasant as well as New Britain overall. We expect this continue to grow and we're very grateful for this partnership.

ECE Lake Avenue Ribbon Cutting

After nearly three years in the making, we joyfully held our ribbon-cutting ceremony for the Lake Avenue facility. The day was beautiful, and the event was executed flawlessly. Our heartfelt gratitude goes to our consultant, Bob Jessella, and to Barbara Parsons and Juan Berrios, as well as our dedicated staff, Vallerie Pelletier and Juan Lopez of the Early Childhood Education division for spearheading the planning and execution of this momentous occasion. Thank you to our Board President, State Representative Mary Fortier for your unwavering dedication and passion.



The event garnered significant media coverage, and the facility itself exceeded expectations in its beauty. We are thrilled for this achievement. Representatives from the Federal Office of Head Start were in attendance, and we had the opportunity to showcase the adjacent facility to them. We aspire to continue developing capital improvement projects there to offer wrap-around support services for families in the Early Childhood Education

program and members of the Bristol community.

The labor of love across all administrative teams, especially the Financial team led by Jim, the Early Childhood Education team led by Amy, and the Facilities team led by Barbara, has culminated in the realization of our shared vision over the past few years. This collective effort ensures that we now have this wonderful facility available to provide essential services to children from low-income families in Bristol. Achieving this milestone is a testament to the dedication and hard work of each team member.

We are profoundly grateful for reaching this significant milestone and are enthusiastic about the opportunities that lie ahead. The commitment and collaboration exhibited by our teams set a strong foundation for us to continue making a positive impact in the lives of the children and families we serve.

For more details about this memorable day, please take a moment to visit our Facebook page. We look forward to sharing more about the exciting developments at the Lake Avenue facility.

FINANCIALS & MAJOR DONORS

HRA Fiscal '24 Budget



HRA manages a budget of over \$23.5 million to run 30+ programs serving low-income people in 2024. A simple

breakdown of our income and expenses:

Revenue and support

Grants	\$ 21,047,657
Program income	1,119,222
Property Management - Programs	1,189,307
Rental income	87,420
Bond debt service funding	434,859
Contributions	15,503
Other income	-
Total revenue and support	<u>23,893,968</u>

Expenses

Salaries and benefits	10,497,725
Direct Assistance	8,029,988
Contracted services	1,307,499
Supplies	346,116
Occupancy	2,227,037
Other	442,463
Depreciation and amortization	563,466
Interest	263,933
Bad Debt Expense (Recovery)	-
Total expenses	<u>23,678,227</u>
Increase (Decrease) in Net Assets	
For The Period	<u>\$ 215,741</u>

Major Donors



To the many funders who make HRA's programs possible, we say THANK YOU!

American Savings Foundation

City of Bristol

City of Hartford

City of New Britain

Connecticut Department of Education

Connecticut Department of Justice

Connecticut Department of Social Services

Internal Revenue Service

LISC

Main Street Community Foundation

Northern Connecticut Agency on Aging

U.S. Department of Health & Human Services

U.S. Department of Labor

United Way of Northeastern and Central Connecticut

United Way of West Central Connecticut

Workers Compensation Trust

