

Facing the Future

TOGETHER



Annual
Report
2021



Facing the Future Together



A Message from Lena Rodriguez, President and CEO of CRT

Looking back on 2021, we faced plenty of challenges from the continued ravages of the COVID-19 pandemic, and yet our team truly rose to those challenges. Now we face the year ahead better prepared to take on anything thrown our way.

Early in the year, as soon as vaccines were publicly available, we coordinated efforts to vaccinate our staff and to provide the vaccine to eligible people we serve, including the seniors living at our assisted-living facility, The Retreat, in Hartford as well as the residents at our homeless shelters. We also conducted vaccine clinics in conjunction with the Community Health Center.

Additionally, we launched a “Vaccine Hesitancy Program” designed to address individual fears and health concerns as well as issues related to transportation, technology, language barriers, and other hurdles found within the BIPOC (Black, Indigenous, and People of Color) community.

But the pandemic was not the only challenge of this past year. As we have seen from recent news reports, everyone is now talking about “supply chains” and disruptions that make it hard to get things like needed food and supplies. This, in turn, makes it harder to deliver services to those

in need. These problems hit our Elderly Nutrition Program head on, and yet that team continued to find a way to persevere and get more than 1,000 nutritious meals per day out to the seniors who rely on programs like Meals on Wheels.

This past year, our McKinney Men’s Shelter in Hartford was closed, but services continued as we moved residents to an area hotel. This clever solution helped to provide additional social distancing when we needed it the most. And now, it is anticipated that CRT will be purchasing a hotel in the Greater Hartford area and reimagining the delivery of services to the homeless, including on-site support from behavioral health services. A bond project at our East Hartford Family Shelter was completed during this past year providing much-needed renovations to the building, including a new roof.

We also found ways to celebrate our commitment to one another and to the communities we serve. We hosted two successful golf tournaments that raised money for Meals on Wheels and our Women’s Empowerment Center. And, as you have likely seen – and can see in the middle of this annual report – we completed a gorgeous mural at CRT’s multi-service center in Hartford that prominently features the late Justice Ruth Bader Ginsburg, along with other powerful women leaders. This mural will be a steady reminder of our plans to face the future together.

Finally, as we face 2022, we are thrilled to report that our nationally recognized Medication Assisted Treatment (MAT) program, funded by a SAMHSA grant, has been awarded a new \$2.6 million, five-year grant (also from SAMHSA). Our expanded MAT program will allow CRT to start mobile MAT services and methadone research and administration. It is anticipated that this program will serve at least 450 people over the next five years. We also plan to establish a brick and mortar pharmacy at CRT’s Behavioral Health Services clinic in Hartford.

No one ever said the work would be easy. But our dedicated team is committed to serving the needs of our community, now and in the years to come.

A handwritten signature in blue ink, appearing to read 'Lena', with a stylized flourish above the name.

Lena Rodriguez,
President and CEO of CRT

In addition to the new homeless service model for McKinney and our new five-year SAMHSA grant, there are two new programs coming next year that we want to preview with you now:

CHES – or Connecticut Housing Engagement and Support Services

This is a new initiative that combines Medicaid health coverage with a range of housing services for area residents struggling with homelessness and chronic health issues. CRT is the selected service provider for our catchment area. CHES is a new model of supportive housing case management **aimed at managing the difficulties that go along with homelessness, including access to health care and handling chronic health issues.** Its overall goal is promoting health and well-being by coordinating targeted healthcare with housing. Community Health Workers will work with clients to address social determinants of health – housing and co-occurring medical and behavioral health needs – with the State providing a permanent rental subsidy.

Low-Income Household Water Assistance Program

This new program will be administered by CRT’s Energy Assistance Program, and is designed to assist low-income households with water and wastewater bills. **It will help those with the lowest incomes who pay a high proportion of household income for drinking water and wastewater services.** The program will provide funds to owners or operators of public water systems or treatment works, provide restoration services, and reduce arrearages and rates charged to those households for such services.



Table of Contents

Facing the Future Together: Message from President and CEO 2-3

Hope for Tomorrow: Message from Fernando Betancourt, Chairman 4

Meeting Basic Needs Throughout the Pandemic 5

Keeping People Housed..... 6-7

Keeping People Fed 8-9

Keeping People Safe..... 10-12

Fast Track to Employment and Housing..... 13

Women’s Empowerment Center and RBG Mural..... 14-15

Highlights from the year 16-19

Funders and Donors 20-25

Financials page..... 26

Board of Trustees 27

CRT’s Programs and Services..... 28

Hope for Tomorrow

*A Message from Fernando Betancourt, Chairman,
CRT Board of Trustees*

While 2020 was defined by our ability to be resilient in the face of the pandemic and global tragedy that it unleashed, this past year has truly been about our collective perseverance and determination.

As Chairman of the largest community action agency in the state of Connecticut, I know that we have risen to the many and varied challenges thrown our way all year long, and have done so with a quiet strength that exemplifies our mission.

And seeing this hard work from our dedicated staff to the individuals and families that we serve throughout Central Connecticut truly gives me a profound sense of hope for tomorrow. It might sound cliché, but I really mean it. Allow me to share a few examples that show you why.

The teens and young adults enrolled in our Summer Youth Employment Program dedicated themselves to a project aimed at educating their peers in the community – and statewide – about the ravages of COVID-19 and the huge importance of getting vaccinated to help prevent this disease. They created a wonderful awareness campaign producing 370 hand-drawn lawn signs that were displayed all over Hartford and neighboring areas to alert people about what can be done to help stop the spread of COVID. They also organized an online Zoom-based roundtable discussion to dispel myths and share hard facts about

Participants in CRT's YouthBuild program got first-hand construction experience at CRT's East Hartford Family Shelter this past summer.



the disease and why teens need to be vaccinated. That online meeting was attended by more than 100 people and included introductory remarks from Hartford Mayor Luke Bronin.

Also this past summer, young adults enrolled in our YouthBuild job-training program were able to support a massive project at CRT's East Hartford Family Shelter, where bond funds from the state of Connecticut were used to do a wide range of renovations to the building, including the completion of a new roof. Giving the YouthBuild team a challenging – and hands-on – project that they can point to and say “I helped build that,” will create a sense of pride, accomplishment and self-worth that cannot be denied.

Another worthwhile endeavor that you will read about in this report is a pilot project that started this year to help men and women who faced the hardships of homelessness to find meaningful full-time jobs that pay a living wage and lead to permanent housing. This innovative project was designed to help those who, more often than not, would have been overlooked for job opportunities. In addition to being homeless, many never finished high school and most had been previously incarcerated, too. The deck was not stacked in their favor. But this pilot project helped to place participants in decent jobs where they could make enough money to support themselves, save money, and find a decent place to live. CRT calls it a “Fast Track” to employment and housing, and the success of this pilot over this past year shows what is truly possible when people are given the chance to thrive. We expect that this program could easily become a model for other communities nationwide.

These are just a few of the many examples from CRT in 2021 that give me hope for tomorrow. I can hardly wait to see what happens next year.

Fernando Betancourt,
Chairman, CRT Board of Trustees

M

eeting Basic Needs Throughout the Pandemic

This past summer CRT worked with qualified homeowners in Hartford and Middlesex County who were affected by the COVID-19 pandemic to provide up to \$8,000 in mortgage payment assistance through the Community Services Block Grant (CSBG) Cares Act Emergency Resource Fund. These relief payments represented a combination of two months short-term mortgage payment assistance and up to two months for mortgage arrearages, for a total of four months of possible mortgage payments.

“Our goal was to help as many households as possible access this valuable mortgage assistance program,” said Christopher McCluskey, Vice President for Housing & Community Services at CRT. “One of the most important services we can provide is to help homeowners protect the assets they’ve worked so hard to obtain, first by helping to address their immediate crisis, and then working on a long-term plan to ensure families remain stably housed.”

Since these funds came from the Community Services Block Grant (CSBG), both qualified immigrants and non-qualified immigrants could be eligible, too.

In addition to income eligibility, CRT staff worked with applicants to document verification checks with 211 and other community resources to ensure that resources from other state departments or organizations were not also available to cover the same type of assistance.

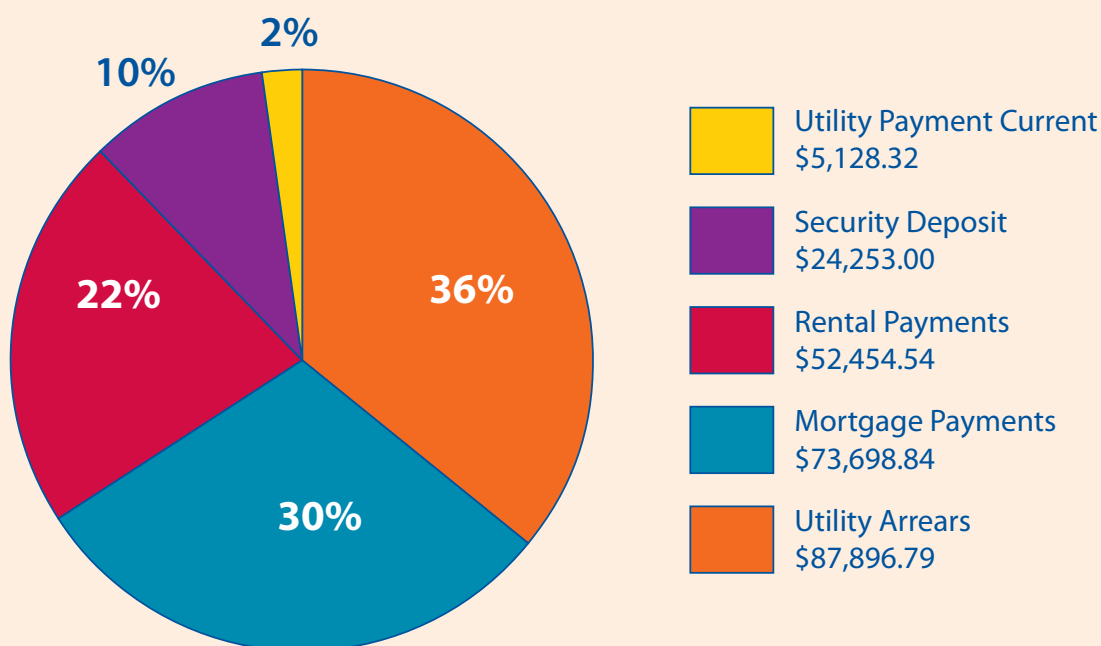
When meeting with CRT’s Foreclosure Prevention Housing Counselor, homeowners learned about other forms of financial support that were available to them such as energy assistance and other services that CRT can provide.

Mortgage assistance funds for eligible individuals were transmitted directly to the lender/mortgage holder on their behalf.

In addition to mortgage assistance support, CSBG Cares funding provided rental assistance, security deposits, and utility assistance (both for arrears and current payments) where needed. Other forms of client assistance included providing help with car repairs and transportation costs, emergency food, household furniture, personal protective equipment, and 30-day supplies of medications.

Through the end of October, CRT assisted more than **220 households** – of that total, 162 were unduplicated needs, and 58 received multiple forms of support. This amounted to more than \$243,000 in financial support for people in need (see chart below with details).

CSBG Cares Client Assistance During 2021



K eeping People Housed

Despite the ravages of the COVID-19 pandemic during the past year and a half, our state's dedication to preventing homelessness brought new programs, funding sources and broad attention to the issue of ensuring people have safe and permanent housing. And CRT was there to help provide those services.

UniteCT Provides Much-needed Rental Assistance

CRT worked with the State Department of Housing on UniteCT, a program that provides up to \$15,000 to households that have suffered financially in the pandemic. UniteCT provides rental and utility assistance, covering arrearages and future payments.

We held events and invited people into our facilities – with or without appointments – to initiate applications. When UniteCT vans visited, CRT volunteers assisted people outdoors, using tablets to access information and navigate applications.

We provided services to 1,012 households, and played an integral role in making Connecticut one of the few states that achieved the federal goal of distributing \$100 million in assistance by September 2021.

Decompressing Our Shelters

Last year, CRT's McKinney Shelter moved its operations into an area hotel to allow for social distancing both for residents and staff. This experience inspired us to develop an entirely new, permanently decompressed shelter model.

We're now in the final stages of purchasing an area hotel that we'll renovate into a shelter, offering increased privacy and reduced congregate space.

Expected to open in 2022, this new shelter will offer single and two bedroom units, a commercial kitchen, and wrap-around services including behavioral health and substance abuse counseling, a health clinic, group counseling and case management. Our teams are working to reimagine what it means to provide emergency shelter to people in need in our community.

We've witnessed a startling uptick in the numbers of homeless children and families this year. Because of COVID-19, CRT's East Hartford Family Shelter continues to operate at approximately half capacity, so our staff is diverting families out of shelter into the safety of hotels. CRT's goal is to quickly move these homeless families into permanent housing.

Stable Housing Changes Lives

We're passionate about housing and are proud to report that we've permanently housed more than 100 people in the past year. Housing keeps families together, provides stability, and facilitates employment.

Accessing housing was difficult in 2021. The eviction moratorium made landlords uneasy, and they became reluctant to take on new tenants. Many landlords understand that CRT can help navigate new tenant relationships. This allowed our staff to secure rental units in this nearly impossible market.



Housing and Veteran Services

Our Supportive Services for Veteran Families (SSVF) program uses rapid rehousing and prevention services to rehouse homeless Vets. During the pandemic, funding from the VA meant vets could avoid congregate shelter, moving into hotels and our Veterans Crossing transitional living program instead. More services were available and our clients communicated sooner about problems, making it easier to retain housing, and reducing recidivism.

Case Study

Father and Son Find Support and, Ultimately, a Permanent Home

Rafael Canales relocated to Hartford from Bridgeport to gain full custody of his young son, Jayden, in 2017. When his plans to live with family fell through, he and Jayden found themselves homeless, living in the Salvation Army's Marshall House Family Shelter in Hartford.

Jayden has autism and craves consistency. Moving triggered his autism, and he found life in the shelter difficult. Jayden struggled to succeed in school and Rafael was challenged to find service providers and specialized physicians for his son. Homelessness was taking a toll on their family.

The Canaleses entered CRT's Permanent Supportive Housing program that same year, and Rafael secured an apartment in Wethersfield where Jayden enrolled in a school that specialized in the services he needed. CRT connected Rafael to mental health services, energy assistance, emergency food assistance, and help managing his finances. Jayden continued to get the support he needed as a young man with autism.

Father and son are now succeeding together. Just this year, Rafael was approved for a Housing Choice Voucher and moved with now 15-year-old Jayden to a community in Rocky Hill that offers all the amenities they could dream of having. Rafael no longer needs supportive services and the two live together independently.

"Our family went through such a traumatic experience and CRT helped us become stable," said Rafael. "We are truly thankful to CRT for all their programs, but especially for Permanent Supportive Housing. They have done so much to help us."

CRT Adds Community Health Workers

Fourteen CRT staff members are now certified Community Health Workers (CHWs) through the Department of Public Health. CHWs serve as liaisons between the community, healthcare and social services, and facilitate client access to resources.

Housing Services Provided in 2021

At the **McKinney Shelter**, CRT served 204 individuals and of those discharged, 52 secured permanent housing.

At **East Hartford Family Shelter**, CRT served 24 households representing 67 people (adults and children), all of whom were housed.

At **Veterans Crossing**, 27 veterans were served and 76% secured permanent housing. The remainder are still in the program. Additionally, nine veterans received help through Grant & Per Diem Case Management (housing retention program), six of whom retained permanent housing.

Supportive Services for Veteran Families (SSVF)

which provides eviction prevention and rapid rehousing services, served 156 veteran families. Of that group, 96% of Veterans Families retained permanent housing.

204

individuals served at
McKinney Shelter

52

individuals secured
permanent housing

K eeping People Fed

CRT's Nutrition Programs Persevere Through Record High Temps, Heavy Rains, and Social Distancing

So many people in Hartford and Middlesex counties depend on the meals that CRT's nutrition staff plan, prepare and deliver. This past year was a year like no other, as extreme weather events, combined with pandemic-related procurement challenges and rising costs, made things harder for our nutrition programs. As always, CRT got the job done, delivering meals every day, checking on client health and wellness, and mixing in some fun and games along the way.

Getting Meals Out

Entering the second year of the pandemic, CRT continued delivering meals to senior centers where people picked them up outside, or volunteers delivered them directly to the doors of homebound seniors. In addition, Meals on Wheels began accepting additional senior clients who weren't homebound. The Elderly Nutrition Program typically delivers between 1,000 and 1,500 meals per day.

In July, congregate dining started to reopen in many communities. Today, 90% of communities in CRT's service area are back to offering meals at community cafes, while the remaining 10% still depend on pick up.

Once CRT staff and volunteers – and most seniors – were fully vaccinated, our clients were able to let Meals on Wheels drivers back into their homes. This allowed us to visually check on their health and wellness instead of relying on the limited information obtained through phone calls. In-person visits were especially important during the extreme heat waves of the summer, when the risk of dehydration and heat stroke become real concerns.



In January, thanks to the generosity of donors, CRT was able to add a new customized delivery vehicle to its fleet for Meals on Wheels in Central Connecticut.

CRT's drivers are critical to getting people fed. They deserve accolades, driving every weekday through winter storms, extreme heat and cold, and torrential rains. Yet our drivers rarely missed a beat – downed power lines and flooded or snow-covered roads were among their obstacles to delivery. In those cases, emergency shelf-stable meals provided a quick solution until it was safe to get back on the road.

Procurement of supplies and food items continues to pose difficulties. Finding certain foods has become challenging, and prices of plastics, paper, and fuel continue to go up. Some supplies need to be ordered months in advance to ensure availability. We expect pricing and availability challenges to continue into the foreseeable future, a problem that has dramatically increased the costs of CRT's nutrition programs. Many restaurants and food suppliers nationwide faced similar problems this year. Except, at CRT, there's no choice but to figure out a solution. Our seniors truly depend on the meals we provide throughout the year, so our programs can't shut down temporarily.

While no one enrolled in Meals on Wheels is ever denied services for an inability to pay (the suggested donation is \$3 per meal), fewer clients have been able to donate during the pandemic. Along with fixed federal reimbursements, it's been harder to cover inflated program costs. Our senior meals program always appreciates donations of goods and services as well as generous financial support from the community.

51,000 meals

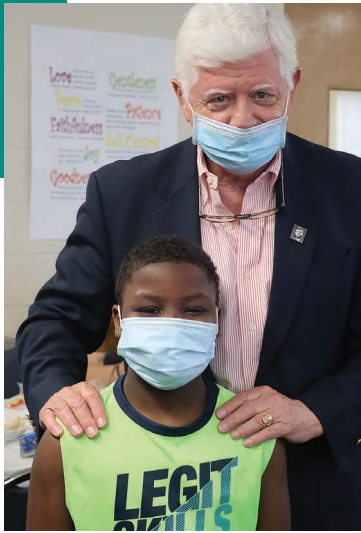


Travelers Donates More Than 51,000 Meals to CRT

As we noted in the 2020 annual report, while most of their employees worked from home, Hartford-based Travelers agreed to donate hot lunches each weekday to CRT and other local charitable organizations in the city to help keep their food service vendor contract operational during the COVID-19 pandemic. As the pandemic continued in 2021, Travelers maintained its work-from-home routine, and they continued to provide hot lunches to CRT. In fact, they agreed to keep the donations going through the end of the year. These meals made their way to people served by a variety of CRT's programs, including the East Hartford Family Shelter, Veterans Crossing, and The Retreat assisted-living. As of the end of October, Travelers donated more than 51,000 meals to people served by CRT.

CRT Provided Free Summer Meals for Kids in Hartford and Neighboring Towns

To help combat childhood hunger when school is out of session, CRT once again managed local coordination of a federally funded Summer Food Service Program (SFSP) to provide free breakfast and lunches to children 18 and younger.



CRT delivered hundreds of meals to children each weekday from the end of June to late August at 14 locations in Hartford and neighboring towns, providing nutritionally balanced meals to children who miss access to regular school-time meals. In total, CRT delivered more than 35,000 meals for kids this summer.

In early August, Rep. John B. Larson (pictured) visited a Summer Food site at the Hartford City Mission, along with End Hunger Connecticut's No Kid Hungry Youth Ambassadors, to see the work that CRT was doing and to spend time with the kids.

Congregate Friendly Feud Brings Seniors Together

Prior to the pandemic, seniors would gather at congregate meal sites (aka Community Cafes) in senior centers and other locations to eat hot, nutritious meals (prepared by CRT's Nutrition Department) and socialize. COVID-19 put a screeching halt to all that fun until this summer, when congregate dining began to resume. To reintroduce seniors to socializing and dining in, CRT nutrition staff planned three fun events involving a socially distant game show called the *Congregate Friendly Feud*.



Loosely based on the TV show *Family Feud*, *Congregate Friendly Feud* pitted teams from two senior centers against each other via an online meeting in a spirited trivia competition. All the seniors involved had a wonderful time, and Scot Haney from WFSB News 3 hosted the first event: South Windsor Senior Center vs. Enfield's Mark Twain Senior Center.

CRT would like to thank the National Association of Nutrition and Aging Services Program (NANASP) for the grant that made these joyful events possible.

\$81,500 Raised

Meals on Wheels Golf Classic

The 20th Annual Meals on Wheels Golf Classic, held on September 13, was a record-breaking success. With 136 golfers participating, CRT brought in \$20,000 in new revenues from golfers, sponsors, donors, and advertisers for a grand total of \$81,500 raised! We're grateful for the commitment of our tournament sponsors and the new companies that stepped up to support the event this year.



Thank You to Our Leading Sponsors:

- Mitchell Fuel Co., Inc., Presenting Sponsor
- Southeast Agency LLC, Presenting Sponsor
- All Waste, Inc., Trophy Sponsor
- Access Health CT, Dinner Sponsor
- Metzger Lazarek & Plumb, LLC, Lunch Sponsor
- Hartford Hospital, Breakfast Sponsor
- Constitution Group of Wells Fargo Advisors, Cocktail Hour Sponsor
- TD Bank, Contest Sponsor
- Canon Solutions America, Inc., Printing Sponsor
- Pronto Printer, Printing Sponsor
- iHeart Media, Media Sponsor



K eeping People Safe

In this second year of the pandemic, CRT staff worked tirelessly, adapting our programs to help keep the communities we serve safe from the threat of COVID-19 using intervention, education, protection, and treatment strategies.

Making Isolation Easier During the Pandemic

Throughout 2021, CRT continued to serve as a **Community Resource Coordinator (CRC)** for 41 towns in Hartford and Middlesex Counties, providing immediate interventions for anyone needing to quarantine due to COVID-19 infection or exposure. We provided everything needed – food, diapers, formula, sanitizing products, PPE, medication and health equipment – to stay safely at home.

Preventing outbreaks in large family households and at congregate living facilities like shelters, rooming houses, halfway programs and hospitals became a major focus of this year's CRC program. In these settings, people had no way to isolate, so we moved infected or exposed individuals to hotels, providing needed supplies for the duration of their stay. This helped prevent family and community spread.

The CRC team worked closely with contact-tracers, community providers/ collaborators, and service organizations. Volunteers and donations have been critical to the success of this program, and we thank: 4-CT for donating funds

needed to buy supplies, area food pantries for providing food and supplies, the Salvation Army for shelf stable meals, and our Retired Senior Volunteer Program (RSVP) for delivering meals and supplies throughout the region.



Serving 41 Towns in Hartford and Middlesex Counties



98% of CRT Staff are Vaccinated



CRT's Own Staff Lead the State in Early Vaccination

This past spring, CRT became one of the first large employers in the state of Connecticut to mandate vaccinations against COVID-19 for all of its employees. With the implementation of this policy, more than 98% of CRT staff were vaccinated by the end of June. While a small number of exemptions were granted for medical or religious reasons, the majority of CRT's employees are now fully vaccinated. As the year progressed, major employers statewide instituted similar vaccine mandates of their own.

Changing Minds, Saving Lives

Even as vaccines became generally available, widespread misinformation made some people unwilling to get vaccinated. The **Community Health Center Inc. (CHC)** recognized this hesitancy and reached out to CRT for help. Funded by a grant from the Hartford Foundation for Public Giving, CHC and CRT launched a Vaccine Hesitancy Program designed to address fear and health concerns as well as issues related to transportation, technology, language barriers, and other hurdles among the BIPOC (Black, Indigenous, and People of Color) community. With an ultimate goal of vaccination, we deployed an educational program that presented information to clients at CRT facilities and in the community at public locations and events.

This program targeted people at high risk of contracting COVID-19, including those who are economically disadvantaged, ex-offenders, minorities, the LGBTQ+ community, and those with chronic diseases and illnesses. Some people were current or former addicts who might be immunosuppressed, and were living in shelter, halfway houses and other communal settings.

This program broke barriers to vaccination. After meeting to discuss and ease client concerns, program staff helped them register for the vaccine. If the mobile vaccination clinic was on-site, shots were given immediately. Otherwise, staff scheduled vaccines and followed up with registrants to get them to their appointments. A partnership with Utopia Home Care allowed outreach workers to deliver vaccinations to hesitant homebound residents through relationships with trusted providers.

CRT Helps Dad Battling Addiction

Matthew Hjalmeier's familiarity with opioids started as a teen with prescription medications and morphed into illicit drug use. The woman he married was also an addict, and they continued to use for over a decade. Together they had a daughter, now four years old.

In March 2020, Matthew had been sober for 10 months, and was receiving one-on-one therapy and working with the Intensive Outpatient (IOP) and Medication Assisted Treatment (MAT) programs at CRT. When COVID hit, he was furloughed from his job and struggled to stay clean in a home where his wife hadn't stopped using. He eventually relapsed under the stresses of pandemic living. The Department of Children and Families intervened, demanding that Matthew and his wife enter treatment. The two went into rehab.

Matthew's relationship with his wife crumbled. As he fought to get clean, she continued to use. He left the rehabilitation program and the relationship, and entered an inpatient sober living program in July, where he became clean again. By September, he was back in CRT's IOP and MAT programs. Having graduated from IOP, he now regularly participates in relapse prevention and remains part of the MAT program.

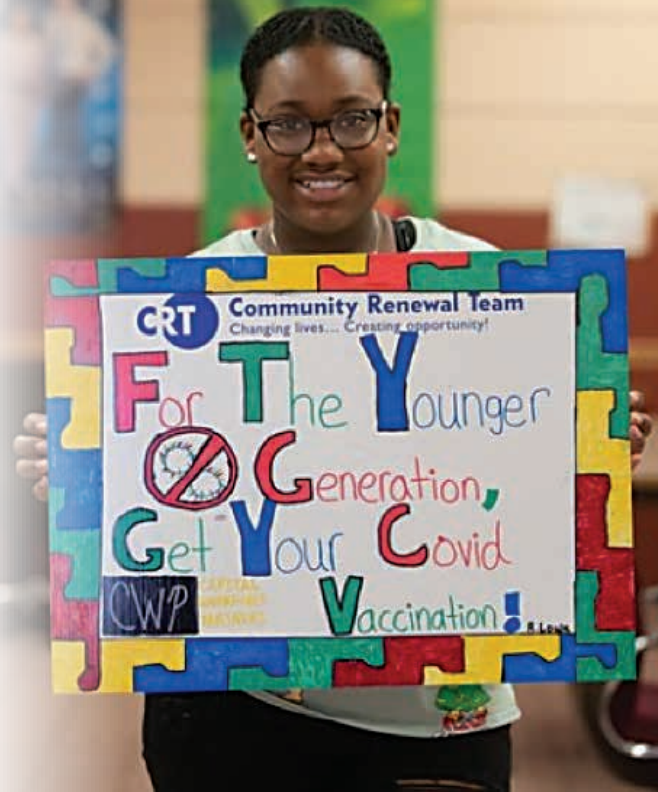
Today, Matthew is actively working his recovery, has full custody of his daughter, and a full-time job. He's well-known and well-liked at CRT's Behavioral Health Services program, where his humor and positivity lends to the supportive environment. Matthew wants to continue his education and hopes to work in addiction recovery someday.

Teaching Teens about COVID-19

Our Summer Youth Employment Program focused on COVID-19 education and outreach as the Delta variant was surging and the vaccination rate in Hartford was just 41.3%. Our 85 program participants prepared and executed a civic engagement campaign, educating their community on the importance of getting vaccinated against COVID, and the availability of the UniteCT rental assistance program.

While the campaign was directed toward everyone in the Hartford community, younger people were an important target group. Vaccines had recently become available for them, and they were at higher risk from the Delta variant. Many lived in families struggling to pay their rent and utilities.

To encourage vaccination, program participants made **370 signs** they put up in neighborhoods throughout Hartford. The group organized an online panel discussion to encourage youth vaccination, and provided a medical expert to answer questions and address common misconceptions. More than 100 people attended the online panel. Signs were also made to promote rental assistance with UniteCT.



Pedro Robles shared with Fox 61 News how his life-long struggle with drug addiction became even harder during the Coronavirus pandemic. CRT mental health and substance use programs including MAT have stayed open and accessible throughout the pandemic, providing services to people like Pedro.

Facing and Fighting Addiction

Our three-year **Medication Assisted Treatment (MAT)** program, funded by a SAMHSA grant, ended in September. This program received national recognition for both enrollment (234 people) and positive outcomes including increased employment and overall stability of participants; and decreased risky behavior, substance use, lost housing, overdoses, re-offenses and remands.

The MAT program kept people struggling with mental health and addiction sober and in treatment programs. Through telehealth, it brought needed treatment services to people who were shut in during the pandemic. These successes allowed program participants to stay housed, safe and healthy during this challenging time.

Because of the remarkable success of the MAT program, SAMHSA awarded CRT a new \$2.6 million, five-year grant. CRT's Expanded MAT Program began this year, and will allow CRT to start mobile MAT services and methadone research and administration. It is anticipated that this program will serve at least 450 people over the next five years.

Fast Track to Employment and Housing

This past year, CRT initiated an innovative pilot project to provide full-time employment and access to permanent housing to people in the community who are often denied these things that many of us take for granted. Known as the “Fast Track to Employment and Housing”, this unique program worked throughout the year with men and women who faced significant employment barriers that make access to housing equally difficult.

Individuals identified to participate in this program typically lacked a formal education and job skills, had a criminal background and were homeless.

This pilot project was divided into two phases: one for employment, and one for housing. Even though a person might have a job, it does not always preclude homelessness. To qualify for rental housing usually requires a background and credit check, which then can pose obstacles for risk-averse landlords.

The manager of the Fast Track project, CRT’s Job Developer Hammel Hall, worked with a variety of employers and staffing agencies in the Greater Hartford area to find decent-paying jobs where people enrolled in the pilot program could work. These jobs generally paid at least \$15 per hour – some more – and offered full-time hours to the participants.

To help kick-start this project, initially, CRT paid a stipend to the first six people enrolled in the program, covering their weekly wages for six weeks, as well as covering any needed liability insurance. The employers paid nothing during that time, and if everything worked out, the individual would then be offered full-time work that the business would pay going forward.

As this was happening, additional employers became willing to take a chance on people who signed up for the program without the initial stipend. (In these cases, the employer paid wages from day one). During the year, 27 people were enrolled in the program and 20 of those individuals are still employed through the project.

“The partnership we have with CRT on the Fast Track program has been tremendous. Because program participants receive housing support at the same time as job placement, we’re seeing substantially better retention rates in our golf course job placements,” said Christopher Goodwin, Horticulturist at Knox, Inc. in Hartford.

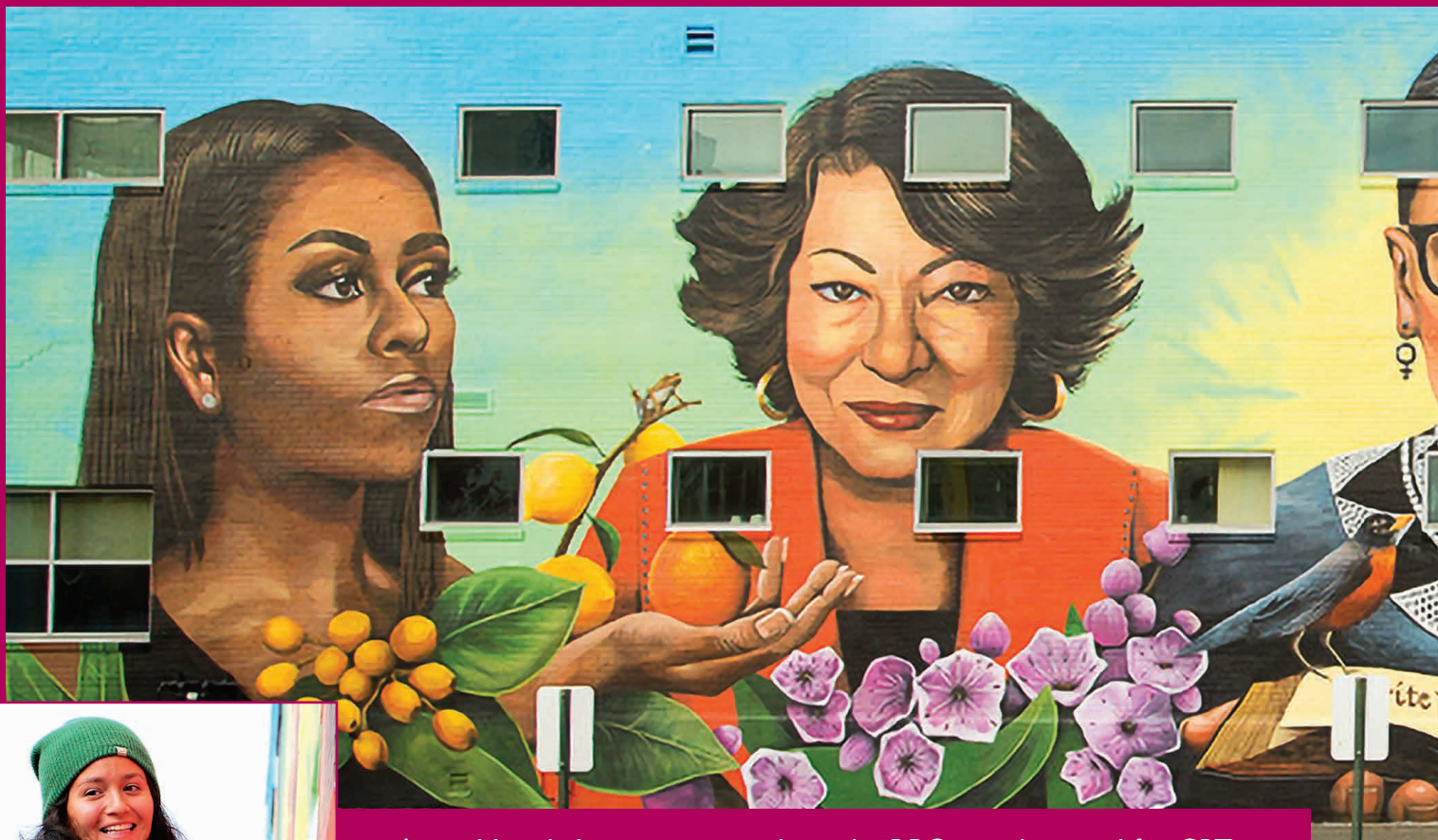


Naj’Lah Eastering (20) and Kohrey Crawley (21) are a couple with a two-year old son, Kah’mari. They were homeless, unemployed and living out of their car. A friend in the Fast Track pilot encouraged them to sign up. As a result, they both are now fully employed, and their son is enrolled in CRT’s Early Care and Education program, freeing up time during the day for the parents to go to work and not have to worry about childcare. A referral to CRT’s Community Services team resulted in their receiving financial assistance via Cares Act funding to rent a two-bedroom apartment.

Now that people in the program are employed for at least six months, the focus shifts to housing and helping participants to secure a decent place to live. CRT is able to bring a holistic approach to the people being served, ensuring that everyone has access to needed services (including behavioral health services, if necessary), and opportunities to learn basic financial literacy skills.

To help with housing placement, CRT is working closely with area landlords who have demonstrated a willingness to make apartments available. Program participants have been able to get support from CSBG Cares Funds to help ensure they have enough money to pay their first month’s rent and security deposit. It is anticipated that all program participants will have permanent housing by the end of December.

The combined goals of meaningful work and safe, stable housing gives the program participants something very tangible to connect with and call their own. It drives their own commitment to this effort, and gives them a reason to be active in their own community. It has the power to change lives for the better now and in years to come. And it can serve as a model for similar programs in communities nationwide.



Artist Micaela Levesque at work on the RBG mural painted for CRT.
(Photos courtesy of Carlos Hernandez Chavez and Jose Vega.)

CRT Commissions Massive Mural to Honor the Legacy of RBG

In the early fall, CRT orchestrated the creation of a massive public mural painted on the side of its multi-service center in Hartford (330 Market St.) to honor the life-long commitment to women’s rights and social justice of the late Justice Ruth Bader Ginsburg, as well as other remarkable women leaders.

The woman commissioned to paint the mural for CRT is award-winning artist Micaela Levesque, whose vibrant artistic vision and skilled portrait work combined to make this mural a striking landmark for downtown Hartford for years to come.

The building in Hartford where the mural is located houses CRT’s Justice Ruth Bader Ginsburg Women’s Empowerment Center, which offers a safe and open space for women from Hartford and Middlesex Counties to develop the skills they need to reach their full potential.

“We can think of no better way to honor RBG’s legacy than to ensure that her memory lives on through the work of CRT’s Women’s Empowerment Center,”

said CRT’s President and CEO, Lena Rodriguez. “Justice Ginsburg’s accomplishments will be felt for decades to come. We know that all women in our community today – especially the next generation that is coming of age now – are better off because of her.”

In addition to prominently featuring Justice Ginsburg in the middle of the mural, it also features *(from left to right):*

Former First Lady Michelle Obama

Supreme Court Justice Sonia Sotomayor

Ella Grasso, the first woman elected Governor in Connecticut and in the United States

Vice President of the United States Kamala Harris

“The ideas of this mural align perfectly with my own artistic vision,” said artist Micaela Levesque. “When I learned that this RBG-inspired mural would be on the side of the building for CRT’s Women’s Empowerment Center, I knew I wanted to be involved. I am so excited to bring a visual representation of these iconic women to Hartford.”



In addition to the five portraits in the mural, Levesque included a variety of painted symbols that add to the depth and complexity of the finished work of art. The project took around five weeks to complete, and it is so large that it can be seen from cars passing by on the neighboring highway overpass.

To help support the creation of this mural, CRT launched a crowd-funding campaign this fall that resulted in a matching gift of \$7,500 from Sustainable CT. The crowd-funding campaign received contributions from more than 100 different donors.

**\$7,500
Matching
Gift**

“Fight for the things that you care about, but do it in a way that will lead others to join you.”

Ruth Bader Ginsburg

CRT’s Women’s Empowerment Center in Action

During this past year, CRT’s Justice Ruth Bader Ginsburg Women’s Empowerment Center in Hartford served 64 households (as of August 2021), an 83% increase over the prior year; and a total of 126 individuals (a 70% increase, post-pandemic). Services provided included help with housing needs (such as eviction prevention, temporary housing and referrals to services like the Hartford Larrabee Fund and UniteCT); food insecurity and SNAP benefits; utility payments and energy assistance; as well as help with behavioral health services, including both mental health

services and substance abuse recovery needs. Throughout the year, the Center also provided its members with a variety of job-support services, including mentoring and job-readiness classes.

CRT’s Women’s Empowerment Center hosted several new programs to cater to needs within the community. In August 2020, CRT’s Early Intervention Services co-hosted a Wellness Day with the Women’s Empowerment Center as an effort to keep the community united and safe. Her Time Hartford is a network designed to support and uplift women impacted by mass incarceration. Their ongoing meetings are both in-person and online.

“Giving Tree” Spreads Joy at the Holidays

At the end of 2020, a special program was set up to ensure all of the children in CRT’s Early Care and Education classrooms would receive a gift at the holidays. Through the generosity of a group of CRT staff and donors, a “Giving Tree” was organized so each child would receive a personalized gift based on the information gathered by their teachers. The children and their parents were so happy to receive their packages as they headed home for a winter break.



Vaccination Clinic at The Retreat

In mid-January, more than 100 residents and staff at CRT’s assisted-living facility in Hartford, The Retreat, received their 1st dose of the COVID-19 vaccine in a special clinic with Walgreen’s that went door to door to administer this special “Shot of Hope.” A clinic to administer second doses was coordinated based on recommended CDC guidelines.

CRT’s New Park Street Office

Renovations were completed on CRT’s office on Park Street in Hartford this year, allowing staff from Veterans Services, Housing, Job Development and other services to move in.



Financial Literacy Roundtable Features CRT

At the end of April, Lt. Gov. Susan Bysiewicz and CT Treasurer Shawn Wooden hosted an online roundtable discussion about financial literacy and “tips to truly empower your financial future.” They were joined by CT Banking Commissioner Jorge Perez, and CRT’s Director of Community Services, Elizabeth Horton Sheff, who oversees the agency’s annual Financial Literacy Institute.



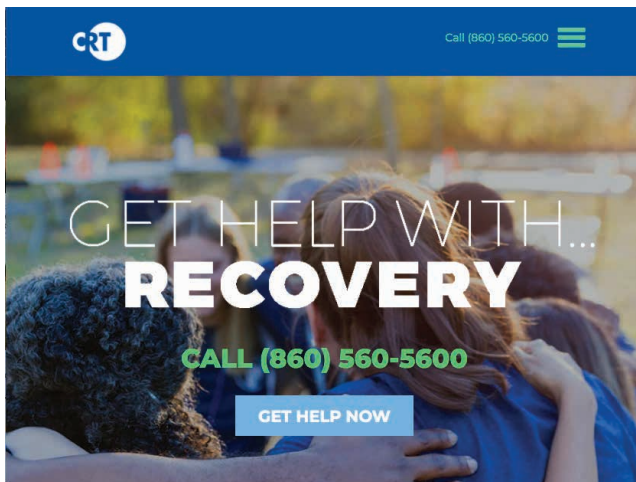
CRT Helps Promote American Families Plan

In early May, CRT welcomed both Senator Christopher Murphy and Senator Richard Blumenthal, as well as U.S. Representative John Larson and Hartford Mayor Luke Bronin to CRT's headquarters in Hartford to discuss the importance of passing the ambitious American Families Plan proposed by President Joe Biden. The work that CRT does every day is exactly what the American Families Plan is designed to accomplish: helping individuals and families access resources that will help end the cycle of poverty.



CRT Launches New Website

In the spring of 2021, CRT unveiled its new website, making it easier for visitors to quickly reach the help they need from any of the agency's programs and services. With a responsive design, the new site is optimized for visits from both desktop and mobile devices. The front page of the site features a big "Get Help Now" button, so that individuals seeking support can fill out a quick form that immediately notifies the right team inside CRT about the type of help required. CRT's main phone number is also prominently displayed across the site so people can quickly contact the agency when needed. The website is available at: www.crtct.org.



National Arts Program & Awards

CRT hosted its 30th Annual National Arts Program this year, and for the first time the entire program was virtual, using an online gallery to showcase the artwork. More than 100 artists of all ages and skill levels, from both Middlesex and Hartford Counties, submitted over 200 different pieces of artwork to the show. Much of the work this year reflected the artist's experience and feelings about living through the tremendous difficulties of the COVID-19 pandemic. The exhibit was open to whomever visited the site. It is remarkable that statistics report that there were a total of 109,627 views as of October 2021.



To see all the winners, go to: www.crtct.org/newsroom/news/



Pint-Sized Farmers in Training at CRT's Preschool

This past summer, children enrolled in CRT's preschool at the Hartford Job Corps Academy (and other locations) learned all about how food is grown with their own vegetable garden. The kids would help tend to the plants, and then pick the veggies (with a little adult supervision). CRT's registered dietician, Karen Klemonsy, supervised this special project, and taught the children how to make their own yummy zucchini bread from scratch!



CRT's Community Action Day and Resource Fair

During Community Action Month this past May, CRT hosted an outdoor Community Resource Fair at its headquarters on Windsor Street to offer a broad range of support and services to people living in Hartford. Services included: free walk-up COVID-19 vaccination clinic with Community Health Center, Inc.; rental assistance services with UniteCT; sign-ups for health insurance with Access Health CT; and free food distribution from The Salvation Army.

Representatives from many of CRT's programs were on hand that day, including: Behavioral Health Services, Community Services (Basic Needs, Foreclosure Prevention, Housing Counseling, Case Management, and more), Elderly Nutrition/ Meals on Wheels, Early Care and Education, Energy Assistance and Weatherization, SNAP outreach, and more. Plus, free ice cream for all!



Tee Off with Women Raises Over \$35,000

CRT's 11th Annual Tee Off with Women golf tournament was held on Wed., July 14, 2021 at the Tunxis Country Club in Farmington, benefitting CRT's Justice Ruth Bader Ginsburg Women's Empowerment Center in Hartford. The Tee Off this year raised more than \$35,000.

"This annual golf tournament is a big part of CRT's summer-time calendar, and gives a big push to the work of our Women's Empowerment Center, which is a much-needed safe haven and resource for women from the Greater Hartford area," said Tenesha Grant, CRT's Director of Women's Services.

The Lead Sponsors for CRT's Women's Empowerment Center included Liberty Bank, OneDigital and Latin Financial.

Summertime at The Retreat

Members at The Retreat assisted-living in Hartford enjoyed a Summer Party on a sunny afternoon on the patio filled with dancing, music and refreshing, fruit-filled frozen "mocktails" that were enjoyed by all!



CRT Staff Appreciation Picnic

CRT's Social Planning Committee hosted an employee appreciation end-of-summer celebration and picnic on Wednesday, September 15, filled with beautiful smiling faces, delicious food, music, games and prizes!



Birdies for Charity Benefits CRT

Through the Travelers Championship Birdies for Charity program, CRT received more donations than any prior year! We received \$19,520 in donations, and Webster Bank added 15% in Bonus Bucks, making the total amount we received \$22,448.



Sponsored by



WebsterBank



CRT Staff Get Halloween Spirit

CRT's Jo Black and the Social Planning Committee put together a festive Halloween pumpkin decorating contest to encourage creative teamwork and the holiday spirit! They received entries from several departments and the final winners came from Finance and the Early Care and Education Job Corps teams. (Shown: one of the winning creations from the ECE team.)

New Designation for CRT: The Retreat is a Focal Point for Senior Services

The North Central Area Agency on Aging (NCAAA) recently designated CRT's assisted-living facility, The Retreat, a "Focal Point" site. The concept of a "Focal Point" comes from the Older Americans Act meaning "a facility established to encourage the maximum colocation and coordination of services for older individuals." Under this designation, The Retreat will serve as a gateway to the county's aging network, connecting older adults to vital community services that can help them stay healthy and independent. (Pictured: CRT's Julie Ackerman, Heidi Lubetkin and Megan O'Brien; and Lee Morgan from NCAAA.)



Federal, State and Municipal Agencies

Corporation for National and Community Service
 US Department of Agriculture
 US Department of Energy
 US Department of Health and Human Services
 US Department of Housing and Urban Development
 US Department of Justice
 US Department of Labor
 US Department of the Treasury-Internal Revenue Services
 US Department of Veterans Affairs
 US Probation and Pre-Trial Services

State Funding Sources

CT Department of Aging and Disability Services
 CT Department of Correction
 CT Department of Economic and Community Development
 CT Department of Education
 CT Department of Energy and Environmental Protection
 CT Department of Housing
 CT Department of Labor
 CT Department of Mental Health and Addiction Services
 CT Department of Public Health
 CT Department of Social Services
 CT Health and Education Facilities Authority
 CT Housing Finance Authority
 CT Office of Early Childhood
 CT Office of Policy Management

Municipalities

Avon	Hartford
Bloomfield	Killingworth
Branford	Madison
Canton	Manchester
Chester	Marlborough
Clinton	Middlefield
Cromwell	Middletown
Deep River	Newington
Durham	North Branford
East Granby	Old Saybrook
East Haddam	Portland
East Hampton	Rocky Hill
East Hartford	Simsbury
East Windsor	South Windsor
Enfield	Suffield
Essex	West Hartford
Glastonbury	Westbrook
Granby	Wethersfield
Guilford	Windsor
Haddam	Windsor Locks

Foundations, Businesses and Organization Donors

Access Health CT
 Active TeleSource
 Adams Hometown Market
 Advanced Behavioral Health
 Aetna Foundation Inc.
 All Waste Inc.
 American Eagle Financial Credit Union
 American Federation of State County and Municipal Employees
 Amplify Inc.
 Amy's Angels Corporation
 Anixter
 Aurora Foundation for Women and Girls
 Baker Insurance
 Bay Equity Home Loans
 Be Thoughtful Movement Inc.
 Beanz & Co LLC
 Bear's Restaurant Group
 Beatrice Fox Auerbach Foundation Fund
 Berkshire Bank Foundation
 Big Y World Class Market
 Bloomfield First Congregational Church
 Blue State Coffee
 BlumShapiro
 BOCA Pharmacy
 Boys and Girls Club of Hartford Inc.
 Brothers Oil Company
 Brown Rudnick
 Burton & Phyllis Hoffman Foundation Inc.
 Campbell Cooling / Barney Barker Oil Co.
 Canel Lodge 700
 Canon Solutions America
 Capital Region Education Council
 Capital Workforce Partners Inc.
 Capitol Transmissions
 Carecentrix
 Cart Concepts LLC
 Cencap Federal Credit Union
 Center Congregational Church
 Central Connecticut Pediatric Dentistry and Orthodontics
 Charles Aid Foundation of America
 Charity Golf International
 Charter Communications
 Church of the Good Shepherd
 City Wide Facility Solutions of Southern New England
 ClarkDietrich Building Systems
 Community Foundation of Middlesex County Inc.
 Community Health Center
 Community Health Network
 Community Health Services Inc.
 Companions and Homemakers Inc.
 Concentra Health Services Inc.
 Congregation Beth Israel
 Connecticut Association for Community Action
 Connecticut Association of Latinos in Higher Education
 Connecticut Community Bank
 Connecticut Community Care Inc.
 Connecticut Food Association
 Connecticut Natural Gas Corporation
 Constitution Group of Wells Fargo Advisors
 Cordant Health Solutions
 CRIS Radio
 CV Media
 Da Cor Installation Services Inc.
 D'Amato Construction
 Delivery Concepts Inc. Innovation in Food Transport
 DeMarco Management Corporation
 DG Marketing LLC
 Diversified Telecom Group
 Dot Think Design
 Durham Manufacturing
 Durham Fair Foundation
 Dutch Oil Co Inc.
 Eagle Rivet Roofing Service Corporation
 East Granby Congregational Church
 East Hartford Lions Foundation
 Eastern Connecticut State University
 Electrical Contractors Inc.
 End Hunger CT!
 Energy Resource Group Technologies
 Enterprise Builders
 ES Veterans Association Inc.
 Eversource Energy
 Excelsior Lodge No. 3
 First Church of Christ UCC
 First Congregational Church of Bloomfield
 FLB Architecture & Planning Inc.
 Full Power Radio Inc.
 Gaffney Bennett & Associates
 Ghezzi's Market & Deli
 Girl Scouts of CT West Hartford Troop 10443
 Good Cause Gifts LLC Futures
 Goodwin College
 Graff Public Solutions LLC
 Grant Thorton
 Graustein Foundation
 Greater Hartford Arts Council
 Greater Hartford Community Foundation Inc.
 Halloran and Halloran
 Harold Hart Home Performance
 Hartford Building Company
 Hartford Firefighters Association I.A.F.F. Local 760
 Hartford Foundation for Public Giving
 Hartford Health Care, Hartford Hospital
 Hartford Parent University
 Hartford Parking Authority
 Hartford Police Union
 Harvard Pilgrim Health Care
 Hatchette Book Group
 Hilton Hartford

Home Builders and Remodelers of Central Connecticut
 Hoopes Morgenthaler Rausch & Scaramozza LLC
 Horst Engineering & Mfg. Co.
 Imagineers LLC
 Journey Home Inc.
 Joy of Food
 JW Data LLC
 K & D Novelties
 K & G Masonry
 Keating Agency Insurance
 KIT Security
 Knights of Columbus 10651
 KNOX Hartford
 Latin Financial / Sharpe Capital
 Latin Premier Insurance Marketing Group LLC
 LAZ Parking
 Leading Culture Solutions
 Lewis & Bockius Morgan
 Liberty Bank Foundation
 Local Independent Charities of America
 Loyal Order of Moose 1477
 M & M Group Benefits Inc.
 Macca Plumbing
 Manchester Interfaith Social Action Committee
 Mandell Jewish Community Center
 Mansfield Paper Company
 MBH Architecture
 Meals on Wheels America
 Medical Billing of Connecticut
 Melville Foundation
 Metzger Lazarek & Plumb LLC
 Middlesex NAACP
 Mitchell Fuel Inc.
 Morgan Lewis & Bockius
 Mothers United Against Violence
 MTS Builders Inc.
 National Arts Program Foundation
 National Association of Nutrition and Aging Services Programs
 New England Smart Energy Group LLC
 North Central Area Agency on Aging
 Oliver Packaging & Equipment Company
 One Digital
 Operation Fuel
 Paula J. Lemire Memorial Fund within the Raymond James Charitable Endowment Fund
 People's United Bank
 Performance Food Service
 Perk on Main
 Philadelphia Insurance Company
 Pilgrim Baptist Church
 Pillar Community Development Corporation
 PowerOptions Inc.
 Preferred Services Inc.
 Price Rite
 Pronto Printer of Newington
 Rally Health Inc.
 Recognition Inc.
 Reid and Riege P.C.
 Restaurant Equipment Paradise Inc.
 Sandler & Mara P.C.
 Saputo Dairy Foods USA
 Senior Executive Women's Network
 Senior Resources Agency on Aging
 Shipman and Goodwin LLP

Simsbury Bank
 SINA
 Sonitrol New England
 South Congregational Church of East Hartford
 Southeast Agency LLC
 Sparkle Jewelry
 Speech-Soft Solutions LLC
 SquadLocker
 St. Matthew Church
 St. Timothy's Roman Catholic Church
 Stop and Shop East Haddam
 Suburban Pharmacy Long-Term Care
 Target Corporation
 TD Bank Charitable Foundation
 TechniArt Inc.
 The Food Insecurity Team at First Church
 The GoodCoin Foundation
 The Goodwin Foundation
 The Home Builders and Remodelers of Central Connecticut
 The Stop & Shop Supermarket Company
 The Village for Families and Children
 The Waterford Group Charitable Foundation
 The Widow's Society
 Thermodynamics Mechanical Services INC.
 Thomas Atkins Memorial Fund
 Total Pest Control LLC
 Traiack Associates LLC.
 Travelers Championship
 Tricom Systems
 TYCO/Johnson Controls Integrated
 UBS Financial Services
 Unitarian Universalist Society-East
 United Carpets & Installation LLC
 United Church of Christ
 United Food and Commercial Workers Union Local 919
 United Healthcare Services
 United Illuminating
 United Way of Central and Northeastern Connecticut
 Utopia Home Care Inc.
 Victor Advertising Service LLC
 Voya Financial Advisors, Inc.
 Waterford Group Charitable Foundation
 Well Beyond Nutrition LLC
 Wells Fargo Bank Foundation
 West Hartford Chamber of Commerce
 Wheeler Clinic
 Whittlesey
 Windsor Locks Public Schools
 Wipfli
 Workforce Alliance Inc.
 Xavier High School
 YMCA of Greater Hartford
 Young Israel of West Hartford
 YouthBuild USA
 YWCA of the Hartford Region

In Kind Donors

Julie Ackerman
 Glenn Alcover
 Allied Printing, Manchester CT
 Aura Alvarado
 Alvarium Brewing Co.
 Anixter
 Arethusa Farm Dairy
 Athleta
 Arthur Murray Dance Center
 Liberty Bank
 Cherell Banks
 Doris and Gimarie Battle
 Bear's Restaurant Group
 Becker's Diamonds and Fine Jewelry
 Cathy Bergen
 Ilana Bernstein
 Black Eyed Sally's
 Jason Black
 Bombas Socks
 Bobs Discount Furniture
 BouNom Bakery
 Bowlero
 Jim Bradshaw
 Cindi Burke
 Capitol Region Education Council
 Carbone's Prime Restaurant
 Nicolin Carr
 Edward Casares Jr.
 Jay Casbarro
 Central Connecticut Paralegal Association
 Chiromark
 Christmas Wish CT
 Cianci Family
 Shari Ciarleglio
 City of Hartford (HIV Testing)
 Dea Collins
 Congregation Beth Israel
 Connecticut Judicial Branch - Support Enforcement Services
 Cynthia H. and Frank M. Conner III
 Constitution Group of Wells Fargo Advisors
 Marvin Cormier and Nessie Cohen

*“It is not enough
 to profess faith
 in the democratic
 process; we must do
 something about it.”*

Ella Tambussi Grasso

Kathleen N. Coss
CRT Executive Office
CRT Facilities and Property Management
CRT Human Resources Department
CRT Nutrition Department
CRT Planning and Quality Assurance
Department
Debra Davis
Debbie's 4 Dogs
Tina Delano
Tom Derkacs
DeRobertis Jewelers
Monica Diaz
Renee DiNino
Litchfield Distillery
Dog Star Rescue
Dollar Giving
Joan Dylan
Natalie Elamin
Electrical Contractors Inc.
Entercom
Leslie Escobales
Face it Medical Aesthetics and Spa
Lester Faiman
Farmington Miniature Golf
Farm to Bath
Fred Astaire Dance Studio of Glastonbury
Fiscal Division of the Department of Social
Services
Foley Carrier Services
Food Rescue Hartford, Kathryn Beckwith
Foodshare
Kerry B. Foster Sr.
Fox 61
Foxwoods Resort Casino
Freshpoint Connecticut
Frito-Lay Inc.
Lindsey Fyfe
Gina Gardner
Valarie Garlick
Janice Gibson
Glastonbury Newcomers' and Neighbors' Club
Marisely Gonzalez
Goodspeed
Goodyear Tire
Green Tails Market
Hallmark Corporate Foundation
Jerry Hardison
Harriet Beecher Stowe Center
Hartford County Bar Foundation
Hartford Distributors
Hartford Flavor Company
Hartford Restaurant Group
Hartford Stage
Hartford Symphony Orchestra
Hartford Wolf Pack
Hartford Yard Goats
Linda Harvey
Kim Hollfelder
idleWilde Printing Co.
iHeartMedia
Insurity Insurance
Jewish Federation of Greater Hartford
Gina Johnson, Co.

Jo Ann Fabrics
Julie Lang Dance Studio
Karen Klemonsky
Traci Lacroix
Brenda Larkin
Father Alvin L. LeBlanc
Carmen Lopez
Jay Lorinsky
Make Food Lovely
Lyman Orchards Golf Club
M & M Group Benefits, Inc.
Elana MacGilpin
Irene Mackey
Mandell Jewish Community Center
Mariposa Mask Initiative
Mark Twain House
Clarissa Matthews
Ted Mauro
Max Restaurant Group
Aisling McCloskey
John McMahan
Adriana Mercado
Metro Bis Restaurant
Meyer Bag & Supply, Inc.
Dawn Michaud
Edjohnetta Miller
Wendy R. Mohr
Mondo's Restaurant
Nick and Judy Monte
Tracy Morales
Museum of Fine Arts Boston
Mystic Aquarium
Naples Pizza
New Britain Bees Baseball
New Britain Museum of America Art
Sally Nieves
Nomads Adventure Quest
Old Sturbridge Village
Olivetree Cleaning Systems, LLC
Corey Pane
Jennifer Paquin
Parra-Dise LLC
Lilly Parreira
Pasta Vita
Lon Pelton
Performance Food Service
James P. Pestana Jr.
Pet Supplies Plus
Plan B Restaurants
Playhouse on Park
Exclusive Pointz
Bishop Dr. Lloyd E. Russell – PTA Church
Griselle and Rafy Quilichini
Geane Raccio
Ragozzion Foods
Estella Ramos
Rebel Dog Tavern
Melissa Richards
Gladys Rivera
Juan Rivera
Andre Rochester
Lena Rodriguez
Stephen Roth
Laurie and Charlie Rubeor
Marleen Ryan-Peloquin

Ken B. Safft
Julie Saimininkas
Salute
Jim Sandler
Santiago Family
Ray Shaw
Lori Shield
Skyscraper Sandwiches and Food Truck
Amy L.A. Smith
Cristina Southward
Tina Sparrow
St. Timothy's Roman Catholic Church
Stop & Shop Simsbury

*"If you don't get out
there and define
yourself, you'll
be quickly and
inaccurately defined
by others."*

Michelle Obama

Suburban Pharmacy Long-term Care
Suburban Stationers, Inc.
Sweet Frog
Sysco
Tee Tee Soul
The Bolder Company
The Bushnell
The Connecticut Science Center
The Essex Steam Train and River Boat
The Feminist Coalition of Hall High School
The Gastropark
The Goodwin Hotel
The Home Builders and Remodelers of Central
Connecticut
The Probus Club of Greater New Haven
The Village Chocolate Shoppe
The Young Democrats of Hall High School
TheaterWorks
Thomas Hooker Brewery Co.
T-Mobile for Government
Tolland Fire Department
Tim Toner
Toys for Tots
Zachary Tracey
Trader Joe's
Travelers
Trav-elle
Tribe West Hartford
Tunxis Country Club

Turkey Hill
United Rentals
Upward Hartford
Victor Advertising Service LLC
Voice of God Ministries
Wadsworth Atheneum Museum of Art
Walmart
Washington Commandery
#1 Knights Templars
Waypoint Spirits
We Care Computers
Wells Fargo Advisors
West Hartford Coworking
Wethersfield Country Club
Brittany Wilborn
Winding Trails
Whole Foods Market Glastonbury
Luciana and Lillian Wiksten
Stephen Witkus
Xfinity Theatre
Yale Repertory Theatre
Yalmar de Dios Pralines Inc.
Greg Zajac
Yasmin Zup

Individual Donors

Sarah Aceto
Julie Ackerman
Monty Aheart
Batul Ahmed
Harold Allen
Aura Alvarado
Martin Alvarenga
David Ames
Gail Ammerman
Tony Andriolas
Linda Angel
Imani Ansari
Kenneth Archer
Lillian Arciniegas
Jay Aronson
Carmen Arroyo
Elizabeth Autorino
Joshua Baez
Stacey Bain
Richard Barlow
Sara Batchelder
Doris M. and Rafael Battle
Gimarie Battle
Barry Bechard
Keith Beebe
Walter L. Benjamin
Rosemary Benoit
Stephen Benoit
Judith Benvenuto
Robert Benzinger
Bethany Berger
J. Christopher Bernhard
Ilana and Steven Bernstein
Lieba and Victor Bernstein
Jennifer Berry
Fernando Betancourt
Jason Black
Christine Blardo
Katilee Boisvert

Monique Bonomo
Craig Boudreau
Tom Bourget
Linda Boyd
Margo Boykins
Margaret Brewster
Carl V. Brinck Jr.
James Brochu
Effie Brown
Terri Bryant-Harrell
Michelle L. Budwitz
Scott Burbank
Kevin Burns
Renee Burrus
Ron Busco
Joseph Bushior
Diane Cadrain
Rhonda Caldwell
Marge Caltharp
Barbara Caramazza
Elizabeth A. Carlo
Nancy M. Carlson
Sarah Carlson
Rosa Carrero
William Carrozza
Donald L. Carso
Robert A. Carubia
Edward Casares Jr.
Julienne & Joseph Cassarino
Janet Castricum
Bobbie Ceceri
John Chapell
Jennifer Chapman
Gariann Chiarella
Ruth E. Clancy
Bill Clark
Caroline Clark
Gerald Clark
Aida Claudio
Jeannine and Gary Cohen
Eric D. Coleman
Dea Collins
Leila Collin
Odette Marie Collins
Stanley & Donna Comforti
Cheryl G. Conklin
Meg Cooley
Corti Cooper
Mary Lou Costanzo
Janice G. Cotter
Sharon Cowell

Gretchen Craffey
Christopher Croweak
Karen A. Cunningham
Laurel Daggett
Barry D'Andrea
Howard Dashefsky
Joan and Greg D'Auria
Julie Davila
Allie Davis
Deborah Davis
John L. Davis
Todd Dawid
Joe Dawkins
Ernest Day
Jeanette Day
Anthony De Luca
Janice E. Dedominicis
Diane DeFronzo
Carol Delaney
Lucy DelBacco
Frank Delgado
Nancy DePalma
Dave DeRusso
Marilyn Diaz
Peyton Dietz
Gregg DiGiacimo
Jason DiGiacimo
Heather S. Dionne
Kelly DiStassio
Terence P. Donohue
Jayme Dorr
Robyn Doyon-Aitken
Carol Driscoll
Suzanne F. Duchesne
Joline A. Dullivan
Mayo & Marlene Edghill
Scott Edman
Janet Edwards
Maria Esquilin
Corti Esteves
Mary F. Everett
Carmen Fabiani
Joanne T. Faenza-Koza
Bob Felsted
Nilda Fernandez
Sandra Ferreira
Edward A. Field
Robert J. Fiondella
Adam Fisher
Robert Fishman
Susan Flagg

Kevin Flinn
Alan Flint
David Foster
Evan Frederick
Susan Freedman
Harry Freeman
Morgan Garcia
Frank Garufi
Carolyne Gatesy Ilona
Elizabeth Gaulton
Matt Gawlak
Robin and Shawn Geisel
Emily Geldmacher
Betsy Gentile
Joanna S. Gerber
Nancy Gilona
Beth Gionet
Carla and Leslie Giordano
Richard Giveans
Paul H. Glotzer
Anne Goico
Joanne and Paul Goodale
Eric Goodman
Kevin Graff
Hannah Granfield
Mike Grant
Douglas Green
Kelley Green
John Groves
Gary Gworek
Carrie Haddon
Margaret Hakey
Joyce Hall
Karen Hall
Kelley Hall
Persephone and Larry Hall
James Hanrahan
Susan F. Hansen
Claudia A. Hart
Harold Hart
Andrea Hartman
Richard & Elizabeth Harvey
Christine Hathaway
Melissa Hayford
Bettymae and Leonard
Hellerman
Matt Hennessy
Carlos Hernandez Chavez
Glorimar Hickman
Mildred Hickman
Jeffrey T. Hill
Charles R. Hnilicka
Thomas Hogan
Charlie Homicki
Cheryl Hood
Jeffrey A. Hood
Stephanie Hooper
Brian Horton
Mark Hoskin
Shirley F. Howe
Derek Howell
Janice A. Howell
Elsa Huertas
William Huffstetler
Cynthia Hugel

*“You can’t dream unless
you know what the
possibilities are.”*

Sonia Sotomayor

“What’s important for my daughter to know is that... if you are fortunate to have opportunity, it is your duty to make sure other people have those opportunities as well.”

Kamala Harris

Katie Hughes-Nelson	Matthew McCaffrey	Peter J. Morrissey	Elaine Puzzo
Henry D. Hunter	Deb MacDonald	Debra Morton	Karen Puzzo
Suzanne Hurel	Irene Mackey	Juanita and Isaac Moss	Paul C. Puzzo
Evan Imber-Black	Shannon MacNeil	Steve Motto	Hans J. Quamme
John Izzo Sr.	Diane Magnuson	Monica Mrosek	Pamala and Thomas A. Ragonese
Faith M. Jackson	Anne Mahoney	Janet Muhlbacher	Rajagopalan Rajapo
Maureen Jenks	Douglas Malan	Fernando J. Muniz	Edaliz Ramos
David Johnson	Jay Malcynsky	Kenny Muraski	Nancy T. Rankin
Greg Jones	Daniel Mara	Derek Mutti	Marjorie Ruschau
Norman Jones	Richard Marinelli	Warren T. Nagle	J. Adrian and Rebecca Rebollo
Joan Joseph	Lorenzo Marshall	Jim Nargi	Scott Redman
Galina Kaplan	David Martinez	Zachary Nathan	Joe Regan
Donald Gene Kaufman Jr.	Doris Martinez	Grant Neely	Jonathan Reiner
Prati Kaufman	Linda F. Martin	Virginia R. Neri	Jesse Reyes
Robert Kaufman	Raquel Martinez	Mario Neves	David Rider
Sandra Kelly	Elaine Martocchio	Susan Nevin	Jacky Rider
Yvette Kelly	Kevin Mason	Richard Newby	Ada Rios
Todd Killingbeck	Tom Mason	Lisa Newell	Donna M. Ripley
Nanette Kolbe	David and Kim Mathog	Charles Newfield	Gladys Rivera
Jenna Korus	Meredith Mattingly	Anna Newman	Juana N. Rivera
Elizabeth Kuang	Ted Mauro	Linda Niderno	Migdalia and Juan Rivera
Mary Lacek	Gerry McCarthy	Wilfredo Nieves	Tanya Rivera
George Landis	Mui Mui Hin-McCormick	Maria Nunez	Kristi and Dennis Roberge
Patricia S. Lang	Thomas & Kathleen McDermott	Patricia O'Connor	Deirdre Roberts
William M. LaPoint PE	Kevin McGill	Teresa O'Connor	Laurence Robert
Ellyn A. Laramie	Sandie McGrath	Arunporn Ongusaha	Linda and John K. Robinson
Brenda L. Larkin	James McLaughlin	Mario Oquendo Jr	Josie Robles
Rickie Lassiter	John H. McNamara	Ellen Feldman Ornato	Lena Rodriguez
Sarah Lateano	Mario Medeiros	Jennifer Orzell	Moriama Guierrez and Galo Rodriguez
Kimberly Lawton	Dawn Meeker	David C. Osella	Nora Rojas
Sarah Leathers	Helen Melanidis	Cecilia Ossenbeck	Kelvin Roldan
Lorri Lennon	Yvette Melendez and Carl Chadburn	Werner Oyanadel	Linda and Quintin Roohr
Daniela Leone	Rebecca Melley	Derek Pacheco	Richard Rooney
Chris J. Levesque	Diane Meyers	Eddie Pacheco	Bob Rose
Virginia de Lima	James & Marie Michalman	Antoinette Palazzo	Mindy J. Rosenberg
Sally Liska	Cynthia Michaud	Ted Pappagallo	Kathleen Rounds
Steve Litchfield	Dawn Michaud	Shridhar Prabhu	Andrew J. Rovero
Kaylena Little	Michael Mitchell	Lisa Pare	Kimberly Ruppert
Deborah and Scott Livingston	Patricia Miele	Nora Parsons	Michael Rotunno
Daniel Lizon	Marisa H. Miller	William Parsons	Michael and Sharon Sabia
Edward Lizon	Santo Milluzzo	Judith T. and Lal Patel	Matt Sacher
Sharen and Philip Lom	Ligi Milord	Steven J. Patrie	Jonathan Sadlon
Dinora E. Lopez	Joe Minde	Lloyd Pedersen	Ken Safft
Christine Lorentzen	Jay Minor	Holly Pelton	Virginia Sampietro
Jay Lorinsky	John Mitchell Jr.	Karen and James P. Pestana Jr.	Pamela Lamson
Athina Loveland	Pooja and Bhavik Modi	Mike Pinchera	Jim Sandler
Marsha & Richard Lowry	Patricia Monroe-Walker	Cristina C. Pinton	Jeanne Santacrocce
Heidi Lubetkin	Estela Moralas Segarra	Lisa and Richard Plavin	Hilda E. Santiago
Pamela Lucas	Linn Morgan	Linda and Adam Ploszaj	Jucielle Santos
Wilson Luna	Joanne Morgis	Kenneth Plumb	Daniel Schaefer
Dolores and Neal Lynch	Dana and Mario Morino	Tiffany Porter	Theresa and Ronald Schaller
	David Morrissey	Christine Potter	John P. Schuller

Nick Scibelli
 Dakesha Scrivens
 Charmaine and Michael G. Seavy
 Stephanie Seavy
 Lori Segal
 Ellen and Harry Seltzer
 Donna V. and John L. Sennott Jr.
 Polina B. Shapiro
 Satyapriya Sharma
 Thomas Shea
 Lori Shield
 Ryan Shorette
 Kevin Sichanh
 Patricia Siciliano
 Carmen Sierra
 Kathleen A. Sillaber
 John Silva
 Carla Simmons
 Estate of Nancy Simonds
 Kimberly Simone
 Carolyn Simons
 Edward & Maureen Skowronek
 Matt Slowik
 Andrea Smith
 LaVerne Smith
 Jessica Sokol
 Dominique Soto
 Harold Sparrow
 Tina Sparrow
 Joe Stanford
 Wayne Starkey
 Jennifer Steadman
 Lorna Steele
 Timothy Stephens
 Loretta Stevens
 Lori Stevens
 Russ Stone
 Tom & Marian Straite
 Sarah Strouse
 Brenda Sullivan
 Melissa N. and David Szych
 Sara Tarca
 Tenaya Taylor
 Travis Teta
 Frank Teterus
 Jose Texidor
 Susan Therrien
 Gail Tilly
 Arthur Tinsz
 Dominic Toce
 Louise Tokman
 Tim Toner
 Susan Tonetti
 Brenda Torres
 Hector Torres
 Zachary Tracey
 Shaun Travis
 Salvatore Tripoli
 Jason Turner
 Kathleen Turner
 Emily Tyksinski
 Jami Tyska
 Salvatore Uccello Jr.
 Eric Valez

Jose Vega
 Kristen Vernon
 Amy Healy
 Barb and Bill Verones
 Elizabeth and Matthew Vinick
 Michele and Andrew Vitale
 Marisa Walls
 Daniel Walsh
 Jeffrey W. Walsh
 Stacy Smith Walsh
 Fred Ward
 Chris Waszynski
 Friedemann Weidauer
 Natalie and John Welsh
 Richard Wenner
 Patti Vande Werkin
 Caitlin White
 Haywood White
 Robin White
 Sarah Wylie
 Michael Wiggins
 Willis M. Wiley
 Abby Williamson
 Ann Wilson
 Dana Wilson
 Kent Wilson
 rJO Winch
 Jonathan Winikur
 Gisele Witkowski
 David Wolansky
 David Wolfenden
 Ray Zanotelli
 Lawrence B. Zarbo
 Cheryl Zuzick



Hartford Resident Collects Clothing for Giving Tuesday

Giving Tuesday is on the Tuesday after Thanksgiving each year. This year, the giving to CRT started early, thanks to Brittany Wilborn. As part of her service on Goodwin University's Alumni Philanthropy Board, Brittany coordinated a massive clothing drive to benefit CRT's clients. Born and raised in Hartford, Brittany's calling to give back to the community may have been started here at our organization. Her mother worked at CRT for years and as a little girl, she visited her mom in the summer. Brittany and other partners collected business casual clothing for both men and women, as well as warm winter clothing and accessories for men, women, and children. She plans to make this project an annual effort.



Lena Rodriguez
President and CEO



Fernando Betancourt
Chairperson



Reverend Norman Jones
Vice Chair



Marta Bentham
Vice Chair



Faith Jackson
Secretary



Walter Benjamin
Treasurer



Martin Alvarenga



Robert A. Benzinger



Robert A. Carubia



The Honorable Eric Coleman



Robert Fishman



Mui Mui Hin-McCormick



Dr. Wilfredo Nieves



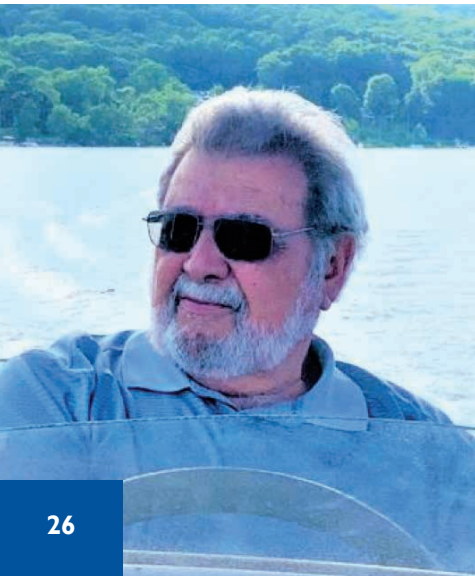
Hilda Santiago



Daniel Schaefer



Navarda Williams



In Memoriam: Paul C. Puzzo, Former President and CEO of CRT

Last year saw the passing of CRT's former President and CEO Paul C. Puzzo. His work at CRT began in 1964, where he started as a field worker in the community services division. During his lengthy career with CRT, Paul assumed increasing responsibilities for the agency in a variety of program and administrative positions. He was appointed President and CEO in 1983, and served in that role until he retired in 2005.

Paul was the driving force behind a capital fund drive that led to the construction of CRT's headquarters at 555 Windsor Street in Hartford, which opened in 1991, which includes the food production kitchen for our Elderly Nutrition Program (including Meals on Wheels), along with administrative offices for the state's largest community action agency.

During his 40 year tenure with CRT, he saw the agency grow from a budget of a mere \$75,000 into a \$30 million organization that positively impacts the lives of thousands of people throughout Central Connecticut each and every day.

F inancials (year end 2020)

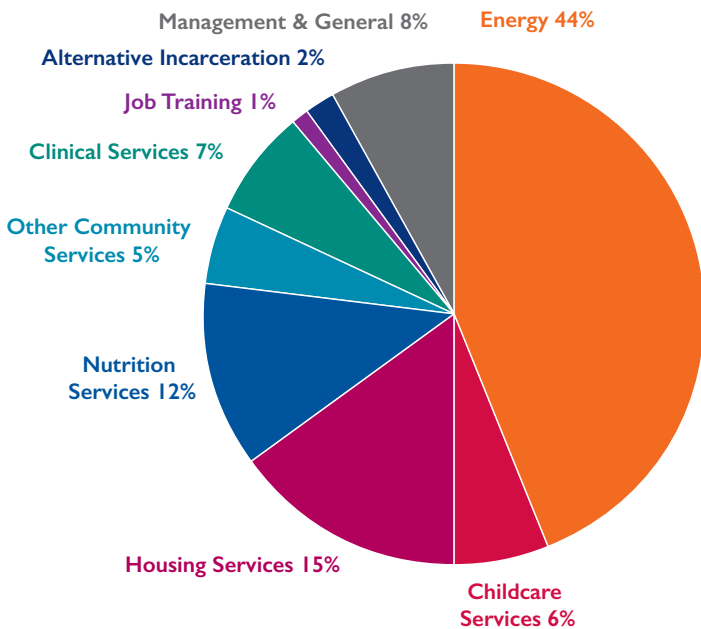
Operating Support and Revenue		\$
Grants and Contracts		
Federal		29,305,442
State		5,177,755
Private		731,391
Capital Projects		456,097
Contributions		
In-Kind		1,113,636
Fundraising		207,717
Donor Restricted		550,000
Other Revenue		
Education: Parent Fees and Subsidies		861,483
Elderly Nutrition Meal Subsidies		396,917
Catering		739,749
Child and Adult Food Program Subsidies		75,955
Patient Fees		1,709,683
Housing Services		2,024,016
Other Income		2,248,418
Total Operating Support and Revenue		45,598,259

Operating Expenses		\$
Salaries and Benefits		18,160,982
Client Assistance		17,155,715
Materials and Supplies		3,906,828
Contractual Services		1,632,498
Occupancy		1,818,443
Other Expenses		847,405
Depreciation and Amortization		888,254
Delegate Expense		42,277
Travel and Transportation		347,410
Interest Expense		45,742
Total Operating Expenses		44,845,554

Change in Net Assets from Operating Activities	752,705
---	----------------

Non-Operating Income – Periodic Benefit Gain	754,461
---	----------------

Total Change in Net Assets	1,507,166
-----------------------------------	------------------



Expense by Function	\$	%
Energy	19,503,231	44%
Childcare Services	2,708,122	6%
Housing Services	6,898,093	15%
Nutrition Services	5,332,302	12%
Other Community Services	2,264,956	5%
Clinical Services	3,151,532	7%
Job Training	524,237	1%
Alternative Incarceration	687,877	2%
Management & General	3,775,204	8%

In his final letter for the 2004 CRT annual report, Paul wrote:

“I believe the future is bright for CRT. My final message to the Agency is, ‘Be bold, be innovative and be creative. Do not fear change, but embrace it, for the best is yet to come.’”



WE BELIEVE IN HOPE



CRT's Programs and Services

BASIC NEEDS

- Resource Centers
- Food and Clothing Assistance
- SSBG Case Management
- SNAP Outreach
- CSBG Cares Assistance

EDUCATION AND YOUTH

- School Readiness
- Infant/Toddler Day Care
- Child Nutrition
- Summer Food

EMPLOYMENT AND TRAINING

- Capital City YouthBuild
- Middlesex Youth Development
- Summer Youth Employment

SENIORS SERVICES

- Meals on Wheels
- The Retreat Assisted Living Facility
- Retired & Senior Volunteers (RSVP)
- Senior Affordable Housing
- Senior Community Cafés

ENERGY & WEATHERIZATION

- Energy Assistance
- Weatherization Services
- HES-IE
- Low-Income Household Water Assistance Program

VETERANS

- Supportive Services for Veteran Families
- Veterans Crossing
- Targeted Case Management Services for Veterans

MENTAL HEALTH & WELLNESS

- | | | |
|--------------------------------------|---|--|
| Asian Family Services | Hartford Community Responders | Medication-Assisted Treatment Program |
| Behavioral Health Services | HIV Counseling & Medical Case Management Services | Pharmacy |
| Fatherhood Initiative | Homeless Outreach | The Justice Ruth Bader Ginsburg Women's Empowerment Center |
| Community Resource Coordinator (CRC) | Health Navigator | |

COMMUNITY CORRECTIONS

- DOC Scattered Site Supportive Housing
- Re-Entry Counseling, Recovery Services
- Transitional Case Management Services

HOUSING & SHELTERS

- | | |
|---|------------------------------|
| Affordable Housing | Permanent Supportive Housing |
| Community Housing Engagement and Support Services (CHESS) | McKinney Men's Shelter |
| Community Housing Employment | Rapid Rehousing |
| Enrichment Services | UniteCT |
| East Hartford Family Shelter | |
| Generations: Grandparents Raising Grandchildren | |
| Housing Counseling | |

MONEY MANAGEMENT

- Community Asset Building Initiative
- VITA Tax Filing
- Financial Literacy
- Your Money



Find CRT on your favorite social media channels.

860-560-5600



www.crtct.org