

Annual Report

CRT

**1963
2023**

**Celebrating 60
Years of Service**





Pride and accomplishment

*A message from Lena Rodriguez,
President & CEO of CRT*

A sense of pride and accomplishment comes with 60 years of service to our community. In the original article of incorporation drafted in 1963, CRT promised “to carry out a program of research of social and community services and to make this research available to the community.”



We proudly continue this tradition! This fundamental principle guides CRT in every program and service we offer.

At Community Renewal Team, our mission has always been rooted in the belief that data-informed decisions, coupled with a genuine commitment to listening to the concerns and problems of our state and cities, can drive positive change. We have strived to be an organization that not only understands the needs of our community but also takes action to address them effectively.

Over the past year, we have seen the impact of our collective efforts. Through our unwavering dedication and innovative programs, we have had the privilege of serving 53,583 individuals and 25,712 families. Each number represents a life touched, a family supported, a community strengthened. It is a testament to our commitment to making a difference.

However, we understand that true progress requires more than just maintaining the status quo. To stay relevant and continue our transformative work, we continue to respond to changing needs and challenges of our community, ensuring that our programs and services remain effective and impactful.

This year we listened to the concerns of our families as the need for behavioral health services for children increased and CRT opened the Center for Healthy Families, a licensed child, adolescent and family clinic. For the second year in a row, data showed a rise in homelessness, so we continued transforming the antiquated Days Inn Hotel into The McKinney Shelter, an 80-bed men’s homeless facility. The opening of the McKinney Shelter in the coming months will be transformative with its innovative approach to housing the homeless providing a more dignified, private, personal shelter environment and on-site behavioral health clinic and support services.

None of this would have been possible without the incredible support and collaboration of our community partners, volunteers, and dedicated staff members. Our unwavering commitment and tireless efforts have truly made a significant impact. Together, we have created a resilient and vibrant community founded on compassion, innovation, and a shared vision for a better future.

As we celebrate our 60th Anniversary, let us take a moment to reflect on our collective achievements and the lives we have touched. Let us look forward to the next chapter, where we will continue to listen, learn, and adapt to the ever-changing needs of our community. Together, we have the power to make a lasting impact.

Serving the community



This year, CRT has much to celebrate as we mark our 60th year of serving the community! At the beginning of the year, we identified strategic priorities and worked hard to ensure that we were effectively meeting the needs of our community. This includes developing and expanding programs. Our ultimate goal is to help individuals and families thrive.

As we reflect on CRT’s journey throughout the years, we have not only evolved but also embraced new approaches to problem solving and finding innovative solutions. We approach our work with a fresh mindset, seeking opportunities for growth and improvement.

One of CRT’s greatest achievements has been the ability to adapt to an ever-changing landscape while staying true to our core values. We have recognized the need to be able to pivot and have embraced necessary changes without compromising our mission and principles. By continuously evaluating our strategies and practices we kept ourselves responsive to the evolving needs of the communities we serve.

Looking ahead, we will continue to address the enormous problem of affordable housing and will remain dedicated to enhancing our operational processes and technology to create a better customer experience. We will remain steadfast to our commitment to developing and expanding innovation and holistic quality access to multi-dimensional integrated programs that strengthen and align with the needs of our community through

modern advancements. The newly opened Center for Healthy Families will continue to expand services to meet the needs of the vulnerable, struggling youth.

I would like to extend my heartfelt appreciation to all the members of the CRT team, as well as our partners and supporters, for their dedication and hard work throughout the year. It is through your collective efforts that we have been able to achieve the successes outlined in this report.

Thank you for your continued support as we strive to make a difference in the lives of individuals and communities. Together, we can create a brighter future for all.

Sincerely,

Dr. Wilfredo Nieves
Chairperson, CRT Board of Trustees

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East Hartford Shelter

Homelessness and Housing

Pulling back the curtain in the beautiful state of Connecticut has revealed an alarming trend in the rise in homelessness.

Having a roof over your head, a warm and safe place to spend the night are considered basic to most except the 3,015 people who are experiencing homelessness this year.

Over the past two years, the number of people facing homelessness has risen and it is particularly heartbreaking to see more children and the elderly facing this difficult situation. People are staying in shelters for longer periods of time, finding a place to live has become increasingly challenging.

The face of homelessness has evolved in Connecticut. The eviction moratorium ended in September 2022 and as a result evictions ballooned to the highest number in a decade with simply not enough affordable housing to meet the need. With rents skyrocketing and a lack of available housing inventory, many found themselves struggling to secure a place to call their own. It is a truly disheartening situation.

However, amidst these challenges, there are glimmers of hope. CRT's **East Hartford Family Shelter** is a homelike environment for families struggling with homelessness. This year the shelter received a fresh new coat of paint on the walls, shiny new flooring, and renovated bathrooms to help create a positive atmosphere for the growing number of families searching for a home. Creating an atmosphere of structure is important for families whose world is spinning out of control. Every day at the East Hartford Family Shelter you will see children getting off the school bus with their backpacks. Recently the number of children has increased and currently there are eighteen children living in the shelter. The goal is to help children and families feel more secure, supported, and have more dignity, enhancing their overall well-being as they work towards finding permanent housing solutions. With the help of the Community Renewal Team, all the families that come through the front door of the shelter have been placed into permanent housing this year. The length of time spent under the roof of the shelter has grown, with the average family staying almost twelve months.

One of the moms at The East Hartford Shelter who successfully found permanent housing with the help of CRT is **Chelsea Ellis**.

Chelsea faced numerous challenges including homelessness and struggling with addiction issues. Through the dedicated support of CRT and her compassionate case worker, Chelsea received the assistance she needed to overcome those obstacles. With guidance, she accessed support programs to focus on her mental health, ensuring a path to recovery and stability. Additionally, crucial health care was navigated for her son, who has spina bifida, and required two surgeries while he was at the shelter. Chelsea's case manager made sure she had access to a computer and helped her navigate the medical red tape to ensure his well-being. Through determination and unwavering support Chelsea eventually secured permanent housing, after almost a year at the shelter, marking a significant milestone in her journey towards a brighter future. By identifying and resolving barriers to success, CRT's resourceful case workers play a pivotal role in ensuring that families receive the support they need to overcome challenges. Case managers at EHS work diligently to assist families to keep their children enrolled in their current school system, encourage school attendance, help navigate health care and offer support services for behavioral health.

Another ray of hope is the McKinney Shelter for homeless men.

In the coming months, the shelter will move into its permanent home. The new facility will revolutionize the way we provide support and care for our guests. By offering both single and double occupancy rooms, we aim to provide a sense of privacy for our residents. Moreover, we are proud to introduce an innovative approach of providing individual and group meetings. An on-site CRT behavioral team will allow us to address the health needs of our guests effectively. Additionally, we will have medical personnel available a few days a week to ensure prompt healthcare assistance. Equipped with lifesaving Narcan in each room, CRT prioritizes the safety and well-being of all our guests. The commercial kitchen will allow us to prepare home-cooked meals, fostering nourishment and a sense of community. To promote education and skill-building, the McKinney Shelter will have a computer lab for training purposes, as well as individual computers for guests to search and complete applications for housing and employment. Creating resumes will also be made easier through this technology-enabled space. With these comprehensive features, the McKinney Shelter for men will serve as a beacon of hope and support, empowering individuals to build their lives and find stability.

An alarming trend over the recent year is the rise in seniors finding themselves out on the street without a place to call home. This vulnerable population struggles to access essential healthcare services, leading to future deterioration of their physical and mental well-being.

Occupying one of the beds this year at the McKinney Shelter was Daniel, a senior, who through a series of unfortunate events found himself homeless and unable to work due to medical conditions aggravated by his lack of housing and healthcare.

Daniel arrived at the shelter with many medical issues exacerbated by the absence of stable housing and the inability to secure treatment and medication for his condition. Daniel's case manager worked diligently not only to secure stable housing but through our partnership with Ocean State Job Lot found him a bed and mattress so he could rest comfortably. CRT was able to help provide Daniel with the basic items to set up his home so he could focus on his health. Daniel is now happy in his new home and incredibly grateful to everyone who helped him escape the statistic of homelessness.

A secure place to call home has become increasingly challenging for people due to various factors such as the shrinking inventory, rising inflation and escalating rent prices. Data shows that Connecticut is currently facing a shortage of about 89,000 rental homes that are both affordable and available for extremely low-income individuals. In response to this pressing issue, CRT is proud to announce that we will be able to help secure housing for 40 individuals.



Daniel is grateful to everyone at CRT who helped him escape the statistic of homelessness.

By expanding access to affordable housing, we strive to provide safe and stable homes for those in need, ensuring they have the foundation necessary to rebuild their lives. Through these efforts we aspire to make a positive and lasting impact on the lives of community members and foster a sense of hope.

The lack of affordable housing options further intensifies the challenge for those with a criminal background and contributes to the cycle of recidivism. Individuals come out of prison without employment, or a stable home, and their background constantly works against them in their search. CRT and the Department of Correction collaborate to operate a scattered site housing program (DOCSS) to help break down some of the obstacles and assist ex-offenders in making a smooth transition from incarceration back to the community. By offering subsidized employment opportunities and comprehensive support services, we are working towards achieving steady employment and housing stability for the participants. During this time, clients are provided transitional housing and actively engage in various components of the program including financial literacy training which equips them with the knowledge and skills to manage their finances effectively.

As part of this collaboration CRT has developed relationships with property management companies and landlords in the community. The program, **Road to Success**, matches participants with a criminal record with these partners and offers them the opportunity to obtain a standard apartment rental lease upon completion of the program. This achievement signifies not only their commitment to personal growth and stability but also their readiness to transition into independent living. By providing participants with a stable housing situation, we are fostering an environment that supports their continued success and reduces their risk of experiencing homelessness. By working together CRT and its community partners create a supportive network that boosts the chances of successful reentry and the possibility of a hopeful future.



DOCSS, Road to Success team.

After spending nine years, three months in prison, Marilyn Nadeau, was referred to CRT DOC Program by her parole officer.

Marilyn clicked with her CRT case manager and together they started working toward successful employment and housing goals. Marilyn not only completed the Road to Success program and is living independently but has also established herself in a beautiful apartment with her name proudly on the lease. CRT's Road to Success team helped Marilyn secure employment and find a suitable apartment. We helped her obtain her driver's license and negotiate the purchase and registration of a vehicle. Marilyn participated in the Financial Literacy program and every week, after she puts aside her rent money, she saves to purchase additional furnishings to turn her current space into a welcoming home. Marilyn credits CRT for her successful transition back into the community. "I am very thankful for this program. You are like family. This program has helped me so much. They are always there for me." Ms. Nadeau is proud of her new apartment and all the items she has been able to purchase to make it her own. "My friends come over and can't believe how much I have accomplished in such a short time. I love it here." Marilyn's story is an inspiration to all, showcasing the power of perseverance and the ability to turn dreams into reality with help from her team at CRT.



Marilyn welcoming CRT's DOCSS' Road to Success Team to her new apartment.

Throughout the years CRT's homeless and housing programs have played a crucial role in breaking the cycle of homelessness by offering a comprehensive range of support and housing options. Through CRT's dedicated efforts, we provide individuals like Chelsea, David and Marilyn and many others with the necessary resources and opportunities to transition out of homelessness and into stable living situations. CRT programs address the root causes of homelessness, offering comprehensive services that focus on employment, education, mental health, and substance abuse treatment. We also provide various types of housing, such as emergency shelters, transitional housing, and permanent supportive housing. By offering a holistic approach, CRT empowers individuals to regain their independence and rebuild their lives.



“I am very thankful for this program. You are like family. This program has helped me so much. They are always there for me.”

Social Determinants of Health



HEALTH EQUITY

The sound of buses whizzing by, car horns blaring and sirens wailing fill urban streets. Absent in these neighborhoods are the sounds of birds chirping and children playing. Poverty and stress are more prevalent than economic security and safety.

Center for Healthy Families Artwork.

The families living here are often faced with unfair differences in health status, education, affordable housing, and employment opportunities: the uphill battle of social determinants of health.

The conditions in which people are born, grow, live, work, age and die. Physical environment and resource access are critical to ensuring equal opportunities. CRT is dedicated to the mission to provide access to quality healthcare, affordable housing, education, childcare, and employment. CRT works diligently to develop comprehensive approaches that address the underlying health disparities and works toward creating fair and just conditions for everyone to achieve optimal self-sufficiency.

Equitable access to comprehensive social support services for all community members is paramount. Children being one of the most vulnerable populations. Post-pandemic depression in children increased dramatically. According to the American Psychological Association, 1 in 5 children had a mental disorder, yet only 20% received care from a mental health provider. In May, CRT opened The Center for Healthy Families in

Nearly **one in two young children live below the poverty line** or have low-income status (instate for child success) (American Public Human Services No More Band aids)

Six out of 10 children live below the poverty line in families of color

CRT Data: 16,888 children ages 0-17 were impacted by CRT's programs and services

Hartford to provide programs and services to support our families. CHF is a licensed comprehensive behavior health clinic that provides quality services to children and families with an emphasis on healing together. CHF works with children and adolescents who are experiencing trauma, depression, anxiety, and self-defeating behaviors. The compassionate staff works with CRT programs and the community to

support area children with the behavioral health services they desperately need. The Center for Healthy Families operates with an innovative and creative approach to providing services, understanding that every family is unique, and therefore offers a customized approach rather than a one-size-fits-all solution. This ensures that each family's specific needs are addressed effectively.

Connecticut is a captivating state, showcasing a fascinating dichotomy between the affluent and the less privileged, offering a unique perspective on socioeconomic disparities.

Towns just a few miles away are worlds apart. Life expectancy for people born in Connecticut is 80.8 years yet in Northeast Hartford it is just 68.9 years according to the Center for Disease Control and Prevention. The State of Connecticut has several programs to assist low-income individuals and those with disabilities. Access Health Care CT is one of these programs. CRT has partnered with Access Health CT to help individuals navigate the complexities of the health care system and secure coverage for low-income community members. Among those is a gentleman by the name of **Zarquavius Mullen**. When CRT's HEARTeam found Zarquavius on the streets he was homeless and non-verbal. CRT's Staff connected him to services to find emergency shelter, and eventually, he was approved for his own apartment. CRT's Community Health Worker developed a strong relationship with Zarquavius, helping him navigate the court system to secure visitation rights with his young son, and obtain health care to assist with his disability.

Today, Zarquavius enjoys cooking for himself in his new apartment and has mended relationships with his other children. He is happy in his new life. This story underscores the importance of community-based health interventions in addressing health disparities and improving the lives of individuals like Zarquavius.



Zarquavius Mullen at City Hall press conference celebrating the one-year anniversary of the HEARTeam.

EDUCATION EQUITY

In neighborhoods across the city, families put their children into the car and head off to work, sometimes barely bringing home enough money to cover the bills after paying for childcare, especially in single-parent households.

The percentage of women who recently gave birth and remained part of the workforce reached a decade high according to the US Census. The cost of childcare continues to grow as pandemic era funding for childcare centers ends, yet employers want people back in the office. Connecticut Association for Human Services in their childcare survey report noted that currently the average cost for quality infant and toddler care is \$16,000 annually. And the burden on families of color is larger, according to Connecticut Collective for Women and Girls, 94% of families of color cannot afford full-day quality infant and toddler care. One of the pressing challenges facing families in urban environments is the disparity between the cost of childcare and wages. The high cost of childcare often exceeds what many families can afford, placing a considerable financial burden on working parents. The existing imbalance poses challenges in accessing high-quality childcare, impacting not only the children's well-being but also hindering parents' ability to sustain steady employment that potentially leads to family instability.

CRT recognizes the critical importance of early childhood education and the impact it has on long-term outcomes for children. CRT took notice of the alarming statistics highlighting the challenges faced by low-income families in accessing affordable childcare and expanded its program for full-year infant and toddler care with an additional 40 spaces for area families. The expansion of the program will provide low-income Connecticut families with access to high-quality NAEYC accredited affordable childcare services. All enrolled preschool children receive vision, hearing, and dental screenings along with healthy meals and snacks. By offering full day care for infants and toddlers, CRT ensures that working parents have a reliable and safe environment for their children. **Ladeshka Rosa** and **Daryl Droz** enrolled their son Evandriel when he was 7 months. Although Ladeshka was nervous about bringing her young child to childcare she had to work. From the first day she

dropped off Evandriel she felt a sense of comfort. "He is so comfortable here and now when I leave, he throws kisses. It makes me feel so much better dropping him off all day." Ladeshka lives in the neighborhood and likes that she can walk to the center and that Evandriel can stay at CRT until he goes to kindergarten.

The program's focus on high-quality childcare ensures that children receive the nurturing and educational support they need during these crucial developmental stages. Qualified and caring staff members provide a stimulating environment that promotes early learning and social development, setting a solid foundation for children's future success. **Sherell Simms** is bringing her third child, 3-year-old Amir to preschool at CRT because "the teachers are like family members. Hartford is really a small community, and I wanted my son Amir to go to preschool with the kids he will continue in school with. All of my kids were prepared for school after going to CRT."



*Ladeshka Rosa,
Daryl Droz and
their son Evandriel*



*Sherell Simms
with her son Amir.*

FOOD INSECURITY

Skyrocketing food prices can be catastrophic for a senior on a fixed income. Food insecurity is linked to poor health and nutrition, disability and chronic health conditions.

Meals on Wheels America reports that 1 in 2 seniors living alone lacks the income to pay for basic needs as the United States is encountering the highest inflation in 40 years. Seniors are struggling without the resources they need to access and pay for the bare necessities. CRT assists seniors through the Elderly Nutrition Program which includes

Meals on Wheels and **Community Cafés**. CRT's Meals on Wheels Program in central Connecticut is a beacon of light for food insecure homebound seniors. This program delivers hot, nutritious meals, curated by a nutritionist, to homebound seniors, ensuring they have access to balanced meals even if they are unable to prepare them themselves. This year we delivered 471,170 meals and fed over 4,431 seniors through our Elderly Nutrition Program. However, the high demand for this service has resulted in a waiting list, highlighting the pressing need for such programs. Seniors across Central Connecticut look forward to grabbing lunch with friends at their local Community Café. In East Hartford's Senior Center tables fill up each afternoon as seniors gather for their congregate meal. **Barbara** is one of these seniors. She enjoys catching up with the ladies and shares that for many seniors this is their only meal of the day. She likes that CRT has a dietician come in and go over things with them. One of the regulars at her table is **Margaret** who comes five times a week because she just can't afford to cook at home anymore.



Barbara and friends at East Hartford's Senior Center enjoying lunch.

Data: CRT's program participants of **4,711 seniors**, 100% maintained independent living situation

CRT provides services to **9,308 seniors** (5,047 65-74 and 4,261 75+)

“It is nice to have someone prepare, serve your food and sit with your friends.”

Highlights



A The 6th Annual “SOCKTOBER” is a “kid inspired” community event hosted by Glastonbury Newcomers’ and Neighbors’ Club that teaches compassion and kindness. Local kids collected 3,000 pairs of NEW socks for the many men, women and children in CRT’s homeless shelters.



B CRT was the recipient of three distinct awards to support renovations at the East Hartford Family Shelter. These awards were granted by The Timken Foundation, Faith Lutheran Church in East Hartford, and congressionally directed funds.

C Employees from Travelers Insurance and the Foster family provided Thanksgiving dinners to the grandfamilies living on CRT’s Generations campus.

D The Hoffman Family Foundation and Stop & Shop Supermarket have upheld a time-honored tradition of guaranteeing that 200 families receive food for the holidays.



- E** Each year, Behavioral Health Services sets up a ‘Toy Store’ at which the clients can have the timeless holiday experience of selecting presents for their children, even when financial times are challenging.
- F** Holiday cheer is brought to the children of the Early Childhood Education program through a Giving Tree program designed to make sure their ages and interests are aligned with the toys they receive. Donations are made from several CRT employees as well as from donors outside CRT.
- G** Brittney Traudt raised funds, purchased and assembled 48 Homeless Care Packages to benefit the residents of East Hartford Homeless shelter as well as other homeless individuals in the community.
- H** The employees of BOLD, a division within Empower, a financial company located in Hartford, recently honored the legacy of Dr. Martin Luther King Jr. They dedicated their day to reading and engaging in activities with students from CRT’s Early Childhood Education program.
- I** CRT relocated its Middlesex Multi-Service Center to 32 Washington Street in Middletown, CT. The new location is centrally located, handicapped-accessible and has ample parking.



Highlights



J

J CRT customer Gerald Green, who is overcoming serious health issues and other setbacks, was the recipient of a gray 2015 VW Jetta – courtesy of Travelers, via its novel partnership with the National Auto Body Council, the Recycled Rides Program and Caliber Collision in Berlin, CT.



K

K Through this national program, damaged vehicles are donated by insurance companies or rental car companies, repaired, and gifted to worthy people in the community in need of a vehicle.



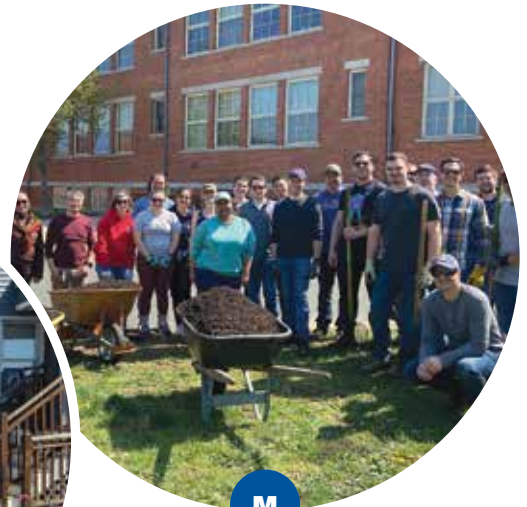
L

L CRT's Medicated Assistant Treatment program hosted Black Balloon Day – a time to remember loved ones who lost their lives to drug overdose. Participants also learned about the signs of addiction, how to administer NARCAN to treat an overdose episode – and the resources available to support those in need.



M

M Employees of Raytheon Technologies volunteered to do spring clean-up at several CRT sites.



M

N American Eagle Financial Credit Union donated to CRT Energy Assistance Program and joined us to celebrate at the Hartford Yard Goats stadium.

O CRT's Center for Healthy Families celebrated its opening with a ribbon-cutting event. The Center is a welcoming community-based outpatient clinic offering child and family counseling, mental health support, guidance, and practical strategies to help children.

P Mayor Luke Bronin and the CRT HEARTeam celebrated their one year anniversary of accomplishing hard work as part of the city's crisis intervention team!

Q The Hartford Fire Department visited the children of the Ritter Early Childhood Education Center.

R CRT's 13th Annual Tee Off with Women, held on June 21, 2023, a beautifully sunny day at Tunxis Country Club in Farmington, CT, raised over \$30,000 to go to benefit the women and children we serve.





S Volunteers from M&T Bank helped out with CRT's Meals on Wheels program as part of their Intern Appreciation Day.



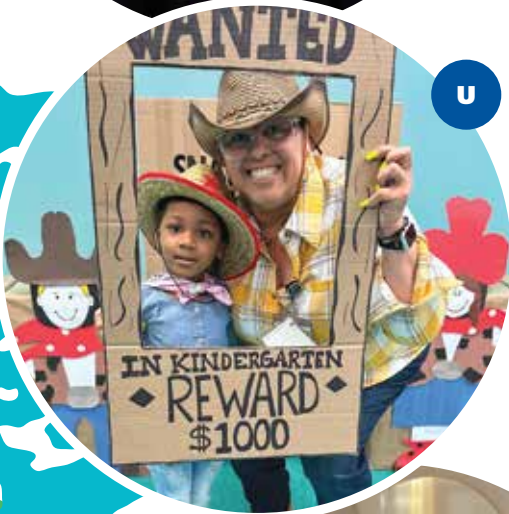
T CRT's Summer Youth Employment Program participants researched, designed, and created signs to provide information for individuals and families on where to go for assistance. The yard signs are now proudly displayed throughout Greater Hartford. The summer students had the opportunity to foster their social, civic, and leadership abilities.

U CRT's Early Childhood Education celebrated the children moving into kindergarten.

V PeoplesBank became a new sponsor of CRT's 22nd Annual Meals on Wheels Golf Classic!

W CRT's 22nd Annual Meals on Wheels Golf Classic was a huge success, raising over \$97,000.

X CRT's Early Childhood Education celebrates Hispanic Heritage Month.



Highlights

A time to Celebrate 60 Years of Service

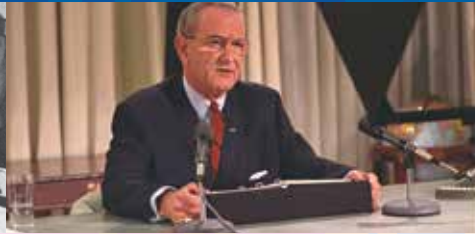
1962-63



Foundation for Renewal

Concerned with persistent poverty and inequality, a broad-based coalition creates The Community Renewal Team of Greater Hartford to improve employment, housing, education, neighborhood life and access to services.

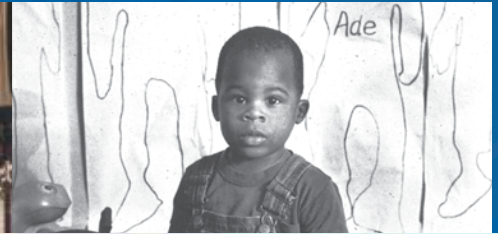
1964



War on Poverty

President Lyndon B. Johnson announces the War on Poverty and the Economic Opportunity Act, creating a network of Community Action Partners. Already active in housing and employment, CRT will be one of the first certified CAPs in the country.

1965



Piloting Head Start

CRT leads a Head Start pilot enrolling 3-5 year olds for early education, nutritious meals and health screenings. The innovative program also incorporates parent education, home visits and community governance.

1965



Neighborhood Elections

Competition is brisk as neighborhood representatives are elected to serve on CRT's board. Community Action Agency boards have three parts: public sector, private sector, and representatives of the communities where services are provided.

1965



Connecting to Employers

The CRT Manpower Task Force oversees both classroom and workplace training, maintains connections to employers, matches open jobs with appropriate candidates, and provides follow-up job retention support.

1966



Middlesex Gains Ally

Community Action for Greater Middletown is established to bring essential services to both urban and rural residents struggling to meet their basic needs. CAGM provides preschool, workforce training, elder services and more.

1970



Youth Programs

Thousands of teens earn their first paychecks with the Neighborhood Youth Corps, Summer Youth Employment and other CRT youth programs. Most provide 25 hours a week of work, instructions and community service.

1972



Celebrate Culture

CRT opens The Craftery, a community gallery showcasing nationally known minority artists and musical performers. It hosts the Youth Art Renaissance and free visual arts workshops for children, teens and adults.

1973



Keeping Seniors Healthy

As part of "a campaign against hunger, solitude and neglect," CRT establishes the first Elderly Nutrition Program in Connecticut, serving low-cost meals at eight centers in Hartford. Home delivery was added for frail, homebound seniors.

1975



A Stand Against Hunger

CRT and partners start the Greater Hartford Emergency Food Bank, where a dietician assembles a three-day food supply tailored to each household. Shelves are stocked through food drives and private fundraising, including a concert with Harry Chapin.

1976



Winter Comfort

Five years before the federal program is established, CRT creates its own Energy Assistance Program to offer furnace repair, home winterization, and emergency energy loans to households throughout the region.

1978



Rodent Eradication

The CRT Rodent Control Unit works neighborhood by neighborhood to clear debris from vacant lots, improve trash disposal, set traps and advise residents. In the first year, over 155 infested blocks were successfully treated.

1983



Distributing Food

CRT assumes management of a new food distribution program, reaching 11,000 people each month in Hartford and 18 surrounding towns. The commodity distribution days are an opportunity to introduce more people to CRT services.

1984



Community Input

Residents discuss pressing community issues at monthly Neighborhood Council meetings. Street crime, day care and recreation surfaced as concerns in 1984. Referrals for housing, food and clothing were at record levels.

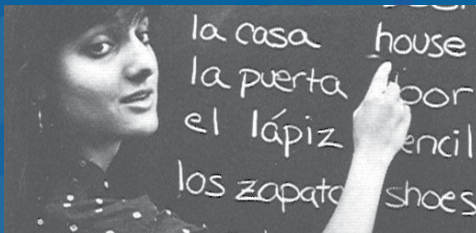
1985



Building New Foundations

The Housing Development Corporation is founded as a CRT affiliate to develop and manage safe and affordable housing throughout the region. The first development was the 11-unit Jackie Shaffer Apartments, which opened in 1990.

1985



Focus on Hispanics

CRT establishes the Hispanic Services Department to help hundreds of Spanish speakers learn English and find employment. One early success was to train homemakers for placement with the elderly and handicapped.

1987



Essential Shelter

After a homeless man is found frozen to death in a Hartford park, the city establishes the 88-bed Stewart B. McKinney Emergency Shelter to be operated by CRT. McKinney is the only shelter offering day respite for men who are medically fragile.

1991



Opening Doors

CRT designs a new administrative office to include a conference center for community meetings and a 16,000-square-foot industrial kitchen producing more than 5,000 meals daily for seniors and Head Start children.

1995



Sheltering Families

As family homelessness soars in the region, CRT begins managing the East Hartford Community Shelter. This is one of the few emergency shelters which can accommodate either mothers or fathers with their children.

1995



Focus on Jobs

As part of Welfare Reform, CRT helps women receiving public assistance to find and keep jobs. CRT provides childcare, training, placement and follow-up. In the first two years, 2,400 CRT clients move into full – or part-time employment.

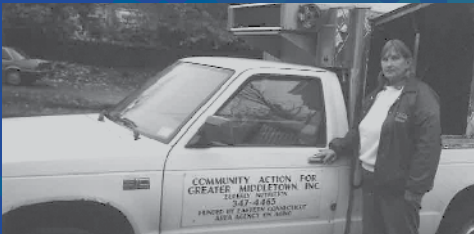
1997



Seniors Give Back

The Retired Senior Volunteer Program (RSVP) joins CRT’s Senior Service Department. RSVP helps hundreds of seniors remain engaged with the community as tutors, guides, consumer advocates and more.

1998



Helping in Middlesex

Community Action for Greater Middlesex County joins forces with CRT to ensure efficient and effective delivery of child care, nutrition, employment, energy assistance and housing services in a 19-town region.

1998



Preserving the Home

Responding to community need, CRT opens the Eviction and Foreclosure Prevention Program and stops 413 evictions in the first year. At the height of the mortgage crisis, EFPP was fielding 10,000 calls annually, serving residents of 26 towns.

2002



Saving for the Future

CRT encourages good money management through the Individual Development Account (IDA) that provides monthly workshops and matches each dollar saved towards a home, care, small business or higher education.

2003



Taxes Done Right

Staff and volunteers provide free tax preparation and filing in six communities through VITA (Volunteer Income Tax Assistance). In ten years, more than 17,000 households realized \$47 million in tax refunds.

2004



Clinical Support

CRT establishes a licensed clinic to preserve behavioral and mental health services for un- and under-insured patients. CRT now sees thousands of clients at clinics conveniently co-located with other relevant services.

2005



New Option for Seniors

CRT opens The Retreat, an affordable assisted living residence in downtown Hartford. This state demonstration pilot has saved taxpayers more than \$20 million by keeping low-income seniors out of more costly nursing homes.

2007



Housing for Grandfamilies

Generations, a housing development for seniors and grandparents raising grandchildren opens in Northeast Hartford. *Affordable Housing Finance Magazine* named it the Best Affordable Housing Development for Families in 2008.

2009



For Those Who Served

To address rising homelessness among veterans, CRT builds Veterans Crossing, a transitional residence in East Hartford. Two years later, the agency adds veterans family outreach, housing stabilization and employment services in three counties.

2010



Building Skills

Capital City YouthBuild exceeds national benchmarks, boosting academic and vocational skills of out-of-school youth. Students earn stipends as they prepare for jobs or apprenticeships. Case managers help students deal with issues such as child care, housing and transportation.

2012



Weatherization

Through the American Recovery and Reinvestment Act (the federal stimulus), CRT weatherizes 3,882 homes and apartments from early 2010 through late 2012, lowering heat and cooling bills an average of 35%. This created or preserved more than 420 jobs.

2013



Multi-Service Center

CRT's Market Street Building opens with more than 20 programs and services under one roof for ease of access.

2014



Fatherhood Initiative

Fatherhood initiative program launches to help support men to become better fathers and better role models. Group discussions focus on family issues, dealing with courts, co-parenting, anger management, relationships and more. serving residents of 26 towns.

2015



Early Head Start Program

CRT expands the Head Start Program to include a newly renovated Ritter Early Care and Education Center that welcomes infants and toddlers.

2016



STEPS Case Management

CRT developed its own comprehensive case management software. The collaborative workflow allows multiple staff, in different departments, to work with the same participants.

2019



Women's Empowerment

The Women's Empowerment Center opened its doors at 330 Market Street. WEC offers women access to intensive mentorship, holistic case management, personal development classes, support groups, conferences, workshops, and leadership training.

2019



Medical Assisted Treatment

CRT's Behavioral Health Services expanded to include Medical Assisted Treatment Services to help people dealing with opioid addiction issues.

2020



COVID-19 Shifts Programs

CRT's Behavioral Health Services rolled out telehealth options. Homeless services moved to local hotels. CRT created new policies for preschool children and modified Elderly Nutrition Program Meals on Wheels.

2021



CHES Initiative Forged

CHES combines Medicaid health coverage with a range of housing services for area residents struggling with homelessness and chronic health issues. It is a new model of supportive housing case management.

2021



Women's Empowerment

Public unveiling of mural painted by local artist Micaela Levesque at 330 Market Street. Featuring Justice Ruth Bader Ginsburg; Vice President of the United States; Kamala Harris; Supreme Court Justice Sonia Sotomayor; Former First Lady, Michelle Obama and Ella Grasso, the first woman elected Governor in Connecticut and in the United States.

2021



Fast Track to Employment

CRT initiated an innovative pilot project to provide full-time employment and access to permanent housing to people recently released from prison.

2022



HEARTeam Community

The City of Hartford collaborated with CRT to create the Community Response Services HEARTeam, an emergency responder intervention program.

2022



Sublocade Drug

CRT begins to offer Sublocade to assist in the drug-addiction treatment program at it's Behavioral Health Clinic at 330 Market Street.

2022



The McKinney Shelter

CRT purchased the former Days Inn Hotel to house the 80-bed men's homeless shelter. The McKinney will present a newer paradigm for how to deal with homelessness. The men will be housed in single and double occupancy rooms and the facility will have health services on-site.

2023



Center for Health Families

The Center for Healthy Families opens at 555 Windsor Street as a licensed child, adolescent and family clinic that provides high quality behavioral health and substance use services.

Funders And Donors

Federal, State & Municipal Agencies

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

State Funding Sources

CT Department of Aging and Disability Services
CT Department of Children & Families
CT Department of Correction
CT Department of Education
CT Department of Emergency Management and Homeland Security
CT Department of Energy and Environmental Protection
CT Department of Housing
CT Department of Mental Health and Addiction Services
CT Department of Public Health
CT Department of Social Services
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 Organizations

4-CT
AARP Connecticut
Access Health CT
Active TeleSource
Adams Hometown Market
Advanced Behavioral Health
AIDS United
Alarm New England / Sonitrol New England / Voice New England
All Waste Inc.
Altice USA/Optimum
American Eagle Financial Credit Union
American Veterans Group
Anti Watch, Watch Club Inc.
Aston Carter
Aurora Foundation for Women and Girls
Big Y World Class Market
BOCA Pharmacy
Brothers Oil Company
Burton & Phyllis Hoffman Foundation Inc.
Canel Lodge 700

Foundations, Businesses and Organizations

Canon Solutions America
Capital Community College
Capital Workforce Partners Inc.
Capitol Region Education Council (CREC)
Capitol Transmissions
Carabetta Management Companies
Carecentrix
Cart Concepts LLC
CDW Corporation
Cencap Federal Credit Union
Charity Golf International
Cintas Corporation
City Wide Facility Solutions of Southern New England
Community Action Agency of Western CT
Community Health Center
Community Health Network
Community Partners in Action
Competitive Edge Branding
Congregational Church in South Glastonbury
Connecticut Association for Community Action
Connecticut Association of Latinos in Higher Education
Connecticut Coalition to End Homelessness
Connecticut Community Care Inc.
Connecticut Natural Gas Corporation
Connecticut State Grange, Inc.
Constitution Group of Wells Fargo Advisors
Creating Healthier Communities
CVS Health | Aetna
David A. Mesite Real Estate & Construction Professional
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Dimeo Construction Company
Diversified Telecom Group
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Dutch Oil Co, Inc.
Eagle Rivet Roofing Service Corporation
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East Hartford Lions Foundation
East-West Engineering, LLC
Eastern Connecticut State University
End Hunger CT!
Enterprise Builders
Estate of Nancy Simonds
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Faith Lutheran Church
First Congregational Church of Bloomfield
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Frank L. Macca Plumbing, Inc.
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Goetz Law LLC
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Graff Public Solutions LLC
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Hartford Federal Credit Union
Hartford Foundation for Public Giving
Hartford Gay & Lesbian Health Collective
Hartford Health Care, Hartford Hospital
Hartford Sign & Design
Hearst Entertainment
Highland Park Market
Hindu Swayamsevak Sangh (HSS Glastonbury)
Hispanic Health Council
Hoopes Morgenthaler Rausch & Scaramozza LLC
Horst Engineering & Mfg. Co.
Hubbard Fund
Humana Inc.
Imagineers LLC
Journey Home Inc.
JustGive – Great Nonprofits
Justice Dance Performance Project, Inc.
KIT Security
Latinas & Power Corp.
LAZ Parking
Liberty Bank
M&T Bank
Max Cares Foundation
MB Aerospace East Granby
Meals on Wheels America
Metro Realty, Metro Charities
Metzger Lazarek & Plumb LLC
Mitchell Fuel Co. and Mitchell Home Services
Mothers United Against Violence
National Association of Nutrition and Aging Services Programs
NBT Bank, N.A.
New England Smart Energy Group LLC
Niles Trust
North Central Area Agency on Aging
Oliver Packaging & Equipment Company
OneDigital | Health + Benefits
Operation Fuel
Park Hardware
PeoplesBank
Philadelphia Insurance Company
Relation Insurance Services
Restaurant Equipment Paradise Inc.
Rovi Homes
Sacred Heart Church of Bloomfield
San Bendito Cleaning Services LLC
Sandler & Mara P.C.
Sheehan Hilborn Breen Funeral Home
Shrink Packaging Systems Corporation
Senior Resources Agency on Aging
Southeast Agency LLC
Southside Institutions Neighborhood Alliance (SINA)
St. Mary's Episcopal Church
Suburban Pharmacy Long-Term Care
Target Corporation
TD Bank
The GoodCoin Foundation
The Goodwin University Foundation
The Justice Education Center, Inc.
The Kachwaha Team at Coldwell Banker Realty
The Stop & Shop Supermarket Company
The Village for Families and Children, Inc.
Thomas Atkins Memorial Fund
Thurston Foods, Inc.
Timken Foundation of Canton
Tito's Handmade Vodka
Tournament Players Club
Tony Carreiro Plumbing
Travelers
Travelers Championship
TYCO/Johnson Controls Integrated
UBS Financial Services
Unitarian Universalist Society-East
United Congregational Church of Tolland



United Food and Commercial
Workers Union Local 919
United Illuminating
United Way of Central and
Northeastern Connecticut
Utopia Home Care Inc.
Vinci Oil Company
VMLY&R
Walgreens Cash Rewards Program
Walmart and Sam's Club
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YMCA of Greater Hartford
YouthBuild USA

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Budget Printers & Embroiderers
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CRT Nutrition Department
CRT Planning and Quality
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CRT Retreat
CRT Women's Empowerment Center
D&D Travel Services, LLC
DORO Restaurant Group
East Hartford Police Department
Effie's Place
Essex Steam Train and Riverboat
Eversource Energy
Excel Fitness
Kerry B. Foster Sr.
Glastonbury Newcomers' and
Neighbors' Club

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Hartford Distributors
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Iris Photography
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M&T Bank
Sean Madden and Tata Young
Mandell Jewish Community Center
Mark Twain House
Mass MoCA
Max Hospitality
Deb Murray
Mystic Seaport Museum
National Auto Body Council
Norman Rockwell Museum
Ocean State Job Lot
Charitable Foundation
Other Designs
ProHealth Physicians
Rebel Dog Tavern
Paul and Pat Rebothan
Rocky Hill Congregation Church
The Roth Financial Group
Mikaila Reidel
Lena Rodriguez
Hope Salas
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Sally and Bob's
Estela Segarra
Six Flags New England
Vicky Sullivan
Theater Works Hartford
Toys for Tots
Brittney Traudt
Travelers
Tunxis Country Club
Vitathena Wellness
Wadsworth Atheneum
Marisa Walls
Jeffrey W. Walsh
Michael Williams

Financials (Year End 2022)

Operating Support and Revenue		\$
Grants and Contracts		
Federal		43,656,328
State		5,338,175
Municipal		626,133
Capital Projects – State		4,053,770
Private Weatherization Program		954,595
Contributions		
In-Kind		829,451
Fundraising		226,665
Other Revenue		
Education Parent Fees and Subsidies		960,283
Elderly Nutrition Meal Subsidies		383,275
Catering		255,387
Child and Adult Food Program Subsidies		75,103
Patient Fees		1,260,488
Housing Services		2,210,080
Other Income		631,891
Total Operating Support & Revenue		61,461,624

Grants by Funding Source (Federal)	\$
U.S. Department of Health and Human Services	36,372,612
Corporation for National and Community Service	175,245
U.S. Department of Energy	910,119
U.S. Department of Labor	728,576
U.S. Treasury	903,044
U.S. Department of Housing and Urban Development	2,609,531
U.S. Department of Homeland Security	386,138
U.S. Department of Agriculture	265,239
U.S. Department of Veterans Affairs	1,305,824

Operating Expenses		\$
Salaries and Benefits		18,785,061
Client Assistance		27,481,140
Materials and Supplies		4,825,229
Contractual Services		2,272,658
Occupancy		2,377,269
Other Expenses		568,509
Depreciation		707,435
Delegate Expense		15,077
Travel and Transportation		587,838
Interest Expense		46,040
Total Operating Expenses		57,666,256
Total Change in Net Assets		3,795,368

Expense by Function	\$
Energy	29,369,558
Childcare Services	3,420,086
Housing Services	7,855,182
Nutrition Services	5,713,738
Other Community Services	3,844,746
Clinical Services	3,172,331
Job Training	742,242
Alternative Incarceration	820,179
Management & General	2,728,194

Grants by Funding Source (State)	\$
CT Department of Social Services	771,984
CT Department of Children and Families	35,552
CT Department of Corrections	785,890
CT Department of Housing	5,079,852
CT Department of Public Health	11,201
Office of Early Childhood	1,987,058
CT Department of Education	4,000
CT Department of Aging and Disability Services	200,000
CT Department of Mental Health and Addiction Services	516,408

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In Memoriam of Dan Schaefer. It is with great sadness that we reflect on the passing this year of our esteemed colleague and dear friend, Dan Schaefer. Dan's journey with CRT spanned nearly four decades, as he served on the Board of Trustees from 1984 until March of 2023. For 25 years, Dan dedicated his time and expertise to the Planning and Assessment Committee, demonstrating his unwavering dedication to ensuring the success and growth of CRT's programs and initiatives.

Dan's commitment to public service extended far beyond his work at CRT. He was a proud member of the United States Navy. He was a graduate of Yale University School of Law. Dan's legal expertise was honed during his remarkable 53-year career in the Office of Assistant Attorney General in the special litigation section.

Dan's invaluable contributions to Community Renewal Team and his unwavering commitment to public service will be cherished and remembered. Everyone at CRT will honor his memory by continuing to serve our communities with the same passion and dedication that he exemplified throughout his life.

CRT's Programs & Services

Basic Needs

Food and Clothing Assistance
Resource Centers
SNAP Outreach
SSBG Case Management

Community Corrections

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

Education and Youth

Child Nutrition
Infant/Toddler Day Care
School Readiness
Summer Food

Employment and Training

Capital City Youth Build
Middlesex Youth Development
Summer Youth Employment

Energy and Weatherization

Energy Assistance
HES-IE
Weatherization Services

Money Management

Community Asset Building Initiative
Financial Literacy
VITA Tax Filing
Your Money

Housing and Shelters

Affordable Housing
Community Housing Assistance Program (CHAP)
Community Housing Employment Enrichment Resources (CHEER)
Connecticut Housing Engagement and Support Services (CHESS)
Coordinated Access Network Youth Navigator Program
East Hartford Family Shelter
Generations: Grandparents Raising Grandchildren
Housing Counseling
Permanent Supportive Housing
The McKinney Shelter

Senior Services

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

Mental Health and Wellness

Asian Family Services
Behavioral Health Services
Breaking Bread
The Center for Healthy Families
CRS: HEARTeam
Fatherhood Initiative
Health Navigator
HIV Counseling Services
Homeless Outreach
Medication Assisted Treatment
Transitional Case Management
Women's Empowerment Center

Veterans Programs

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



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