

TEAM INC. ANNUAL REPORT 2018

LEAVING A LEGACY



What impressions
are we leaving behind?

PRESIDENT/BOARD MESSAGE



WELCOME

On behalf of the Board of Directors and staff of TEAM, we thank our State, National, local and community partners and volunteers for their support, without which the achievements of TEAM would not be possible. We especially thank the tireless staff and volunteers of TEAM, whose quality, commitment, creativity, collaboration and compassion are on display each and every day in all they accomplish.

As a leading catalyst for change, TEAM is a model agency in addressing community inadequacies and potentials. We believe that successful results are made possible by working together – community partnerships are the bedrock to our achievements. TEAM's promise of education, support, and empowerment is embodied by its high-quality program services and community engagement – we are better together. TEAM envisions a thriving region, powered by strong communities that are delivering cost-effective, high-impact services to meet the ongoing needs of individuals, families, and children.

As we celebrate 53 years, TEAM remains true in its multigenerational, anti-poverty-driven, service delivery system, focused on individual and family support services, early childhood, and elderly services. In this report you will read first-hand accounts of how TEAM continues to make a difference in the lives of our communities' most vulnerable and disadvantaged individuals, children, and families. All of this is made possible by your inspirational level of support and TEAM's immense commitment to achieve results that matter. Thank you for supporting TEAM as we creatively address the complex needs of our communities, and thank you so much for all you give of yourself to the work of TEAM – you're making a difference.

David Morgan – *President/CEO*
Kate Zarro – *Board Chairperson*

BOARD MEMBERS

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Jacqueline Blount
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Stephane Skibo
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Kelly Swanson
Robert VanEgghen
Lula Walker
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WHO WE SERVE

WHO WE SERVE STATISTICS

11,654 individuals and 5176 households were connected to community and state supports

- **65 individuals** completed vocational training for employability
- **2591 households** avoided crisis with home heating assistance

1458 children participated in healthy meals and improved nutrition

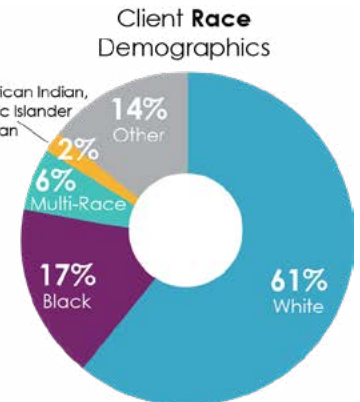
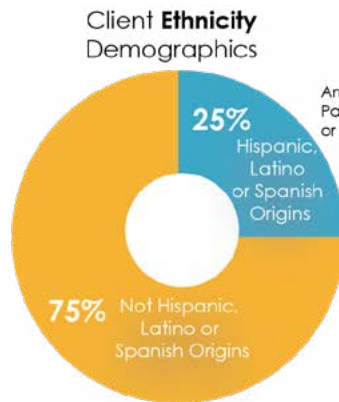
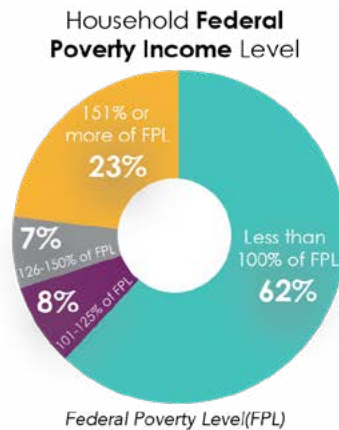
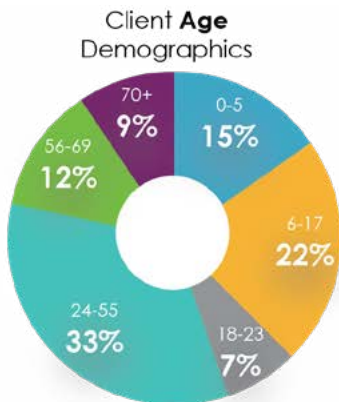
- **88 households** received emergency assistance to maintain or obtain safe housing
- **1130 tax returns** were filed returning \$1,556,927 to CT's economy

1341 children received holiday toys via TEAM Toys 4 Kids

- **617 families** developed positive parent-child relationships and family well-being
- **799 young children** developed school readiness skills and obtained medical and dental care

297 families received 114,290 diapers and increased knowledge of child development, parenting and community resources

- **710 seniors** maintained health and independence via elderly nutrition programs, medical transportation, homemaking and volunteer caregiving



REAL STORIES

EARLY CHILDHOOD



Lina Bowlby welcomed her third child Leah, in the summer of 2015. Shortly after Leah's birth, Lina was involved in an accident that left her unable to work. During the time she spent at home with her daughter, Lina began to suspect a possible delay in Leah's development. Through a referral from her pediatrician, Leah began receiving in-home services through Birth to 3. Lina continued to recover from her accident and was ready to return to her job shortly after Leah turned two. Lina knew having affordable childcare for Leah was essential before she could return to work. "I started looking for childcare and when I shared that my daughter had undiagnosed special needs, I was denied care by multiple places. Other facilities told me they would enroll Leah, but if they could not handle her, they would have to withdraw her. I was devastated. Not only could I not go back to work, I didn't have anyone that would give my daughter what she needed". Lina was let go from her job as she did not have any childcare to return to her position.

REAL STORIES

After sharing her struggle with a friend, they recommended calling TEAM, as they heard TEAM had expanded their services to care for infants and toddlers. "I came in for my enrollment appointment and shared with TEAM's Family Support Specialist that my daughter had special needs expecting to be let down again, and instead she told me that TEAM services children of all abilities and that they couldn't wait to meet her". It was from that point forward, that Leah began her journey with TEAM.

"When Leah started at TEAM shortly after she turned 2, she was not mobile, she did not crawl nor stand independently, she would lose balance and fall often, she couldn't communicate. Leah had a hard time eating solid foods and could not hold utensils well." TEAM staff partnered with Leah's Birth to 3 team and began coordinating services that would occur directly in Leah's classroom. Leah worked with a rotation of occupational and physical therapists as well as speech pathologists during her classroom day. The teachers and administrators met regularly with the therapists to make sure the classroom was set up appropriately for Leah as well as to ensure they were working on skills in between each therapist visit. "The staff moved furniture around in the classroom, began learning basic sign language and attended trainings to learn how Leah's leg braces and standing walker would work. They made sure Leah ate well and made sure she went out to the playground each day. They know when she is tired and when to push her further. Leah was comfortable at TEAM from day 1".

Leah has made tremendous strides since starting school. She has learned to eat and can feed herself independently, she pays attention to and enjoys books, she makes hand motions of songs and has learned to navigate through the school first in her standing walker, and now in her leg braces. Teacher Jena Barnes shared "I have taught and cared for numerous children with various disabilities, however none as severe as Leah's. Leah has taught me more than I could have imagined and it is astonishing to watch how far she has come within the year." Leah's mother, Lina, works with TEAM staff to continually ensure services are in place for her daughter. "TEAM staff taught me how to advocate for my daughter and I am so grateful." Leah is currently transitioning within TEAM to a preschool classroom and will continue to receive on site services through the local Board of Education during her school day.

"TEAM staff taught me how to advocate for my daughter and I am so grateful."

ELDERLY SERVICES



YouTube stars Kevin and Lill visit a TEAM Meals on Wheels client.

TEAM Elderly Services is dedicated to addressing senior isolation and hunger. In the last year alone, TEAM served daily meals to 260 seniors (60 years of age or older) in our communities. Almost 1 in 2 were low-income and the majority lived alone in isolation. TEAM's Meals on Wheels delivers nutritionally balanced meals, friendly visits and safety checks that enable our communities' elderly to live nourished lives with independence and dignity.

Recently, a TEAM staff/driver for our Meals on Wheels was conducting his routine arrival at the door when he heard Marlyn's voice from within her home. She yelled out that she fell in the middle of the night and was lying on the floor unable to move. (Later, we discovered that Marlyn had broken her hip).

TEAM drivers know each senior enrolled in our program. Their daily interaction builds upon the prior in developing an ongoing connection with each enrolled senior – including protocols, extended family and neighbor connections and more. TEAM called 911 and activated the Shelton Emergency Medical Team to Marlyn's home in Shelton where firefighters were able to enter the home through the window. At the time of her fall in the middle of the night, Marlyn was able to remain conscious and remembered that TEAM would be there to deliver her meal. TEAM's driver was able to remain with and speak with Marlyn until the emergency team arrived and she was on her way to the hospital.

Marlyn's daughter, Yvonne, commended TEAM: "Thanks to TEAM and their staff, for all that you do each day. Knowing that Meals on Wheels will be stopping by every day gives me peace of mind that someone will be checking on my mom!"

David Morgan, CEO of TEAM shared, "It is more than the nutritionally balanced meal – it is the connection. It's the wellness-check and meaningful connections we strive to build upon each day with all individuals & families we meet in the work of TEAM. We care about one another – support, compassion, and connections are a mainstay of TEAM's work."

REAL STORIES

FAMILY SUPPORT



TEAM's Gaining Access to Independence Now (GAIN) initiative empowers individuals to attain knowledge and skills for employment while also reducing and eliminating barriers to training and employment. In addition to providing comprehensive case management, TEAM's activities include assistance to individuals in acquiring the skills and support that promote opportunities for employment including job placement assistance.

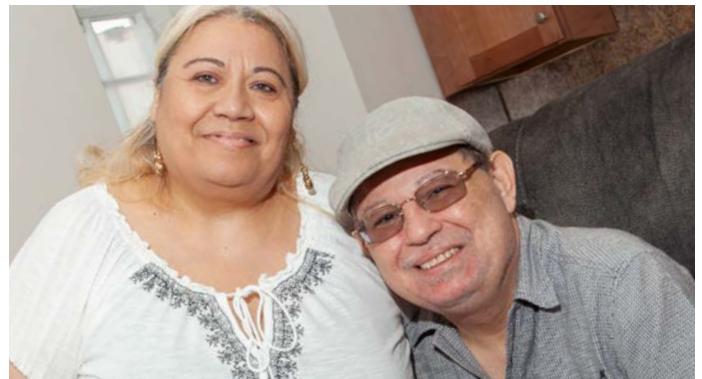
Judith came to TEAM's Volunteer Income Tax Assistance (VITA) program where she began to share about her family's significant financial strains. After follow-up with TEAM's staff, Judith and her family were provided with a variety of case management supports to stabilize a number of significant stresses in the area of basic needs. At this time, Judith recognized that without a skill and employment her circumstances were not going to improve.

Filled with anxieties and reluctant to return to a classroom setting after many years, Judith decided to pursue TEAM's Gaining Access to Independence Now program. After a number of assessment activities with TEAM, Judith decided to attend Griffin Hospital's School of Allied Health to become a Patient Care Technician. It wasn't easy for Judith and her family – every turn in her personal journey seemed to be accompanied with a barrier. How would she get there without reliable transportation? Would she still be a good mother if she didn't get to spend as much time with her kids? In reflecting on her testing difficulties, would she pass the class? With the support of TEAM, her family, and her classmates, Judith met every challenge head on with confidence and determination.

The result? Judith successfully passed her National exams and is a certified Patient Care Technician. At graduation she was awarded the "Clinical Excellence Award" given only to students that have demonstrated excellence with hands-on patient care and qualities. Her teacher, Michele Derbyshire, states, "Judith is a breath of fresh air. She has phenomenal drive to better herself. She needed to do this not only for herself but for her children to make them proud!

She gave up her summer and didn't miss a day. She just didn't give up! In the past two years she was my most dedicated student". Judith's resilience, hard work and dedication despite challenges has truly paid off. To date Judith has been offered two job opportunities, one of which she was handpicked for because of her performance at school. She will be working at Griffin Hospital as a multi-skilled technician and as a caretaker for young children with disabilities.

Judith exclaims, "Thank you TEAM for giving me this opportunity"!



David Calderon owned a roofing company and was working as a mailman when his health and in turn his livelihood took a sudden turn for the worse. Complications of diabetes and a heart condition caused a significant loss of income and David and his family were forced to move due to their current housing's unaffordability.

After losing their housing, David's illness progressed and he was hospitalized. His wife, Yolanda, was able to stay overnight with her husband as she slept in a chair in his room watching over him. After being discharged from the hospital, David was moved to a physical rehabilitation center and Yolanda moved into a motel where she stayed until their money ran out.

After much reluctance to seek help and spending a night in her car, Yolanda reached out to her community for help. After being denied by another provider, Yolanda was fortunate enough to discover TEAM, where she was able to secure a number of immediate connections and supports for herself and David. Through their ongoing work with TEAM's Family Support staff, David and Yolanda successfully moved into a new, safe and affordable apartment.

Yolanda stated that if it wasn't for all of the assistance from TEAM, they would not have been able to survive being homeless. Mr. and Mrs. Calderon attribute their bright future to the efforts of the staff at TEAM.



MISSION STATEMENT

To strengthen our community by educating, supporting and empowering individuals and families.

FINANCIALS

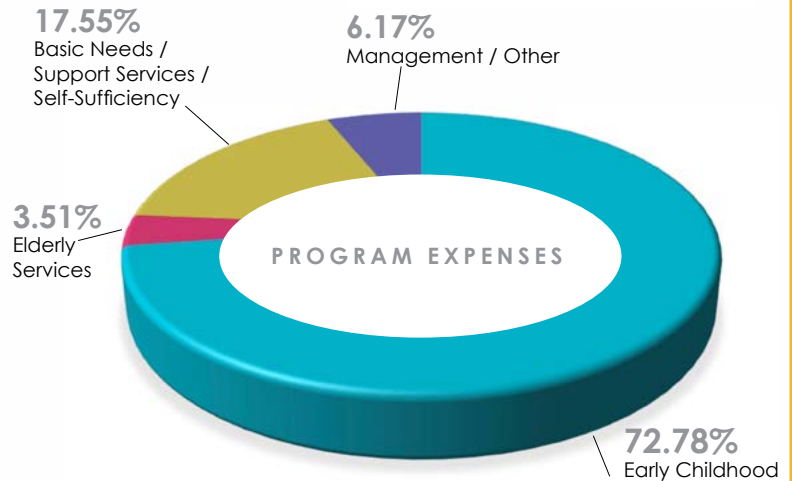
Grant/Contract Revenue

Federal	\$13,736,078
State	\$ 2,781,101
Local	\$ 453,478
Program	\$ 389,047
Other	\$ 62,117
TOTAL	\$ 19,052,562

Contributions

In-Kind	\$ 1,422,405
Fundraising	\$ 208,336

Salary and Benefits	\$ 7,654,533
Specific Assistance	\$ 4,642,702
Delegate Agencies	\$1,298,145
Occupancy	\$ 948,003
Professional Fees & Contract Services	\$ 419,718
Materials & Supplies	\$ 506,760
Travel and Transportation	\$ 90,521
In-Kind	\$1,422,406
Other Expenses	\$ 213,812
Depreciation Expense	\$ 434,715
TOTAL	\$ 17,631,315



Program expenses by function for the year ended APRIL 30, 2018

Early Childhood	\$12,831,501
Elderly Services	\$ 618,199
Basic Needs / Support Services / Self-Sufficiency	\$3,093,909
Management / Other	\$1,087,706
TOTAL	\$17,631,315

*Other includes depreciation expense of \$434,715