



TEAM inc.

Strengthening Communities - Making A Difference

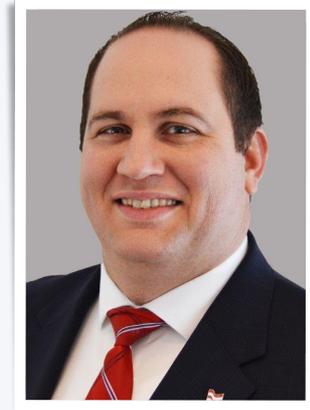
ANNUAL REPORT

2022

"Still, I Rise"

-Maya Angelou





WELCOME

Dear friends,

We are grateful for this opportunity to share with you all that TEAM, Inc. has accomplished throughout 2022, a year when we continued to face the challenges brought upon by the COVID-19 pandemic. This year has largely been one of recovery and recalibrating from the last two. We take pride in TEAM's ability to quickly adapt and respond to community needs during the COVID-19 pandemic, yet we still are adjusting to the many ripple effects of this pandemic - what we are now seeing as our new reality. Drawing upon the inner strength of our staff, volunteers and board, community partners and clients alike, we looked an impossible situation in the eye, and now know we are ready to respond to anything.

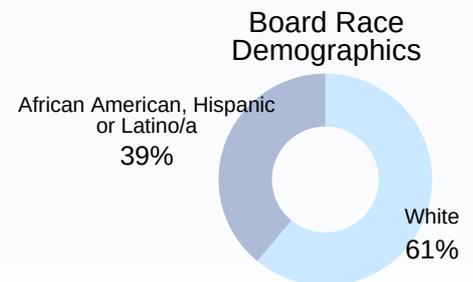
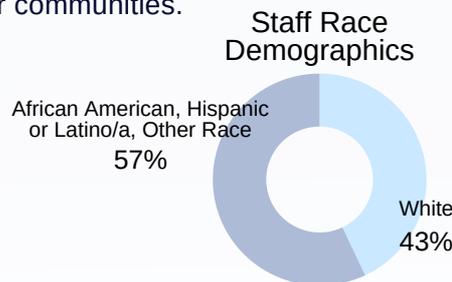
When the realities of the public health crisis flared in mid-March 2020, TEAM, like all of us, had to sink or swim. TEAM is a lifeline for so many individuals and families and we knew that we still had the capacity and obligation to our mission to continue our services in whatever way possible - and that meant we did not go home.

First, when schools closed, we opened our childcare programs to hospital employees, so they could continue to go to work and save lives, knowing their children had a safe place to go. Additionally, we administered many COVID relief programs including the drive-up, no-questions-asked, food distributions throughout our region. And the financial struggles of residents were plain to see. Folks who had never asked for help before were suddenly knocking on TEAM's door, often just looking for someone to talk to and walk with them through the unprecedented struggles they faced. We saw major increases in the number of people reaching out to us for housing help, Meals on Wheels services, diapers, and many other basic needs. The need was overwhelming, but we met it.

Simultaneously, we have kept our staff safe, following and implementing all CDC guidelines. We are so proud of our staff for stepping up and being a steady light in the darkness and demonstrating steadfast strength and optimism, despite the many challenges posed throughout the pandemic including substantial increases in clientele across all of our programs.

This 2022 Annual Report has a theme of "Strength From Within." We reflect on and celebrate the strength inside each of us - our clients, volunteers, staff and partners - that we use to drive us forward into a new day. We are eager for the day when this period is a memory, but for now, we present with pride the efforts and triumphs of TEAM, Inc. in service to our communities.

Brian Fonck, Chair



BOARD MEMBERS

- Brian Fonck - Chair
- Lula Walker - Vice Chair
- Geralyn O'Neil-Wild - Secretary
- Joyce Barclay - Treasurer
- Len Duffus
- Rebecca Flynn

- Ken Gurin
- John Hatfield
- Beatriz Lugo
- Kevin McDuffie
- Laura Mutrie
- Yalitza Senquiz

- Ron Sill
- Stephane Skibo
- Alfred Smith
- Robert Van Egghen
- Leslie Youngblood
- Kate Zarro

David Morgan, President & CEO



WHO WE SERVE

15,464

individuals and **7,157** households connected to community & state supports

429,889

meals provided to residents throughout the pandemic

4,655

households avoided crisis with home heating assistance supports including household repairs & replacements

151

households received emergency assistance to maintain or obtain safe housing

1,011

tax returns were filed returning nearly **\$2 million** to CT's economy

549

young children developed school readiness skills and obtained medical and dental care, and healthy meals and improved nutrition

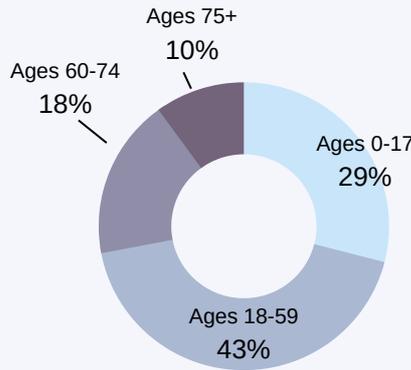
658

children & families received **220,112** diapers and increased knowledge of child development, parent-child relationships, community resources and family well-being

1,920

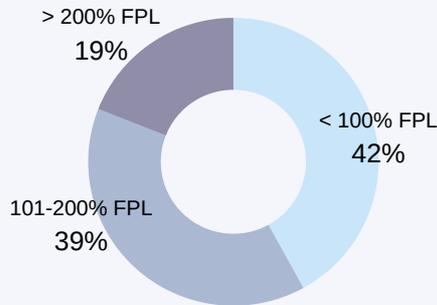
children received holiday toys via TEAM Toys 4 Kids

Client Age Demographics

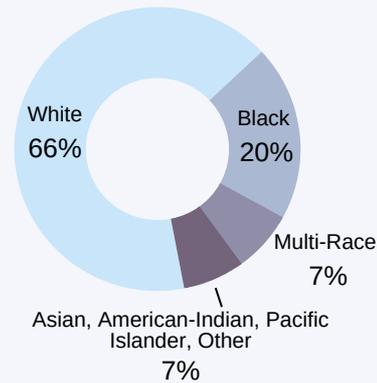


Household Federal Poverty Income Level

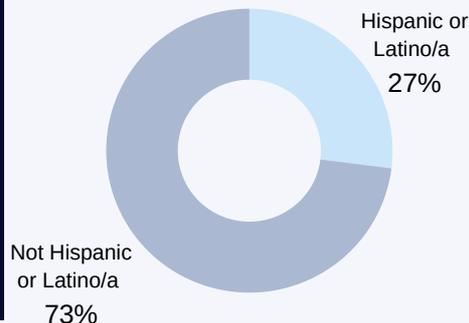
Federal Poverty Level - FPL



Client Race Demographics



Client Ethnicity Demographics



110

individuals were provided employment services and enrolled in education & training toward gainful employment

99,086

meals served to **416** older adults through Meals on Wheels

5,376

meals served to **128** older adults through Community Cafés

5,533

medical transportation rides provided to **200** older adults

42,922

incontinence products provided to **120** older adults

142

seniors benefitted from **2,254** hours of volunteer services including shopping, chores, outdoor work, telephone reassurance, transportation rides and friendly visits

256

seniors received elder care options, care management including intake & assessment, services & referrals, goals & follow-up, and continued supports and action-planning



REAL STORIES



Yalitza celebrates her Parent Leadership Training Institute graduation with her children, Zayalee and Zion.

Meet Yalitza...

Yalitza began her journey with TEAM in early 2020. She had recently moved to Connecticut from Florida to be closer to her family, but establishing her roots in this new chapter proved to be a challenge. From having to build a new client base for her self-employed credit repair business, to identifying childcare for her kids (\$500 weekly!), and finding stable housing in an erratic & out-of-reach housing market, Yalitza was struggling to navigate this new chapter. In addition to her entrepreneurial business, Yalitza took on additional work as a Home Health Aide trying to make ends meet for herself and her family. From unreliable and unaffordable childcare to finding safe affordable housing, the stresses and challenges continued to mount as Yalitza navigated this new chapter.

Then Yalitza found a spot at TEAM's Head Start & Early Childhood program for her youngest, Zion, and things immediately started looking up. Yalitza met with TEAM Educators and Family Support Specialists as a part of Zion's orientation, and they formed a partnership together ensuring Zion's growth and development. Goals were set, and Yalitza and her family set off on a path of positive progress. Then, the COVID-19 pandemic hit and hurled Yalitza and her family into new challenges – keeping her business running by working from home, while caring for and teaching her kids during the loss of childcare and school. Throughout this uncertainty, TEAM staff continued to offer support and resources – meals and diapers were delivered, staff checked in on the family, and TEAM Toys4Kids brought the magic of the holidays to the Senquiz household.

When childcare and schools reopened, Yalitza was able to breathe a sigh of relief – having children back in a school setting not only provides them with socialization skills and a predictable routine and curriculum, but also empowers parents like Yalitza to go to their job or run their businesses, and take care of their own well-being too.

Despite the challenges Yalitza has faced the past few years, she has accomplished so much personally and professionally. She is a Parent Ambassador of a mobile app that helps parents to check in on how their child is doing against key developmental milestones and provides activities to spark young children's early learning (known as the Sparkler App). In July 2022, Yalitza successfully completed the Parent Leadership Training Institute (PLTI) which is a 20-week program that empowers parents with leadership and advocacy skills to promote their children's success as well as to be a successful change-agent in your community. This program is an incredible time commitment and has improved the landscape of early childhood to include strong parent voices in the process of educating children and co-creating systems that promote the success of families and neighborhoods. Yalitza also published her first book and has her sights set on another – as well as life goals in helping others, reaching breakthroughs with the most marginalized, and opening her own program for women and children!

With TEAM's multi-generational approach to childcare services, Yalitza and her family are flourishing, and Yalitza's experience and leadership abilities allow her to serve as an inspiring example to so many. TEAM could not be more proud to welcome Yalitza as a new member of the TEAM Board of Directors – her voice and experience will help move TEAM forward including continuous quality improvement and organizational excellence.

“After God of course but TEAM opened the door for me to walk in my purpose.”

-Yalitza Senquiz



Yalitza offers a parent's perspective at a press conference in Waterbury advocating for more federal and state funding to the childcare industry.



Zion smiles with his Head Start graduation certificate - ready to take on kindergarten!

Meet Marissa...

What makes TEAM unique is that we are a holistic human services provider. When an individual or family comes in, our time together covers a broad array of reflective questions and supportive discussions to ensure anyone who comes through TEAM's doors is set up for success in all areas of their lives. As a nonprofit helping human services organization, TEAM has a lot of moving parts working together both within TEAM as well as external community referrals and resources to address every need. Such was the case with Marissa, a mom of two young boys seeking to learn more about child development, parenting skills and community resources. As part of TEAM's enrollment process, Marissa worked with TEAM staff that opened up a world of meaningful opportunities and supports - including help with a Food Assistance application (SNAP), additional connections to local Food Pantries, TEAM's Diaper Bank providing a monthly supplement for the two boys, and full time child care via TEAM's Head Start programs. In addition to housing supports, TEAM's comprehensive approach not only helped to ensure overall stability and wellbeing, this partnership with Marissa opened the door to TEAM's



Marissa smiling with her sons Luke and Owen!

Gaining Access to Independence Now (GAIN) program which empowers individuals to attain knowledge and skills for gainful employment while also eliminating barriers for necessary education and training, leading to employment. Through GAIN, Marissa re-entered the workforce and increased her income in order to provide for her sons. As her boys were enrolled in low-cost childcare at TEAM's Head Start program in Ansonia, Marissa was able to enroll and excel at LABCO School of Dental Assisting. TEAM fully covered her tuition and after graduation, also covered the necessary licensing test costs. The result? Marissa became a certified dental assistant! With no out-of-pocket costs for her training, and trusted care and support for her boys, Marissa's goals came within reach. Now, she works full-time as a dental assistant at a job that offers great benefits and the boys continue to learn and grow in TEAM's Head Start program.

Meet TEAM...

Navigating and Climbing Out of the Pandemic

As many know, TEAM never “went home” throughout the Coronavirus Pandemic – deemed an essential non-profit addressing many social and economic needs of our communities and neighbors: basic needs, childcare, food, formula and diapers, elder supports, medical rides, housing assistance, utilities and heating assistance, and many other complex care management and helping supports.

As we reflect on the past few years and look ahead to how TEAM continues to respond to increasing levels of need from individuals and households from all walks of life, from increased call volumes and walking through our doors seeking help, we know that the myriad of social-need and other-need referrals from the public and private sectors as well as neighborhood/word-of-mouth circles continues.



REAL STORIES

TEAM continued...

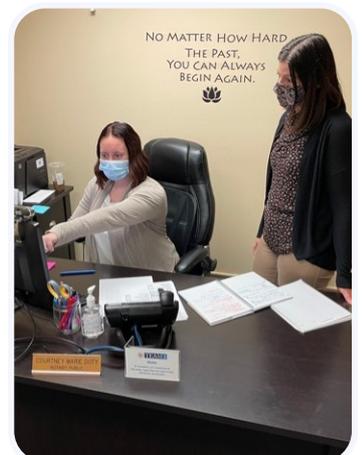
And when we step back to update the latest trend data over the most recent 12-month period, TEAM's total numbers of individuals served over the last year alone increased to more than 15,400 people (previous year it was 12,375...):

- The “housing tsunami” we warned about over the past 18 months has been realized – TEAM has witnessed an overwhelming trajectory of increasing numbers seeking help with housing, including a 32% increase over the last 30 days (9/2022) and an overall increase of 59% over the last year alone.
- In addition to the more than 100,000 meals & snacks provided to young children turning to TEAM throughout the pandemic and onward, TEAM leveraged and anchored more than 500,000 pounds (equates to 430,000 meals) of healthy food drops via USDA and Bozzuto's partnerships – a critical support and lifeline for young children & adolescents, adults, and seniors from all walks of life coming to TEAM and our local food pantry partners.
- Another lifeline and critical element to overall wellbeing, TEAM Meals on Wheels and Elderly Nutrition Programming endured a 140% increase in meals served amidst the pandemic and onward – in the last year alone, TEAM provided more than 104,000 meals to older adults.



- Childcare requests are increasing from parents & families – especially care for Infants/Toddlers (Birth – Age 3) so parents & families can acquire or maintain gainful employment – while at the same time the childcare industry as we know it across the private and public sector is on the verge of collapsing, with unprecedented levels of staffing vacancies across the State of Connecticut (and beyond) throughout the entire childcare industry.
- TEAM processed an unprecedented number of applications for home-heating assistance like never before – an increase of more than 29% compared to the previous year.
- TEAM witnessed and delivered a 72% increase in diapers distributed to families throughout our communities – more than 206,000 diapers and wipes over a 12-month period.

The above are just some of the anecdotes into the windows of TEAM's work – all amidst COVID-19 Recovery and the realities of the worker shortage that continues to be as real as ever in Connecticut. TEAM has been getting it done with the leanest numbers of staff and management than ever before – it is not without pain, but is also with immense focus, inspiration, and compassion for one another throughout all the inner workings of TEAM. And as the pandemic continues to become part of the rearview mirror and the promise of returning to pre-pandemic realities is more real than ever before, we are grateful for TEAM's immense level of positive impact and unwavering purpose over time. This all has been made possible by the inspirational support and commitment from all our donors, volunteers, and community partners throughout TEAM's region – TEAM is ever-thankful to each of you in your creative ways contributing toward the work of TEAM on multiple levels and via multiple dimensions. Thank you for being a steadfast communicator, steward, ambassador, advocate, donor, and above all, an iron pillar of support for TEAM when at times these conditions can appear overwhelming but never unfettered because of our strength in being together with a clarity of purpose amidst real obstacles and puzzling uncertainties.





OUR MISSION

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



Financials

GRANT/CONTRACT REVENUE

Federal	\$17,775,024
State	\$2,551,891
Local	\$5,623
Program	\$661,848
Other	\$101,923
Net Assets Released from restrictions	\$267,315

CONTRIBUTIONS

In-Kind	\$658,740
Fundraising	\$122,069

Total	\$22,144,523
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CATEGORICAL EXPENSES

Salary & Benefits	\$7,808,586
Specific Assistance	\$9,473,412
Delegate Agencies	\$1,064,318
Occupancy	\$989,237
Professional Fees & Contract Services	\$422,675
Materials & Supplies	\$737,763
Travel & Transportation	\$90,076
In-Kind	\$658,740
Other Expenses	\$364,195
Depreciation Expense	\$841,381

Total	\$22,450,383
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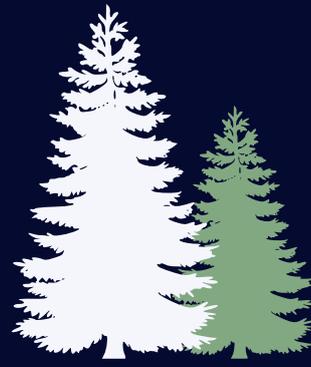
EXPENSES BY PROGRAM

Early Childhood	\$12,215,145
Elderly Services	\$970,925
Support Services	\$7,837,358
Management/Other (6.3%)	\$1,426,955

Total	\$22,450,383
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A GIFT THAT LIVES ON!



LEAVE A LEGACY WITH TEAM

A GIFT THAT COSTS YOU NOTHING DURING YOUR LIFETIME

*"He noted first came the date of the birth and spoke the following date with tears.
But he said what mattered most of all was the dash between the years."*

-The Dash Poem by Linda Ellis

Dear friends of TEAM,

It's never too early to think about what comes next. Contemplating passing on can be terrifying and uncomfortable, but also beautiful and inspiring. "The Dash Poem" speaks to how we spend our years - all the incredible love and experience we fill within that dash, and who we become along the way. You may not realize it, but each day you are building your legacy.

When it's our time to go, we leave behind a legacy with our family, friends and community. How you are spoken of and remembered speaks volumes of how you spent your time and treated your loved ones while you were here. One tool that can help you build your legacy is your estate plan. Where you leave your assets and wealth can be demonstrative of your values and the causes closest to your heart.

When you leave a portion of your assets to the TEAM Legacy Fund, you can trust this well-established organization to use your gift in the most effective way possible. TEAM has been a steady light in our community for over 57 years, responding to the ever-changing needs of our region, and with continued support, we can continue this life-changing work in perpetuity. As long as there is a neighbor in need, we want to ensure TEAM is around to respond.

When you begin to think about what kind of legacy you want to leave behind, making plans for your assets is vital (and these plans are important for folks of all ages). We hope our dedicated donors and supporters will consider leaving a lasting mark on our community through a planned gift to TEAM's Legacy Fund - our hope is that people will allow us to walk them through TEAM's garden of annuals (what we're doing each day throughout TEAM's inner workings for our most vulnerable populations), and that as ambassadors of TEAM's work we will look to others to be a partner and contributor to help TEAM turn them into perennials. What TEAM is able to do today - we want to make sure is possible forever. Contact your trusted advisor to learn about the many ways a planned gift can be made.

TO LEARN MORE

about TEAM's Legacy Society, please contact
davidmorgan@teaminc.org or lmckenzie@teaminc.org.

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