ANNUAL REPORT 2023

“To plant a garden is to believe in tomorrow.”
- A. Hepburn
Dear friends,

When we think of these recent years, our motto is: Response, Recovery, Renewal. Although we want to put the COVID-19 pandemic in the rear-view mirror, the reality is, its impacts will remain for many years to come. In 2023, TEAM experienced yet another major increase (14%) in the number of residents seeking our help, and as federally funded support programs are receding, that number is continuing to climb fast. I am proud to say the TEAM board, staff and leaders have stepped up to address every new and ongoing challenge that we encounter, and we continue to walk the balance beam of Recovery - while never losing TEAM's historical commitment to addressing the current conditions and root causes of poverty.

But TEAM is more than just resilient - still standing after weathering a major storm - but still standing stronger than ever. TEAM has not only served a record 17,666 residents of our region, but continues to do so in creative ways that are responsive to the needs and wants of our communities. This year, TEAM built a brand new program: the Community Health Worker program. These staff members will conduct coordinated outreach efforts to identify and build trusting relationships with hard-to-reach clients in need, and work hand-in-hand with residents to determine how TEAM can improve their lives with support and empowerment, all through the lens of health equity. This unique program has already made significant impacts for-and-with residents in just a few short months. In addition, TEAM has incorporated new language services across all our programs, to be able to better communicate with and serve an ever-growing, diverse population. TEAM is also making significant facilities improvements at our Child Care & Head Start locations, and we welcome any community partner to come and tour our upgraded buildings and playgrounds.

With new programs and our eyes on the horizon, I am proud to say TEAM, Inc. is in the midst of a Renewal. We are ever-committed to our mission and will continue to serve and empower every client who comes through our doors, as we simultaneously identify systems-level changes needed to end poverty as we know it. Thank you for standing alongside us in this work.

Brian Fonck, Chair
Support & Empowerment Services

17,666
individuals and 8,363 households connected to community & state supports

5,657
households avoided crisis with home heating assistance supports including household repairs & replacements

202
homes received emergency assistance to maintain or obtain safe, affordable housing

994
tax returns were filed returning over $1.9 million to CT’s economy

74
individuals were provided employment services and enrolled in education & training toward gainful employment

1,337
households avoided crisis with drinking water & wastewater assistance supports including disconnected services or financial arrearages

Services for Children & Families

489
young children developed school readiness skills and obtained medical and dental care

62
children with diagnosed special needs served

1,746
children received holiday toys via TEAM Toys 4 Kids

111
child referrals made as a result of preventative health screenings

164,414
diapers provided to 469 children and families

1,214
children improved their nutrition via healthy meals & snacks (CACFP program) & TEAM Family Child Care partnerships

377
Family Child Care providers strengthened business management operations and improved quality early childhood access
WHO WE SERVE

Services for Older Adults

- **9,240** meals served to 256 older adults through Community Cafés
- **99,243** meals served to 401 older adults through Meals on Wheels
- **37,579** incontinence products provided to 131 older adults
- **242** seniors received elder care options, care management including intake & assessment, services & referrals, goals & follow-up, and continued supports and action-planning
- **5,539** medical transportation rides provided to 210 older adults
- **3,021** hours of services provided to 243 older adults - including homemaking, volunteer services such as shopping, chores, outdoor work, telephone reassurance, transportation rides and friendly visits

CLIENT DEMOGRAPHICS
ACROSS ALL PROGRAMS & SERVICES

**Age Demographics**
- 0-17: 32%
- 18-59: 40%
- 60-74: 17%
- 75+: 11%

**Race Demographics**
- White: 66%
- Black: 18%
- Asian, American Indian, Pacific Islander or Other: 9%
- Multi-Race: 7%

**Household Federal Poverty Income Level**
- ≤100% FPL: 48%
- 101-200% FPL: 32%
- >200% FPL: 20%

**Ethnicity Demographics**
- Hispanic or Latino/a: 29%
- Not Hispanic or Latino/a: 71%
Meet Kayla...

Kayla and her son, Lance, came to TEAM in March of 2020 at the onset of the pandemic to take part in TEAM’s pandemic childcare for hospital staff program, Project 26. At the time, Kayla knew her son would be with TEAM for care for approximately 3 months as the program would end in June. Little did Kayla know that her time with TEAM’s early childhood program was just beginning.

Lance had such success in TEAM’s toddler classroom during Project 26, that Kayla inquired about enrolling him into the full day/full year Early Head Start option. Upon enrollment, Kayla was connected to a Family Support Specialist that would assist Kayla to set personal goals and work towards increased self-sufficiency as she shared that she had ongoing medical issues, a change in employment, had recently become a single mom and had little to no support system to lean on.

Kayla bravely embraced every aspect of TEAM’s Head Start program, as she participated in and completed the Circle of Security parenting curriculum cohort, enrolled in TEAM’s GAIN (Gaining Access to Independence Now) job training certification program, as well as became an active member of the Head Start Parent Policy Council; actively participating in monthly program governance meetings and presenting to reviewers on TEAM’s behalf during a federal monitoring review. During her son Lance’s enrollment, he suffered a traumatic and unfortunate accident outside of the program. Upon his return to the program, Kayla partnered with TEAM staff to ensure her son was surrounded with a team of professionals, including the local Board of Education and staff from Yale that would assist Lance in his recovery. This ultimately led to Lance receiving a formalized 504 plan that supported him throughout preschool and will follow him into the public school.

Throughout Kayla’s active participation in the program, it became evident that her housing was unstable and ultimately not a safe environment for her or Lance. Through the Head Start of Housing initiative, a partnership with the Office of Early Childhood, National Center for Housing & Child Welfare, CT Dept. of Housing & TEAM, Kayla qualified for and become the recipient of an accelerated Section 8 housing voucher; one that would give her and Lance the opportunity to move into the newly developed, state of the art apartment complex in Shelton. Safe, affordable housing was one of Kayla’s initial goals for herself and her son when she came to TEAM and yet again, she achieved a success that she had often doubted she had the inner strength to do.

“Being a part of TEAM has been life changing. The staff provided me constant support and gave me the strength to hang on and look forward to a better tomorrow during some of my toughest times. They were the support system day in and day out that I didn’t have and desperately needed to move me and my son into a better situation. Their support is unconditional and I am forever grateful.” – Kayla Skinner
Meet Dorice...

Today, Dorice is a 69-year-old woman happily residing in Seymour – but back in 2019 everything changed for Dorice after her husband passed away and their home went into foreclosure. Dorice ended up living out of a motel from 2019 to 2022, until the daily motel rates jeopardized her ability to remain temporarily housed, and she ended up being evicted from the motel. In connecting with TEAM, Dorice acquired a number of critical supports and opportunities including numerous senior housing & assisted living options that fit her situation, clothing & furniture vouchers, assistance with applying to the Medicare Savings Program, SNAP food assistance, and financial assistance toward a security deposit. TEAM and Dorice worked together and Dorice is now in a comfortable, affordable Seymour home where she maintains her income, health, and personal pursuits.

Dorice continues to work with TEAM staff, ensuring she can stay safe and healthy in her home, with the ongoing supports she needs. Dorice is a daily recipient of TEAM Meals on Wheels, which delivers nutritious meals, and provides friendly visits and safety checks that support older adults to live nourished lives with independence, dignity, and happiness. Designed to meet the nutritional and social needs of older adults – allowing seniors to age in place within their home & their community (where 90% report they want to be), TEAM Meals on Wheels delays and prevents the need for more costly institutional services. Dorice is also able to attend her appointments with TEAM’s Medical Transportation services, and receives ongoing supports and check-ins with TEAM’s Elderly Case Management, with regular assessment and response to her needs.

“I can always put my trust in TEAM! I don’t know where I would be right now without TEAM.” - Dorice
Yvette’s story highlights TEAM’s promise of empowerment, education, and support amidst significant challenges and opportunities, including the intersection of education & employment, health & overall wellbeing, and the pursuit toward a home & happiness for oneself and their family. Yvette had worked as a Nurse Assistant for the NYC Health & Hospital Corporation since she was 19 – and later in life as a single mother of a 15-year-old son and young adult daughter aged 23, Yvette aspired to move her family to Connecticut “for a better life and left everything behind in New York.”

Upon moving to Ansonia, Yvette continued to commute back and forth to New York while seeking employment in the Valley region with her Nurse Assistant experience. Yvette submitted multiple applications, but was informed that she needed certification in order to be a qualified candidate as a Certified Nursing Assistant (CNA). Upon contacting TEAM, Yvette learned about TEAM’s Gaining Access to Independence Now (GAIN) program which empowers individuals to attain knowledge and skills for employment, while also reducing and eliminating barriers to 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.

With the support and empowerment of TEAM, Yvette pursued a 17-week certification program at Griffin Hospital’s School of Allied Health Careers, where she was able to become a Certified Nurse’s Assistant (CNA) – and received additional certifications in both Patient Care Technician (PCT) as well as in Phlebotomy.

Yvette states that she’s always had a passion for working with individuals who struggle with behavioral & mental health, and due to these newly acquired certifications and gained employment skills, she has now been able to secure gainful employment in a full-time position at Carrington Elementary School in Waterbury working with the school’s Nursing Program and the individualized health and special needs of students. With increased wages and benefits stacked upon Yvette’s fulfillment of her dreams – Yvette thrives and remains true in her convictions of personal and economic wellbeing for herself and her family.
**OUR MISSION**

To ensure the causes and conditions of poverty are being addressed and the communities, families, and individuals we serve are empowered and strengthened through education, support, and opportunities.

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**FINANCIALS**

**GRANT/CONTRACT REVENUE**

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<td>Program</td>
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<td>Other</td>
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<td>Net Assets Released from restrictions</td>
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**CONTRIBUTIONS**

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**Total**

$24,543,691

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**CATEGORICAL EXPENSES**

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<td>Specific Assistance</td>
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<td>Delegate Agencies</td>
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<td>Occupancy</td>
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<td>Professional Fees &amp; Contract Services</td>
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**Total**

$23,945,186

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**EXPENSES BY PROGRAM**

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<td>Management/Other (7.1%)</td>
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**Total**

$23,945,186