MISSION

The Community Action Agency of Western Connecticut, Inc. provides social services and programs to low-income individuals and families in the western area of Connecticut to help them stabilize and improve their lives.

Board of Directors
John W. Cherry, Board Chair
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Jane Bucher, Finance Director
Gloria Sanchez, Human Resource Manager
Mini Santosh, Child Care Director (AELC)
Sonya Van Norden, Site Director (Stamford)
Junior Mendez, Program Manager (Energy)
Stephanie West, Program Manager (Danbury)
Elizabeth Garron, Contract Compliance Specialist
Raquel Sosa, Planning and Development Specialist
Merline Rosado, Administrative Assistant
DEAR FRIENDS & SUPPORTERS,

I am very proud to present the Annual Report for FYE 2019. Our progress would not be possible if it were not for our outstanding board members and our staff. I thank you for your commitment, dedication and hard work to ensure we continue to offer and operate quality services to the individuals and families we serve.

Our agency continues to operate a wide range of programs and services to address aspects of the family unit and to meet their needs. Using the Human Services Infrastructure Model (HSI), we are able to assess the household barriers challenging the individuals and families that step into our doors. Our goal is to strive towards our mission of helping low-income families and individuals win the fight against poverty.

For several years, The Community Action Agency of Western Connecticut has held a Community Wellness and Family Fun Day that has provided residents with opportunities to participate in healthy and fun activities for all ages. Activities have included free health screenings, fitness demonstrations, face painting, giveaways, free books, and community resources information.

Action Early Learning Center (AELC) was approved for ten additional School Readiness slots, increasing the center’s enrollment capacity to 135 children. Children from low-income backgrounds need all the advantages possible and starting out with a good education, as a foundation, and continuing that education process improves a child’s chance to achieve self-sufficiency later in life. Fifty-five (55) children graduated from our pre-school program, prepared and ready to enter kindergarten.

CAAWC would like for each of you to visit our website, www.caawc.org, to obtain specific program information and the latest agency news. We invite you to follow The Community Action Agency of Western Connecticut Facebook page as well. Thank you for your support and your commitment to CAAWC.

John W. Cherry
Board Chair

Michelle H. James
Executive Director
LETS POINT OUT SOME IMPORTANT RESULTS FOR 2019

5,190 HOUSEHOLDS were able to stay warm last year and avoided crisis with energy assistance.

We cared for 135 CHILDREN of which 55 CHILDREN graduated with school readiness skills to enter kindergarten.

330 TAX RETURNS were filed through our VITA Program, returning over $498,089 to CT’s economy, including $184,027 in Earned Income Tax Credits (EITC).

14,915 INDIVIDUALS were connected to state and community services supports.

2,147 VOLUNTEER HOURS provided by the Retired Senior Volunteer Program (RSVP).

279 FAMILIES received 83,700 diapers.

59,610 MEALS were provided by our Food Pantry.

30 YEARS OF SERVICE

One of our long-term RSVP volunteers has completed 30 years of volunteer service - what an amazing and inspirational person! She began her RSVP experience in December of 1989. She stated that she had experience helping in a library, tutoring children, and with animal welfare. She also indicated that she liked helping children develop creative writing skills. Being a New Fairfield resident, she was offered the opportunity to help at the New Fairfield Public Library, where she still volunteers as a Library Aide. This incredible RSVP volunteer contributes in excess of 30 hours some months. She celebrated her 99th birthday this past May. She is an extraordinary role model of volunteerism in our community!
Our client, “John Smith”, 55, was in need of case management services and was referred from the Energy Assistance program at CAAWC. John had previously been employed as a tractor-trailer driver for the past 13 years. Due to health issues, he had to leave his job as a truck driver and was in need of a new career. He experienced many financial hardships and was unable to find new employment; ultimately, leading him to fall behind on his living expenses.

Working together, we collaborated and created a Client Service Plan utilizing services within and outside of CAAWC to accomplish goals to get him back on track, self-sufficient and empowered. Soon after the development and implementation of his service plan, John began working on his goals one at a time.

During the time period spent assisting John, he enrolled into a Security Guard certification course to give him access to better paying jobs. Soon after the successful completion of this course, he received multiple job offers, including a full-time security guard position with benefits at a local hospital.

After John achieved his goal of becoming employed full-time, he was still in need of other assistance. Due to his initial loss of employment, he fell behind on his rent and was facing eviction. He was assisted with mediation services along with financial assistance from CAAWC, which ultimately prevented John from being evicted.

John also utilized other services offered through CAAWC, including the Food Pantry, Energy Assistance, VITA, and household budgeting. John provided great feedback regarding services received and is now functioning self-sufficiently in the community.

Ms. Reina Padilla Oliver came to our agency looking for services that included finding senior housing where she could feel safe and live peacefully.

Ms. Padilla Oliver reported that she was living in a one-bedroom apartment with her son’s family, five in one room, because of this she was unable to sleep well or use the common area, as needed. She felt very sad and hopeless to be living in this situation. This influenced her decision to move out and rent a room on her own. In the past three years, she had to move around every three or four months, trying to find something that was affordable, and wasn’t finding a stable place to live.

Her Community Services Specialist, Saira Lopez, helped her fill out multiple applications for senior housing and assisted her in the process, but due to changing her address too often, the process was delayed.

The client also had inadequate medical insurance. She was assisted with obtaining medical insurance coverage that improved the quality of her medical care. During the process, she was also assisted with a referral to a medical practitioner and a referral to a program at the Senior Center that assists seniors with mental health.

The entire case management process for completing housing applications, along with follow-ups, took a period of three years. The client was finally approved for a Senior Housing Apartment at Charter Oak Communities and moved in on December 17, 2019. She is now so happy and in good health in her apartment. Her life completely changed and she is so grateful. She now lives a stable life with all her benefits.
## Financials

**The Community Action Agency of Western Connecticut**  
**Statement of December 31, 2019 and 2018**

### Changes in Net Assets Without Donor Restrictions

<table>
<thead>
<tr>
<th>Description</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues, gains and other support</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Federal and state grants</td>
<td>$7,176,274</td>
<td>$8,588,925</td>
</tr>
<tr>
<td>Childcare program income</td>
<td>537,272</td>
<td>437,518</td>
</tr>
<tr>
<td>Local grants and contributions</td>
<td>54,683</td>
<td>76,853</td>
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<tr>
<td>Bond debt service funding</td>
<td>40,247</td>
<td>41,998</td>
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<tr>
<td>Other income</td>
<td>28,669</td>
<td>22,934</td>
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<tr>
<td>Net assets released from restriction</td>
<td>5,344</td>
<td>15,324</td>
</tr>
<tr>
<td>Total revenues, gains and other support</td>
<td>7,842,489</td>
<td>9,153,552</td>
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</tbody>
</table>

### Expenses

<table>
<thead>
<tr>
<th>Description</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specific assistance</td>
<td>3,867,985</td>
<td>5,328,938</td>
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<tr>
<td>Salaries and benefits</td>
<td>3,054,342</td>
<td>3,004,484</td>
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<tr>
<td>Materials, supplies, and other consumables</td>
<td>148,189</td>
<td>255,946</td>
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<tr>
<td>Professional and contracted services</td>
<td>230,507</td>
<td>190,961</td>
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<tr>
<td>Occupancy</td>
<td>195,289</td>
<td>179,217</td>
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<tr>
<td>Repairs and maintenance</td>
<td>52,827</td>
<td>61,053</td>
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<tr>
<td>Depreciation</td>
<td>59,282</td>
<td>58,899</td>
</tr>
<tr>
<td>Other</td>
<td>95,837</td>
<td>34,454</td>
</tr>
<tr>
<td>Conferences and training</td>
<td>11,365</td>
<td>24,305</td>
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<tr>
<td>Interest</td>
<td>12,471</td>
<td>14,001</td>
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<tr>
<td>Total expenses</td>
<td>7,728,094</td>
<td>9,152,258</td>
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<tr>
<td>Changes in net assets without donor restrictions</td>
<td>114,395</td>
<td>1,294</td>
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### Changes in Net Assets With Donor Restrictions

<table>
<thead>
<tr>
<th>Description</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support and revenue</td>
<td></td>
<td></td>
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<tr>
<td>Contributions</td>
<td>7,751</td>
<td>-</td>
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<tr>
<td>Net assets released from restrictions</td>
<td>(5,344)</td>
<td>(15,324)</td>
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<tr>
<td>Changes in net assets with donor restrictions</td>
<td>2,407</td>
<td>(15,324)</td>
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### Changes in Net Assets

<table>
<thead>
<tr>
<th>Description</th>
<th>2019</th>
<th>2018</th>
</tr>
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<tbody>
<tr>
<td>NET ASSETS—BEGINNING OF YEAR</td>
<td>542,247</td>
<td>556,277</td>
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<tr>
<td>NET ASSETS—END OF YEAR</td>
<td>$659,049</td>
<td>$542,247</td>
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</table>
THANK YOU!

On behalf of The Community Action Agency of Western Connecticut, we would like to say thank you for your financial support in 2019. With your partnership, we were able to grow through the year and come out ahead. We are so thankful for the board members, staff members, donors, and volunteers who have come together.
CAAWC SERVICES

- Action Early Learning Center (AELC)
- Case Management Services
- Diaper Program
- Elderly Fuel Program
- Employment & Education Services
- Energy Assistance
- Food Pantry
- Retired Senior Volunteer Program (RSVP)
- Volunteer Income Tax Assistance (VITA)

COMMUNITIES WE SERVE

- Bethel
- Bridgewater
- Brookfield
- Canaan
- Cornwall
- Danbury
- Darien
- Greenwich
- Kent
- New Fairfield
- New Milford
- New Canaan
- Newtown
- North Canaan
- Norwalk
- Redding
- Roxbury
- Ridgefield
- Salisbury
- Sharon
- Sherman
- Stamford
- Warren
- Washington
- Weston
- Westport
- Wilton

OUR OFFICES

Central
66 North St.
Danbury, CT 06810
203.744.4700

AELC
75 Balmforth Ave.
Danbury, CT 06810
203.743.3785

Stamford
34 Woodland Ave.
Stamford, CT 06902
203.602.8833

Washington
2 Bryan Plaza
Washington, CT 06794
860.868.0058

Norwalk
1 Park St.
Norwalk, CT 06851
203.939.9650

For more information visit our website: www.caawc.org