

MISSION STATEMENT

THE MISSION OF TEAM, INC. IS TO CONNECT INDIVIDUALS AND FAMILIES WITH SOLUTIONS THAT LEAD TO WELL-BEING, SELF-SUFFICIENCY AND FULL PARTICIPATION IN THE COMMUNITY.

TEAM ACHIEVES ITS MISSION BY CONDUCTING ACTIVITIES THAT FOCUS ON THE NEEDS OF ECONOMICALLY DISADVANTAGED INDIVIDUALS AND FAMILIES RESIDING IN THE NAUGATUCK-HOUSATONIC VALLEY REGION INCLUDING RESOURCE MOBILIZATION, EDUCATION, ADVOCACY AND SERVICE DELIVERY.

RESULTS MATTER

TEAM INC.



2 0 1 0 A N N U A L R E P O R T



www.teaminc.org

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INTRODUCTION



Richard Knoll, President & CEO



Stephane Skibo, Chairman

During the past year, the staff and Board of Directors of TEAM Inc. concentrated on defining and delivering measurable results with the resources entrusted to our care to improve the learning of young children and the quality of life for seniors and other residents who live at the edge of self-sufficiency. This report describes our efforts. We hope that it will inform your understanding of certain social needs and solutions in the region.

Until the welfare reforms in 1996, the agency concentrated its efforts primarily on the needs of seniors, the education of young children, and the effects of cyclical poverty in the region. During the past fifteen years, a new dynamic emerged: recessions followed by relatively jobless recoveries. The result is an increasing number of people with significant or sudden losses of income and often subsequent housing dislocations. Fortunately, we received new funds by collaborating with Valley and New Haven nonprofits to address homelessness prevention and rehousing. Unfortunately, we exhausted the resources appropriated for the first year in nine months.

It is sobering to think that the prospects for economic improvement are weak at best. With the current official unemployment rate in Derby and Ansonia in July at 11.3% (the unofficial rate is probably around 15-16%), many economists predict the level of joblessness to continue for another year. Moreover, CT Voices for Children reported last month that Connecticut has the fourth highest long-term unemployment rate in the US (34%). This fact explains the many jobless workers who exhausted unemployment benefits and also validates national media reports that one in six Americans receive public assistance. It is an astonishing number – higher even than when antipoverty programs began forty-five years ago!

Our challenge as a state and an agency is to provide aid and solace to as many families and individuals in the coming year as we are able and provide assistance during the difficult decisions that many will need to make.

*Sincerely,
Richard Knoll, President & CEO
Stephane Skibo, Chairman*

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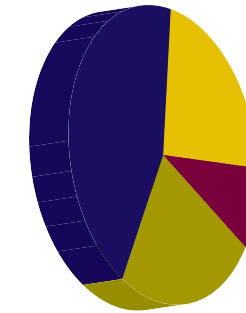
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- Alfaroni's Little Italy
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- Amtrak
- Ansonia City Hall
- Ansonia Food Service
- Ansonia High School
- Ansonia Middle School
- Ansonia Police Dept.
- Ansonia Post Office
- Ansonia Public Library
- Ansonia Rod & Gun Club
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- Fred Ortolli Photography
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- Gateway Community Services Fund
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- GE Corporate
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- Gexpro
- Greater Evangel Temple COGIC
- Greater Valley Chamber of Commerce
- Greenwich Workshop
- Griffin Hospital
- Hampton Inn
- Hartford Stage
- Hawley Lane Shoes
- Hilltop Crochet Club
- Hilltop Health Center
- Home Depot
- Homewood Suites Hilton
- Hull Funeral Home
- Huntington Branch Library
- Huntington Electric, Inc.
- Huntington Family Dental Group
- Huntington Glass & Mirror
- Huntington Post Office
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- Serenity A Day Spa
- Seven Angels Theater
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- Seymour Entertainment
- Seymour High School
- Seymour Police Department
- Seymour Police Department
- Seymour Police Union Local #564
- Seymour Post Office
- Seymour Public Library
- Seymour Town Hall
- Shamrock Farm Stand
- Shelton Computer Services
- Shelton Economic Development Corp.
- Shelton Police Dept.
- Shelton Public Schools
- Shelton Senior Center
- Sikorsky Aircraft
- Sikorsky Aircraft Fire Department
- Silver Mills Tours
- Sisca Northeast, Inc.
- Smith's Shell Station
- Soaring Adventures
- Social Services Coordinators
- Soundview Food
- Spector Furniture
- Spectrum Plastics
- Speed of Sound Technologies
- Splash Car Wash
- Spooner House
- Sports Center of Connecticut
- St. Joseph Church
- St. Mary's/St. Michael's School
- Staff Works Personnel Svcs.
- Stamford Health Care Credit Union
- Stepping Stones Children's Museum
- Stockbridge's
- Sunflower Dental
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- The Commysun MC, Valley CT Chapter
- The Course at Yale
- Thomaston Opera House
- Thule, Inc.
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- Tomesella, Schlitter & Burrell, P.C.
- Town Line Self Storage
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- Valley Community Foundation
- Valley EMS
- Valley Parish Nurses
- Valley United Way
- Valley YMCA
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- William Raveis Real Estate
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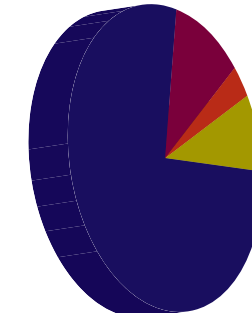
People We Serve

13,528 individuals in 5,608 families benefited from TEAM services in 2009 including:



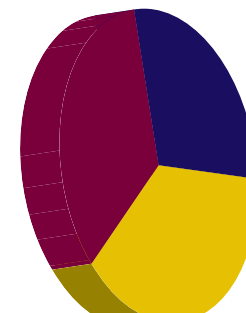
AGE

- 9% - 1,274 children Age 0 -5
- 24% - 3,230 children Age 6-17
- 44% - 5,972 adults Age 18-54
- 23% - 3,047 adults Age 55 and Above



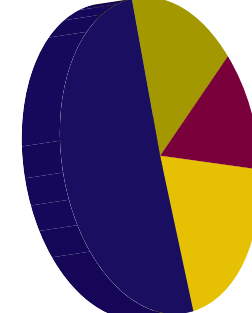
RACE

- 71% - White 9,575
- 10% - Black/African American 1,356
- 3% - Multi-race 405
- 9% - Hispanic or Latino



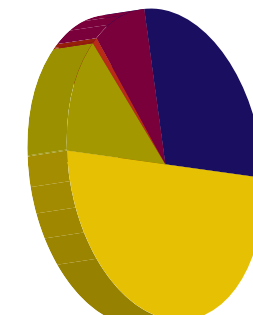
INCOME LEVELS

- 30% of our families (1,026) live below the federal poverty line (\$22,050 / year for a family of 4 in 2009)
- 27% of our families (956) have income below 150% of the federal poverty line. These families struggle to make ends meet in a state which has a very high cost of living.
- 22% of our families (771) have income below 200% of the federal poverty line.



EDUCATION

- 11% - Non High School Graduates 1,554
- 28% - High School Graduate/GED 3,840
- 9% - Some Post / Secondary College 1,224
- 7% - 2 or 4 years College Graduate 915



FAMILIES/HOUSEHOLDS

- 1,421 single parent female-headed households
- 115 single parent male-headed households
- 996 two parent households
- 3,058 other households (including single persons and couples with no children)

Elderly Services

What We Do

Elderly Services provides critical services that meet the needs of seniors who lack private support systems by providing intervention to avoid early institutionalization. Services include:

- Meals on Wheels - Nutritionally balanced, hot noon-time meals delivered to frail adults, Monday – Friday
- Senior Community Cafes - Nutritious meals and fellowships is offered to seniors on weekdays at various Valley senior centers.
- Homemaking Support - Assistance with light housekeeping, laundry, and shopping available to Valley, Orange, and Milford senior residents.
- Medical Transportation - Subsidized rides are available for seniors residing in Ansonia, Derby, Shelton, and Seymour who cannot access traditional transportation systems.
- Information & Referral - Assistance helps seniors successfully navigate the health care and social services systems and apply for ConnPace, food stamps, Title XIX and other entitlements.
- Valley Interfaith Caregivers - Supportive services for seniors and disabled provided by community volunteers.

How Much did we do?

- 62,964 home-delivered meals were served to frail homebound seniors
- 9,973 senior meals were served in congregate settings
- 7,468 medical rides were provided

Is Anyone Better Off?

- Over 1,120 Seniors avoided institutionalization, costing society less money on nursing homes
- Seniors consumed nearly (73,000) more nutritionally balanced meals
- Seniors maintained happier, healthier, more independent lifestyles
- Seniors were able to get to their medical appointment
- Seniors were happier by remaining engaged in their community and neighborhoods

Frances Boroski, Elderly Services



Frances Boroski is 77 years old. Ten years ago she had a massive heart attack. She has osteoporosis, arthritis and lung problems. She isn't afraid of dying since she already died once from a massive heart attack. She used to supervise a homeless shelter, a job she loved. Now, she's lucky if she can lift two newspapers at a time. It takes her all day, from ten in the morning until two in the afternoon, to organize her pills. Stirring anything is exhausting. Making oatmeal an impossibility. She lives with her 81 year old husband who has cancer

and who makes his own meals. "I have a more balanced diet than he does," she boasts, "Because I get my meals from TEAM."

"The meals from TEAM have been one of the things that have sustained me. If I didn't have them, oh my goodness gracious, I would probably be living on wheaties and milk or peaches and cottage cheese. I can't even make a peanut butter and jelly sandwich. If I had to make my own oatmeal I'd be on the couch for the rest of the day. Over the years, TEAM has helped me with energy assistance and chores, but meals on wheels is the best. I tell my children they don't need to be looking after me. I don't have to shop. I don't have to cook. Pop what they give me in the oven for 10 minutes with aluminum foil and I have my balanced meal for the day: my meat, carbohydrate, and fresh vegetables. It's a nice balanced meal that I can eat any time. In fact, I've decided if you really had to you could live on that one meal. You could have milk for breakfast. Meat and vegetables for lunch and dessert at night with a snack and you wouldn't need anything else if you couldn't afford more. I don't get much accomplished in any one day, but thanks to TEAM, I'm awfully well fed."

American Recovery and Reinvestment Act (ARRA) Highlights

EARLY EDUCATION ACADEMY



The Early Education Academy was established in 2009 as a workforce development and training initiative to create a pool of early childhood teaching professionals for placement in regional preschool programs and centers.

Twenty-two (22) individuals completed the attendance and study requirements, and the initial results of their Pathway Exams (for each that passed, they earned 3 college credits per exam). Having completed the Pathways Exams, the Early Education Training Academy has recently begun the Training Program in Child Development (TPCD) expected to go through September of 2010 and the Training Academy's goal is to finalize future commitments with local community colleges to provide on-site college-credit coursework.

To affirm our commitment to children, families, and colleagues, these training efforts will improve outcomes for young children and families as we improve the knowledge, skills, and credentials of early childhood professionals.

SENIOR CHORE ENTERPRISE PROJECT



The Senior Chore project trained and employed individuals to assist area senior citizens to continue to live independently and avoid institutionalization through the provision of a variety of chores and caregiver activities.

SUMMER CAMPERSHIPS



A Summer Camp Support and Employment Program was developed to improve accessibility of summer camperships for 20 economically vulnerable households in the region to foster personal growth and expand recreational opportunities for children of targeted families. In addition, the program employed 3 unemployed persons in regional recreation camp programs.

INFRASTRUCTURE ENHANCEMENTS



Infrastructure improvements were made to improve services and extend the life of the agency assets.

VALLEY FATHERHOOD INITIATIVE



The Valley Fatherhood Initiative was developed to engage fathers and to promote positive involvement and interaction with their children and to increase male participation in Early Education Programs.

R E S U L T S M A T T E R

400 homebound Seniors participated in home-delivered meal program



308 Seniors participated in the medical transportation program



200 Seniors participated in senior congregate meal program



Seniors continue living in their homes



Early childhood professionals improved knowledge, skills and credentials



Improved client services



Board of Directors



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Community & Neighborhood

What We Do

Staff provides information and referral services to individuals and families who are at risk to help them navigate the often complex social service system. Intake/Assessment Referral Services assess each individual's/family's needs and identify employment, childcare, education, housing, nutrition and health programs for which they may be eligible. Referrals are made to program services operated by TEAM and other agencies in the community.

TEAM also operates the Valley Toys for Tots program which collects new, unwrapped toys each December and distributes the toys as holiday gifts for eligible children (ages 12 and younger) in the Valley community.

How Much Did We Do?

- 384 individuals received emergency/supplemental food, clothing and vouchers for formula and/or diapers
- 3,721 individuals received referral to necessary services
- 1,356 needy children received holiday toys
- 58 community partnerships/collaborations improved coordination of service delivery

Is Anyone Better Off?

- Families found help to resolve food, clothing and diaper crises
- Holistic assessments led to informed counseling
- Recruitment of volunteers increased program revenues and improved children's holiday experience
- 2,002 individuals received dental care

Carrie Cooper, Social Services



Carrie Cooper, 29 years old, grew up in Bridgeport. Her parents split up when she was a young teen and she moved to Milford to finish middle and high school. She started college for nursing and did all the prerequisites, but marriage and a child intervened and she ended up dropping out of school and eventually, getting divorced. She'd like to go back to school but in the meantime, she's taken up waitressing to pay the rent. The income isn't as steady as she'd like and as a result, she's gotten behind. TEAM has helped her with eviction avoidance and they've helped with food

stamps and heat. In the future, Carrie's hoping TEAM will give her a hand with getting back to school and early childhood education for her daughter.

"I'm a single Mom working as a waitress, trying to take care of my two and a half year old daughter. It's gotten a little rough with waitressing, trying to make ends meet, because you never know what you're going to make. I asked TEAM for a little help and they've been great, helping me as much as they can. For me, the main thing is to get back on my feet and eventually go back to school so I can improve our standard of living. I want my daughter to have a good life; to be able to do things, after school activities, for example, so my main goal is financially to get stable. I focus on one day at a time and try to do what's best for my child. We're at a rough spot on the road and hopefully everything will smooth out soon. TEAM is helping by making sure we have a roof over our heads, warmth, and food on the table. I feel great about TEAM. They are wonderful. They go above and beyond to make sure you get your life back on track."

R E S U L T S M A T T E R

TEAM helped resolve food, clothing and diaper crises



1,356 needy children received holiday toys



58 community partnerships/collaborations to improve coordinate service delivery



Early Education

What We Do PRESCHOOL DEVELOPMENT

Early Education provides opportunities for low-income children to become ready for school and for their parents to work. In addition to providing high-quality early childhood education for the children, staff works with the whole family to compensate for the negative effects of poverty, empowering parents and supporting the family efforts to become self-sufficient. Children gain essential skills, knowledge, and capabilities that are critical to later school success. Services include:

- Head Start, Day Care and School Readiness
- Part day, part year, and full day, full year classes
- The National Association for the Education of Young Children (NAEYC) Accredited Centers.
- Developmentally appropriate curriculum guided by the Connecticut Preschool Framework
- Hearing /vision screenings
- Nutritious meals and snacks
- Family support services
- Linkage to public schools

FAMILY RESOURCE CENTER

The Family Resource Center (located at 80 Howard Avenue, Ansonia) is a community-based program whose focus is to promote strong networks of resource, referral, and advocacy among families, schools and agencies to ensure the healthy development of children.

Services include:

- Play Groups (birth to five)
- Focus and Advisory Groups (for parents, grandparents and guardians)
- Family Activities
- Resource and Referral Services
- Early Childhood Workshops

Sonja Joksovic, Early Childhood Education



Sonja and Pavle Joksovic came to the United States eight years ago. Pavle was lucky enough to have gotten a job at the University of Virginia from a Serbian Professor friend. During the five years spent in Virginia, Sonja and Pavle had a son, Marco, now four years old. A year ago, they came to Milford, Connecticut, because Pavle had won a residency in Psychiatry at Yale. Last month, Sonja and Pavle had a second child, a baby girl, Nadia. When Sonja stopped working to become a full time Mom, money was tight, and they had to look for a long time for affordable

early childhood education for 3 year old Marco. One day at the Milford library, Sonja saw a flyer for Milford-based Early Education classes sponsored by TEAM. Luckily the fee was on a sliding scale so it was truly an option.

"It's economical. It's local. And it's a good education," says Sonja of TEAM's Milford-based pre-school program where Marco went full time last year to the three year old program and will be going part time to the four year old program in 2010 (since money remains tight). "We are very happy with the program. For one thing, we've seen such a change in Marco. He's gone from speaking only Serbian, which we speak at home, to English. Some days he comes home and says, 'Mommy, how do you say "this" in Serbian?' Or he will say a sentence and say, please tell me how to say all that in our own language. He has become so much more independent. In the curriculum they learn letters and numbers. He can sign his name and recently they had a career day. A policeman came and a fireman and a dentist. With this, Marco saw a whole range of people he could become. Not only did he tell me he wants to be a fireman. He instructed me very solemnly that if his pet were inside a house on fire he wouldn't go in to save the pet because that's what the fireman is supposed to do! Like Marco, we are excited to stay here in the United States. We have our green cards and our children were born here and we are very lucky because this is where we want to be and without any trouble, we can stay here."

R E S U L T S M A T T E R

More young children were better prepared for school



More parents kept their jobs because they had childcare



Children will be more likely to stay out of trouble later in life



Financials & Acknowledgements

STATEMENT OF FINANCIAL POSITION

APRIL 30, 2010 - UNAUDITED

	2010	2009
ASSETS		
CURRENT ASSETS		
CASH	\$899,901	\$719,332
GRANTS AND CONTRACT RECEIVABLES	\$341,067	\$365,851
OTHER CURRENT ASSETS	\$191,061	\$113,510
TOTAL CURRENT ASSETS	\$1,432,029	\$1,198,693
PROPERTY AND EQUIPMENT, NET	\$2,891,078	\$2,647,732
TOTAL ASSETS	\$4,323,107	\$3,846,425
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
ACCOUNTS PAYABLE AND ACCRUED EXPENSES	\$346,797	\$359,829
DEFERRED GRANT REVENUE	\$437,920	\$488,372
TOTAL CURRENT LIABILITIES	\$784,717	\$848,201
LONG-TERM LIABILITIES		
LONG-TERM DEBT- NET OF CURRENT PORTION		
NET ASSETS		
FUND BALANCE	\$3,215,386	\$2,756,763
CURRENT YEAR SURPLUS/(DEFICIT)	\$323,004	\$241,462
TOTAL NET ASSETS	\$3,538,390	\$2,998,224
TOTAL LIABILITIES AND NET ASSETS	\$4,323,107	\$3,846,425

FISCAL YEAR 2009 FINANCIAL SUMMARY

	2010	2009
SUPPORT AND REVENUES		
GRANTS AND CONTRACTS:	\$9,248,992	\$7,934,353
CONTRIBUTIONS (CASH, INKIND):	\$411,592	\$363,904
FUNDRAISING	\$96,398	\$90,967
PROGRAM FEES AND OTHER	\$248,118	\$225,000
TOTAL SUPPORT AND REVENUES	\$10,005,100	\$8,614,224
EXPENDITURES		
PERSONNEL	\$2,967,813	\$2,866,549
SPECIFIC ASSISTANCE (TO CONSUMERS)	\$4,877,854	\$3,839,512
DELEGATE AGENCIES	\$362,856	\$347,391
OTHER	\$255,861	\$153,888
OCCUPANCY	\$449,404	\$451,834
PROFESSIONAL FEES AND CONTRACTUAL SERVICES	\$375,115	\$310,689
MATERIALS AND SUPPLIES	\$145,982	\$169,728
TRAVEL AND TRANSPORTATION	\$137,766	\$145,995
DEPRECIATION	\$109,445	\$87,176
TOTAL EXPENDITURES*	\$9,682,096	\$8,372,762
CHANGE IN UNRESTRICTED NET ASSETS	\$323,004	\$241,462

* DOES NOT INCLUDE CAPITAL EXPENDITURES MADE DURING THE FISCAL YEAR

We recognize the following agencies, organizations, and businesses that provided key institutional funding to TEAM, Inc

Ansonia Board of Education
 Agency on Aging of South Central Connecticut
 Community Foundation for Greater New Haven
 Ct. Coalition on Homelessness
 Ct. Community Foundation
 Ct. Dept. of Education
 Ct. Dept. of Labor
 Ct. Dept. of Social Services
 David Lane Trust
 Derby Board of Education
 George A. & Grace L. Long Foundation
 Hewitt Foundation
 Katherine Matthies Foundation
 Naugatuck Savings Bank Foundation

Northeast Utilities/Yankee Gas
 Operation Fuel
 Pitney Bowes Literacy & Education Fund
 Pitney Bowes Shelton Community Investment Committee
 Seymour Board of Education
 Shelton Board of Education
 United Way of Coastal Fairfield County
 United Way of Greater New Haven
 U. S. Dept. of Health & Human Services
 Valley Community Foundation
 Valley United Way
 W. E. Bassett Corporation
 Webster Bank
 William Caspar Graustein Memorial Fund

In addition TEAM acknowledges the longstanding support of the municipalities of Ansonia, Beacon Falls, Bethany, Derby, Milford, Orange, Oxford, Seymour, Shelton and Woodbridge

Family Services

What We Do ECONOMIC ASSET BUILDING

Economic Asset Building helps low to moderate income families move towards self-sufficiency. Services include:

- Financial Literacy - Staff provides low income families guidance and assistance in addressing major financial areas such as debt, budgeting, savings, credit, home ownership, and resource development.
- Individual Development Accounts – Staff sets up savings accounts and provides 2 to 1 dollar match to help clients purchase homes/automobiles, start businesses, or pursue higher education.
- Income Tax Preparation – Trained volunteers offer free income tax preparation and maximization of Earned Income and Child Tax Credits.

How Much Did We Do?

- 434 tax returns were filed free of charge
- Over \$531,000 tax refund dollars were returned to individuals and families
- 350 individuals demonstrated an increased ability to manage income
- 123 households operated within established budget for at least 90 days
- 194 participants demonstrated an increased knowledge of skills to manage income and increase savings

Is Anyone Better Off?

- Over \$531,000 tax refund dollars were returned to the Valley community
- Participants were able to pay their bills, purchase assets or start a savings account with their tax refund dollars
- Individuals maintained employment by purchasing or repairing their cars
- Individuals saved money for education that will advance their careers
- Low-income individuals and families learned how to manage their money

Angelina Osorio



Angelina Osorio, born in Columbia, South America, is 32 years old. Her mother abandoned her at birth and her father left her for America when she was five. At 17, her father brought her to America for a better life. She got a job at Walmart and met her husband, marrying him in 1999, and having their first son in 2000. Soon after the birth, her husband joined the Air Force and changed completely. He came back to her a different person, violent and threatening. Though she was pregnant with her second child, he threw her down the stairs and bit her arm, forcing

her to have sex. After months of suffering mental and physical abuse, she left with nowhere to go. The police referred her, now homeless with two children, to Umbrella and Umbrella referred her to TEAM. Between the two organizations, she was able, after a long process, to find an apartment, get a job, and go back to school.

“I am very happy now because I have been given a scholarship and I am starting school to fulfill my dream of becoming a pastry chef. Of course it hasn't been easy, but I have a job and my ex husband helps with the children. It has been a long ordeal, and it has taken many years, but I credit TEAM with helping me escape suffering. They helped me get a lawyer and a divorce. They helped me write a resume and get a job. They helped me find an apartment. They didn't tell me what to do. They advised me. They said, ‘This will be good to do. This will not be good to do.’ Importantly, I have known from the beginning that at least half of it has to be me. I don't sit and wait for somebody to help. My friends say to me, why haven't you gone insane? I tell them, because I am doing it myself. If you want to have a better life, you have to do it yourself. I love TEAM. I couldn't have done it without TEAM. TEAM has showed me the way. But I am the one walking.”

Early Education

CHILD AND ADULT CARE FOOD (CACFP)

Child and Adult Care Food provides cash assistance to day care providers licensed to care for children aged 12 and under, and who serve nutritious meals and snacks to children in their care.

How Much Did We do?

- 376 preschool children participated in an average of 1500 hours a year of child development activities
- 376 children obtained dental care, age appropriate immunizations and medical care
- 372 families maintained access to affordable childcare
- 372 families received 18,600 hours of case management services to increase family functioning skills
- 1,043 children obtained nutritionally balanced meals
- 208 preschool parents participated in 18 parent workshops

Is Anyone Better Off?

- Parents conserved income for basic needs due to the affordability of care
- More parents kept their jobs because they had dependable childcare
- Parents performed better in their jobs knowing their children were in a safe, positive environment
- Young children were better prepared for school – academically, socially, nutritionally and healthfully
- 208 parents gained or obtained new knowledge about their child's developmental stages and how to become part of their child's creative learning process
- Over 400 parents developed more stable family relationships
- 376 Children will be more likely to stay out of trouble later in life

Mercedes Gonzalez, Early Childhood Education



Mercedes Gonzalez is a 22 year-old single parent with three children living in Section 8 housing in Ansonia. The father of her three children is close to the family and comes daily to watch the one and a half year old baby while the other two children go to TEAM's Early Childhood Education Program and public Kindergarten. Mercedes dropped out of Derby High School to have her first child at 17. Later she got her GED and now, with the help of TEAM, she's pursuing her goal to open a day care.

“I'm very grateful to TEAM.

They've given me the courage and motivation to go back to school and to get my life back on track. The advisor in my son's Early Education class is there partly to help the families. The advisor is there to give you the knowledge and strength and skills you need to survive. One day, my son's advisor asked me what I wanted to do with my life. I told her I've always been good with kids and that I'd like to open a day care. She gave me courage to follow my dream. Without her help, I'm not sure I'd know what to do or how to do it. Now, with TEAM's help, I send my children to the Early Childhood Education program and get assistance with financial aid for school. My plan is to get my Associates Degree and get my career in Day Care up and running and then to move out of Riverside. Honestly, I love the childhood education programs. I went to them when I was a child and I've always heard since then about how wonderful they are. You can tell the kids learn a lot because they come home singing and you can see the progress they make for the year. The advisors keep parents informed about programs outside of school where you can get help with food, clothing, and diaper banks. But the best thing of all is the advice I've gotten from my son's classroom advisor. Because of this advisor, I'm going back to school and everything in my life and in the life of my children will change.”

R E S U L T S

M A T T E R

434 tax returns were filed free of charge



Individuals maintained employment by purchasing or repairing their car



Low-income individuals and families learned how to manage their money



R E S U L T S

M A T T E R

376 preschool children participated in 1,500 hours of child development activities



376 obtained appropriate dental, immunization and medical care



More young children better prepared for school.



Family Services

What We Do HEATING ASSISTANCE

Home Heating Assistance helps residents to pay their winter heating costs. In addition, referrals are provided to the Weatherization Assistance Program for comprehensive weatherproofing.

How Much Did We Do?

- 3,850 households avoided utility termination or fuel crisis through agency payment
- 788 households completed a payment plan for a matching payment program
- 100 households obtained resolution of a problem with a fuel vendor

Is Anyone Better Off?

- 3,850 individuals and families stayed warm and healthier this past winter
- Households kept their utilities on
- Individuals and families were able to use funds (heating) saved for food and clothing



George Lucido



George Lucido, 65 years old, spent most of his life working in a factory, Bridgeport Brass, where the work, he says, "wasn't hard but extremely dangerous." Part of what you had to do was carry a lot of weight, balls and chains, and if you moved wrong, you could get hurt. In the years he worked at Bridgeport Brass, he had two knee surgeries, two hand surgeries, and back and neck surgeries, and in 1989, at 44, he suffered an accident there that changed his life forever. He crawled into a furnace to make repairs and got stuck. He was 6'4" and jammed in so tight he couldn't

turn. He panicked, thinking he would die there, and to get out he forced himself through brick by snapping the vertebra in his neck and back. When they tried to repair his back, a rogue disc exploded and it took a surgeon 9 hours to find the scattered disc and piece it together before fusing it back onto his spine. Since that day he has been disabled and in excruciating pain.

"Thank god I'm not in a wheelchair. I walk with a cane outside. Inside, I go from table to table. I can't sit down. I either have to stand or lie down. Since 1994 I've had to go to a pain center for relief. A few years ago, they put a stimulator in my back. It's wired to my brain, depressing the part of the brain that feels pain. For years before that I would go to the pain center literally crying, begging for relief because it was as if my legs and feet were on fire, in flames. When I found out about TEAM it was eight or ten years ago. I went for energy assistance. I didn't know at the time that they could help me in other ways. Once I got there, they told me about meals on wheels, food stamps, asking me if I needed help with housing or transportation. I have always found with TEAM that they look out for people. They say, 'Have you paid your bills?' 'Is there anything else we can do?' 'Have you heard about our new chores program?' I don't like to take advantage because I know there's a lot of folks worse off than me, but it's a great relief to me, knowing they're there. Knowing their mission is to help people like me who can't do it--manage life-- 100% on their own."

R E S U L T S M A T T E R

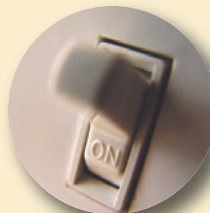
3,850 individuals and families stayed warm this past winter



100 households obtained resolution of problem with fuel vendor



Households kept their utilities on



Family Services

What We Do HOUSING PROGRAMS

Housing Assistance helps preserve the safety and stability of families by ensuring they maintain "roofs over their heads." Services include:

- Eviction and Foreclosure – Staff provides tenant/landlord mediation to resolve disputes in an effort to avoid an eviction.
- Housing Crisis Intervention – Staff assists persons/families who have been forced to relocate to find emergency shelter, conduct a housing search, or secure a security deposit.
- Beyond Shelter - This collaboration with Spooner House, Beth El Center Homeless Shelter and The Umbrella Domestic Violence Program is designed to prevent the recurrence of homelessness.
- Homelessness Prevention and Rapid Re-Housing (HPRP) – A collaboration with Columbus House, Spooner House, Beth El Center and Birmingham Group designed to provide financial assistance/services to prevent individuals and families from becoming homeless and help those who are experiencing homelessness to be quickly re-housed and stabilized.

How Much Did We Do?

- 47 clients obtained adequate, safe, affordable, unsubsidized permanent rental housing of choice
- 88 households/individuals in temporary or transitional housing arrangements obtained safe, stable housing
- 46 households avoided eviction through mediation of rent
- 93 households/individuals maintained safe/stable housing for at least 90 days

Is Anyone Better Off?

- Individuals and families obtained or improved their housing
- Individuals and families maintained stability
- Individuals and families living in safe, stable housing enabled to better manage their daily lives and the lives of their children

R E S U L T S M A T T E R

Individuals and families avoided eviction



Individuals and families obtained, maintained or improved their housing



47 clients obtained adequate, safe, affordable, unsubsidized permanent rental housing of choice



"Hard Times" Housing Assistance

"Hard Times" is a twenty-seven year-old single mother with seven children under thirteen from three fathers, all abusive. She's been raped, tortured, held hostage, and nearly killed by a jealous husband. She's had her seven children taken away from her by DCF and she's had to move every six months to stay undercover and maintains a fictitious name. She wants to change the world so there's less suffering. She says she's even written to the Governor about it. Her mother abandoned her shortly after birth. Her father is dead. She raised five younger siblings and has been abandoned by her siblings as well.



"I have my children but other than that I don't have any real family, so for me, organizations like TEAM are family. A very strange and wondrous thing happened to me recently. One of my children is autistic and I was taking him to TEAM's Parent Child Resource Center. I happened to see a flyer in the elevator with the words "housing assistance" on it. At the time my children were depressed because we had no money and we'd been told we'd have to move. It's hard to find an apartment when you have seven children because of the noise and because apartments are usually too small. There was nowhere to go and we had, as I said, no money. So I stopped in at the housing office, not thinking anything really good could happen, and there was a miracle. Before I knew it, a very nice gentleman named Armando and his boss, Lindsay, cleared us for 90 days at 90% rent. Suddenly, this year we'll have the holidays to be stable, Halloween and Thanksgiving and Christmas. Who could believe that such a miracle could happen in a ten-minute visit? I think I must have called TEAM a million and ten times afterwards to say thank you because when I walked through that door I was in complete despair. I didn't realize that anything that good could happen. "Who can possibly help me?" I was thinking and then all of a sudden there was a miracle. We had a place to sleep and the promise of shelter. All of a sudden, out of the blue, when we least expected it, we still had a home."