



COMMUNITY ACTION AGENCY OF NEW HAVEN NEWSLETTER

Volume 8, Issue 2, July 2016

Offering pathways to prosperity to those in poverty in the Greater New Haven area through ♦ Service ♦ Collaboration ♦ Advocacy ♦ Knowledge Generation


Editor: Jill Dotlo

CAANH Hours of Operation

Regular Hours: Monday – Friday 9am – 5pm
Summer Hours: Monday – Friday 8am – 4pm

419 Whalley Avenue Phone: 203-387-7700
New Haven, CT 06511 Web: www.caanh.net

Dedicated Energy Assistance Line 203-285-8018

 Find us on Facebook

PROGRAMS

Connecticut Energy Assistance Program

assists eligible households with payment for primary heating bills.

IDA Program provides financial-literacy training and matched savings to low-income individuals who are looking to buy a home, start a small business or go to college

Manage Your Future aids youth ages 14 – 18 with social-development skills, financial literacy, job readiness and employment by design.

Mature Adult Activities Program (MAAP) provides activities and seminars for active adults 55 and older.

Passport Transitional Services Program

provides resources to homeless clients at shelters for employment, housing and healthcare.

SMART Women offers single mothers financial education and case management including managing family issues.

Surfing With Seniors offers Seniors 55 and older the opportunity to learn basic computer skills.

Voluntary Income Tax Assistance (VITA) offers free tax service to eligible clients.

Weatherization Program helps eligible customers receive services that reduce energy consumption and optimize energy efficiency.

Father's Matter Encourages low-income and non-custodial fathers to become involved with their children.

Warren A. Kimbro Re-entry Program

Works to engage ex-offenders to successfully assimilate into society starting 12 months before they're released.

SERVICES

Family Services provides case management for individuals and families.

Home Visits are available to eligible individuals who have special needs due to their medically disabling condition.

Outreach Services present CAANH programs and services to the community.

Passport to Prosperity is a referral process among partners to provide services to clients in a more expedited manner.

STAFF AT CAANH



DAISY SANCHEZ

Daisy came to CAANH in 2010 after leaving an organization where she had worked for 19 years as a Program Director. Daisy came as a part time temporary worker as a Customer Service Representative and a Front Desk Receptionist. But Daisy's strengths, including her dedication, attention to detail, and cool composure did not go unnoticed by management. While still a temp, she assumed the position of Housing Specialist for ARRA, organizing and systemizing the closure of that program. After that, Daisy was hired full time as Homebound Specialist visiting seniors and disabled clients, helping them apply for energy assistance. Simultaneously "I was honored to be selected to be trained as a RBA coach - Result Based Accountability - with the Annie Casey Foundation." That training took two years, and at its completion Daisy taught RBA to CAANH's staff and other organizations.

Daisy has shown an aptitude for taking on difficult projects and making them successful. When Obama's Access Health CT rolled out, Daisy and three other staff members were tasked with signing up 800 enrollees. Daisy was on the front line leading the staff, learning as she went. Under her leadership CAANH developed 'best practices' for outreach, enrollment for healthcare, and navigating the new system, kinks and

all! As a team, they eventually exceeded the mandated number of enrollments. Daisy was promoted to Assistant Manager for the Energy Department in 2014, reporting to Energy Manager, April Branch. "Coming to this organization helped me develop skills I didn't know I possessed ... I was always the kind of person who went above and beyond, but working at CAANH has helped me transition from a hard worker into a leader. I've become more proactive ... and now express myself in a manner that is strong, clear, and up front with clients. That experience has expanded into other areas of my life as well. I'm more confident speaking with people. Both the RBA and my new position helped grow my leadership abilities. Plus, RBA brought me out into the community enabling me to learn from other organizations, and build relationships. I also like working here because I enjoy my co-workers at CAANH ~ we're like a family ... it isn't always easy working with the public, and can be stressful at times, but there's a sense of camaraderie at CAANH, and I get satisfaction from helping the people in our community."

CAANH's Energy Season Reopens

on Monday, August 1st
To apply for energy,
come in person at
419 Whalley Avenue
or call for an
appointment
293-285-8018.

URGENT SERVICES

The Greater New Haven Community Fuel Bank provides eligible customers additional help with energy assistance when Operation Fuel funds are available.

The Open Choice Food Pantry fills a temporary gap in lack of food by providing groceries to low-income individuals and families residing in New Haven. **Appointment needed.**

The Diaper Bank provides diapers to eligible low-income families. **Appointment needed.**

Staff at CAANH Continued



LILIAN GUTIERREZ

"I've returned to the agency that taught me about serving the people from the sidelines ... I worked here 26 years ago in the subsidized housing program. It was my first experience working for the community, but from behind the scenes" Lilian said. She returned to CAANH in 2014 as Vice President of Planning, Development and Special Projects. During her 26 year absence Lilian earned a BS in Business Administration and Management, and a Masters in Business Administration from Post University. She held diversified positions in for-profit and non-profit sectors in the fields of education, program and business development, management, human resources, organization development and client services. Lilian's last position before joining CAANH in 2014 was at Post University in the Corporate Partnerships Department. She is still an Associate Faculty Member of the University today.

"For me it's more fulfilling working for the community ... and for this reason I returned to CAANH as it is a non-profit organization that has been serving the community for many years. Currently I oversee the

Planning and Development of the agency to help generate funding to support current programs and create new ones. I also oversee the quality assurance of the agency. I derive a great deal of satisfaction seeing funding streams generated, especially during these times of funding cuts at the state and federal levels.

"I like to see our community agencies working together ... to strengthen partnerships that result in creating more effective and efficient resources and opportunities for the community.



JENELL LAWSON

Jenell came to CAANH In September 2009 to meet with President and CEO Amos Smith regarding the SMART women program. She'd read an article in the New Haven Register that CAANH was helping single mothers purchase homes, and being both a single mom and realtor, this sounded like the perfect match for her. After the initial meeting, Mr. Smith asked if she'd be interested in volunteering at the agency. After hearing about the Agency's new direction, her curiosity was peaked, and she signed on for a volunteer stint, which is how many of the staff began their career at CAANH. Three months later, Jenell was offered a part time position as Director of

Human Resources, and in 2010 she became full time. Jenell was named Vice President of Human Resources in 2014.

Jenell started at Fisher College and Boston College, and entered into the world of retail for ten years. While in retail, she obtained a degree from Albertus Magnus, qualifying her as a Paralegal, and hung out her shingle for four years. Simultaneously, she pursued a Masters in Public Administration and Criminal Justice at the University of New Haven, and after graduation, entered the biopharmaceutical industry. Jenell worked for a decade as the Manager of Intellectual Property Operations. The industry began to change when the science genomic became more exacting regarding the mapping of the human genome. It was during this time that Jenell reentered school and received her MBA from University of New Haven

Jenell said "My job here has afforded me the opportunity to become a Talent Agent. I'm able to review people's skill sets, have a conversation with them and decide where they fit best in our organization. Through the years, I've helped a lot of residents from the community, and many of our clients develop their skills making them more marketable, not just for CAANH, but for their future success. I look at the big picture. The HR team has implemented internships with area colleges and universities, including Albertus Magnus, University of New Haven, Gateway, Southern Connecticut State University and Quinnipiac, resulting in many of the interns securing positions at CAANH and other nonprofits. We also offer high school students community service hours, and have employed them in the summer. Getting that first job is important and sets the tone for subsequent career advancement."

I've become a NIQCA Reviewer, and help coordinate the VITA (Voluntary Income Tax Assistance) program. I'm involved in mediating concerns that arise with staff, and as part of the executive team we work to find solutions for staff. I'll never get bored in HR" Jenell says.

The Passport Transitional Services program

path of homelessness, and often it's mental health or addiction. We address those needs so that once the client is housed they'll be able to maintain their housing, because their underlying issues have been resolved. One client, Robert, has been homeless for 12 years. He worked odd jobs with the circus yearly, but has never been able to maintain housing. He started

enables homeless individuals and families to move beyond crisis to stability and self sufficiency. Emille Jones, the Director of Programs and Case Management Services at CAANH says, "We connect clients to services in order to assist them to attain a level of self sufficiency. For instance, most homeless programs follow a housing first model. We try to peel away the layers to see what the underlying need is, and the core of the issue that brought them to the

working with Vanessa Martinez, our Placement Health Advocate, 5 months ago after he was referred to us by Bethel AME Church Warming Center. He was living on the streets and Vanessa identified barriers which kept him homeless all these years. In fact, he had been banned from several shelters. Although he was initially resistant, Vanessa successfully connected him to Fellowship Place Homeless Engagement Program, where he's now seeing a clinical therapist who is addressing his mental illnesses. As of June 2016 he moved into his own apartment and continues to work on his mental illness. With Vanessa's help he received assistance with basic need supplies as well as furniture, and he continues to meet with her weekly.

His mindset has changed, and he now focuses on the things that he needs to do, rather than the setbacks he has experienced in the past. A homeless person getting a home after 12 years on the street is truly a success story."