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Dear Friends,

What a busy year it has been! While 2013 was all about preparing, laying the groundwork, researching, and planning, 2014 was a year of putting those plans into motion. It was filled with hard work, connecting, and building out our services.

It wasn’t just staff working; all of the hearts and hands of HOH had a role in the success of this year:

- Peter’s Retreat residents began preparing for their own move into apartments: gaining valuable skills in financial management, cooking and other life skills
- Participants of our food programs participated in health screenings, nutrition counseling, and cooking demonstrations
- Volunteers contributed over 30,000 hours of service, over 200 of those at our new building
- 2,583 community members joined us for Faces of Homelessness events where they learned about the challenges and first-hands experiences of people facing homelessness in Hartford.

You’ve probably heard a lot about our new home in Parkville. We’re so excited to join together in one space. But as the saying goes, “it’s what’s inside that counts.” For us, that means the people of this shared community. The inside will be filled with people serving, working and learning together.

As 2015 progresses, we hope that you’ll continue to be involved. There’s always a place for you at Hands On Hartford.

With warmest regards,

Barbara A. Shaw, LCSW  Rev. Dr. Karen Bailey-François
Executive Director       Chairperson, Board of Directors

HANDS ON HARTFORD, in partnership with others, strengthens community in Hartford by responding faithfully to people in need through programs that change lives and renew human possibility

HANDS ON HARTFORD, founded in 1969 as Center City Churches, provides direct services to people in need by promoting community engagement and volunteerism. Our vision is to bring agencies, volunteers, congregations, community organizations, donors and businesses together to make a significant impact on our community.
Jane, a single working mother with four young children, struggled to make ends meet. The groceries she received from the MANNA Community Pantry ensured that her family would not go hungry. When she had to take time off from work to deal with a dual cancer diagnosis (herself and her daughter), we were able to help with rent and utility assistance, and just as important, we and the food pantry volunteers were there for her in spirit as she faced some terrible challenges.

From food to housing support to security deposit and utility assistance, we increased the numbers of people we served and the scope and depth of the services we provided in 2014. For thousands of individuals across the City of Hartford, we serve as a safety net when they face food or housing insecurity and government benefits are insufficient to meet their needs. All of our programs stress the dignity of the individual served: meals at the soup kitchen are served restaurant-style; our food pantry utilizes a full-choice shopping model; our weekend children’s meals are delivered in colorful, unmarked backpacks; and our housing support services encourage individuals to take responsibility and control over their own lives.

Engaging Volunteers

“I always feel so good after participating in a Community Meal. Working together has been a great bonding experience, and you feel like you’re doing something that really matters.”

- a Hands On Hartford volunteer
Connecting Communities

“It is always eye opening to be able to talk to people who have directly experienced homelessness, because many of the stigmas are destroyed and new facts about homelessness come to light. In a world where those who need help are often the most misunderstood, Faces of Homelessness shines a light on reality and how the homeless can be helped.”

These words, written by a high school student after attending a Faces of Homelessness speaking event, highlight something central to our vision: **Hands On Hartford is a place where the distinctions that separate volunteers and clients, community partners and staff are blurred by their common commitment to alleviate suffering caused by poverty in Hartford.** In 2014, we worked to connect community members through our Faces of Homelessness Speakers’ Bureau and Feet on the Street events; at our fall Harvest Supper; in the spring during Foodshare’s Walk Against Hunger and Global Youth Service Day; and at our December Toy Shoppe Celebration. Volunteers and staff connect with guests at Community Meals, and we assist our clients to connect to other community resources and events through our Assistance & Advocacy program. In addition, we collaborated with dozens of area nonprofits, schools, government agencies, businesses and faith groups to provide vital assistance to our Hartford neighbors.

Community Engagement is about the transformative power of volunteering. Beyond the traditional model of volunteering, our community engagement program invites deeper understanding of and genuine relationships with the people affected by systemic social problems. **Central to our mission is the idea that all of us – those in need and those who seek to address those needs – are part of the same community, and that by working together, all of us – clients, guests and volunteers – will be served.** The number of volunteers and the hours of service we coordinate continues to grow. In addition to our own programs, in 2014, we engaged volunteers from faith groups, businesses and schools across the City of Hartford, in a broad range of activities. Working with children, cooking and serving meals, cleaning up parks, running food drives and visiting with seniors are only a few of the ways our volunteers put their hands on Hartford.
Moving Together, All Hands On

At the end of 2013, we announced the purchase of property at 45-55 Bartholomew Avenue in the Parkville neighborhood of Hartford. Working with a wonderful project team, over the course of 2014 we made great strides in preparing for our move to the new building, which will house most of our programs under one roof. Here are a few of the objectives we achieved in 2014:

- Obtained zoning and NRZ approval of our renovation/construction plans
- Formed three work groups: Peter’s Retreat Resident Transition Team; Community Building Workgroup; Social Enterprise Workgroup
- Finalized architectural plans
- Chose a general contractor
- Hosted several clean-up days, to sort through and either store, sell or discard the building contents
- Received notice of a $950,000 Department of Housing Innovative Small Projects grant
- Kicked off a special fundraising campaign for the new building
- Property was placed on the State Register of Historic Places, paving the way for historic tax credits
- Began work on applications for various types of bond funding and foundation support

This move is central to achieving the three main goals of Hands On Hartford’s strategic plan – to serve more people more comprehensively, to increase the impact of community engagement, and to build a strong, sustainable organization which provides flexible, responsive service to the community.

The Hands On Hartford Community Center will house most of our existing programs and services, including the MANNA food pantry, weekend Backpack Nutrition Program, and a new Volunteer Action Center, and 13 supportive apartments and housing support services, along with our administrative offices. A commercial kitchen on site will facilitate meal preparation for weekend senior meals and community meals, as well as job training for Hartford residents. A second building on site will contain an additional 30 units of supportive/affordable housing.

The new space will give us the capacity to double the number of Hartford residents we serve, increase our volunteer base to 5,000 community members, and open the door to services focused on job training and economic security so that we can make a more lasting impact on poverty in Hartford.
Hands On Hartford Programs in 2014, By The Numbers

**MANNA Community Pantry**
- **937** households served
- **147,092** lbs of food distributed

**Senior Community Cafe**
- **26,038** meals served or delivered

**Community Meals**
- **30,411** meals served
- **2,630** individual guests

**Backpack Nutrition Program**
- **8,798** backpacks delivered
- **325** children participating

**Programs that Change Lives —**
**TOUCHING 10,000 PEOPLE IN 2014**

**Peter’s Retreat**
- **50** individuals received housing/support

**Faces of Homelessness**
- **53** speaking engagements
- **2,583** audience members

**Community Engagement**
- **3,302** volunteers
- **31,711** hours of service

2014 Financial Report

In 2014, Hands On Hartford, Inc. was the steward of gifts, grants and fees in the amount of 2,405,129.* The charts illustrate the sources and distribution of support.

**Income**
- **44%** Government
- **17%** InKind
- **17%** Foundation Grants
- **13%** Private Donations
- **3%** Program Fees
- **2%** Events
- **2%** Religious
- **2%** Service Fees

**Expenses**
- **40%** MANNA
- **37%** Peter’s Retreat
- **18%** Management/infrastructure
- **4%** Community Engagement
- **1%** CT Integrated Healthcare & Housing
- **1%** Neighborhood Project

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*This figure includes in-kind contributions of $422,479 in food, gifts for program participants and operational space. It does not include thousands of hours of volunteer time donated during the course of a year, an essential contribution to the operation of Hands On Hartford’s services. A copy of the agency’s 2014 audit by Whittlesey & Hadley, P.C. is available by calling our central office at 860-728-3201.
Financial & In Kind Support

Thank you for your support!

Grant funding and donors are listed in categories based on cash and stock gifts during 2013, pledges designated to Hands On Hartford through United Way, and State and Federal employee campaigns (unless reported to us as anonymous).

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• South Congregational Church
• Christ Church Cathedral
• Center Church (First Church of Christ, Hartford)
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We make every effort to ensure the completeness and accuracy of these lists. We apologize for any mistakes, misspellings, or omissions and ask that you contact Kate Shafer, Communications Manager at 860-706-1505 to correct any inconsistencies.
In Memoriam
This report is dedicated to two men who generously spent years of their lives helping those in need.

Lance Jefferson worked as a cook for many years at our Community Meals and Senior Community Café program. As an important part of the MANNA team, he was always dedicated to providing a delicious meal and warm greeting to those who needed it most. His kind heart and warm nature left a lasting impact on staff, guests, seniors and volunteers. He will live forever in our hearts.

Edward Turner, Jr. was a Hands On Hartford board member, a loyal volunteer, and a dear friend to the agency for many years. Edward was full of life, compassionate and committed to social justice. In addition to his role on the HOH board, he was very active in the Hartford community through his membership in Center Church, the First Church of Christ in Hartford. He also served on the Public Education Advocacy Team of the Connecticut Conference of the United Church of Christ. His smile, sense of humor, creativity and love for Hartford will be deeply missed.

Lance Jefferson
1965-2014

Edward Turner
1959-2014