

# *coming home*

FINDING HOPE AND SUPPORT



20  
21

ANNUAL  
REPORT



**Chrysalis  
Center**

Getting Help...Getting Better...Giving Back.

CHRYSALIS CENTER IS

*home*

TO MORE THAN 1,500 INDIVIDUALS  
A YEAR AND THEIR FAMILIES.

FOR MANY, HOME IS NOT JUST  
A ROOF WITH FOUR WALLS.

IT'S A FEELING,  
IT'S A PLACE OF HOPE,  
OF COMFORT,  
OF FINDING OUT WHO YOU ARE  
AND WHO YOU CAN BECOME.

CHRYSALIS CENTER  
HELPS PEOPLE FIND THEIR "HOME" ...  
AND FOR MANY IT'S THEIR FIRST ONE.

Pictured on the cover, L-R:  
Yvette, Phil, Carmen and her  
daughter Cari, all Chrysalis Center  
Supportive Housing residents.

## A MESSAGE FROM CHRYSALIS CENTER BOARD CHAIR & CEO



Dear Friends of Chrysalis Center,

We are truly grateful to our friends and supporters, who continue to support our clients and programs and enable us to help transform lives. This past year, with your generosity, we have provided 104,098 direct services to 1,456 individuals and their families throughout Connecticut. For some, it was a roof over their head and a place to call home. For others, it was shopping in our Freshplace food pantry so their families could have a healthy meal. And for others, it was a friendly face helping navigate a healthcare appointment or finding a job to become financially secure.

Whether it was a home, fresh food, employment, or one of the many other critical services Chrysalis staff provides, one thing is constant: the resilience and determination of the individuals who walk through our doors every day, willing to do the work to reach their goals and achieve independence. We are honored to walk alongside them and help them succeed.

Our theme for this year's report is "Coming Home". At Chrysalis Center, we understand that for many, home is a necessity, which they cannot afford, and living in a shelter or on the streets is the only option. We know that home is much more than a roof over head. It is a place to feel safe and secure. Once someone has a home, they can work on goals to improve their situation. We are here to help provide them a key to a new life.

Although the pandemic continues to bring new challenges, both in programs and in funding, we are grateful to have the continued support of our community throughout these unprecedented times.

This past year, the organization served more than 161,000 meals to individuals and families throughout Connecticut who were impacted by COVID and placed 626 individuals and families in a home. Chrysalis will not stop until everyone has access to fresh food, a home, employment opportunities and critical supports around them to achieve success.

Chrysalis Center's mission is to provide support services to assist those in need to help transform their lives and we remain steadfast in our journey. As you read through the pages of this year's annual report you will see how a home, access to nutritious food and other critical supports provides hope and transforms lives.

On behalf of the clients we serve, the Board of Directors and staff at Chrysalis Center, thank you.

Sincerely,

Jean K. Wagner  
Chair, Board of Directors

Sharon L. Castell  
Chief Executive Officer

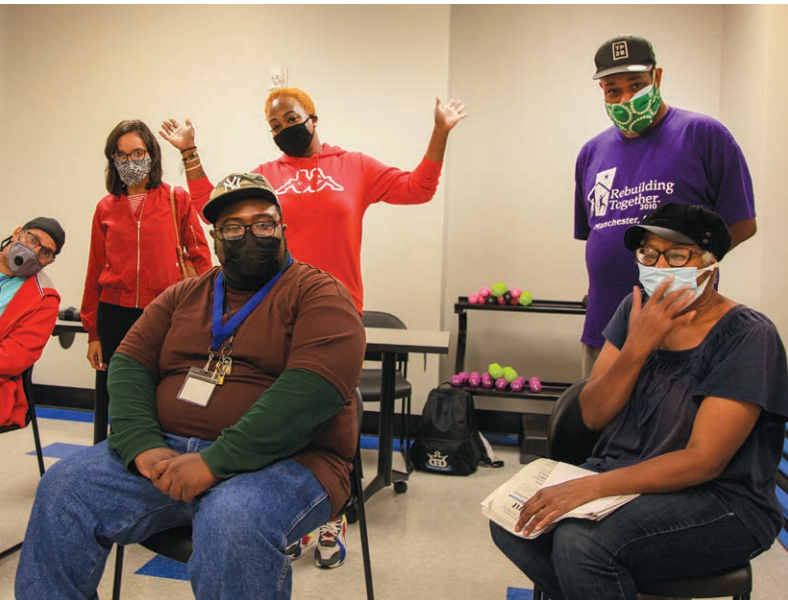


## COMMUNITY SUPPORT SERVICES & CASE MANAGEMENT

### COMMUNITY SUPPORT PROGRAM (CSP)

### COMMUNITY TRANSITIONAL SERVICES (CTS)

### ST. PHILIP HOUSE



### Community Support Program and Case Management

Community Support Services & Case Management is the organization's original program and focuses on providing individualized support for individuals who have a variety of mental health diagnosis, many with co-occurring substance use. Our staff provide unique and personalized care to assist our participants and help them to live life well. With the support of this personalized model of services, individuals with severe and prolonged mental illness can lead stable, independent lives in their own home and community.

## COMMUNITY EMPLOYMENT SERVICES

### EMPLOYMENT & RECOVERY NETWORK (EARN)

**Community Employment Services** use an evidence based, best practice model to provide individuals who have psychiatric diagnoses with intensive support to help build skills and knowledge, so they can improve their job and career path. Staff work in partnership with the individual to meet their goals based on their strengths, needs, abilities and preferences. Services include career exploration, soft skills training, job leads/contacts, employment trainings, mock interviewing, job development and job seeking supports.



## COMMUNITY SUPPORTIVE HOUSING

**11 CROWN ST** (MERIDEN)  
**CHERRY ST** (WATERBURY)  
**COMMUNITY HOUSING AND HEALTH SERVICES** (GREATER HARTFORD)  
**COURTLAND ARMS** (NEW BRITAIN)  
**COMMUNITY INTEGRATION SERVICES** (GREATER HARTFORD)  
**CONNECTICUT COALITION ON RE-ENTRY (FORMERLY FUSE)** (GREATER HARTFORD)  
**COSGROVE COMMONS** (HARTFORD)  
**FAMILY MATTERS** (GREATER HARTFORD)  
**GRANTS FOR THE BENEFIT OF HOMELESS INDIVIDUALS** (STATEWIDE)  
**HUDSON VIEW COMMONS** (HARTFORD)  
**LEGION COURT** (HARTFORD)  
**LIBERTY GARDENS** (HARTFORD)  
**NEXT STEPS** (GREATER HARTFORD)  
**PATRIOTS LANDING** (ROCKY HILL)  
**PHELPS VILLAGE** (VERNON/ROCKVILLE)  
**PROJECT H.E.A.R.R.T** (STATEWIDE)  
**SOROMUNDI COMMONS** (HARTFORD)  
**ST. PHILIP HOUSE** (PLAINVILLE)  
**THE ELMS** (BRISTOL)  
**VETERANS SUPPORT SERVICES** (GREATER HARTFORD)  
**VICTORIA GARDENS** (WATERFORD)  
**VICTORY GARDENS** (NEWINGTON)  
**WALKING INTO WALL STREET** (WATERBURY)  
**WOODLAND SPRINGS** (STAFFORD SPRINGS)





## COMMUNITY SUPPORTIVE HOUSING

### **Community Supportive Housing**

Chrysalis Center, through our Community Supportive Housing Programs, focuses on the critical and growing issue of homelessness in our communities. For more than 20 years, we have provided a home to individuals struggling with homelessness, mental illness, substance use, Veterans, HIV/AIDS, families involved with DCF and those returning from incarceration. Our Community Supportive Housing offers a variety of supportive housing services that help formerly homeless individuals and families find, obtain, and maintain safe, affordable, permanent housing in the community. Chrysalis provides support services to address the issues that caused participants to become homeless helps to foster long-term housing stability.

At Chrysalis Center we know that life events can often cascade into homelessness, which can exacerbate physical well-being, mental health, and substance use issues, making securing long-term housing virtually impossible. By providing a network of supportive services, our Community Supportive Housing programs help individuals and families secure safe and affordable housing, and work toward resolving/managing the issues that led them to homelessness. The goal of all our Community Supportive Housing is to help clients find and maintain stable housing long term.



*In November 2020, Chrysalis Center Real Estate Corporation opened "Courtland Arms" in downtown New Britain, which is now home to 24 individuals.*



“

I WAS HOMELESS AND  
CHRYSLIS CENTER  
GAVE ME HOPE,  
A HOME, FOOD,  
EVERYTHING...  
CHRYSLIS CENTER  
CHANGED MY LIFE.

”

David and his family;  
wife Ednys, daughter  
Alondra, and his  
service dog, Bridget,  
are Chrysalis Center  
Supportive Housing  
residents.



Scan the QR code to hear more  
of David's story.



## RECOVERY SERVICES

### RECOVERY & EMPOWERMENT CENTER (REC)

At Chrysalis Center, **Recovery Services** are tailored to create social support, peer engagement, employment and leadership skills for individuals who struggle with severe and prolonged mental illness. Through our **Recovery and Empowerment Center (REC)**, individuals receive a variety of social, recreational and wellness opportunities, job training, education, as well as advocacy and empowerment activities.

Clients gather in the REC to enjoy programs and socialize in a safe environment. Whether it's working with a volunteer on their resume, participating in a journaling or mindfulness class or celebrating each other's achievements, clients are learning how to live a better life in recovery.

As one of the State's leading organizations serving Connecticut's population living with mental illness and returning from homelessness, Chrysalis Center provides opportunities for individuals to become self-sufficient and independent. On-the-job training programs and links to employment opportunities in the community is vital for individuals to become employed and independent.





## FOOD HUB

**FRESHPLACE**

**HOMESTEAD FARMERS' MARKET**

**FOOD FOREST**

**RAILWAY GARDENS**

**URBAN ROOTS (HYDROPONIC GROW CENTER)**

**LA COCINA CULINARY ARTS TRAINING PROGRAM  
& LA COCINA CATERING**

**TCC (TRAINING & CONFERENCE CENTER)**



Every day more than 100,000 individuals living in Greater Hartford go to bed hungry; 40,000 of these are children under the age of 18. Poverty is one of the leading causes of why families have food insecurity. Thirty-four percent of Hartford residents live at or below the poverty threshold, more than triple the statewide average. In North Hartford, this number increases to 50%, where families live in areas known as a food deserts, with limited access to affordable and nutritious foods. Larger grocery stores are a bus trip outside the neighborhood and finding wholesome and healthy food is not only difficult, but near impossible.

Chrysalis Center's Food Hub includes a variety of programs and initiatives which address the critical issue of food insecurity and lack of fresh and nutritious foods in the community through innovative and hands-on approaches:

- **Freshplace** – Freshplace is an innovative client-choice, fresh food and case management food pantry located on our main campus in Hartford. Freshplace serves up to 100 families living in the poorest neighborhoods in the North End of Hartford. Freshplace's mission is to build long-term food security and self-sufficiency by providing individuals with access to fresh and nutritional foods and case management services to address both the immediate need of hunger and the root causes of food insecurity – poverty. Case Management services is mandatory for each Freshplace clients and is the heart of the program to strengthen their individual economic stability. The case manager meets with clients, or as they are called "members", to set and achieve goals to address the underlying causes of hunger (such as generational poverty, unemployment, limited education, lack of stable housing, debt and limited health care) and link them to resources in the community to break the cycle of dependence and other negative health and social outcomes associated with hunger. After reaching their individualized goals, Freshplace members have a better chance of eliminating hunger in their household and increasing their family's economic self-sufficiency.



- Food Forest** – As part of Chrysalis Center’s ongoing commitment to creating innovative approaches to helping people overcome hunger and poverty, the Food Forest at Cosgrove Commons became the first organization in CT and one of the first in New England to build a sustainable and edible food forest. Through careful planning and land management, this two-acre forest is located in the South End of Hartford and includes fruit and nut trees, shrubs, herbs, vines, raised bed gardens for seasonal planting and perennial vegetables. The forest is maintained by residents of our supportive housing site and volunteers providing delicious and healthy food choices for clients.
- Homestead Farmers’ Market** - An open-air, Connecticut-grown farmers’ market open to the public from June through October, Chrysalis Center’s Homestead Farmers’ Market is located on our main campus in Hartford. It offers vegetables and fruits culturally relevant to the community, featuring Urban Roots, Railway Gardens and Food Forest fruits and vegetables, as well as produce from local community farmers. La Cocina baked goods are often available, as well.
- Railway Gardens** - Chrysalis Center’s on-site raised garden beds, provide fresh produce for clients seasonally. Comprised of 25 raised beds located adjacent to the upper parking lot of 255 Homestead Ave, the beautiful gardens are maintained by volunteers and clients. The gardens provide an additional source of healthy foods, while engaging many community volunteers in our mission.





- **Urban Roots Hydroponics Grow Center** - Hydroponics is a form of gardening that does not use soil, but instead grows plants in a solution of water and nutrients. Literally meaning, “working water”, the Urban Roots Hydroponics Grow Center produces numerous varieties of lettuce, basil and microgreens which are used daily in La Cocina and distributed to the community through Freshplace and the Homestead Farmers’ Market. Harvested in a controlled environment, lettuce and other vegetables grown in Urban Roots are available year-round, and are toxin and pesticide- free, thus improving the community’s health and providing fresh and nutritious vegetables to individuals and families living in Hartford’s food desert throughout the year.
- **La Cocina Culinary Arts Training Program & La Cocina Catering** - Two unique social enterprise initiatives, which provide hands-on job training skills for individuals who desire employment in the culinary arts and hospitality fields. Chrysalis’s catering program provides delicious foods with a socially conscious mission. The programs utilize fresh produce grown in Urban Roots and our gardens, teaching clients how to prepare a variety of foods for the community. Both programs generate funds for the organization, while offering real life experience for individuals who may otherwise not have the opportunity to train in a commercial kitchen. La Cocina is the onsite caterer for the TCC.
- **TCC (Training & Conference Center)** - Chrysalis Center is home to the TCC (Training & Conference Center), Hartford’s premiere training and conference facility. Housed in the historic former Sealtest Dairy building located at our 255 Homestead Avenue campus, TCC offers businesses a unique and technologically advanced conference center designed to meet every need. With meeting space for up to 300, the state-of-the-art TCC provides in-house catering, ample free parking, and complete Wi-Fi, Audio/Visual and technical assistance capabilities. Since its opening in 2010, the TCC has hosted approximately 200 events annually and has built a robust returning customer roster. La Cocina Catering is the main caterer for the TCC.



## FINANCIAL STATEMENT

## FOR THE YEAR ENDING JUNE 30, 2021

## OPERATING REVENUES:

Grants and Contracts	9,323,901
Development and Fundraising	229,969
Other Income	411,449
Client Reimbursements	21,507
<b>Total Operating Revenues</b>	<b>9,986,826</b>

## OPERATING EXPENSES:

Community Case Management	1,417,434
Recovery and Empowerment Services	799,891
Community Employment Services	660,980
Community Supportive Housing	5,576,884
Food Hub	385,983
<b>Total Service Expense</b>	<b>8,841,172</b>

Administrative and General & Fundraising Expense	1,705,107
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<b>Total Operating Expense</b>	<b>10,546,279</b>
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Change in Operating Unrestricted Net Assets	(559,453)
Paycheck Protection Program	629,971
Revenue Over/(Under) Expenses	70,518

Change in Net Assets	70,518
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Net Assets, beginning of year	3,726,865
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Net Assets, end of year	3,797,383
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## SERVICE DEMOGRAPHICS

**TOTAL INDIVIDUALS SERVED: 1,456**



**626**

INDIVIDUALS AND FAMILIES  
RECEIVED A PLACE TO CALL HOME



**104,098**

DIRECT SERVICES WERE PROVIDED  
TO INDIVIDUALS AND FAMILIES



**161,000**

MEALS WERE PROVIDED  
THROUGH OUR FOOD HUB PROGRAMS



## CHRYSLIS CENTER REAL ESTATE CORPORATION

**CCREC** focuses on building and developing affordable housing for the underserved. CCREC provides quality housing throughout Connecticut that is safe, affordable, and fosters a sense of home to create a healthy living environment.



### Chrysalis Center Main Campus | Hartford

The former Sealtest milk dairy was rehabilitated into the Corporate Headquarters of Chrysalis Center.



### Satellite Office | Waterbury

The former VFW Post 201 renovated property now houses Chrysalis Center staff serving the Waterbury, Torrington, and Litchfield areas.



28  
homes

### Hudson View Commons | Hartford

28 one-bedroom units.





24  
homes

### Cosgrove Commons | Hartford

24 one-bedroom units, 18 units for Veterans.



9  
homes

### The Elms | Bristol

9 units, 4 one-bedroom, 5 studios for Veterans.



10  
homes

### Liberty Gardens | Hartford

10 two- and three-bedroom units.



12  
homes

### Legion Court | Hartford

12 two-bedroom townhouse units.



24  
homes

### Courtland Arms | New Britain

24 one-bedroom units, 4 units for Veterans.



21  
homes

### Phelps Village | Rockville

21 one-bedroom units for Veterans.



8  
homes

### St. Philip House | Plainville

8 one-bedroom units and one house for families.

A HOUSE IS MADE  
WITH WALLS AND  
BEAMS; A HOME IS  
BUILT WITH LOVE  
AND DREAMS.

– Ralph Waldo Emerson

### DONOR RECOGNITION

For the year ending  
June 30, 2021

#### CHRYSLIS CENTER

is grateful and proud to acknowledge support from the following individuals, businesses, foundations, churches and friends in the community for their contributions during our 2020-2021 fiscal year. Many thanks to all our supporters whose generosity enables us to continue our mission.



*Polly and Carl Schafer, longtime friends and supporters, collected and donated necessities and essential items for our clients.*

#### \$5,001 and above

Charles Nelson Robinson Fund  
Community Chest of New Britain and Berlin, Inc.  
Community Foundation of Greater New Britain, Inc.  
Dakota Partners  
Eversource  
Gallagher  
Greater Hartford Community Foundation  
Hartford Financial Services Group, Inc.  
Hartford Foundation for Public Giving  
Hartford Neighborhood Assistance Act  
Hoopes, Morganthaler, Rausch & Scaramozza, LLC  
Mr. Thomas Kennedy  
KeyBank National Association  
McPhee Foundation  
PAC Group, LLC  
Mr. and Mrs. Paul Robotham  
Santander Bank  
Mr. Kevin Sullivan  
Trumble Family Fund  
Mr. and Mrs. Jeff Weiser  
Mr. and Mrs. Ed Wrobel  
United Way of Central & Northeastern Connecticut  
Workers' Compensation Trust

#### \$1,001 - \$5,000

Ahern Family Foundation  
Archdiocese of Hartford  
Mr. and Mrs. Ed Avery  
Bank of America Foundation, Inc.  
Beatrice Fox Auerbach Foundation  
Berkshire Bank Foundation, Inc.  
Ms. Shari Cantor  
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Ms. Tia Cintron  
Coleman Family Foundations  
Community Foundation of Eastern Connecticut  
Community Foundation of Greater New Britain  
Connecticut Coalition to End Homelessness, Inc.  
Connecticut Community Foundation  
Connecticut Housing Finance Authority  
Crosskey Architects, LLC  
Mr. Marc Daigle  
Ms. Karen D'Arco  
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Dime Bank Foundation, Inc.  
Edward Jones  
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Eversource Energy Foundation, Inc.  
First Congregational Church of Cheshire  
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Foodshare, Inc.  
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George A. & Grace L. Long Foundation  
Mr. Frank Giguere  
Hammer N Nails, LLC  
Hartford Marathon Foundation  
Hartford Steam Boiler  
HF3 Group, LLC  
Ms. Dana Himes  
JCJ Architecture  
Key Bank Foundation

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Mr. Robert Lowry  
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National Development Council  
National Financial Services  
New Alliance Bank Foundation  
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SBM Charitable Foundation, Inc.  
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St. Timothy Roman Catholic Church  
Stanley D. and Hilda N. Fisher Fund  
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TD Bank Community Sponsorships  
The GoodCoin Foundation  
Thomaston Savings Bank Foundation  
Torrington Savings Foundation  
United Congregational Church of Tolland  
Mr. and Mrs. David Vargas  
Mr. and Mrs. Michael Wagner  
Waterman and Glicksteen Families  
Whittlesey  
Ms. Sharon Williams  
Wrobel Family Fund  
Workers' Compensation Trust

#### \$501 - \$1,000

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**\$101 - \$250**

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**\$51 - \$100**

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