

Connections helps vulnerable and disenfranchised Delaware citizens to improve their lives by providing an array of healthcare, employment and housing opportunities that help them become productive and accepted members of their communities. Serving more than 9,000 people statewide in Delaware. Providing primary medical care, mental health and substance abuse treatment, affordable housing, and job placement services. Operating more than 500 units of affordable housing for individuals and families. Connections has been developing social enterprises to create jobs for people with barriers to employment. Contracted with The Departments of Health and Social Services, Services to Children, Youth and their Families, Correction, Homeland Security, Labor and the Delaware State Housing Authority. The largest Delaware based contract provider.

CONNECTIONS

COMMUNITY SUPPORT PROGRAMS



Connections is Recovery.



WE
CAN
HELP.

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President's Reports



President & CEO
Catherine Devaney
McKay, MC

During 2010, Connections continued to experience exponential growth, programmatically and financially. Between 7/1/2003 and 6/30/2010, Connections total assets increased by 163% from \$8 million to \$21.1 million and annual gross revenues increased by 142%, from \$10.3 million in FY 2003 to more than \$25 million in FY 2010. During FY 2010, we raised more than \$1,000,000 in philanthropic support, a goal that we have rarely achieved in a year when we were not engaged in a capital campaign, and a stunning achievement in light of the continued economic downturn.

Connections has continued to be a leader in the development of new programs and services for special populations in Delaware. One of our most exciting ventures during FY 2010 has been the enhancement of our social enterprises and employment programs. 'Connect to Work' (CTW) offers janitorial, maintenance and construction clean-up services, staffed by our service recipients. Our Culinary Futures program operates the A&G Steak Shop and an institutional catering business which produces more than 600 meals per day. Over the next three years, it is our goal to bring the annual revenue of Connect to Work/Culinary Futures to \$3 million, creating at least 125 new jobs for people who have barriers to employment, including people with disabilities, reentering offenders, and others who are challenged by poverty and low educational attainment. A&G Steak Shop is off to a good start, with average daily sales of more than \$700 in the first few months of operation. We were also thrilled to partner with the Boys and Girls Clubs of Delaware to provide evening meals to the children who participate in their after school programs in New Castle County.

Because of the job creation that CTW has achieved, 74% of persons in our offender reentry program have been placed in employment compared to 40% of similar individuals nationally. Last year, Connections placed 83% of the individuals with mental health conditions that were served by the Delaware Division of Vocational Rehabilitation. Connect to Work received a huge boost with contributions from the Longwood Foundation, JP Morgan Chase, and United Way of Delaware to expand and enhance our Culinary Futures program. In 2011, we hope to expand this program into Sussex County.

Approximately 10% of all Delawareans are uninsured and the state of Delaware has high rates of unmet need for substance abuse and mental health treatment. The National Center for Disease Control estimates that 1 out of every 4 individuals will experience a mental health condition during their lifetime. The Center for Substance Abuse Treatment reports that 60,000 Delawareans age 12 and older have reported alcohol or illicit drug abuse or dependence. During FY 2010, Connections was and will continue to be part of the solution to this problem, providing mental health and substance abuse assessment and treatment to more than 9,000 unduplicated people. Through our 8 clinics located throughout Delaware, we are providing assistance for mental health issues and addictions to anyone who needs it, regardless of their ability to pay. In addition, through our community partnerships, we are bringing culturally competent behavioral health care to people whose primary language is Spanish and to those who lack transportation and other resources.

In 2010, the American Recovery and Reinvestment Act brought Connections many short-term projects providing much needed employment and housing assistance for people with disabilities and disadvantages. In December 2009, with the help of the Delaware State Housing Authority (DSHA) and the Tax Credit Assistance Program (TCAP), we broke ground on Marcella's House and Judy's House, which began in July to provide affordable housing for 31 homeless individuals in their own apartments. We also worked with New Castle County and the City of Dover to take transfer of 5 foreclosed homes under the Neighborhood Stabilization Program, to provide rental housing for individuals with disabilities and extremely low incomes. In December 2009, Connections agreed to assist the City of Wilmington, New Castle County, and DSHA to distribute funds to help homeless individuals and families become housed again. Between December 2009, and September 2010, we distributed more than \$1.5 million in homelessness prevention, rapid re-housing and family assistance funds statewide.

A CARF survey in May 2010, brought us a 3-year accreditation for our outpatient, residential treatment, case management and employment services.

Times are still challenging economically. As I write this, my heart is heavy because there are still so many people in Delaware who are homeless and unemployed. The loss of our beloved colleagues, Chris Sturmfels and Mike Kriner, on February 25, 2010, will be with us forever. Although we remember them most for their wonderful presence in our lives, it is hard for those of us who were left behind.

Connections makes a tremendous difference in Delaware—as this report will serve to emphasize—and we thank each of you who work with us to help vulnerable and disenfranchised Delaware residents to improve their lives and gain inclusion in our communities.

Regards,



Our Mission & Services

At Connections, we help vulnerable and disenfranchised Delaware residents to improve their lives by providing a comprehensive array of affordable and accessible primary medical, mental health and substance abuse treatment, employment and housing opportunities that help the individuals and families who receive our services to become accepted and productive members of their communities.

Services

Connections offers a wide range of services in 55 locations throughout Delaware. During 2010, we served almost 10,000 people and provided more than 180,000 nights of housing in more than 500 affordable units for individuals and families with very low incomes and special needs

Access

Call toll free at 866-477-5345 or walk in to the following locations for assessment, financial assistance, emergency housing, psychiatric services and referrals for housing and case management:

500 West 8th Street,

Wilmington, DE
Walk-in Clinic & Drop-in Center
Seven days per week
Opening at 8:00 AM

621 W. Division Street,

Dover, DE
Monday-Saturday
Opening at 8:00 AM

21305 Berlin Avenue Unit 4

Georgetown, DE
Monday-Friday
Opening at 8:00 AM

Mental Health and Addictions Treatment Services Locations

- 2205 Silverside Road, Wilmington (DUI and Outpatient Treatment)
- 503 W. 9th Street, Wilmington (Prisoner Reentry Services, Employment Services and Outpatient Treatment)
- 3304 Drummond Plaza, Kirkwood Highway (Employment Services, Outpatient, Medication Assisted, IOP and DUI Treatment)
- 22 N. Broad Street, Middletown (Outpatient and DUI Treatment)
- 222. N. DuPont Highway, Smyrna (Outpatient and DUI Treatment)
- 696 Bay Road, Dover (Employment Services, Outpatient, IOP and DUI Treatment)
- 123 Pennsylvania Avenue, Seaford (Employment Services, Safe and Stable Family Consultation, Outpatient)
- Probation and Parole Day Reporting Centers in Dover, Georgetown and Seaford

Recovery is possible with the right Connections

To donate to Connections or to obtain information about employment opportunities, go to www.connectionsccsp.org

■ ■ ■ ■
*Creating Jobs
for those in
Recovery.*



Making Good Economic Sense for Delaware

Connections is one of the most diverse private service providers in Delaware—diverse services, client populations, funding sources, and 55 statewide locations. We contract with the Departments of Health and Social Services, Services to Children, Youth and their Families, Correction, Homeland Security, Labor and the Delaware State Housing Authority and are the recipient of 13 separate federal grants. In 2010 we raised close to \$1 million in philanthropic support and generated 40% of our revenue from fees and rents collected from service recipients and third party payers.

Connections operates only in Delaware, supporting the Delaware economy 100%—no percentage of revenue goes to headquarters or services in other states. **Connections employs almost 500 people, 20% of whom are people with disabilities.** Over the last several years, Connections has been developing social enterprises to **create** jobs for people with barriers to employment, such as criminal justice involvement, disabilities and low rates of educational attainment. These businesses, which include janitorial services, catering services, construction clean up and a restaurant, created 60 new jobs in 2010 and are expected to create another 100 jobs in 2011.

In 2010, we served almost 10,000 people statewide in Delaware, providing primary medical care, mental health and substance abuse treatment, affordable housing, and job placement services. Connections owns or operates more than 500 units of housing that are affordable for individuals and families whose incomes are below 30% of area median. Most of the people we serve have lived a large part of their lives in state-operated institutions. Many of them have been or are currently homeless. The social and economic benefits of providing services to these individuals in the community are enormous. Aside from the fact that people served by Connections have the opportunity to become full participants as Delaware citizens—achieving employment and even homeownership—the actual savings in real dollars to the State can be quantified.

The cost of keeping a person with a serious mental illness in a state institution such as Delaware Psychiatric Center (DPC) is more than \$200,000 per year.

In contrast, the same person can live in a licensed group home operated by Connections in a neighborhood location with access to employment and community recreational opportunities for an average cost of \$82,000 per year. Residents receive in-home nursing, nutritional, social, psychiatric and medical services 365 days per year, 24 hours per day. We are currently serving 58 people in these settings, all of whom spent the year before admission in the hospital. **The one-year savings to Delaware for these 58 individuals is \$6.8 million.**

500 people with serious mental illness, who averaged 300 days of inpatient hospitalization (mostly in the Delaware Psychiatric Center) in the year before they were admitted to Connections, are served in even less expensive programs, averaging between \$10,000 and \$35,000 per year. Although they may occasionally be hospitalized, the average number of days per year is less than 3. **This represents a huge savings for Delaware of more than \$77 million annually.**

It is for these reasons that we say *'In Delaware, Connections is Recovery.'*



■ ■ ■ ■

"The social and economic benefits of providing services to these individuals in the community are enormous."

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2010 Highlights

A shower and laundry facility for homeless people was added at our New Castle County homeless service center and the center is now open seven days per week.

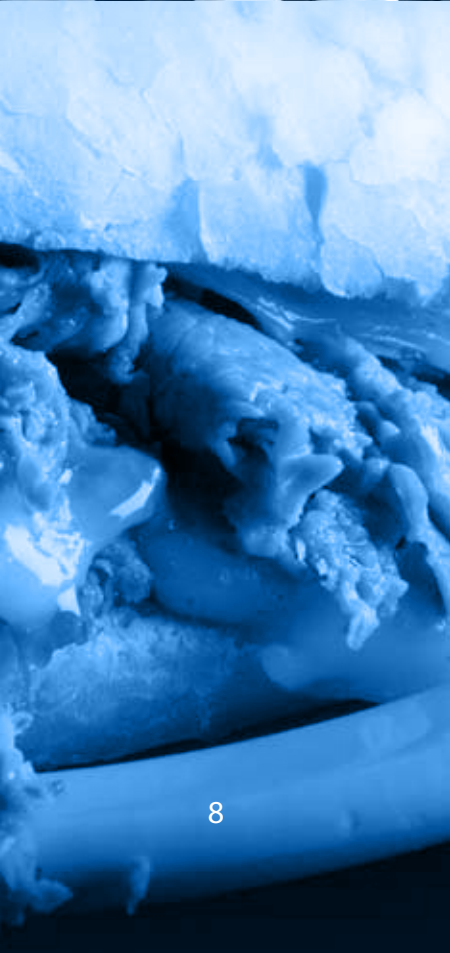


The revitalization of A&G Steak Shop, located at 501 West 9th Street, brought much needed jobs and a place to get a good, inexpensive meal, to west center city. A&G Steak Shop will operate as part of Connect to Work's catering and restaurant business.

Our employment and empowerment programs expanded exponentially, creating jobs and helping people in Sparrow Run, Newark, Wilmington, and Dover to get and keep employment. Next year—Sussex County.

Sixty people completed the Culinary Futures Program, a food service training program that provides the training and experience needed for a career in the Food Service Industry. Participants receive a ServSafe Food Sanitation Certificate and job placement assistance at completion.

More than 350 guests attended Connections' first biennial fund-raising event, **The Perfect Pairing: Crafted Brews and Gourmet Bites for a Good Cause**, raising nearly \$50,000. Held on the Riverfront in Barclays' Rock Center on October 14, The Perfect Pairing featured crafted brews from Dogfish Head, Twin Lakes Brewery, 16 Mile Brewing Company, and Iron Hill Brewery, and gourmet hors d'oeuvres from Harry's Hospitality Group, Mikimotos, Washington Street Ale House, Six Paupers Tavern & Restaurant, Chelsea Tavern, and Cafè Gelato. Connections is grateful to everyone who made this event possible: the generous event sponsors, individuals and businesses that made in-kind donations, and everyone who purchased a ticket. The next Perfect Pairing event will be in Spring 2012 – we hope to see you there!



Thanks to Barclays Bank and Fulcrum Pharmacy for their tremendous support in making the Perfect Pairing such a success.

Advocacy



The opening of Judy's and Marcella's Houses

will provide 31 formerly homeless people with a safe, affordable apartment of their own to call home. The project was made possible through the Delaware State Housing Authority's Low Income Housing Tax Credit program and the federal Tax Credit Assistance Program (TCAP). We were pleased to have U.S. Senator Tom Carper, DSHA Director Anas Ben Addi, and City Councilwoman Hanifa Shabbaz on hand for the ribbon cutting ceremony. Senator Carper said 'Congratulations on the opening of your new building. I was pleased that the American Recovery and Reinvestment Act, which I supported, played a part in the opening of this facility. The work that you do each day to help the homeless is to be commended.'

The revitalization of the A&G Steak Shop, located at 501 West 9th Street in Wilmington, provides employment for reentering prisoners and access to community and good food for the residents and business people in the west center city neighborhood.



The former West Presbyterian Church,

which Connections purchased in 2009, following the dissolution of the congregation there, offers a beacon of hope for people in Wilmington, providing employment and empowerment services, clinic services, a sanctuary in inclement weather and a warm meal daily.

Connections Board of Trustee Carrie Casey, of the New Castle County Department of Community Services, volunteering.

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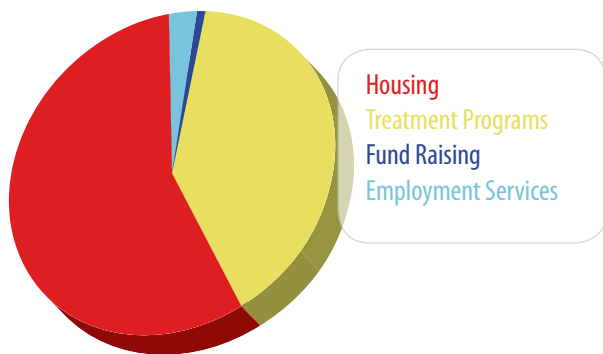
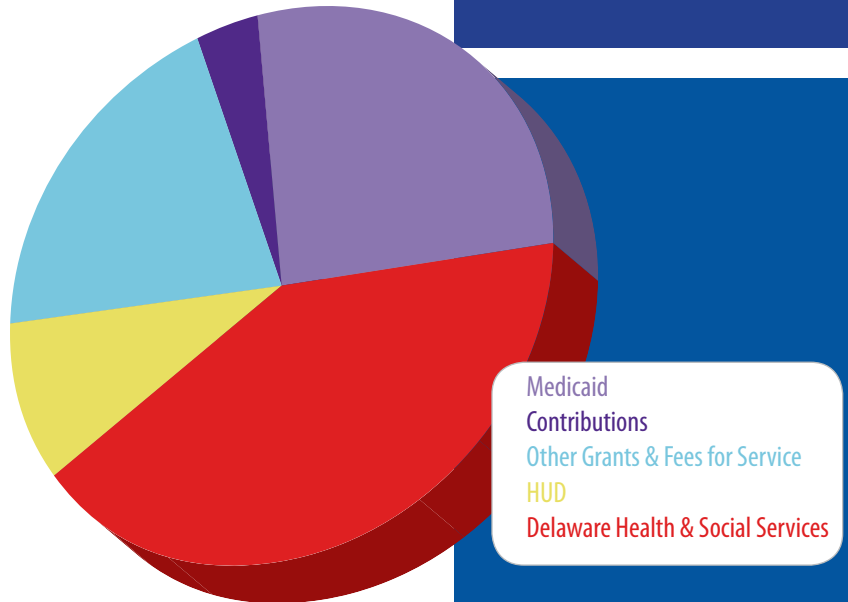


Marcella Williams
Community Member

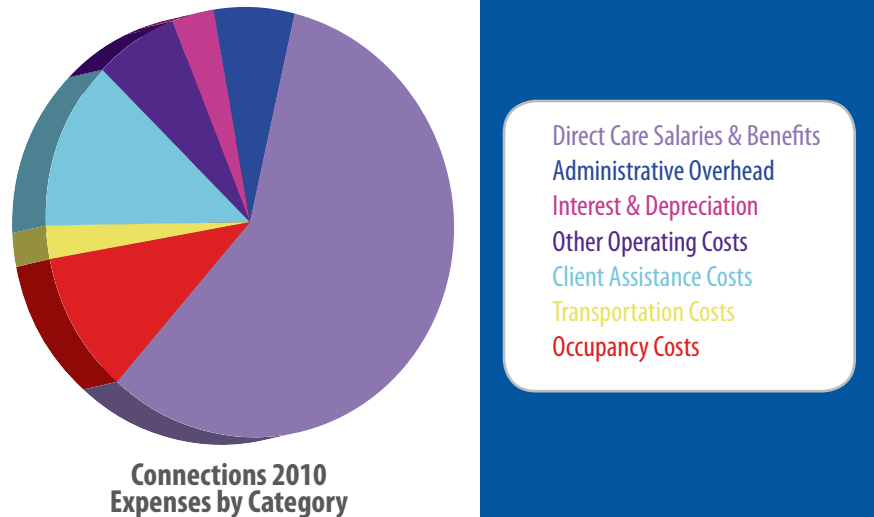
Financial Summary

In the fiscal year ending on June 30, 2010, Connections ended its 14th consecutive year with a positive change in net assets, based on our 13th unqualified audit with no findings. We are proud of our financial management and pleased to be able to offer these assurances to our contributors. The financial statements of Connections Community Support Programs, Inc. have been audited for the year ending June 30, 2010, in accordance with generally accepted auditing standards by the independent certified public accounting firm of Whisman Giordano & Associates LLC. A copy of our most recent audited financial statements is available on our website at www.connectionspsc.org.

**Connections 2010
Revenue by Source**



**Connections 2010
Expenses by Activity**



**Connections 2010
Expenses by Category**

Revenues	\$ 25,346,841.00
Expenses	\$ 24,792,962.00
Income from Operations	\$ 553,879.00
Unrealized Income (Loss) on Investment	\$ (131,00.00)
Change in Net Assets	\$ 442,000.00
Total Net Assets	\$ 7,844,528.00
Assets (net of depreciation)	\$ 23,458,767.00
Liabilities	\$ 15,614,185.00
Unrestricted Net Assets	\$ 7,844,582.00

Contributors

Contributions received between November 1, 2009 – October 31, 2010

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The Perfect Pairing

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