

2023 Donor Impact Report

Dear Friend,

We extend our heartfelt gratitude for your unwavering support of Neighborhood Housing Services of New Haven. Your commitment is integral to our vision of creating vibrant, safe neighborhoods where all residents thrive in beautiful, sustainable, dignified homes.

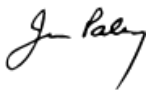
Throughout the year, we have been actively involved in initiatives focused on advancing community sustainability, building community connections and developing resident leadership, equipping potential homeowners with the support and resources they need to become first-time homebuyers, and developing truly affordable housing across New Haven. Your belief in our mission drives our determination to transform underserved neighborhoods into neighborhoods of choice.

The progress we achieved wouldn't be possible without supporters like you who are committed to positive change. Whether you have donated, volunteered, partnered with us, utilized our services, provided referrals to community members, shared content, or all of that and more, your support has helped us make an incredible impact in low- and moderate-income neighborhoods in New Haven and across the state. Keep reading to view our impact report that highlights some of our collective accomplishments that you have helped make possible throughout the year.

Thank you for supporting our mission. If you have any questions about the impact report, please reach out. We will continue to keep you informed about the high-impact projects your contribution has advanced.

Thank you so much.

Sincerely,



Jim Paley, Executive Director



Affordable Real Estate Development

Our biggest project of the year has been the new construction of four houses in the Newhallville neighborhood of New Haven: **Three 2-family houses and one single-family house**, encompassing seven total units of beautiful, sustainable, and truly affordable owner-occupied housing.



44 Lilac Street



98-102 Bassett Street



83-85 Butler Street



260 West Hazel Street

New Haven HomeOwnership Center



Our HomeOwnership Center continues to provide the much-needed housing counseling and financial education that benefit first-time homebuyers, especially in a climate of rising interest rates that are adversely affecting affordability across-the-board.

528

served through education services

208

served through one-on-one homebuyer counseling

72

served through foreclosure prevention counseling

This year we served:

828 individuals through housing counseling and education

59 purchased a home

63 became mortgage ready

34 have avoided foreclosures

42% have increased their savings

58% have improved their credit scores

55% have maintained their budget



Community Sustainability



Our Community Sustainability department has been providing their annual organic produce gardening classes with approximately 75 urban farmers and community and backyard gardeners this year. We also provided support to resident-driven community groups and deepened our engagement with energy equity and environmental justice initiatives locally and at the state level.

The I Heart My Home CT program has really taken off this year. Launched in 2020, the program helps provide energy efficiency counseling services that help people make home improvements to increase the health, safety, and comfort of their homes while reducing energy utilization and putting money back in their customers' wallets.



To date, I Heart My Home CT has:

Enrolled **754** participants representing **961** housing units

Assisted our customers in completing home improvement projects worth a total of **\$2,616,356**.



384 weatherization visits
238 deep retrofit projects
141 health & safety barriers identified for remediation

Community Building & Organizing

In the past year, our Community Building and Organizing team has worked with a number of different community organizations and resident leaders on initiatives like improving trails for hiking and bicycling at Beaver Ponds Park and the Farmington Canal, installing and maintaining five outdoor community mural projects, expanding food pantries' ability to meet the needs of the community, and finding new spaces for tutoring to help children read and gain an appreciation for math.



Through our robust volunteer program we:

Trained **8** new resident leaders, adding to our Resident Leadership Program's **200** alumni.

Engaged **325** volunteers who contributed **1,707** volunteer hours.

Maintained **7** community gardens through community partnerships in the Newhallville neighborhoods on a total of **1.44** acres.

Looking Ahead to 2024

Affordable Real Estate Development

We will be completing the historic restoration of 470 Howard Avenue and begin the gut rehabilitation of 27 Frank Street. We will also be constructing four duplex townhouses on Hazel Street in Newhallville that will produce eight units of housing and bring four new first-time homebuyers into Newhallville; in addition, we will be constructing two new two-family houses similar to the ones that we have constructed in Newhallville this year, one of which will be in the Hill neighborhood and the other will be in Newhallville.



470 Howard Avenue



An architect's rendering of the Hazel Street Houses.



27 Frank Street

HomeOwnership Center

The Personal Finance Boot Camp series will expand on topics that our previous classes were only able to touch on briefly such as debt reduction, consumer behavioral economics, investment strategies and business basics.



Community Sustainability

We expect to see participation in I Heart My Home CT grow exponentially via outreach partnerships in New Haven, Bridgeport, Waterbury, and across the state, while we continue to assist our current participants leverage investment in energy efficiency for their homes.

Community Building & Organizing

Our Community Building and Organizing team recently completed the 2023 round of Community Impact Success Measures Surveys, soliciting feedback from households in our target neighborhoods. We will be analyzing the data collected over the winter to help guide our programming to ensure that it aligns with our residents' needs.