The mission of Citizens for Citizens is to advocate on behalf of low-income residents and address the causes and effects of poverty through the provision of direct and integrated services, the promotion of self-sufficiency, and the advancement of social change.
Director's Message

Every day in Greater Fall River and Taunton, the employees and volunteers of CFC deliver more than promises to the members of our communities by providing adaptive programs and services that respond to their specific needs. Because of their commitment and dedication, the agency continues to experience continued successes and achievements.

After a lengthy application process spanning more than three years, the agency was awarded a grant for $1 million for health and safety improvements at the Aldrich School Head Start site. Congratulations to Pam Wildnauer and her staff for all of their hard work and perseverance in this endeavor. In addition, we have received preliminary approval of additional funding from ACF/Head Start for a new HVAC system. In the last week, the Department of Housing and Community Development conducted a required triennial assessment. Due to the efforts of our central administrative staff in reviewing and updating our agency wide plans and policies, we anticipate a positive report and will share the results upon receipt.

Looking to the future, we are invigorated by our past year’s achievements and will work hard to enjoy many more years of success. The independent auditors once again reported to the Board of Directors that the agency is in an excellent financial position and provided a positive, unqualified opinion. Although we have experienced some transitions in staff and expected hardships in regards to funding, we have persevered to overcome these obstacles and have continued to keep our programs operating smoothly.

None of this is possible without the continuing support of the members of the Board of Directors who volunteer their time, their input and importantly their trust and confidence. I also want to express my continuing appreciation and gratitude to our employees and the hundreds of community members who volunteer their time and talent throughout the community in service to others. I am grateful for having the opportunity to work with you all during this year and all previous years.

Thank you.

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Following the vision and ideas set forth by President Kennedy, Lyndon B. Johnson took the first steps to create “The Great Society” by signing the Economic Opportunity Act of 1964 into law, effectively establishing the Community Action Network we know today. At its core, the mission was simple: defeat the burdens of poverty for every American citizen. This required a comprehensive plan that covered health, education, job opportunities, and other support programs. What made Community Action Agencies (CAAs) unique was their flexible funding, enabling local agencies to tailor their programs around the specific needs of their community. There are over 1000 CAAs creating socioeconomic opportunity and change throughout the country today.

Continuing the War on Poverty in 2019, Citizens for Citizens proudly still cares for and represents the individuals and families of Greater Fall River and Taunton. Following our motto “We deliver more than promises,” we remain steadfast in delivering action to our clients. In a political landscape that constantly targets and stigmatizes the troubled, poor, sick, or older members of our society, CFC realizes that our mission is as important today as it was in 1964. This past year CFC served a total of 32,916 individuals and 16,968 households across our many programs. The grips of poverty in our communities are still real and we will continue to fight for funding for our programs that create a meaningful impact in the lives of our clients.
Our energy programs not only keep our clients warm, they keep them safe and put money back in their pockets for important things like food, medicine, and other necessities. Here at CFC we realize the importance of our LIHEAP, Weatherization, Heater Repair, and Appliance Management programs in our clients lives and work to preserve them when budget cuts come down the line. This past year Massachusetts lost over $11 million in LIHEAP funding, but we worked hard with other Community Action Agencies to secure additional funding from the state to allow us to continue working with families that need energy assistance.

24,931 Individuals Received Fuel Assistance
271 Individuals Received Weatherization
592 Individuals Had Heaters Repaired or Replaced
1,345 Individuals Improved Energy Efficiency

Proper nutrition is an essential part of leading happy and healthy lives. Sometimes food resources are scarce for families when going through financial rough patches. In Massachusetts, 1 in 10 people experience food insecurity. A total of 10,000 people experienced improved food security this year thanks to CFC’s Food Pantry, SNAP Assistance, and WIC programs. Whether you’re a new mother out of work, a family of 4 between jobs, or a single person low on funds, we have a program that can provide for you.

4,108 Individuals Received Food Pantry Assistance
1,134 Individuals Received SNAP Benefits Through CFC
4,742 Mothers & Children Received WIC Assistance
THE YOUTH

EDUCATION

Children are our future. Our Head Start and Early Head Start programs focus on providing young children with a comprehensive education, health services, and nutritious food while providing opportunities to parents to work, learn, and grow alongside them. These Head Start programs in conjunction with our Family Child Care, After School Day Care, and Extended Day services provide flexible care and support that is custom tailored to every family’s current situation and needs. By working on creating resources for families to grow together, our services enable our families to become self-sufficient for the future.

“I have been involved in the Head Start and Early Head Start program for seventeen years. All seven of my children have participated. I have had the pleasure of serving on the Policy Council and volunteering in different areas of the program. I have been given the opportunity to attend many different workshops that have helped me be a better parent for my children. I was able to complete my HISET and my oldest daughter is also benefiting from the HISET program. Head Start and Early Head Start is not just a school, it’s a welcoming family environment. I absolutely love this program and am grateful for everything I have learned and the relationships I have built.” - Jessica, Head Start Parent

HEALTH

Although our early education programs provide important health screenings, immunizations, and exams, we also offer comprehensive Family Planning and Teen Pregnancy Prevention Education services that place the focus on young adults in middle school and high school. We work with peer leaders to visit classrooms to educate students on safe sex and the resources our family planning centers can provide them. Our health centers offer services like gynecological exams, cancer screenings, emergency contraception, STD testing, and more. Despite being a great resource to young adults, we serve people of all ages, genders, ethnicities, and socioeconomic backgrounds.

THE FACTS

405
Head Start Children
Improved School Readiness

690
Children Received Immunizations & Health Screenings

553
Children Received Care From FCC, ASDC & Extended Day

1,662
Individuals Received Contraceptive Services
SENIOR SUPPORT

There are many organizations in our service area that provide programs and services that target the housing and health needs of our local seniors. Our programs focus on creating opportunities for seniors to remain active in their communities, like enabling them to work and mentor young children or participating in job training programs to help them rejoin the workforce. Programs like our Foster Grandparents or Retired Senior Volunteers place seniors in worthwhile positions in local agencies or helping our Head Start staff with their students. Seniors in our Community Service Employment Program can help supplement their income by learning new skills and working at partnered organizations and agencies.

- **51** Foster Grandparents Mentored Students
- **137** Individuals Received Job Training
- **85,686** Total Hours of Community Service

COMMUNITY

Each community has different needs. We offer programs like Operation Christmas, Volunteer Income Tax Program (VITA), Emergency Food & Shelter, and our Scholarship Funds to support our clients in ways that other programs cannot. Programs like VITA or Operation Christmas are crucial during seasons where money can be tight. By having these resources available, our clients can focus on paying other bills without neglecting the necessities. CFC believes in a comprehensive approach to support all aspects of the lives of our community members and these community programs are a testament to that goal. An example of these programs in action is Angela, who is a Head Start parent that is receiving one of our 2019 scholarship awards. Despite living off the salary of her husband, caring for her two kids, and participating in Head Start, Angela has been working hard to become a Certified Nursing Assistant at Bristol Community College. Using the scholarship award, she won't have to worry about buying books or not having money to spend on her family. We wish Angela success as she works towards her new career!

- **7,000** Individuals Received Gifts & Clothing
- **$1,018,841** In VITA Processed Federal Tax Refunds
- **$1,750** In Scholarship Funds For Parents & Students
FINANCES

EXPENSES

TOTAL EXPENSES: $26,883,359
TOTAL REVENUE: $26,933,037

BY CATEGORY

- Personnel: $9,959,145
- Non-Personnel: $1,763,138
- Direct Client Benefits: $13,478,844
- Contracted Services: $523,733
- Occupancy: $863,499

BY PROGRAM

- Energy: $15,097,174
- Head Start: $5,568,255
- Child Care: $1,430,264
- Senior Programs: $1,331,448
- Health Programs: $1,613,190
- Other Client Services: $354,272
- Administration: $1,193,756

BY SOURCE

- Federal Revenue: $5,808,650
- Federal Revenue - Other Sources: $17,005,816
- Utility Leverage Revenue: $2,651,435
- State Revenue: $710,027
- Other Revenue: $757,109

REVENUE

DONORS

ORGANIZATIONS

INDIVIDUALS

AAA Northeast
Abreu Oil Service
Accounting Portfolios, Inc.
Adcare Educational Institute
Advanced Window
Affordable Building & Weatherization
Amazon
Anthoni Cordeiro Insurance Agency
Arrow Realty Group
BankFive
Baycoast Bank
Bay State Street Machines
Bearstar Insurance
Bial Lumber
Bobby's Place
Boston Medical Center
Bridgewater Credit Union
Bridgewater Savings
Calico
Carl's Collision Center
Carl's Locksmith
Charlie's Oil
Colonial Donut Shop
Columbia Gas
Columbia Energies
Committee to Elect Carole Fiola
Committee to Elect Thomas Quinn
Cove Corp
Crescent Credit Union
CVS
David Corea Plumbing & Heating
Disabled American Veterans
Dopilo Oil Co.
E.F. Flower & Associates
emagine
F.C. Construction Corp
Fall River Lodge of Elks
Fall River Printing
Fall River Municipal Credit Union
First Citizens Federal Credit Union
First Taunton Group
Friends of Pat Haddad
Gaucar's Landscaping
Gay & Gay, PC
George Oil, Inc.
Gordon Rubbish Removal
Greene School
Hannaford
Harbor One Bank
Herald News
Hetzler Contracting
Insulate It Save
Insulation R Us
Italian Progressive Club
John D. Blake, Attorney at Law
John E. Boyer Center
Jordan's Furniture
Knight's Quality Service Station
Laborers Int'l Union of N.A. Const.
Leisurewoods at Taunton Homeowners
Liberty Utilities
MASSCAP
Michael Fox, Esq.
Michael Scallon, DDS
Minuteman Harley-Davidson
Mitchell for Congress Committee
My Brother's Keeper
Nicoil Oil
Nite Oil Co.
North Easton Savings Bank
Notre Dame Federal Credit Union
Osh Rodrigue Rev. Trust
Paul Coogan for School Committee
Paul's Quality Kitchens
Pearl's Bag Boy Corp
People Incorporated
Perl's Law Group
Pizza Hut
Project Bread
Quality Oil
RDA Insurance
Rex-Cut Abrasives
Riley & Craven
Rochester Police Brotherhood
Sherry's Pub
Silva Faria Funeral Homes
Soares Sanitation Pumpsing
SS Service Corp
St. Anne's Credit Union
Sullivan Family Dental
Sullivan Tire
Swann Family Associates
Taunton Chamber of Commerce
Taunton Community Access
Taunton Eagles Soccer Club
Taunton Federal Credit Union
The Guitar Cleaning Co.
The Liberal Club
The Lopes Companies, LLC
Tiverton Senior Center
Total Care Accident Repair of Raynham
Union Main II
United Way
University of North Florida
Utility Workers Union of America
Walsh Pharmacy
Young Electrical Services

Ann & John Torres
Anne Crowell
Ann Plichta
Barbara Faulkner
Collette & David Leclair
Dale & Donna Soza
David & Cathy Cadorette
Dennis & Kathleen Wilson
Doretta Lowery
Eileen Plichta
Frank Almeida
Harriet & Charles Oliveira, Jr.
J.J. Haggerty
James & Joan Smith
Jeanette Thibodeau
John Damaso
John McCaul
Liberal & Niveria Batista
Luis Wilding
Marissa Davis
Mark & Colleen Karsner
Maryellen Cordeiro
Matthew Schoolk
Michael & Christiane Duarte
Mildred Toulon
Monica Ventura
Natalie Assad-Heinbuch
Norm Yelle
Patricia & Jerry Peterson
Patricia McGovern

Paul Coogan
Richard & Kathleen Hebert
Rick Sahady
Robert Wilson
Russ Bradshaw
Shirley Luongo
Thomas & Charlene Khoury
Veronica Casey