Citizens for Citizens, Inc. is a MA Community Action Agency that assists over 30,000 individuals in the Greater Fall River and Taunton areas each year. We provide short and long term services that empower low-income individuals and families with the tools necessary to overcome the burdens of poverty and financial crises while creating and maintaining self-sufficiency.

In keeping with the standards established over fifty years ago by Lyndon B. Johnson and the Economic Opportunity Act of 1964, the dedicated management and staff of Citizens for Citizens continue to search for and develop innovative programs to combat poverty and help low-income families lead healthier, happier, and more productive lives.

“We deliver more than promises.”

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This year has certainly been like no other. From the unfortunate loss of life, jobs, schooling, and what was considered “normal”, the COVID-19 pandemic presented one of the most challenging times in recent memory. CFC served as a lifeline to our community by remaining open through the entire pandemic providing much needed services through our essential programs: food security, energy assistance and health care. Within many of these programs we serviced more vulnerable households than ever before. We saw the number of families utilize our food pantry nearly triple, as well as servicing more than 1,400 new fuel assistance clients.

This would not have been at all possible without CFC administration, program directors, staff and volunteers who worked to provide services in a much different way than ever before. This was accomplished through remote classrooms, additional childcare services, tele-health, zoom meetings, over the phone and online appointments for individuals and families, food pantry window service, Thanksgiving baskets, and toys for Christmas! I cannot thank our employees enough for their unique impact in the lives of so many community members. I would also like to acknowledge our CFC Board for being incredibly supportive and caring by empowering our agency to continue advocating and promoting social and economic justice for everyone within our service area.

Each year we are overwhelmed by the generosity of so many who support our agency programs. Both small and large businesses, our politicians (local, state and federal), sister nonprofits, the Southcoast Foundation, and the community at large came forward with generous monetary support and constant encouragement. Without a team effort, CFC would not have been able to support the services needed most; we are extremely grateful for these organizations and the camaraderie that exists between us. As a community, we pooled our resources and did the best job possible to help our residents.

New and strengthened collaborations helped collectively meet the needs of our community members during the most critical times. We certainly learned that when we work together, we are stronger!

I’d also like to extend a special thank you to the true heroes of the pandemic, our first responders and health care workers, who courageously saved lives and continue to provide care for COVID patients and vaccinate our community.

All that we have done this past year emphatically shows the effectiveness of Community Action and our mission. CFC will remain dedicated to this mission and will continue to support our community as we recover from this past year.

Thank you and stay well,

Liz Berube
Executive Director
Energy

American families have to make tough decisions when it comes to their finances.

Do you pay for child care over food? Energy bills over medicine?

With the help of our Fuel Assistance, Weatherization, Heater Repair, and Appliance Management programs our clients make less compromises on the important things by receiving utility money and discounts and home energy inspections.

Food Assistance

Proper nutrition is an essential part of leading happy and healthy lives.

In Massachusetts, 1 in 10 people experience food insecurity.

Whether you’re a new mother out of work, a family of 4 between jobs, or a single person low on funds, CFC’s Food Pantry, SNAP Assistance, and WIC programs can improve your access to food.

- **23,116** Individuals Received Fuel Assistance
- **714** Individuals Improved Energy Efficiency
- **394** Individuals Received Weatherization
- **1097** Individuals Had Heaters Repaired or Replaced
- **6,835** Individuals Served By Food Pantry
- **630** Individuals Received SNAP Benefits
- **97%** Of WIC Clients Redeemed WIC Food Benefits
transition to kindergarten

195 children were transitioned to kindergarten. This program serves 8 separate school districts and hosts kindergarten registration activities at the Head Start Aldrich site for the Fall River School Department which serves 85% of our families. Each district also offers "Ready for Kindergarten" workshops at all Head Start sites. School readiness activities are worked on all throughout the year. Each child has an individualized Transition Plan to ensure they begin kindergarten with the skills necessary to succeed.

family engagement

All centers conduct monthly parent meetings discussing school readiness goals, parent concerns, and planning group activities. Each parent committee elects a Delegate and an Alternate to sit on the Policy Council. The Policy Council meets monthly to approve the hiring of staff and to review and approve budgets, policies and grant submissions. Special Family Engagement events are held at each center on a regular basis, centered on themes being taught in the classrooms. In addition, family members are always invited to join in on field trips, volunteer in all capacities throughout the program, visit their child’s classroom any time, and participate in workshops, parenting education groups, committee meetings, parent/staff conferences, etc. Each family receives a minimum of 4 home visits per year.

"h.s. is doing a great job with my child’s learning and educational needs. i have no concerns and we love the activities they are providing us during this pandemic."

- h.s. parent

the first 5 years in a child’s life are essential to their future development, health, and overall happiness at home, school, and in daily life.

head start and early head start strive to make normally expensive early education and care obtainable for any family.

Head Start
& Early Head Start
Annual Report // 2019 - 2020

Revenue

<table>
<thead>
<tr>
<th>Funding Sources</th>
<th>Grant Period May 2019 - April 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal</td>
<td>$4,922,792</td>
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<tr>
<td>Donations/In-Kind</td>
<td>$1,626,875</td>
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<tr>
<td>Early Education &amp; Care</td>
<td>$374,325</td>
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<tr>
<td>USDA</td>
<td>$223,437</td>
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<tr>
<td>Private Child Care</td>
<td>$194,532</td>
</tr>
<tr>
<td>Total</td>
<td>$7,341,960</td>
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</tbody>
</table>

Expenses

<table>
<thead>
<tr>
<th>Expense Category</th>
<th>Grant Period May 2019 - April 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
<td>$2,617,290</td>
</tr>
<tr>
<td>Fringe</td>
<td>$1,187,707</td>
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<tr>
<td>Travel</td>
<td>$2,931</td>
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<tr>
<td>Supplies &amp; Equipment</td>
<td>$143,427</td>
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<tr>
<td>Contractual</td>
<td>$79,252</td>
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<tr>
<td>Other</td>
<td>$892,185</td>
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<tr>
<td>Non-Federal</td>
<td>$1,663,602</td>
</tr>
<tr>
<td>Total</td>
<td>$6,586,394</td>
</tr>
</tbody>
</table>

416 children served

90.8%

90%

86%

No findings

2020 annual financial audit

eligible children served

received medical exams

Received Dental Exams

Findings

Findings

findings

findings

findings

findings

findings
Children & Youth

In conjunction with our Head Start programs, we also offer Family Child Care, After School Day Care, and Extended Day services that provide flexible care and support that is custom tailored to meet every family’s current situation and needs.

Our childcare programs allow parents to focus on education and work while their children receive nurturing care in a variety of settings.

By working on creating resources for families to grow together, our services enable our families to become self-sufficient for the future.

Health & Family Planning

Whether you’re in need of birth control counseling or STD exams, or a new mother needing a breast feeding counselor and a nutrition specialist:

We have you covered.

Regardless of your age, gender, or demographic, our Family Planning, Teen Pregnancy Prevention, and WIC Programs can provide you with the resources, services, and information you need to maintain your health and help plan for the future.

250
Children Received Care From FCC, ASDC, Extended Day

1,382
Individuals Received Contraceptive Services

1,072
Individuals Received Sexual Health Screenings

4,712
Mothers & Children Received WIC Services
With many local organizations supporting the housing and health needs of our senior community, CFC has worked to create 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. Participants in our Senior Community Service Employment Program can help supplement their income by learning new skills and working at partnered organizations and agencies.

Our VITA, Operation Christmas, Scholarship, and Emergency Assistance programs help to free up financial resources so our clients can focus on the necessities.

CFC believes in a comprehensive approach to support all aspects of the lives of our community members and these special community programs in conjunction with our general programming are a testament to that goal.
**Finances**

**Expenses By Category**
- Personnel: $10,110,804
- Non-Personnel: $1,220,199
- Direct Client Benefits: $12,793,286
- Contracted Services: $549,675
- Occupancy: $1,245,898

**Total:** $25,919,862

**Expenses By Program**
- Energy: $14,023,526
- Head Start: $5,467,775
- Childcare: $1,490,456
- Senior Programs: $1,290,547
- Health Programs: $1,596,281
- Other Client Services: $841,380
- Administration: $1,209,897

**Total:** $25,919,862

**Revenue By Source**
- Federal - Direct: $6,352,125
- Federal - Other: $14,655,372
- Utility: $1,866,091
- State: $3,602,217
- Other: $823,303

**Total:** $27,299,108

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**Donations**

- A.G. Bettencourt Inc.
- Abbe Oil Service
- Advanced Windows
- Rep. Alan Silvia
- American Aero Services
- Andrew Morley
- Anne Haggerty
- Ann Hebert
- Ann Plichta
- Anthony Scarsella
- Arlene Greenhalgh
- Arrow Realty Group
- Arthur Bakait
- Ayla Wilding
- Barbara Tomawski
- Baycoast Bank
- Bay State Street Machines
- Biss Lumber Co.
- Blue Stone Bank
- Bradley S Fitzgerald
- Brian Rodrigues
- Bridgewater Credit Union
- Bridgewater Savings
- Bristol County Agricultural H.S.
- Callico
- Carl's Collision Center
- Carles Casper Jr
- Rep. Carole Fiola
- Charles Sunderland Trustee
- Charlie’s Oil
- Collette & David Leclair
- Columbus Energies
- Crescent Credit Union
- Dale & Donna Souza
- Darlene Stonewell
- David & Lisa Golden
- Derek Costa
- Donna Souza
- Dorothy White
- Dupuis Oil Co.
- E.F. Flower & Associates
- Edward Luz Jr
- Eileen Plichta
- Elizabeth Berube
- Eloise Carrier
- F.C. Construction Corp
- Fall River Herald News
- Fall River Municipal Credit Union
- First Taunton Group
- Garth & Natalie Patterson
- Gaspar’s Landscaping
- Gay & Gay
- Geoff Simonds
- Graphix Plus
- Harriet & Charles Oliveira
- Highland Restaurant Supply
- Holly Hathaway
- Holy Name Church
- Insulate 2 Save
- Insulation R Us
- Italian Progressive Club
- Izaura Correia
- J.J. Haggett
- J. Lopez Enterprises, Inc.
- Jackie Lichwell
- James & Joan Smith
- Jeff Heroux
- Jessica Kozak
- Jessica Lizotte
- Joan Dower
- Joan Sham
- John Blake
- John Manquai
- John Varac
- Jordan's Furniture
- Joseph Ponte
- Joy Ainsworth
- Karen Gale
- Kate Reilly
- Keith Huntoon
- Knights of Columbus
- Kris Inkberry
- Laborers International Union
- Lacey Francis
- Larissa Charette
- Laura Bailey
- LeFevre Electric
- Leonard Hull, Jr
- Liberal Club Feast of Trinidade
- Lidia Smirnov
- Linda Tokarz
- M.A. & D.E. Prado
- Mansfield Cooperative Bank
- Marie Mendonca
- Mark Weldon
- Matthew Schoedek
- Maureen Stanco
- Massion Precision Motors
- Michael Duarte
- Michael Farrell
- Sen. Michael Rodrigues
- Michael Scanlon, DDS
- Mitchell for Congress Committee
- Monica Ventura
- Nancy Medeiros
- Narisa MacKenzie
- New England Surface Maintenance
- Nite Oil Co. Inc.
- Notre Dame Federal Credit Union
- Patricia Demeste
- Rep. Patricia Haddad
- Mayor Paul Coogan
- Paul’s Quality Kitchens
- Paul & Judith Charest
- Rep. Paul Schmid
- Paula Arruda
- Peck’s Bad Roy Corp.
- Quality Oil
- Richard Kabrick
- Rick Sahady
- Riley & Craven
- Riley Sullivan
- Robert & Sheri Silvia
- Robert Costa
- Robert Farell
- Robert Sanford
- Robert Wilson
- Ronald Martin
- Russ Bradshaw
- Sabrina Hellrich
- Samantha Clifford
- Sandra Alphonso-Repozo
- Sandra Kershaw
- Sandra Sousa
- Sheila Matthews
- Shelley Castro
- Silvia & Faria Funeral Homes
- Silvia & Quinn, PC
- Soares Sanitation Pumping
- Solo Realty, Inc.
- SS Service Corp
- St. Anne’s Credit Union
- St Vincent De Paul Society
- Susan Guilmette
- Taunton Area Chamber of Commerce
- Taunton Community Access
- Ten Coley & Peter Lepall
- The Gutter Cleaning Co.
- The Lopes Companies
- The Tax Consultants
- Thomas Percy
- Thomas Rebello
- Tips Rm #16 Tiverton Sr. Center
- Tracy Montouco
- Utility Workers Union of America
- Walmart
- Young Electrical Services

Thank you to every donor, listed and not listed, who supported our organization and our community!