



CITIZENS FOR CITIZENS, INC. **2018**  
**ANNUAL REPORT**



“We must open  
the doors of opportunity.  
But we must also equip  
our people to walk  
through those doors.”

- Lyndon B. Johnson



## *We Deliver More Than Promises*

The mission of Citizens For Citizens, Inc. 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.

PHOTO BY BEN J. BIERCE



# A Message From Our Director

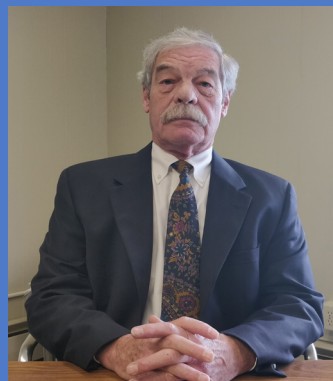
This annual report provides the opportunity to once again showcase the successes of the past year and recognize the exceptional commitment of the staff each and every day. It is also another opportunity to thank all of the members of the Board of Directors for volunteering their time and providing their input and support. I also want to thank the hundreds of community members who volunteer their time and talent throughout the community in service to others, in particular to all those who volunteered for our Operation Christmas Program during the holiday season.

In a year of considerable political uncertainty and staffing challenges, the agency has continued to move forward. Our hopes were buoyed by slight increases in funding to both Weatherization and LIHEAP (Fuel Assistance) for the remainder of FY18. At the writing of this report, we continue to await word on whether the cornerstone grant of Community Action, the Community Services Block Grant (CSBG), will receive an increase in funding. However, many of our programs continue to operate under the threat of cuts from Washington. There were successful transitions among the officers of the Board of Directors as well as among staff in the Finance and Planning departments. Our longtime Planner and SNAP & VITA Director, Paul Demarais, retired this past January after 14 years of service to the agency, and we wish him happiness in his retirement. A new position of Communications Coordinator was developed and has been filled this past May, and we look forward to improving the agency's communication strategy and presence on social media platforms.

Within the agency, we have had another year of growth and changes. The Head Start/Early Head Start Program was subject to an in-depth monitoring visit, and while there is no official report at this time, the monitoring team reported that they were very impressed. The Department of Public Health conducted a fiscal monitoring of the WIC program with very positive results. The Family Planning Fall River office relocated to a newly renovated, professional space at 300 Hanover Street. Safety upgrades and other improvements continued at other agency properties to maintain the integrity of the facilities. We also submitted a new version of the Community Action Plan, developed by the federal government, for the first time this year. We also achieved full compliance with the recently implemented National Organization Standards. A team of staff worked on a comprehensive rebuilding of the agency web site, which can still be found at the same address ([cfcinc.org](http://cfcinc.org)). Independent auditors once again reported to the Board of Directors that the agency has an excellent financial position and provided a positive opinion.

We look forward to the coming year and we will continue to provide support and opportunities to those in our communities as they strive to achieve their goals and economic security.

David Biltcliffe  
Executive Director



## Board of Directors

Jackie Cummings  
President

Raymond Almeida  
First Vice President

James Dolin  
Second Vice President

Eugene J. Kosinski, Jr.  
Treasurer

Ronald Costa  
Secretary

Anne Borges  
Barbara Place  
Barbara Souza  
Bill Perkins

John Borges  
Leslie Duclos  
Marin Vat

Mary Ann Riva  
Mary Beth Forshaw  
Melissa Cardelli

# The Essentials

## HOUSING & ENERGY

### Fuel Assistance

Our LIHEAP (Fuel Assistance) program assists eligible households to pay their heating bills during the winter season and also provides various energy discounts, such as telephone, electric, gas, and oil.

### Weatherization & Heater Repair

Our Weatherization and Heater Repair programs provide insulation, air sealing, repair services, and new heaters at little to no cost to homeowners and tenants in the Greater Fall River, Taunton, and New Bedford areas.

### Appliance Management Program

The Appliance Management Program (AMP) provides clients with energy efficient light bulbs and consultations to determine if they are eligible for energy efficient appliances, such as refrigerators, window air conditioners, and washing machines.



**13,281 HOMES  
LEVERAGED  
\$4.1 MILLION  
ENERGY DISCOUNTS**



**987 HOMES  
RECEIVED  
WEATHERIZATION  
& HEATER SERVICES**



**1,919 PEOPLE  
IN  
855 HOMES  
HELPED BY AMP**

# The Essentials

## HEALTH & NUTRITION

### Family Planning

Family Planning is a comprehensive program that offers exams, counseling, supplies, and client education in all areas of sexual and reproductive system health. Services include, but are not limited to: cancer screenings, test/treatment for STDs, emergency contraception, and pregnancy testing. 1845 individuals received reproductive health care services this past year.

### Supplemental Nutrition Assistance Program

CFC personnel helps improve access to SNAP (formerly Food Stamps) benefits for low income households by assisting in completion and transmission of applications to the Mass. Dept. of Transitional Assistance.

### Taunton Women, Infants, & Children

WIC is a special supplemental nutrition and health care program for pregnant and postpartum women and children up to age five that provides them with benefits such as dietary counseling, nutrition education, health screenings, farmers' market checks, and other health/human service referrals. 3,477 infants and children received nutritional support through WIC this past year.



**CFC HELPED  
487 HOMES  
OBTAIN  
SNAP BENEFITS**



# The Essentials

## EDUCATION

### Head Start

Head Start is a free child development program that provides comprehensive education, health, nutrition, and social services to pre-school children ages 2.9-5 years of age from income eligible families to increase school readiness for the children and promote self-sufficiency for parents.

### Early Head Start

Similar to Head Start, Early Head Start is a home-based program that provides comprehensive, intensive support services to expectant couples and families with newborns that concentrate on enhancing the development of their child during the critical first three years of life.

### Teen Pregnancy Prevention

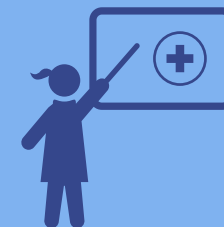
Our Teen Pregnancy Prevention program includes both the Focus on Kids (FOK) and Making Proud Choices (MPC) campaigns that provide sex education to local high school and middle school aged children on the issues of pregnancy, STDs, and proper decision making.



**476 PRESCHOOLERS  
IMPROVED  
SCHOOL READINESS  
WITH HEAD START**



**66 FAMILIES  
WERE SERVED BY  
EARLY HEAD START**



**200+ STUDENTS  
RECEIVED  
SEX EDUCATION BY  
15 PEER LEADERS**

# Success Story - Ateef & Serine



Fall River has many identifying traits, but the most important is arguably our past as being a city of immigrants. Not just immigrants, but immigrant success stories. One such story comes from Ateef Alksan Fhmy and Sherin Kadis, a couple that emigrated from Sohag, Egypt to Fall River with their son Beter in November of 2012.

The couple came to Fall River after Ateef had learned his cousin who had been living in the city had found success in his short time here. They found an apartment on Alden Street and Ateef began work at a local pizza shop. Shortly after getting settled in, the family welcomed a new member, Olivia, in 2013. With both of the children at home, they realized they would need to start looking at schools. After noticing that CFC's Aldrich School that housed our Head Start program was close by to their apartment, they enquired about the program and enrolled Beter at age 4 in 2014. Because Beter had not gone to an early education program in Egypt, it was an extra challenge for him to adjust to the language and learn at the same time. Not long after the family began the program, they were tragically displaced by a fire that ravaged their apartment leaving them with nothing. With the help of Aldrich Center staff and other organizations, the family was able to find a new apartment and get back on their feet with donations like food, clothing, appliances, and furniture.

In March 2015, Family Advocate Melania Rose began to help Sherin by registering her for Service, Employment, Redevelopment (SER) Jobs while Sherin worked on her English through her English as Second Language (ESL) courses. Sherin was also successful in obtaining her driver's license in 2016. It was a major milestone for her and her family because in Egypt it is still considered a cultural taboo for women to drive. The ability to drive also helped Sherin to find and easily transport herself to a job. Sherin recently found work with Citizens For Citizens working as support for the kitchen staff.

Though the family had jumped through plenty of hoops in their time here, they still had not become US citizens. With the help of Melania, the couple worked through their reading and writing skills, US History, and practice material to prepare them for the citizenship test. They took their exams at the end of 2017 and officially gained their citizenship at the beginning of this year. Now that the family has finally settled in again, Ateef's father will be coming to visit some time in the summer, which will be a first for him. Both Beter and Olivia are quickly learning and becoming more confident with their English. The couple attribute most of Beter's success with the language to his teacher Ms. Liz. Olivia is now currently enrolled in the Head Start program and Beter is now attending the Greene School. With these educational achievements combined with the work ethic of both Ateef and Sherin, the family has been making strides and hitting major milestones and achievements all in the matter of 6 years. Like many immigrant families, Ateef and Sherin's family was plagued by hardship and loss, but they remained steadfast in obtaining a better life for themselves and their children by working through the hard times. With the help of Citizens For Citizens programs and dedicated, caring staff, the family is now able to continue to work, grow, and thrive for many years to come.



# The People

## THE YOUTH

### After School Day Care

ASDC is a center-based program that provides a safe and informal educational environment for Fall River area children while parents are working, attending school, enrolled in a job training program, or participating in a program offered by the Dept. of Early Education and Care. Last year, 208 children received care from ASDC.

### Family Child Care

Family Child Care is a home-based program that allows an educator to provide a nurturing and educational environment for a mixed age group of younger children in the educator's own home while their parents work, attend school, or participate in other programs associated with the Dept. of Child and Families and/or the Dept. of Early Education and Care. 85 families received care.

### Extended Day

Extended Day is a year-round school based program for children enrolled at the Spencer Borden and Greene Elementary schools that provides a safe, informal educational environment for the kids at the end of the school day. Both school programs cared for 153 kids last year.





# Staff Highlight - Amanda Amaral



Amanda Amaral is a 30 year old Westport native who has since moved to Fall River and become a member of the Citizens for Citizens team. She has a busy life raising her 3 year old son Michael and taking care of 2 cats and a dog, but she still manages to find time to attend school at UMASS, play in a co-ed soccer league, and work with the kids at the Greene school with CFC's Extended Day program.

Though she recently started working with CFC, Amanda has been familiar with the agency all of her life. She started in the after school day care program when she was eight years old after her mom and dad had separated, leaving her mother to pick up more hours at work to provide for Amanda and her siblings. The program played a huge part in her upbringing, giving her fond memories of taking trips to Salem, The M.O.M Ride, Fantasyland, or the Patriots' training camp.

When Amanda graduated high school, she was able to start working at a nursing home after finishing a CNA program at the tail-end of her senior year. After finding out that a nursing home wasn't where she wanted to be, she thought about her memories being a kid at CFC and wanted to see if she could find a place at CFC working with children. After speaking with Program Director Eloise Carrier, she realized it would be easy to apply because she still had a file in their system from when she was younger! She instantly realized that her place in life was working with kids.

Though she started at CFC's Robeson Street location, she was trained as a Float Site Coordinator that could "float", or move, between all of CFC's after school locations. She became highly knowledgeable with each site's operations and familiar with all of the kids at each site. After some time, she took on her current stationary position at the Greene School in Fall River as the Assistant Site Coordinator. Though she misses the fast paced nature of moving between sites, she likes being in charge of her new site and really developing a close relationship with the children in her program. She has a lot of administrative tasks, but she still likes to find hands-on activities for the kids that compliments the rich, diverse curriculum that they are already exposed to in the program. She tries to instill the importance of detaching from an electronic screen by finding fun projects, like creating volcanoes or potent bubble solutions, that encourage the kids to go outside and immerse themselves in their own creativity. Doing this also helps the children connect with one another. Because of the difference in age groups within the program, Amanda describes her kids as the "bigs" and "littles." She constantly notices that the bigs look out for the littles during the regular school day, creating a tight knit family in an otherwise big school. Amanda believes that her program helps combat the problem of kids "falling through the cracks" in a big school by creating an open environment where anyone is approachable and everyone is there to help.

Though Amanda realizes the work isn't always easy or glamorous, she chooses to work with Citizens For Citizens and the Greene school because she believes in the importance and the significance of the work CFC does for the city's youth. She has experienced first hand the kind of impact this program can have in a child's life. She hopes to have her own son Michael in the program as soon as possible so he can experience the same things she did. Amanda along with her siblings, who have all been affiliated with CFC afterschool programs like ASDC and Head Start, have gone on to lead successful lives: her sister is one of the head leaders at the daycare program at Tabor Academy, her older brother is a manager at Starwood, and her younger brother works in construction. Amanda's story is one that personifies the importance of afterschool programs not only with the work she does, but also in her own life. She continues to enjoy her work and encourages others to discover the program and see how it can enrich their own family's life.

# The People

## SENIOR CITIZENS

### Retired Senior Volunteer Program

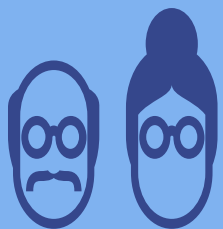
RSVP allows approximately 300 to 400 seniors over the age of 55 to be placed in worthwhile activities in public and private non-profit agencies that address the needs of the communities throughout CFC's service areas.

### Senior Community Service Employment Program

Senior Employment is a training program that places participants, who are having difficulty finding work, with non-profit or government agency jobs in Bristol, Hampden, and Plymouth counties.

### Foster Grandparent

The Foster Grandparent Program serves children throughout Fall River and Taunton who have exceptional or special needs and simultaneously provides low income elderly with the opportunity to work with these children and improve their income.



**192 VOLUNTEERS**  
**DONATED**  
**28,760 HOURS**  
**TO THE COMMUNITY**



**141 INDIVIDUALS**  
**WERE EMPLOYED**  
**UNDER SCSEP**



**63 SENIORS**  
**SUPPLIED**  
**41,447 SERVICE HOURS**  
**TO LOCAL TEACHERS**



# Success Story - Lucy Leite



There are an abundance of success stories that come out of the many programs affiliated with Citizens for Citizens, but Lucy Leite's is a heart-warming story that can speak volumes for anyone who has experienced a time in their life where they felt completely lost.

Lucy was born in Sao Miguel in the Azores in 1960. When she was 7 years old, her family moved to Bermuda where she lived until age 18. In 1978, her family emigrated permanently to Fall River to start a new life in "the land of opportunity." Her family bought a house and began working in the city's many factories, including Darwood Manufacturing, where Lucy herself worked until she was laid off. During her time there, she met and married her husband Gary in February of 1985. Shortly after getting married, Gary became sick with a nerve disease in August of 1985. This, along with complications from his pre-existing diabetes, caused paralysis, leaving Lucy with one job: to care for him extensively for 27 years.

Gary passed away during the Christmas season of 2012 and left Lucy in a deep depression. "I was lost in this world. I had nothing." Her husband was her whole life, and without him she didn't know how to continue. She looked to her only son to help her financially and emotionally. Because her son was already helping her stay on Fuel Assistance, he found out that CFC also offered a Senior Community Service Employment Program (SCSEP). Lucy then met Gail Bernier, the SCSEP director, in September of 2016. Gail placed Lucy in an open position at HealthFirst, where she had secretarial duties. But this wasn't satisfying enough for Lucy; she wanted to actively help people instead of sitting behind a desk. Luckily, Gail found a spot that opened at the Flint Senior Center in Fall River and knew it would be a perfect fit for her.

When Lucy had the opportunity to work with the residents of the center, she finally felt whole again, "It gave me life. It gave me purpose. It finally revived me." She loved working with the seniors; helping out with different things like food, cleanup, and general accommodations. "It helped me not only financially, but emotionally. It saved me." Her clients, co-workers, and herself share a loving relationship with each other that continues to rejuvenate her every day. "I love my job...I'm so passionate about it." Unlike most Americans going to their jobs in the morning, she's excited to get up and go to work! Though she was worried about not being able to find steady work after the program, she did such amazing work and had such a profound impact on the lives of the people in the center that she was offered a position with the Council of Aging in April of this year.

"The program filled a gap in my life...it got me back on my feet and put me exactly where I needed to be." Lucy continues to tell everyone she knows about CFC's programs and anyone in her age group about how wonderful she thinks SCSEP and the agency are. Lucy's success story is the ultimate reason why CFC exists: to promote self-sufficiency and help people receive the help they need to get back on their feet.

# The People

## THE COMMUNITY

### Volunteer Income Tax Program

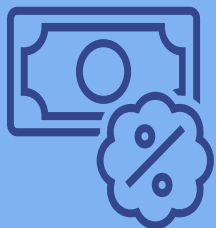
The VITA program provides lower income households with financial literacy information and helps families benefit from income and child tax credits by preparing and electronically filing tax returns free of charge by trained volunteers.

### Operation Christmas

Every Christmas season, CFC raises money and collects donations to buy and distribute toys and clothing to parents of children who would have financial difficulties providing a normal Christmas experience for their children.

### Emergency Food & Shelter

Our Emergency Shelter program supplies temporary aid for rent and utilities in emergency situations on a case by case basis to prevent homelessness. CFC also operates food pantries in our main offices in Fall River and Taunton where people in need can obtain food every 30 days.



**CLIENTS RECEIVED**  
**\$734K IN TAX CREDITS**  
**& \$1.62M IN REFUNDS**  
**FROM 805 TAX RETURNS**



**6,629 CHILDREN**  
**RECEIVED**  
**16,000+ UNITS**  
**OF CLOTHING & TOYS**



**6,309 BOXES OF FOOD**  
**WERE PROVIDED.**  
**112 HOUSEHOLDS**  
**RECEIVED EMERGENCY AID.**



# Donations

## ORGANIZATIONS

AAA Northeast	CVS Health	Liberty Utilities	Southcoast Health
Abreau Oil Service	David Corea Plumbing & Heating	Lifetouch National School Studios	SS Service Corp
Advanced Window	Dupuis Oil Co.	Minuteman Harley Davidson	St. Anne's Credit Union
Affordable Building & Weatherization	F.C. Construction Corp	Mitchell for Congress Committee	Sullivan Family Dental
BankFive	Fall River Lodge of Elks	National Assoc. Of Letter Carriers	Sullivan Tire
Baycoast Bank	Fall River Modern Printing	Niccoli Oil	Taunton Chamber of Commerce
Bay State Street Machines	Fall River Municipal Credit Union	Nite Oil Co., Inc.	Taunton Community Access
Biss Lumber	Fall River Women's Union	North Easton Savings Bank	Taunton Eagles
Bobby's Place, Inc.	First Citizens Federal Credit Union	Notre Dame Fed Credit Union	Taunton Federal Credit Union
Boston Medical Center	First Taunton Group	NURTURING FATHERS GRANT	The Gutter Cleaning Co.
Bridgewater Savings	Friends of Pat Haddad	Paul's Quality Kitchens	The Liberal Club
Bridgewater Savings	Gaspar's Landscaping	Paul Coogan for School Committee	The Lopes Companies, LLC
Callico	Gay & Gay, PC	Peck's Bad Boy Corp.	Total Care Accident Repair of Raynham
Carl's Collision Center	Greene School bake sale	Percy Law Group, PC	Travelers
Carl's Locksmith	Harbor One Bank	Project Bread	United Health Care
Charlie's Oil	Herald News	Quality Oil	United Way of Greater Fall River
Children's Trust	Insulate 2 Save	RDA Insurance	Utility Workers Union of America
Columbia Gas	Insulation R Us	Rochester Police Brotherhood	Walsh Pharmacy
Columbus Energies	Italian Progressive Club	Saint-Gobain	WORKING ON WELLNESS
Committee to Elect Carole Fiola	Jordan's Furniture	Shorty's Pub	Young Electrical Services
Committee to Elect Thomas Quinn	Knight's Quality Service Station	Signature HealthCare	
Cosar Corp	Laborers Int'l Union of N. America	Silva-Faria Funeral Homes	
Crescent Credit Union	Leisurewoods at Taunton Homeowners	Soares Sanitation Pumping	

## INDIVIDUALS

Ann & John Torres	Doretta Lowney	John D. Blake, Attorney at Law	Michaela & Steven Goozey	Richard & Kathleen Hebert
Ann Crowell	Edward St. Pierre, Inc.	John Damaso	Michael & Christine Duarte	Richard Berube
Ann Plichta	Eileen Plichta	John Damaso	Michael Scanlan, DDS	Rick Sahady
Arline & Tom Greenhalgh	Frank Almeida	John McCaul	Monica Ventura	Robert Browne
Kathleen Chiuppi	Harriet & Charles Oliveira, Jr.	Kevin Marques	Natalie Assad-Heinbuch	Robert Wilson
Barbara Cummings	J. Haggerty	Liberal & Niveria Batista	Normand Yelle	Thomas & Charlene Khoury
Collette & David Leclair	James & Joan Smith	Marifran Davis	Patricia McGovern	Veronica Casey
Dennis & Kathleen Wilson	Jeffrey & Clara Reagan	Mark and Colleen Karsner	Patricia Peterson	

# Finances

## REVENUE

Federal Revenue - 4,775,557

Federal Revenue Through State -  
15,622,694

Utility Leverage Revenue - 3,196,349

State Revenue - 514,240

Other Revenue - 783,892

Total: 24,892,732

### Federal Sources

US Dept. of Health & Human Services

US Dept. of Homeland Security

US Dept. of Energy

US Dept. of Treasury

US Dept. of Agriculture

US Dept. of Labor

Corp. for National & Comm. Service

### State & Pass-Through Agencies

MA Dept. of Housing & Comm. Development

MA Dept. of Early Education

MA Dept. of Public Health

MA Dept. of Elementary & Secondary Education

MA Executive Office of Elder Affairs

Health Imperatives

United Way of Greater New Bedford

University of MA Medical School

Greater Boston Food Bank

MASSCAP

Senior Services America, Inc.

Town of Middleboro

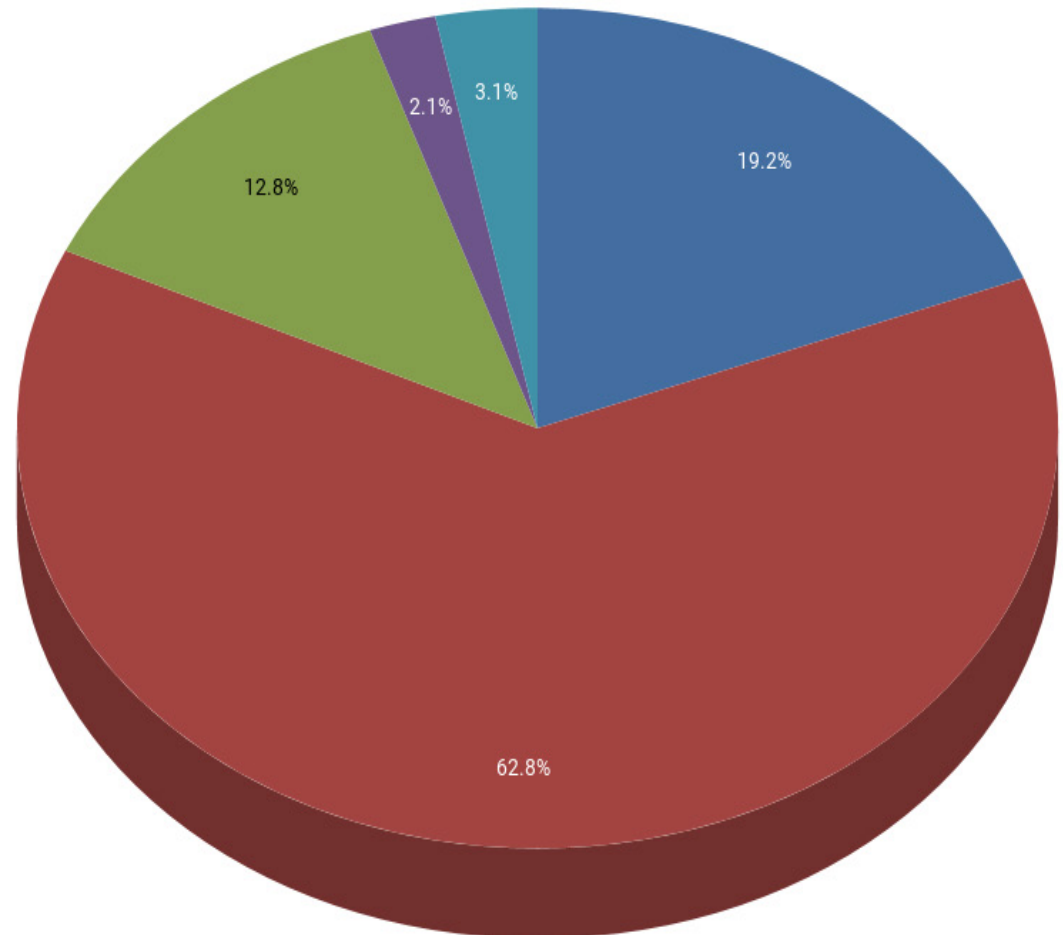
### Utility Leverage

Liberty Utilities

National Grid

Eversource

Columbia Gas



● Federal ● Federal Through State ● Utility Leverage ● State ● Other



# Finances

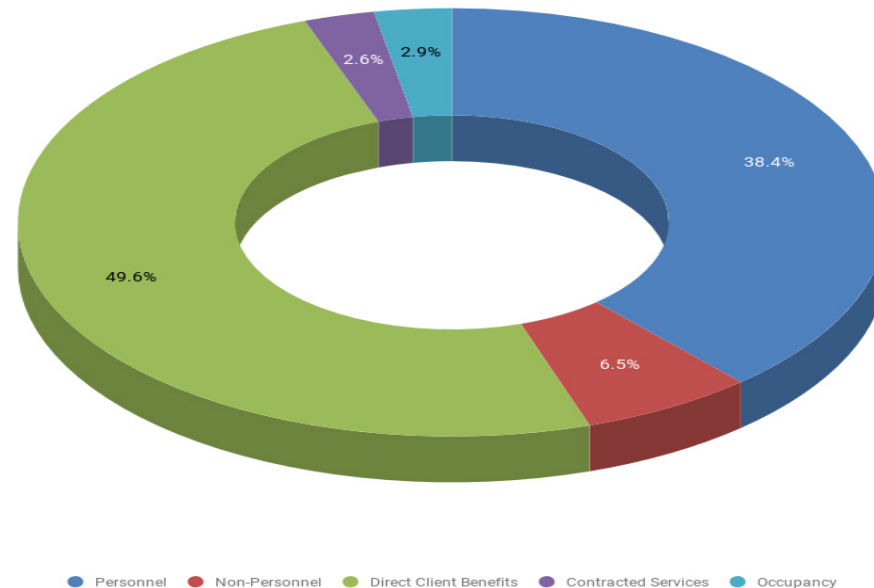
## EXPENSES

### By Category

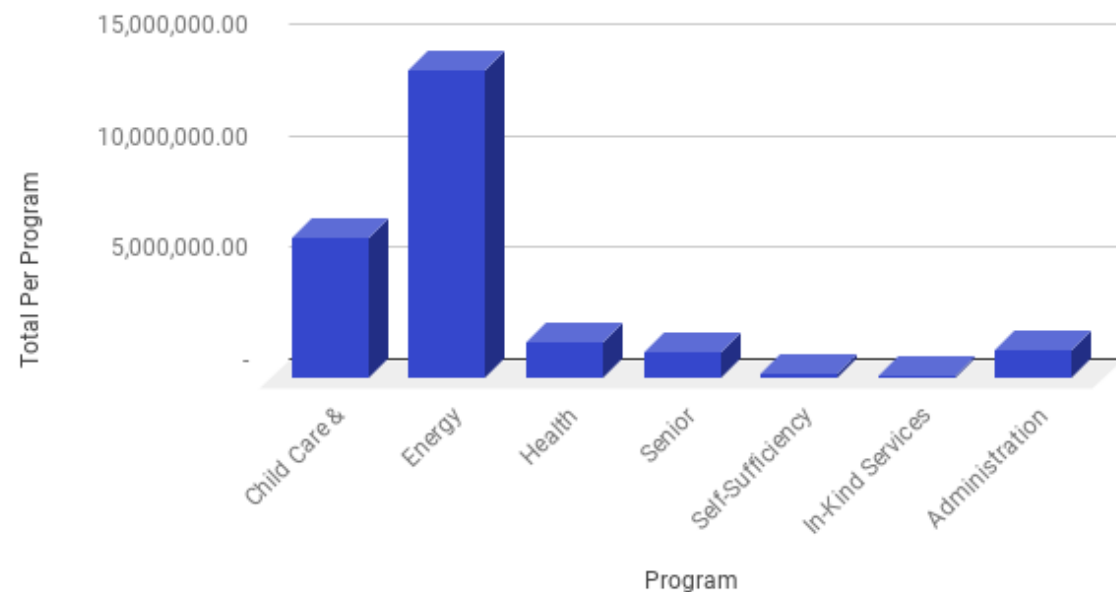
Personnel - 9,434,954  
Non-Personnel - 1,586,286  
Direct Client Benefits - 12,195,752  
Contracted Services - 645,377  
Occupancy - 706,486  
Total: 24,568,855

### By Program

Child Care & Education - 6,312,693  
Energy - 13,812,481  
Health - 1,611,966  
Senior Services - 1,205,181  
Self Sufficiency Services - 247,706  
In-Kind Services - 108,348  
Administration - 1,270,480  
Total: 24,568,855



### Expenses By Program





*We Deliver More Than Promises*

Citizens for Citizens, Inc. is an anti-poverty social services agency that assists over 42,000 households 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 poverty and financial crises while creating and maintaining self-sufficiency.

Visit Us At  
**WWW.CFCINC.ORG**

# LOCATIONS

250 Griffin St.  
Fall River, MA 02724  
508-679-0041  
Fuel Assistance  
Planning

264 Griffin St.  
Fall River, MA 02724  
508-679-0041  
Administration & Finance  
SNAP  
VITA  
Senior Services  
Food Pantry  
Operation Christmas  
Housing Assistance  
Individual Development Accounts

427 Robeson St.  
Fall River, MA 02720  
508-675-2157  
Weatherization  
Heater Repair  
Appliances Management Program  
After School Day Care  
Extended Day  
Family Child Care  
Head Start  
Early Head Start

300 Hanover St.  
Fall River, MA 02720  
508-679-0198  
Family Planning  
Teen Pregnancy Prevention

1 Taunton Green  
Taunton, MA 02780  
508-324-7520  
Fuel Assistance  
Family Planning  
Women, Infants, & Children  
Operation Christmas

571 Second St.  
Fall River, MA 02721  
508-678-2961  
Early Head Start