



*Thank you, Barbara, for personifying our mission: 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.*

Citizens for Citizens, Inc.

# ANNUAL REPORT

2017

# DONATIONS

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# ANNUAL MESSAGE

During this past year, our staff has continued to demonstrate its commitment to the agency mission to advocate for and assist the individuals and families that come through our doors every day. Improved intra agency communication has enhanced the integration of services and resulted in improved outcomes. As always, I would like to take the opportunity to express my sincere appreciation for the tremendous efforts of our employees as well as the significant and ever important impact of the many, many volunteers who enhance our ability to serve every day. We could not accomplish all that we do without their commitment. Likewise I am indebted to the participation of the board toward the success of our agency. Individually and collectively you are a tremendous resource.

Despite all of the uncertainty that has resulted from the election results in November and the subsequent proposal to eliminate many of the programs and activities long administered by the agency, we have continued to improve program operations, oversight and compliance. We will continue to closely monitor the funding situation and adapt as necessary. I am confident we will succeed in implementing any necessary adjustments. While on the subject of funding, I am pleased to report that the independent auditors have found the agency to be in an excellent financial position with our assets well managed.

It is clear at this point that the coming year will present challenges. It is also clear that projects initiated in this past year will come to fruition in the new fiscal year resulting in an improved capacity to continue our mission of providing needed services while promoting self sufficiency.

David A. Biltcliffe  
Executive Director

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# SUCCESS STORY

Andrea never could have conceived that she would need to seek help from an agency like CFC in her lifetime. She was happily married with a son and daughter and financially secure enough to stay at home and raise her children. Unfortunately, Andrea's life would soon take a turn for the worse when her husband passed away unexpectedly, leaving her with two small children and no source of income. Andrea was forced to go back to work, but it was by no means easy for her. She became manager for a diagnostic center with Shields Healthcare and waitressed on weekends and holidays in a restaurant owned by a friend, relying on her mother and various friends to look after her children at home.

Andrea eventually met and married her second husband and had another daughter, but her life again took a turn for the worse. After several abusive years, she divorced and was left to care for their young daughter alone, the legal costs taking most everything she owned and the emotional stress overwhelming her. Her two children from her first marriage were now grown and living on their own and she was forced to start a new life. She used her small remaining savings to help purchase a home, but it required constant repair. She was older now and the work that she found was often sporadic with little or no benefits. These difficult circumstances quickly pushed Andrea below the poverty line.

After her resources were completely drained and she continued to receive multiple shut off notices, her heating company told her about a place that could help. Visiting CFC, Andrea was amazed that a program like Fuel Assistance could even exist, where people facing difficult times could receive help for their heating bills and many other programs. With a tearful look in her eyes she says "CFC will help anyone, whether you were born into poverty and grew up with it, or have fallen on hard times through the many difficult circumstances that can impact a person's life. Everyone here is so empathetic and judgment free. The woman who first helped me here (see Staff Highlight next) never made me feel ashamed, and I am so grateful for that."



Andrea was able to receive immediate assistance with her heating bill and get her electricity turned back on for the winter. When her heating system broke down completely, she was eligible for a complete replacement through CFC's Heating System Repair and Replacement Program (HEARTWAP). Though currently waiting on new funding for the replacement, CFC's vendor was able to provide her with individual, smaller heaters until a new system can be installed.

Andrea, now fifty-eight, is proudly watching her daughter succeed in college, something that only a few years ago seemed unattainable. She has watched her two older children thrive and feels good about her life again. She is proud of what she has achieved and is not reserved when she ends her look back on these difficult times by stating "I don't know what I would have done without this agency. I would have been homeless for sure. The work you all do here saves lives and families."



# STAFF HIGHLIGHT

**Lisa Mason** considers everyone here at CFC to be her family. How she ended up working here with her family for nearly 25 years is truly an amazing story.

Lisa lived in the Bronx as a single mom with her first son, Tavon, before coming to Brockton at age 26. New York wasn't for her, she recalls. Although it seemed fun at the time with all its places to "hangout", it wasn't where she wanted to build a life. At the time she moved, Lisa was using drugs and was not in the best of situations. While in Brockton, she became pregnant with her second son Anthony. She was a victim of domestic violence and was even arrested for possession. Things got even worse when her two sons were tragically taken from her when Lisa's ex-boyfriend called DSS out of spite for her refusing to move back in with him.

When Lisa became pregnant with her third son, Andrew, in 1993 she knew that she needed to get help. Not wanting to expose another child to her drug problems, she called 911 and pretended to be in great pain hoping that once she got to the hospital she would be able to get help. When she was taken to Stoughton Hospital, she told the nurse her whole story. Knowing she needed to get away from Brockton, she begged the nurse to be taken anywhere but there. While she waited for the nurse to come back she prayed very hard for help. Then the nurse informed her that there was a bed open for her at Stanley Street Treatment and Resources (SSTAR) in Fall River. They were able to pay for a cab and she went directly there. She spent 19 days with SSTAR, and proceeded to Stepping Stone for 6 months. It was at this time that she first started volunteering at CFC. After Stepping Stone she lived for a time at a homeless shelter.

After Andrew was born life started to turn around for Lisa. She was able to get an apartment at Sunset Hill in Fall River. Her son started school and she continued to volunteer at CFC. After her time at SSTAR, she never used again. She cited the influence of positive people in her life and her church as the reason she was able to keep away from drugs. She got help from DTA for her living expenses and even reconnected with her two older sons. In 1999 Lisa was hired by CFC as a seasonal fuel intake worker and eventually transitioned to full time. In addition to carrying out her regular duties she's helped out wherever CFC has needed her, such as operating the switchboard and helping in the food pantry. She always tries to be a positive influence on all those who seek assistance here. She wants them to be treated the same way she was by those who helped her.

Lisa's last day will be September 1st. She will be heading back to her birthplace of Greenville, South Carolina. She will reconnect with friends and family after having left there when she was just 4 years old. While we wish her all the best, her bright smile and infectious energy will be greatly missed by her family here at CFC.



# OUTCOMES

18,599 Area families comprised of 35,990 unduplicated individuals served

13,815 households received heating assistance  
700 housing units had heating systems replaced/repaired  
277 housing units were improved through weatherization



## NUTRITION

243 households obtained after school day care  
104 households obtained family day care  
863 pre-school children improved school readiness through Head Start



## SENIORS

185 households received emergency assistance



## HEALTH

864 tax returns were prepared by volunteers free of charge  
\$1.80M in refunds to clients  
\$1.05M in tax credits to clients  
\$256K saved in tax preparation fees  
3 students pursued post-secondary education (IDA)

## OPERATION CHRISTMAS

## ENERGY



5,123 individuals were provided with emergency food assistance (FoodPantry)  
480 households obtained food assistance (SNAP)  
3,765 infants/children had health enhanced through adequate nutrition (WIC)

## YOUTH/FAMILY DEVELOPMENT



90 senior citizens obtained 3,600 total hours of computer training  
56 Foster Grandparents donated 50,013 hours in support of local teachers  
216 volunteers donated 34,108 hours to community action endeavors (RSVP)  
109 senior citizens gained employment

## HOUSING



1,675 individuals received reproductive health care services  
(Family Planning)  
863 children received immunizations and other health care  
(Head Start)

## INCOME MANAGEMENT

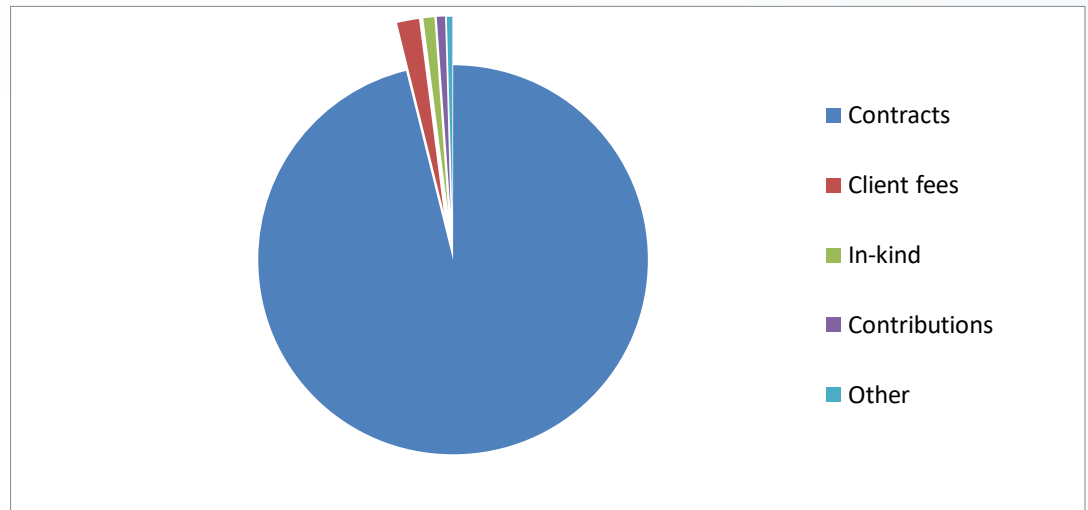


6,074 children were given toys and various items of clothing

# 2016 FINANCIALS

Contracts	\$23,490,922
Client fees	449,644
Contributions	219,550
In-kind contributions	165,676
Other	110,144
<b>Total</b>	<b>24,435,936</b>

## REVENUE



## EXPENSES

Energy programs	\$13,803,573
Early Childhood Education	4,549,633
Child Care	1,661,031
Senior programs	1,420,919
Health programs	1,721,099
Other	337,301
Management, general and fundraising	861,511
<b>Total</b>	<b>24,355,067</b>





# CONTACT INFORMATION

250 Griffin Street Fall River, MA 02724 508-679-0041	Fuel Assistance (LIHEAP) Planning
264 Griffin Street Fall River, MA 02724 508-679-0041	Administration & Finance Supplemental Nutritional Assistance Program (Food Stamps) Tax Preparation Assistance Retired Senior Volunteer Program (RSVP) Senior Community Service Employment Program (SCSEP) Foster Grandparents Food Pantry Operation Christmas Housing Assistance Individual Development Accounts (IDA) CyberCafé
427 Robeson Street Fall River, MA 02720 508-675-2157	Weatherization Heater Repair Appliance Management Program (AMP) After School Day Care Extended Day Care Family Child Care Head Start Early Head Start
337 Hanover Street Fall River, MA 02720 508-679-0198	Family Planning Teen Pregnancy Prevention Making Proud Choices
1 Taunton Green Taunton, MA 02780 508-324-7520	Fuel Assistance Family Planning Housing Assistance WIC (Taunton & Attleboro) Operation Christmas
571 Second Street Fall River, MA 02721 508-678-2961	Early Head Start

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