



CITIZENS FOR CITIZENS, INC.



2019 ANNUAL REPORT

WE DELIVER MORE THAN PROMISES

WWW.CFCINC.ORG
264 Griffin Street
Fall River, MA 02724

LOCATIONS

**264 Griffin Street
Fall River, MA 02724**

508 - 679 - 0041

Fuel Assistance
SNAP
VITA

Senior Services
Food Pantry
Operation Christmas
Housing Assistance

**427 Robeson Street
Fall River, MA 02720**

508 - 675 - 2151/2157

Weatherization
Heater Repair
Appliance Management
After School Day Care
Extended Day
Family Child Care
Head Start
Early Head Start

**300 Hanover Street
Fall River, MA 02720**

508 - 679 - 0198

Family Planning
Teen Pregnancy Prevention

**1 Taunton Green
Taunton, MA 02780**

508 - 823 - 6346

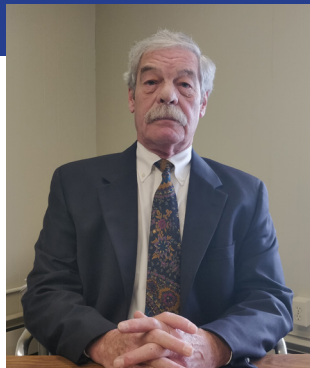
Fuel Assistance
Family Planning
Women, Infants & Children
Operation Christmas



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.



David Biltcliffe
Executive Director

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.

BOARD OF DIRECTORS

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1st Vice President

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2nd Vice President

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Front Cover and Table of Contents Images Courtesy of Ben J. Bierce



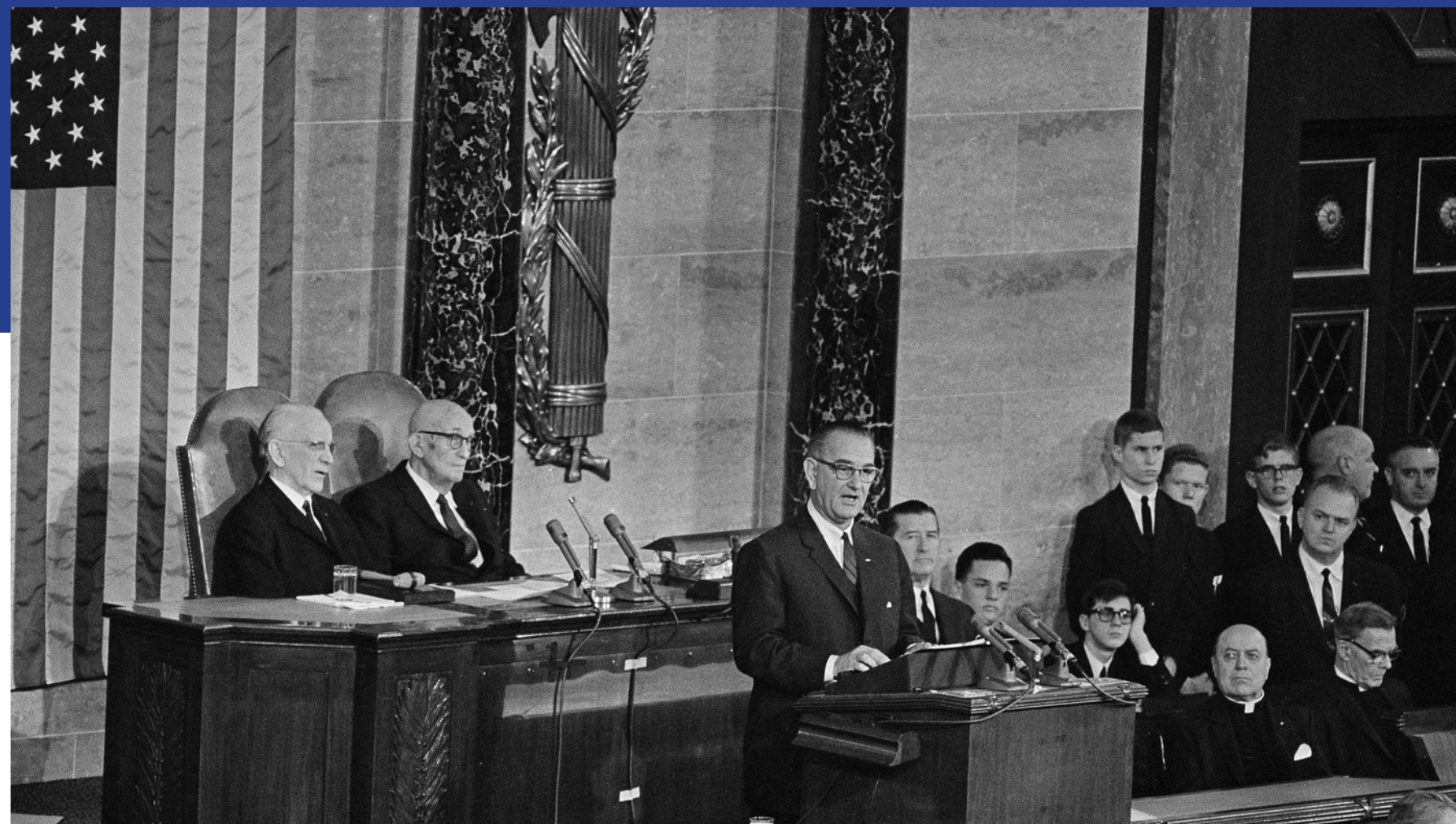
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HISTORY OF COMMUNITY ACTION

1964

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.



“We must open the doors of opportunity.

*But we must also equip our people to
walk through those doors.” - LBJ*

THE MISSION CONTINUES

2019

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.

ENERGY

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.



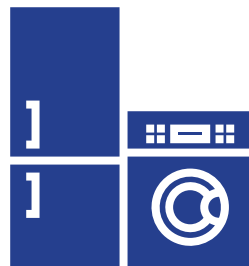
24,931
Individuals
Received
Fuel Assistance



271
Individuals
Received
Weatherization



592
Individuals
Had Heaters
Repaired or Replaced



1,345
Individuals
Improved
Energy Efficiency

FOOD ASSISTANCE

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



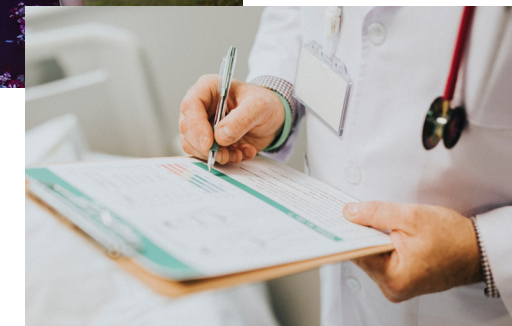
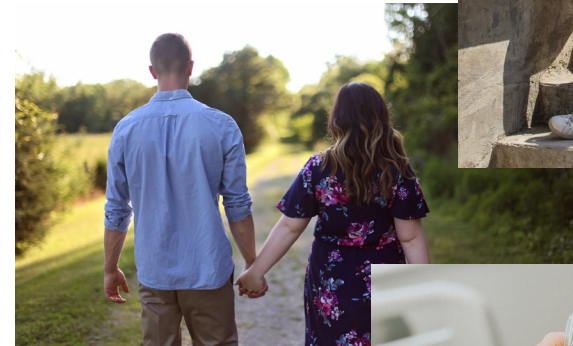
THE YOUTH



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

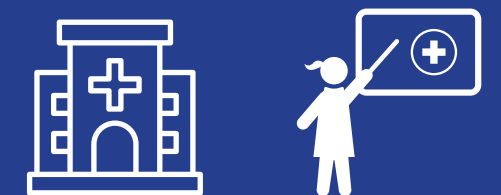


405
Head Start
Children
Improved
School Readiness

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

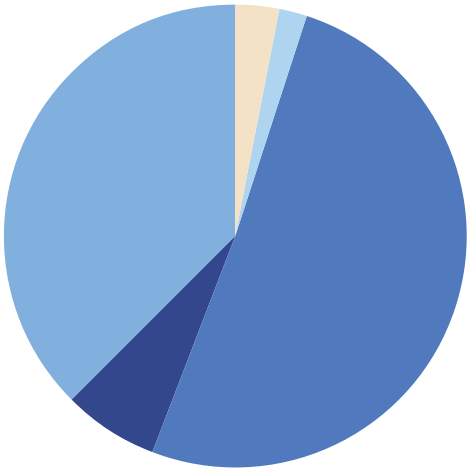


FINANCES

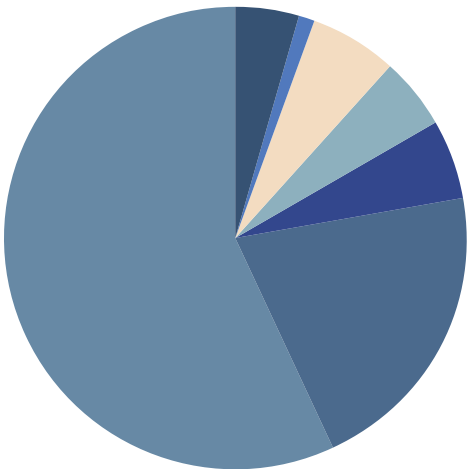
EXPENSES

TOTAL EXPENSES: \$26,588,359
TOTAL REVENUE: \$26,933,037

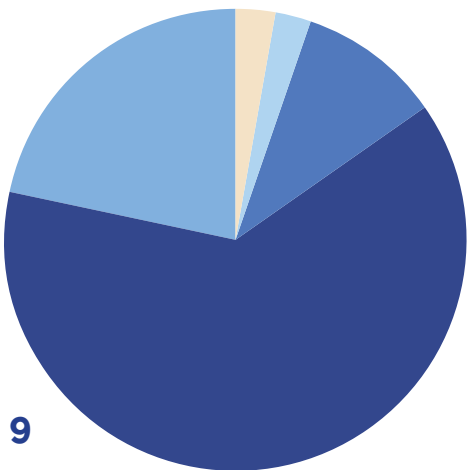
BY CATEGORY



BY PROGRAM



REVENUE



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

DONORS

ORGANIZATIONS

- | | | |
|--------------------------------------|-------------------------------------|---------------------------------------|
| AAA Northeast | First Taunton Group | RDA Insurance |
| Abreau Oil Service | Friends of Pat Haddad | Rex-Cut Abrasives |
| Accounting Portfolios, Inc. | Gaspar's Landscaping | Riley & Craven |
| Adcare Educational Institute | Gay & Gay, PC | Rochester Police Brotherhood |
| Advanced Window | Georges Oil, Inc. | Shorty's Pub |
| Affordable Building & Weatherization | Gordon Rubbish Removal | Silva Faria Funeral Homes |
| Amazon | Greene School | Soares Sanitation Pumping |
| Anthony Cordeiro Insurance Agency | Hannaford | SS Service Corp |
| Arrow Realty Group | HarborOne Bank | St. Anne's Credit Union |
| BankFive | Herald News | Sullivan Family Dental |
| Baycoast Bank | Hetzler Contracting | Sullivan Tire |
| Bay State Street Machines | Insulate 2 Save | Swansea Dental Associates |
| Bearingstar Insurance | Insulation R Us | Taunton Chamber of Commerce |
| Biss Lumber | Italian Progressive Club | Taunton Community Access |
| Bobby's Place | John D. Blake, Attorney at Law | Taunton Eagles Soccer Club |
| Boston Medical Center | John E. Boyd Center | Taunton Federal Credit Union |
| Bridgewater Credit Union | Jordan's Furniture | The Gutter Cleaning Co. |
| Bridgewater Savings | Knight's Quality Service Station | The Liberal Club |
| Callico | Laborers Int'l Union of N.A. Const. | The Lopes Companies, LLC |
| Carl's Collision Center | Leisurewoods at Taunton Homeowners | Tiverton Senior Center |
| Carl's Locksmith | Liberty Utilities | Total Care Accident Repair of Raynham |
| Charlie's Oil | MASSCAP | Union Main II |
| Colonial Donut Shop | Michael Friar, Esq. | United Way |
| Columbia Gas | Michael Scanlon, DDS | University of North Florida |
| Columbus Energies | Minuteman Harley-Davidson | Utility Workers Union of America |
| Committee to Elect Carole Fiola | Mitchell for Congress Committee | Walsh Pharmacy |
| Committee to Elect Thomas Quinn | My Brother's Keeper | Young Electrical Services |
| Cosar Corp | Niccoli Oil | |
| Crescent Credit Union | Nite Oil Co. | |
| CVS | North Easton Savings Bank | |
| David Corea Plumbing & Heating | Notre Dame Federal Credit Union | |
| Disabled American Veterans | Onil Rodrigue Rev. Trust | |
| Dupuis Oil Co. | Paul Coogan for School Committee | |
| E.F. Flower & Associates | Paul's Quality Kitchens | |
| emagine | Peck's Bad Boy Corp | |
| F.C. Construction Corp | People Incorporated | |
| Fall River Lodge of Elks | Percy Law Group | |
| Fall River Modern Printing | Pizza Hut | |
| Fall River Municipal Credit Union | Project Bread | |
| First Citizens Federal Credit Union | Quality Oil | |

INDIVIDUALS

- | | | |
|---------------------------------|-----------------------------|---------------------------|
| Ann & John Torres | John Damaso | Paul Coogan |
| Anne Crowell | John McCaul | Richard & Kathleen Hebert |
| Ann Plichta | Liberal & Niveria Batista | Rick Sahady |
| Barbara Faulkner | Luis Wilding | Robert Wilson |
| Collette & David Leclair | Marifran Davis | Russ Bradshaw |
| Dale & Donna Souza | Mark & Colleen Karsner | Shirley Luongo |
| David & Cathy Cadorette | Maryellen Cordeiro | Thomas & Charlene Khoury |
| Dennis & Kathleen Wilson | Matthew Schondek | Veronica Casey |
| Doretta Lowney | Michael & Christiane Duarte | |
| Eileen Plichta | Mildred Toulan | |
| Frank Almeida | Monica Ventura | |
| Harriet & Charles Oliveira, Jr. | Natalie Assad-Heinbuch | |
| J.J. Haggerty | Norm Yelle | |
| James & Joan Smith | Patricia & Jerry Peterson | |
| Jeannette Thibodeau | Patricia McGovern | |