



Citizens for Citizens, Inc.

ANNUAL REPORT

2019 - 2020

Citizens for Citizens, Inc.
264 Griffin Street
Fall River, MA 02724
www.cfcinc.org

**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**

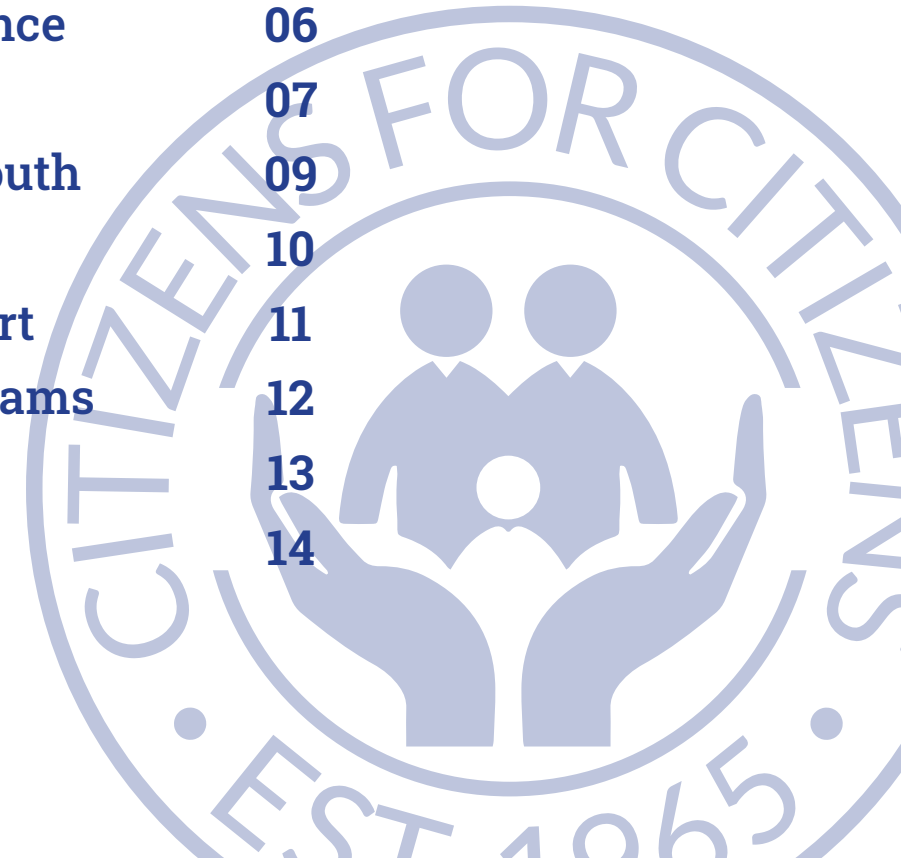
Fuel Assistance
Family Planning
Women, Infants & Children
Operation Christmas

Citizens for Citizens, Inc.
is the Massachusetts
Community Action Agency
that assists over 42,000
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,
Inc. continue to search for
and develop innovative
programs to combat poverty
and help low-income
families lead healthier,
happier, and more productive
lives.

Contents

Director's Message	01
In Memoriam	02
Response to COVID-19	03
Energy	05
Food Assistance	06
Head Start	07
Children & Youth	09
Health	10
Senior Support	11
Special Programs	12
Finances	13
Donations	14



Director's Message



Liz Berube
Executive
Director

As I took over the role as Executive Director on March 9th, the COVID-19 pandemic was just becoming a reality and never would I have imagined what the next three months would bring. It has been everything except business as usual. From day one of the crisis, CFC has remained open for business, adopting new methods and protocols to get essential services to our clients and to the people who now found themselves needing our programs during this difficult time. We had to act immediately and revamp how to provide services while restricting access to our buildings. We continued to operate several essential programs on-site while most of our staff worked remotely from home. Despite this new challenge, we adapted quickly. The number one reason how we got it done is plain and simple: the dedicated staff at Citizens for Citizens, Inc. I am extremely proud of our CFC employees and how they continue to work hard on behalf of those affected by COVID-19. Each day brought on new challenges and everyone stepped up to make it work. We certainly do deliver more than promises!

Looking towards the future, it is clear that the way we operate will be much different. Rest assured that we will get the resources to those who need them by adjusting to the current situation and making changes as we move forward. This is a whole new world in which we do business. We are known for client interaction and at this point, it is minimal. We will move slowly to get the public back into our organization, however, we must do this at a slow, extremely cautious pace, considering the safety of our staff, volunteers, and clients before making any decisions.

I would like to thank the Board of Directors for their support and trust in me to lead this agency and I look forward to working together this upcoming year. I would like to thank our community partners as well as individual donors for their continued support through their many donations. I would like to thank our CFC staff who have been the consummate team players and unhesitatingly stepped up during these difficult times of such uncertainty and confusion.

I truly appreciate all of you. There is so much truth in the quote, "It takes a village."

Stay well and thank you.

Board of Directors

Jackie Cummings, **President**
Raymond Almeida, **1st VP**
Mary Ann Riva, **2nd VP**
Marin Vat, **Treasurer**
Ronald Costa, **Secretary**

John Borges
Melissa Cardelli
Eugene J. Kosinski, Jr.
Leslie Duclos
Bill Perkins
Beatrice Napert
Maria Ferreira-Bedard
Jamie Beane
Donna Tetreault
Mary Beth Forshaw
Barbara Lafleur
Mary Machado



In Memoriam

Marin Vat
1953 - 2020

CFC Board Member
Since 1999

A true lover of family &
community.

COVID-19

Our Response

When Gov. Baker began announcing closures and changes for the Commonwealth in March, we knew that our work at Citizens for Citizens would be more important than ever for our community.

Families lost work, grocery stores went barren, and the health and well-being of our community was severely jeopardized. For most families that cannot put aside \$500 for emergencies, CFC and other organizations needed to step up and overcome our operational obstacles to provide essential aid.

Despite closures, CFC remained open, providing food through our Food Pantry, processing Fuel Assistance applications, collecting rent assistance funds, administering emergency healthcare through Family Planning, and continuing to serve our clients from our homes.

Due to the dedicated efforts of our amazing staff across the agency and our collaborations with other local organizations, CFC has been able to successfully provide for our community families.



Our Food Pantry has supported over 5,000 individuals in a matter of 3 months. That is 1,000 more individuals served by our pantry than the entirety of 2019! We simply could not have done it without the leadership of Chrystal Arpa and our Weatherization team who pivoted to aid the pantry.

With the increased need for financial resources to run these essential programs, local organizations and individuals came out in force to support our agency. From PPE supplies, to food, and monetary grants and donations, we have been astounded by the level of care and support show by our greater community to our in-need families. **We have received \$150k+ in donations and grants in the past 3 months.** We could not have been as effective as we have been without your support.

Our Citizens for Citizens team will continue to fight for social and economic equity and adapt our services to better support the Greater Fall River and Taunton communities in times of uncertainty and crisis.

We thank you for your continued support.

Energy

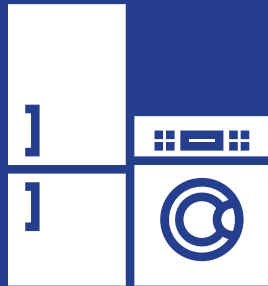
American families have to make tough decisions when it comes to their finances.

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.



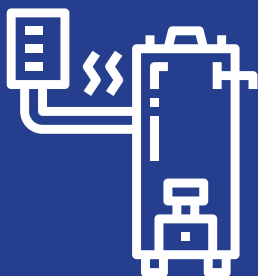
25,180
Individuals
Received
Fuel Assistance



1,478
Individuals
Improved
Energy Efficiency



644
Individuals
Received
Weatherization



1,701
Individuals Had
Heaters Repaired
or Replaced

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.



3,925
Individuals
Served By
Food Pantry



1,243
Individuals
Received
SNAP Benefits



95%
Of WIC Clients
Redeemed WIC
Food Benefits

Head Start

& Early Head Start

Annual Report - 2018 - 2019

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.

Transition to Kindergarten

207 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.



Revenue

Funding Sources	Grant Period May 2018 - April 2019
Federal	\$4,802,497
Donations/In-Kind	\$1,806,577
Early Education & Care	\$386,019
USDA	\$255,046
Private Child Care	\$166,208
Total	\$7,416,347



1055

Children &
Families Served



94%

Of Eligible
Children Served

Expenses

86.91% Average Monthly
Funded Enrollment

94% Received
Medical Exams

92% Received
Dental Exams

100% OHS Compliance
2019 Review

No Findings 2019 Annual
Financial Audit

Expense Category	Grant Period May 2018 - April 2019
Personnel	\$3,229,098
Fringe	\$1,236,603
Travel	\$90,197
Supplies & Equipment	\$334,073
Contractual	\$77,368
Other	\$608,176
Non-Federal	\$1,787,167
Total	\$7,362,682



"Head Start has truly been a blessing in our lives. They have helped to prepare my children for kindergarten and have been a huge support system to our family."

Beatrice Napert
HS Policy Council Vice Chair

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.

"After School Day Care enables me to be able to work to support my family. My children are also able to receive homework help and socialize with their peers. Without daycare my children would miss their friends and prevent me from giving them the life they deserve."

- Meggan T., ASDC Parent



343
Children Received
Care From FCC,
ASDC, Extended Day



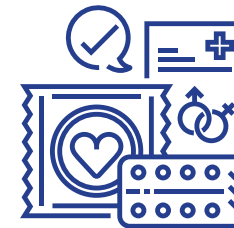
Say hello to our new FCC Program Coordinator, **Heidi Medeiros!**

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.



1,809
Individuals
Received
Contraceptive
Services



1,352
Individuals Received
Sexual Health
Screenings



4,622
Mothers & Children
Received WIC
Services



Say hello to our new
WIC Program Director,
Beth Slater (L)
& WIC Nutritionist,
Brittani Demarco (R)!

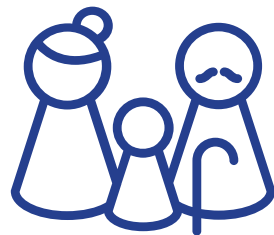




Senior Support

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.



49

Foster Grandparents
Mentored Students



85,838

Total Service Hours -
FGP & RSVP



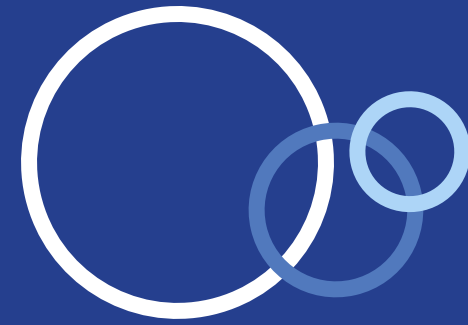
95

Seniors Received
Job Training



Say hello to our new
SCSEP Program Director,
Sherilyn Benedetti!

Special Programs



\$829,227

Total VITA Processed
Federal Tax Refunds



6,600

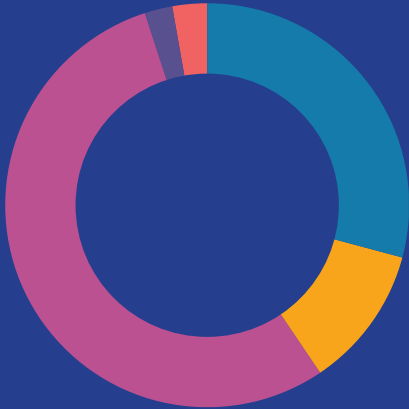
Children Received
Gifts & Clothing

VITA and Operation Christmas provide crucial support during seasons where money can be tight. By having these resources available, our clients can focus on paying other bills without neglecting other necessities.

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

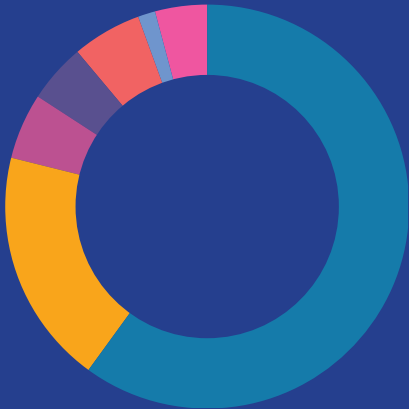


Finances



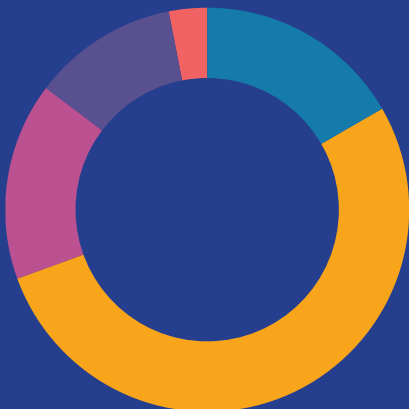
Expenses By Category

- Personnel: \$8,462,757
 - Non-Personnel: \$3,306,179
 - Direct Client Benefits: \$15,709,073
 - Contracted Services: \$639,659
 - Occupancy: \$779,120
- Total: \$28,896,788**



Expenses By Program

- Energy: \$17,410,116
 - Head Start: \$5,402,646
 - Childcare: \$1,583,935
 - Senior Programs: \$1,339,078
 - Health Programs: \$1,633,451
 - Other Client Services: \$353,407
 - Administration: \$1,174,155
- Total: \$28,896,788**



Revenue By Source

- Federal - Direct: \$5,031,663
 - Federal - Other: \$15,950,066
 - Utility: \$4,845,897
 - State: \$3,504,702
 - Other: \$856,990
- Total: \$30,189,318**

Donations

Organizations

- Abreau Oil Service
Advanced Windows
Anthony Cordeiro Insurance Agency
Arbella Insurance
Arrow Realty Group
BankFive
Baycoast Bank
Bay State Street Machines
Biss Lumber Co.
Bridgewater Credit Union
Bridgewater Savings
Callico
Carl's Collision Center
Charlie's Oil
Columbus Energies
Crescent Credit Union
CVS
Dupuis Oil Co.
E.F. Flower & Associates
Eastern Bank Charitable Foundation
F.C. Construction Corp.
Fall River Municipal Credit Union
Fall River Women's Union
First Taunton Group
Gaspar's Landscaping
Gay & Gay
- Graphix Plus
Hannaford
Herald News Holiday Fund
Highland Restaurant Supply
Insulate 2 Save
Insulation R Us
J. Lopez Enterprises, Inc.
Jordan's Furniture
Karam Insurance
Laborers' International Union of N.A.
Lefevre Electric
Liberal Club
Liberal Club Feast of Trinidad
Liberty Utilities
Mansfield Cooperative Bank
Maxon Precision Motors
Minuteman Harley Davidson
Mitchell For Congress Committee
New England Surface Maintenance
Nite Oil Co. Inc.
Notre Dame Federal Credit Union
O'Reilly Auto Parts
Paul's Quality Kitchens
Peck's Bad Boy Corp.
Peoples' Super Liquor Stores
Quality Oil
- Riley & Craven
Rotary Club of Fall River
Silvia & Faria Funeral Homes
Silvia & Quinn, PC
Soares Sanitation Pumping
Solo Realty, Inc.
SS Service Corp.
St. Anne's Credit Union
Taunton Area Chamber of Commerce
Taunton Community Access
Taunton Federal Credit Union
The Gutter Cleaning Co.
The Lopes Companies
The Tax Consultants
Tops RI #16 Tiverton Sr. Center
Utility Workers Union of America
Young Electrical Services

Individuals

- Andrew James Morley
Anne Crowell
Ann Plichta
Arthur Bakst
Collette & David Leclair
Dale & Donna Souza
Dorothy White
Eileen Plichta
G. Biltcliffe - In Memory Of
Harriet & Charles Oliveira
J.J. Haggerty
James & Joan Smith
Leonard Hull, Jr
- Lisa Amaral
Matthew Schondek
Michael Scanlon, DDS
Monica Ventura
Normand Yelle
Patricia Haddad
Rick Sahady
Robert Wilson
Russ Bradshaw
Shirley Luongo



If you would like to support
the work of Citizens for Citizens,
please visit our website:

www.cfcinc.org

and click

“Get Involved”



COMMUNITY ACTION WORKS!

Learn more at:

www.masscap.org

www.communityactionpartnership.com