



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

www.cfcinc.org

Citizens for Citizens, Inc.
Annual Report
2020 - 2021

“We deliver more than promises.”

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.



- 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

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Director's Message

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.



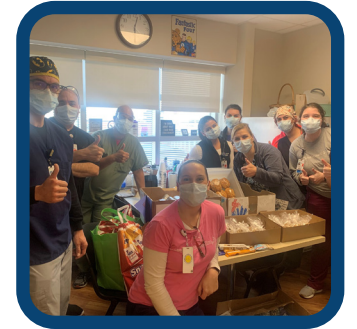
Each year we are overwhelmed by the generosity of so many who support our agency programs. Both small and large businesses, our politicians (local, state and federal), sister nonprofits, the Southcoast Foundation, and the community at large came forward with generous monetary support and constant encouragement. 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 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



Board of Directors

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Allan Arruda



Energy

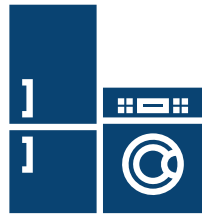
American families have to make tough decisions when it comes to their finances.

*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.



23,116
Individuals
Received
Fuel Assistance



714
Individuals
Improved
Energy Efficiency



394
Individuals
Received
Weatherization



1097
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.



6,835
Individuals
Served By
Food Pantry



630
Individuals
Received
SNAP Benefits



97%
Of WIC Clients
Redeemed WIC
Food Benefits

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

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.

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.



“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



416
Children
Served

90.8% Eligible Children
Served

90% Received
Medical Exams

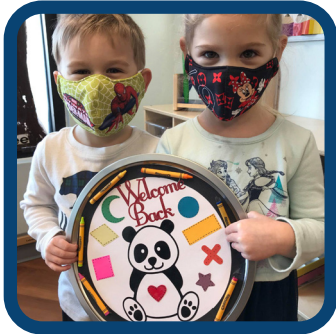
86% Received
Dental Exams

No Findings 2020 Annual
Financial Audit



Revenue	
Funding Sources	Grant Period May 2019 - April 2020
Federal	\$4,922,792
Donations/In-Kind	\$1,626,875
Early Education & Care	\$374,325
USDA	\$223,437
Private Child Care	\$194,532
Total	\$7,341,960

Expenses	
Expense Category	Grant Period May 2019 - April 2020
Personnel	\$2,617,290
Fringe	\$1,187,707
Travel	\$2,931
Supplies & Equipment	\$143,427
Contractual	\$79,252
Other	\$892,185
Non-Federal	\$1,663,602
Total	\$6,586,394





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.



250

Children Received
Care From FCC,
ASDC, Extended Day

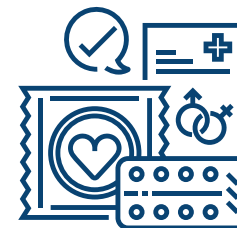


Health & Family Planning

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.



1,382

Individuals
Received
Contraceptive
Services



1,072

Individuals Received
Sexual Health
Screenings



4,712

Mothers & Children
Received WIC
Services

55+

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.



51

Foster Grandparents
Mentored Students



71,214

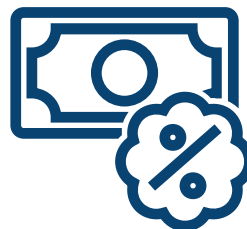
Total Service Hours
FGP & RSVP



64

Seniors Received
Job Training

Community Support



509

Individuals Received
Tax Assistance



6,600

Children Received
Gifts & Clothing

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.

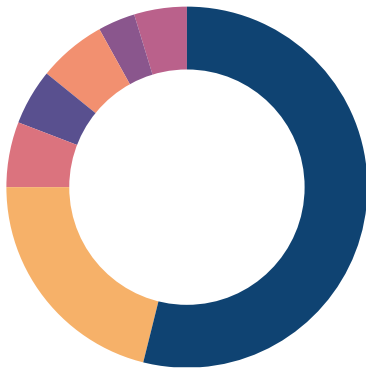


Finances



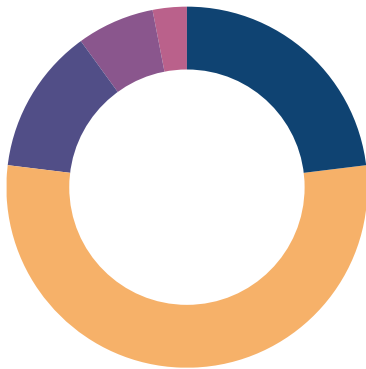
Expenses By Category

- 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**

Donations

A.G. Bettencourt Inc.
Abreau Oil Service
Advanced Windows
Rep. Alan Silvia
American Aero Services
Andrew Morley
Anne Haggerty
Ann Hebert
Ann Plichta
Anthony Scarsella
Arline Greenhalgh
Arrow Realty Group
Arthur Bakst
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 Stonewall
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. Haggerty
J. Lopez Enterprises, Inc.
Jackie Lichwell
James & Joan Smith
Jeff Heroux
Jessica Kozak
Jessica Lizotte
Joan Dower
Joan Sham
John Blake
John Mangual
John Varao
Jordan's Furniture
Joseph Ponte
Joy Ainsworth
Karen Gale
Kate Reilly
Keith Huntoon
Knights of Columbus
Kris Ikenberry
Laborers International Union
Lacey Francis
Larissa Charette
Laura Bailey
Lefevre Electric
Leonard Hull, Jr.
Liberal Club Feast of Trinidad
Lidia Smirnov
Linda Tokarz
M.A. & D.E. Prado
Mansfield Cooperative Bank
Marie Mendonca
Mark Weldon
Matthew Schondek
Maureen Stanko
Maxon Precision Motors
Michael Duarte
Michael Farrell
Sen. Michael Rodrigues
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Mitchell for Congress Committee
Monica Ventura
Nancy Medeiros
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New England Surface Maintenance
Nite Oil Co. Inc.
Notre Dame Federal Credit Union
Patricia Demeule
Rep. Patricia Haddad
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Paul's Quality Kitchens
Paul & Judith Charest
Rep. Paul Schmid
Paula Arruda
Peck's Bad Boy Corp.
Quality Oil
Richard Kabrick
Rick Sahady
Riley & Craven
Riley Sullivan
Robert & Sheri Silvia
Robert Costa
Robert Farrell
Robert Sanford
Robert Wilson
Ronald Martin
Russ Bradshaw
Sabrina Hellrich
Samantha Clifford
Sandra Alpoim-Raposo
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
Tena Coley & Peter Lepage
The Gutter Cleaning Co.
The Lopes Companies
The Tax Consultants
Thomas Percy
Thomas Rebello
Tops RI #16 Tiverton Sr. Center
Tracy Montour
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!