



Annual Report

2022 - 2023



About Us.

“We deliver more than promises.”

Citizens for Citizens, Inc. (CFC) 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 CFC continue to search for and develop innovative programs to combat poverty and help low-income families lead healthier, happier, and more productive lives.

Fuel Assistance • Weatherization • Appliance Management • Heater Repair • Head Start • Early Head Start • Family Child Care • After School Day Care • Foster Grandparents • Retired Senior Volunteers • Senior Community Service Employment • Volunteer Income Tax Assistance • Food Pantry • Operation Christmas • Family Planning • Women, Infants & Children (WIC) • SNAP Assistance • Emergency Assistance

Board of Directors.

Jackie Cummings

Mary Ann Riva

Maria Ferreira-Bedard

Jennifer St. Pierre

Ronald Costa

John Borges

Melissa Cardelli

Eugene Kosinski, Jr.

Sophia Rosana Hunt

Brandi Tadlock

Janice Heppe

Rebecca Frias

Jamie Beane

Mary Beth Forshaw

Naomi Imbeault

Jeny Gonzalez

Ben Cooper

Joan Cowen

Director's Message.

I am pleased to present our Annual Report and share some of the successes and accomplishments of our agency. While we have found hope in our successes, we realize that many low and moderate income individuals and families are still struggling to achieve financial stability and continue to have difficulties with the aftermath of COVID.

Assisting households with challenges such as the increased cost of food, rent and utilities, lack of childcare, and the expiration of the government relief funds seem to be in the forefront of our daily work. Each and every day our staff work tirelessly to help our clients with these struggles.

As a team, we continue to provide services and expand our agency resources as much as possible. In alignment with our Strategic Plan and goals, we continue to examine all of our work, assess our outcomes, and gather information from the community at large through surveys and conversations.

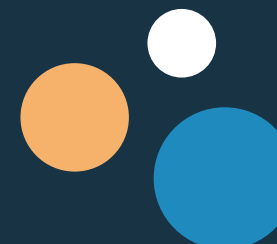
We at CFC could not do this rewarding work without a committed and encouraging Board of Directors, dedicated and caring staff, an attentive and supportive administrative team, elected officials, donors, and a generous and active community.

Our CFC motto still appears to be accurate in my eyes – we deliver more than promises! I offer my heartfelt thanks to all who make CFC's work and delivery of services possible and for your continued support of our mission.

Thank you and stay well,



Liz Berube
Executive Director



Energy Assistance.

Local families make tough decisions about their finances every day. *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.



19,666

Individuals
Received
Fuel Assistance



1,175

Individuals Had
Heaters Repaired
or Replaced



1,626

Individuals
Improved
Energy Efficiency



513

Individuals
Received
Weatherization

Food Access.

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.



7,000

Individuals
Served By
Food Pantry



241

Individuals
Received
SNAP Benefits



4,182

WIC Clients
Redeemed WIC
Food Benefits



Our new Food Pantry building and refrigerated food truck have been invaluable in expanding service for our clients.

Our new truck allowed us to run two successful mobile pantry events in Taunton for area seniors and WIC families.

Child Care & Education.

Our **Head Start, Early Head Start, Family Child Care, and After School Day Care** child care and education programs provide flexible care and support that is custom tailored to meet every family's needs. These essential 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.



460

Head Start
Children Served



CFC's Head Start program opened their new Highland Birth to Five Child Care Center in May of 2023!



65

Family Child Care
Children Served



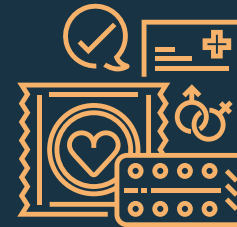
222

After School Care
Children Served



Health.

Whether you're in need of birth control counseling or STD exams, or you are 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.



1,676

Individuals Received
Contraceptive
Services



2,032

Individuals Received
Sexual Health
Screenings



4,255

Mothers & Children
Received WIC
Services



This year, we're saying goodbye to Family Planning Director Lynda Sampson after **51 years of service!**

Thank you for everything, Lynda!
Enjoy your retirement!

Senior Opportunities

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 with our **Foster Grandparents program**, volunteer at local non-profits with the **Retired Senior Volunteer Program**, or participate in job training programs with our **Senior Community Service Employment Program** to help them supplement their income and hopefully rejoin the workforce.



38

Foster Grandparents
Mentored Students



Our FGP program acquired a new, accessible van for our program participants! Look for it on the road!



75

RSVP Participants
Helped Community
Organizations



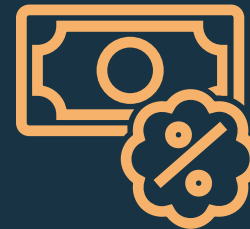
66

Seniors Received
Job Training



Special Programs.

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.



713

Individuals Received
Tax Assistance



5,522

Children Received
Gifts & Clothing



107

Individuals Received
Rental Assistance



Finances.

Expenses By Category

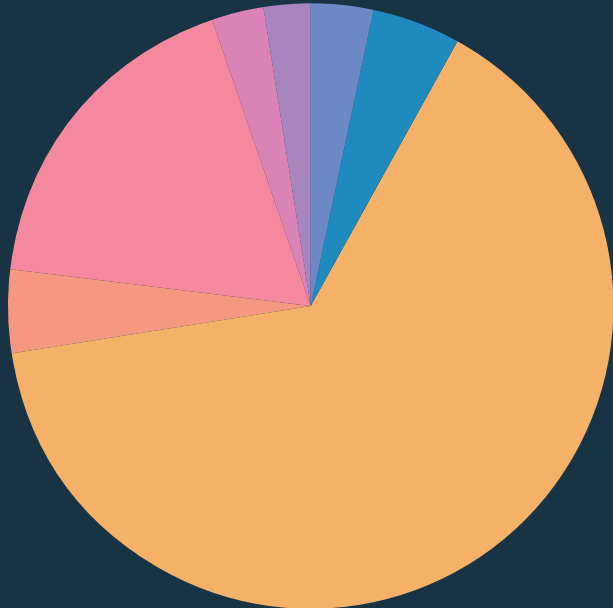
Admin: \$1,486,386
Personnel: \$11,006,740
Occupancy: \$1,397,055
Program Service: \$1,204,420
Direct Benefits: \$26,117,744
Training/Travel: \$486,894
Overhead: \$1,492,030

Expenses By Program

■ **Admin:** \$1,486,386
■ **Child Care:** \$2,016,904
■ **Energy:** \$27,898,318
■ **Health:** \$1,833,559
■ **Head Start:** \$7,695,073
■ **Seniors:** \$1,261,362
■ **Other:** \$999,667

Revenue By Source

Federal: \$36,937,187
Utility: \$3,943,771
State: \$2,139,413
Insurance/Fees: \$360,283
Donations: \$193,986
Other: \$7,560



Donors.

Abreau Oil Service
 Adam Thayer
 August Electric
 Barbara Doherty
 Baycoast Bank
 BCBS of MA
 Bill Kelly
 Biss Lumber, Inc.
 Bobby's Place, Inc.
 Brian R.
 Bristol South District Medical
 Bryan & Liza Apper
 BWG Enterprises, Inc.
 Callico
 Carl's Collision Center
 Carol Helliwell
 Charlie's Oil
 Colonial Donut Shop
 Columbus Energies
 Coogan Fund
 CSY Tech
 Dan & Mary Moriarty
 David Reis
 Deb Braga
 Deborah Hueneke
 Dennis & Kathleen Wilson
 Donna Souza
 Dupuis Oil
 Dynamic Duo, LLC
 Ed & Marie Massoud
 Ellen Shea
 Fallon Health
 FC Construction Corp.
 FR Municipal Credit Union
 FR Women's Union
 Ganesh Corp.
 Gaspar's Landscaping
 Gay & Gay P.C.
 George's Oil Co.
 Global Oil
 Graphix Plus
 Hannafords
 Helen O'Leary
 Henry & Margueriate Sliwa
 James & Colleen Sheerin
 James Wagner
 Jerry & Pat Peterson
 Jordan's Furniture
 Josh Medeiros
 Karen Reardon
 Kathleen Lewry

Kiwanis Club of TA
 Laborers Intl Union
 Liberal Club
 Liberty Utilities
 Lisa Gervasio
 Lois Shea
 Lois Wilding
 Mari Mendonca
 Maryellen Medeiros
 Matthew Schondek
 Maureen Stanko
 Mentor Network
 Michelle Stevenson
 Mike Lund
 Mitchell for Congress
 Monica Ventura
 My Brother's Keeper
 NALC
 Natalie Paris
 Nite Oil Co.
 Patriot Seven Services
 Peck's Bad Boy Corp.
 Ponte Associates
 Premier Construction
 Quality Oil
 Rick Sahady
 Rita & Donald Brown
 Rock St. Pedodontics
 Samantha Allyn Caton
 Sandra Kershaw
 Sayer Regan & Thayer, LLP
 SC Community Foundation
 Sharon Jackson
 Shaws Market
 Silvia & Quinn
 Sisters of Solace
 Soares Sanitation
 Southcoast Health
 South District PER Assoc.
 SS Service Corp.
 St. Vincent de Paul
 Stop & Shop
 Sullivan Tire
 Swansea Realty Trust
 Taunton Comm. Access
 Teresa Riley Wilcox
 The Lopes Companies
 Topsy Seagull
 Utility Workers Union
 Vacuum House, Inc.
 Virginia & Vincent Strow

Offices.

Fall River.

264 Griffin Street
 Fall River, MA 02724
 508 - 679 - 0041
 Fuel Assistance
 SNAP Assistance
 VITA
 Senior Services

822 Eastern Ave
 Fall River, MA 02723
 508 - 679 - 0041

Food Pantry
 Emergency Food & Shelter
 Operation Christmas
 Information & Referrals

427 Robeson Street
 Fall River, MA 02720
 508 - 675 - 2151

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

1535 South Main Street
 Fall River, MA 02724
 508 - 675 - 2157

Appliance Management
 Heater Repair
 Weatherization

Taunton.

1 Taunton Green
 Taunton, MA 02780
 508 - 823 - 6346

Fuel Assistance
 Family Planning
 Women, Infants & Children
 Operation Christmas



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