



SARGENT SHRIVER



LYNDON B. JOHNSON



JOHN F. KENNEDY



MARTIN LUTHER KING, JR.



ROBERT F. KENNEDY



Citizens for Citizens, Inc.
ANNUAL REPORT
2023 - 2024



Citizens for Citizens, Inc.
264 Griffin Street
Fall River, MA 02726
www.cfcinc.org



"We deliver more than promises."

About Us

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.

Board of Directors

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Locations

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

Table of Contents

Director's Message	Page 1
60 Years of Community Action	Page 2
Energy Assistance	Page 3
Food Access	Page 4
Head Start & Early Head Start Annual Report	Page 5
Child Care & Education	Page 7
Health & Family Planning	Page 8
Senior Opportunities	Page 9
Special Programs	Page 10
Agency Finances	Page 11
Donors	Page 12

Director's Message

This year we celebrate the 60th anniversary of Community Action. Community Action has always taken the lead in assessing local needs and combating the causes and conditions of poverty and we at CFC continue to work hard to accomplish these goals. Over CFC's 59 year history, hundreds of thousands of people have come to one of our many sites to receive services. Whether it be assisting with food, rent, utilities, lack of childcare, toys, tax returns or health, safety and nutrition services, our staff work tirelessly each and every day to help our clients with these challenges.

As a team, we continue to provide consistent services and expand our agency resources as much as possible. This year the agency began participating in a national diaper pilot program where we will provide diapers to 100 children each month for two years. The goal will be to share the importance of such a program so that the federal funding can be made permanent and available to agencies throughout the nation.

Another success was our temporary administration of the Foster Grandparent program (FGP) in the New Bedford area. After the program had been given up by its operating entity, our FGP leadership stepped up take on the program for one year to allow the foster grandparents to continue volunteering their valuable time in area schools working directly with children.

We hope this annual report helps to better illuminate the work we at CFC accomplish every year. We could not do this rewarding work without our committed and encouraging Board of Directors, dedicated and caring staff, attentive and supportive administrative team, elected officials, donors, community partners, and a very generous and active community.

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. I believe we are staying true to our motto: "We deliver more than promises". We are proud to be Community Action and look forward to celebrating our 60th anniversary in 2025!



Thank you,
Liz Berube
Executive Director

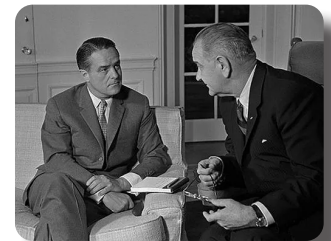
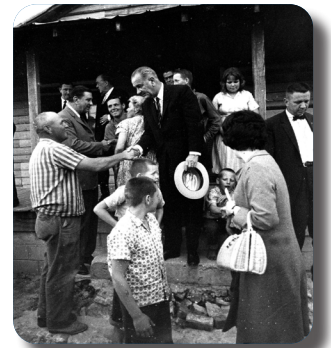
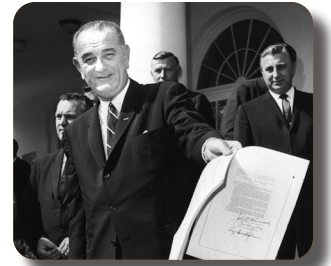
60 Years of Community Action

Inspired by the work and advocacy of the Kennedy's and Martin Luther King, Jr. on poverty and civil rights, President Lyndon B. Johnson began the "War on Poverty" by signing the Economic Opportunity Act in 1964. This effectively created Community Action Agencies (CAAs) that were envisioned to be vehicles for community-driven solutions to socioeconomic problems.

CAA's were designed to be responsive to the specific needs of each community, with local residents playing a central role in identifying priorities, like child care, housing, and general income. This emphasis on local control and community engagement was a departure from top-down approaches to social welfare, reflecting a belief in the power of individuals and neighborhoods to effect meaningful change.

In the decades since their inception, CAA's like Citizens for Citizens have remained at the forefront of efforts to combat poverty and inequality. Through a combination of direct services, advocacy, and community organizing, CAAs have helped millions of Americans access essential resources and opportunities to improve their lives.

As we celebrate 60 years of Community Action, we honor the resilience, innovation, and dedication of the individuals and organizations who have worked tirelessly to build stronger, more vibrant communities. Their commitment to empowering individuals and families, and their belief in the power of collective action, continue to inspire us to strive for a more just and equitable society.





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 benefits and discounts and home energy inspections.



22,523

Individuals Received Fuel Assistance



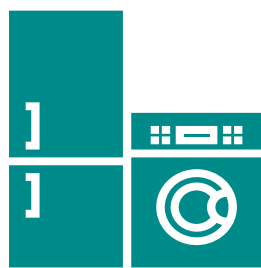
923

Individuals Had Heaters Repaired or Replaced



497

Individuals Received Weatherization



2152

Individuals Improved Energy Efficiency



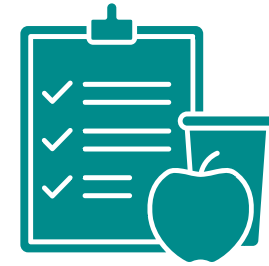
Food Access

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.



6678

Individuals Served By Food Pantry



440

WIC Clients Attended Food/ Skills Classes



230

Individuals Received SNAP Benefits





Head Start & Early Head Start

2022 - 2023 Annual Report

Transition to Kindergarten

147 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.

Parent Statement

"I have been involved with Head Start since my son was about two and there are not enough words to express how much they have changed our lives. The compassion, the encouragement, the support, the learning, the community outreach, and the individual care that they put into my child, as they do with others, is the definition of what it takes as a village of love to raise a child. I couldn't thank Head Start enough for all that they do for our little family!!"

565

Children Served

372

Average Monthly Funded Enrollment

91%

Eligible Children Served

560

Received Medical Exams

544

Received Dental Exams

No Findings

2023 Annual Financial Audit

Revenue

Funding Sources	Grant Period May 2022 - April 2023
Federal	\$8,333,854
Donations/In-Kind	\$1,366,311
Early Education & Care	\$1,363,799
USDA	\$302,826
Private Child Care	\$3,331
Local	\$24,795
Total	\$11,394,916

Expenses

Expense Category	Grant Period May 2022 - April 2023
Personnel	\$5,075,210
Taxes & Fringe	\$1,571,201
Supplies & Equipment	\$651,728
Contractual	\$127,574
Other	\$2,487,021
In-Kind	\$1,341,142
Total	\$11,253,876





Child Care & Education

Our **Head Start, Early Head Start, Family Child Care, and After School Day Care** 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.



168

After School Care
Children/Adults Served



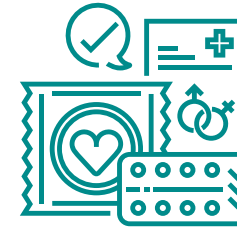
68

Family Child Care
Children Served



Health & Family Planning

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 Taunton WIC** programs can provide you with the resources, services, and information you need to maintain your health and help plan for the future.



1,800

Individuals Received
Contraceptive
Services



4,854

Individuals Improved
Reproductive Health



4,591

Mothers & Children
Received WIC
Services





Senior Opportunities

CFC offers unique 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.



44

Foster Grandparents Mentored Students



73

RSVP Participants Helped Community Organizations



52

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.



671

Individuals Received Tax Assistance



6290

Children Received Gifts & Clothing



48

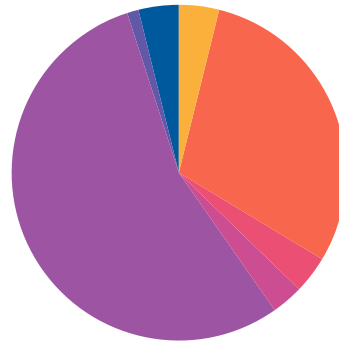
Individuals Received Rental Assistance



Agency Finances & Donors

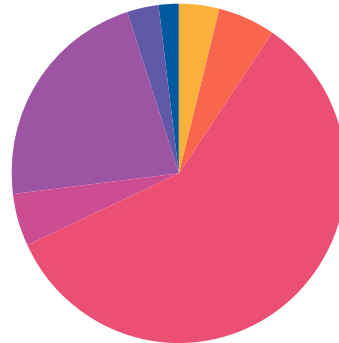
Expenses By Category

- Admin: \$1,654,309
- Personnel: \$12,101,401
- Occupancy: \$1,401,487
- Program Service: \$1,195,980
- Direct Benefits: \$22,254,189
- Training/Travel: \$476,957
- Overhead: \$1,514,182
- Total: \$40,598,505**



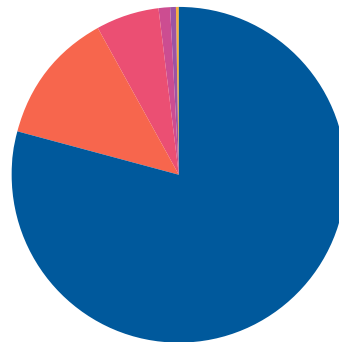
Expenses By Program

- Admin: \$1,654,309
- Child Care: \$2,249,554
- Energy: \$23,744,958
- Health: \$2,092,286
- Head Start: \$8,922,344
- Seniors: \$1,170,935
- Other: \$764,119
- Total: \$40,598,505**



Revenue By Source

- Federal: \$32,831,502
- Utility: \$5,306,507
- State: \$2,439,611
- Insurance/Fees: \$510,517
- Donations: \$268,679
- Other: \$17,649
- Total: \$41,374,465**



Abreau Oil Service, Inc.
 Accurate Services, Inc.
 Andrew Morley
 Arline Greenhalgh
 August Electric
 Baycoast Bank
 Bill Kelly
 Biss Lumber Co.
 Callico
 Carl's Collision Center
 Charlie's Oil Co.
 Chris Conrad
 Church of Our Savior
 Cindy Lux
 Clotilde Rohter
 Columbus Energies, Inc.
 Committee to Elect Kevin Aguiar
 Committee to Elect Linda Pereira
 Community Networks Corp.
 Coogan Fund
 Creative Community Vision, Inc.
 David Smith
 Deborah Hueneke
 Denis Doyle
 Dennis Hohengasser
 Dirty River Haulin, LLC
 Donna Whiffen
 Dorothy White
 Elizabeth Berube
 Ellen Shea
 Eterio Scents & Wellness
 Fall River Modern Printing
 Fall River Municipal Credit Union
 Fall River Women's Union
 FC Construction Corp.
 Fisher Bus Inc.
 Friends of Pat Haddad
 Ganesh Corp.
 Gaspar's Landscaping
 Gay & Gay PC
 Harriet Oliveira
 Heidi Pereira
 Highland Restaurant Supply
 Hiscock Construction, LLC
 James Cronin
 James Wagner
 Jaspardo Corp.
 John Dacosta
 John Pietruszka
 John Polak Jr
 Jordan's Furniture
 J R & Sons Construction, Inc.
 Karam Insurance Agency

Karen Reardon
 Kathleen Lewry
 Kathryn A Salmon
 Laborer's Intl. Union
 Lawrence Thomas
 Liberal Club
 Liberty Utilities
 Lois Wilding
 Lynwood Construction
 Marifran Davis
 Maryellen Founds
 Mary Ellen Medeiros
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 Michael Friar
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 Nathan Dellecese
 Neto Insurance Agency, Inc.
 New England Surface Maintenance
 Nicholas Silvia
 Nite Oil Co.
 Pat Peterson
 Paul's Quality Kitchen
 Peck's Bad Boy Corp.
 Peter Sogn
 Pleasant Rental Sales & Const.
 Quality Oil
 Rachael Sirois
 REM Inc.
 Rene Brown
 Rick Sahady
 Robert Farrell
 Rose Moniz
 Samantha Allyn Caton
 Sharon Jackson
 Silva Faria
 Silvia & Quinn PC
 Southcoast Community Foundation
 South District PER Association
 SS Service Corp.
 St. Anne's Credit Union
 Stop & Shop
 Swansea Realty Trust
 Taunton Comm. Access & Media
 The Tax Consultants
 Thomas & Charlene Khoury
 TJX Foundation
 Utility Workers Union of America
 Vitra Health

Thank you to every donor, listed and not listed, who supported our organization and our community!

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