

Annual Report
2024 - 2025





“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

Maria Ferreira-Bedard, President
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Ashley Ward

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

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Liz Berube
Executive Director

Director's Message

This year marks the 60th anniversary of CFC! It's truly an honor to be able to celebrate our legacy of service and dedication that continues to define who we are. We have always fought for our programs, but more importantly, it has been paramount to have the health and safety of our clients, children, parents, and patients as a priority. We have continued to work hard to accomplish this and have served hundreds of thousands of people since our inception.

As a team, we continue to provide life-saving services and have expanded our resources as much as possible. Due to the success of our 2-year federal diaper pilot program, we were awarded an extension to administer the program for an additional year. This program has proven to be of great importance to our families who are taking part in it. Another addition to CFC's umbrella of services is our implementation of the Reduced Rate MBTA Program where we verify income eligibility for residents ages 18-64 who would like to acquire a reduced rate Charlie Card.

Unfortunately, we recently lost the Retired Senior Volunteer Program grant due to decreased funding and increased competition. RSVP was near and dear to CFC's mission in that volunteers were placed in other non-profits to assist with programs working directly on the needs of our community such as food pantries. This loss shows that we cannot take our programs for granted and we must be prepared for turbulent times in the road ahead.

We hope this annual report helps better illuminate the work we accomplish each year. We could not provide these services 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 have made CFC's work and delivery of services possible these past 60 years. Many of those who have made CFC what it is today have left this world, yet without their dedication and passion for fighting for good causes we would not be where we are today.

Our New Mission Statement

The mission of Citizens for Citizens is to improve the economic security of vulnerable populations across Southcoast MA through comprehensive social services, community collaboration, and state-wide advocacy.

As part of our standards as a Community Action Agency, we review our mission statement every five years. With our 60th anniversary approaching, we saw this as the perfect moment to reflect on our past and future.

Working with our Board of Directors, we evaluated our mission through four key elements: Population, Services, Outcomes, and Relationships. In light of changing economic conditions due to COVID-19 and inflation, we updated our language to better reflect the evolving population we serve while moving beyond outdated labels like "low-income."

We also aimed to highlight our strengths in statewide advocacy for programs like LIHEAP/HEAP, Head Start, and VITA, and to recognize the critical role of our partnerships with community organizations.

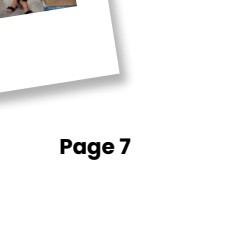
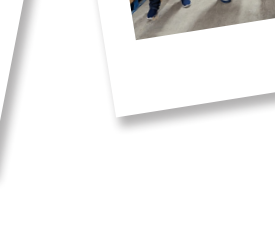
We hope this new mission statement honors our 60-year legacy, captures our present efforts, and inspires our future direction.

60 Years of Citizens for Citizens

In 1964, President Lyndon B. Johnson's War on Poverty began, laying the foundation for the Community Action network, grounded in the belief that real change starts locally. In that spirit, our agency was founded in 1965 to help individuals and families lift themselves out of poverty and build stronger, more equitable communities.

Since then, we've worked alongside residents and partners to address critical needs like housing, food security, early education, and more. Today, we serve thousands of families each year through programs such as Head Start, Energy Assistance, WIC, or Family Planning. While our services have evolved, our mission remains the same: to fight poverty by building resilient communities with and for the people we serve.

As we celebrate 60 years of impact, we do so with gratitude and resolve. Though anti-poverty efforts face growing scrutiny, we stand firm in our commitment to local leadership and responsive solutions. Community Action has weathered many storms and CFC will continue to persevere by staying rooted in purpose, guided by the voices of those we serve. Thank you for being part of this journey. Here's to the next 60 years.





Energy Assistance



Fuel Assistance Office • 250 Griffin St



Griffin St. Fuel Assistance Team

Energy Assistance

Local families make tough decisions every day. 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.

552
individuals had energy service restored
8,246
individuals avoided a utility shutoff

569
individuals received weatherization

21,905
individuals received fuel assistance

1,028
individuals received heater repair/replacement

1,606
individuals improved energy efficiency





Food Access



Community Resources Center • 822 Eastern Ave



CFC Fall River Food Pantry

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.



6,300

individuals received food goods



525

individuals increased nutrition skills

224

individuals received snap benefits





Head Start & Early Head Start 2023 - 2024 Annual Report

Transition to Kindergarten

165 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 cannot express the gratitude I have for the guidance, love, and care you all have paired into my son. Head Start came into my life when I didn't have all the answers for the next steps in his education. You all not only provided a voice and extra loving hands to (my son) and his needs, but gave me a village to help him thrive. Head Start was the single most important steppingstone opportunity that (my son) needed. Because of you... and all the staff's love and attention, (my son) has the tools to become everything he wants to be. Thank you for choosing to be part of my child's life in more ways than just being a teacher. You all really are shaping minds, hearts, and lives of future world changers. Thank you for being part of this single mom and her son's journey. We are going to miss our little village!"

Community Assessment Summary

99% of sites, services and resources are allocated to Fall River. Fall River is the most densely populated with: the highest percentage of poverty; highest percentage of children under 5; highest percentage of eligible children; highest percentage of language needs; highest percentage foreign born; the highest percentage of diversity.

Currently, all of Fall River Public Preschool slots are filled prioritizing 4 year olds. But Fall River possesses strengths such as having many new resources for families and collaboration. The city has increased its Green Spaces and chronic community-wide problems, such as opioid deaths, have decreased due to city action.

Revenue by Source

- Federal: \$8,411,681
- Donations: \$2,690,000
- Early Education & Care: \$1,417,093
- USDA: \$366,090
- Private Child Care: \$5,346
- Local: \$253,294

Total: \$13,143,504

Expenses by Category

- Personnel: \$4,331,921
- Payroll/Taxes/Fringe: \$3,490,246
- Supplies & Equipment: \$270,307
- Contractual: \$171,829
- Other: \$1,787,860
- In-Kind: \$2,673,673

Total: \$12,725,836



584
Children Served

98%
Average Monthly Funded Enrollment

91.5%
Eligible Children Served

584
Received Medical Exams

534
Received Dental Exams

No Findings
2024 Annual Financial Audit



Children's Services



Children's Services Office • 427 Robeson St



CFC Head Start Children

Children's Services

Our **Head Start, Early Head Start, Family Child Care, and After School Day Care** programs provide education, child care, and family supports that allow children and their parents to grow together to achieve educational, work, and other life goals through free and cost-efficient services at a wide range of locations.

192

individuals received after school services

91

family child care children served





Health & Family



Taunton Main Office • 1 Taunton Green



Teen Advocates for Teen Pregnancy Prevention Program

Health & Family

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 plan for the future and maintain the health and wellbeing of yourself and your family.

1,871
individuals received
contraceptives

684
received sti/hiv
health screenings

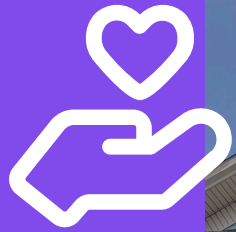
2,059
individuals attended
family planning classes

4,072
individuals improved
reproductive health

446
individuals received
monthly diaper supply

5,322
individuals received
wic services

Special congrats to **Beth Slater, Catherine Duquette, and Sonia Resendes** of our Taunton WIC program for receiving multiple awards from the State WIC Association for their exemplary work in their respective positions!



Senior Opportunity



Fall River Main Office • 264 Griffin St



Retired Senior Volunteer Program 2024 Luncheon

Senior Opportunity

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**.



157

children served by foster grandparents

46

foster grandparents served students

73

rsvp participants served local org.'s

42

seniors received job training





Special Programs



CFC Head Start Aldrich School • 295 Harrison St



VITA Volunteer Appreciation Dinner

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.

543

individuals received tax assistance

7,568

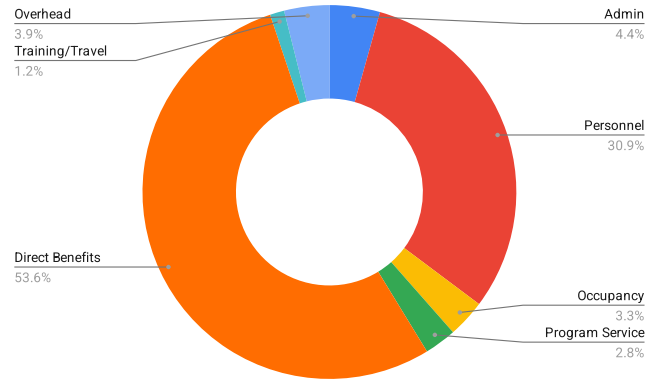
children received gifts & clothes



Finances & Donors

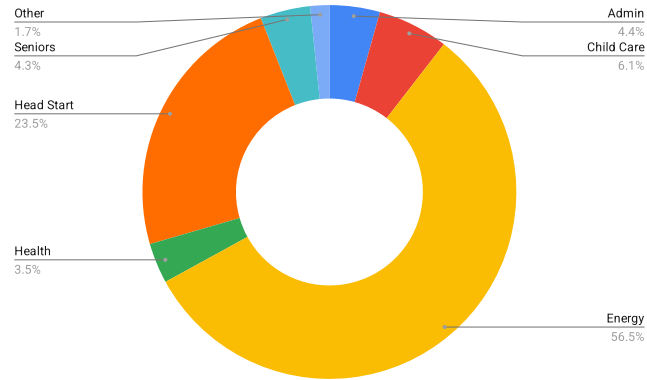
Expenses By Category

Admin: \$1,889,251
 Personnel: \$13,365,158
 Occupancy: \$1,416,864
 Program Service: \$1,193,422
 Direct Benefits: \$23,206,751
 Training/Travel: \$536,289
 Overhead: \$1,690,735
Total: \$43,298,470



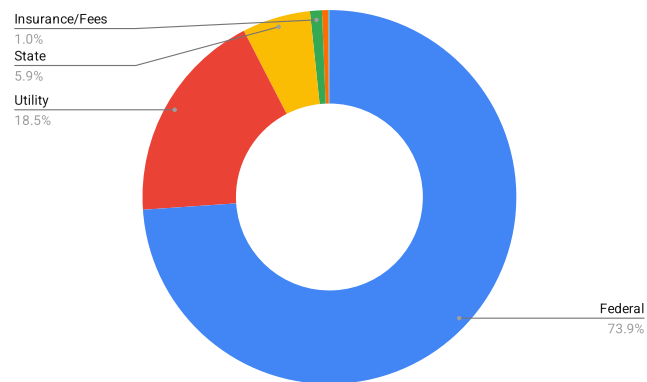
Expenses By Program

Admin: \$1,889,251
 Child Care: \$2,655,376
 Energy: \$24,480,109
 Health: \$1,509,253
 Head Start: \$10,171,001
 Seniors: \$1,877,052
 Other: \$716,428
Total: \$43,298,470



Revenue By Source

Federal: \$32,606,266
 Utility: \$8,170,680
 State: \$2,602,801
 Insurance/Fees: \$455,165
 Donations: \$233,424
 Other: \$47,837
Total: \$44,116,173



Abreau Oil Service, Inc.
 Accurate Services
 Alexandra Wright
 American Giving Foundation
 Andrew Morley
 Arline Greenhalgh
 Attleboro Farmer's Market
 August Electric
 Ayla Wilding
 Barbara Nogueira
 Baycoast Bank
 Biss Lumber Co.
 Callico
 Carl's Collision Center
 Celldex Therapeutics
 Charlie's Oil Co.
 Chris Conrad
 Church of Our Savior
 Columbus Energies
 Committee to Elect Kevin Aguiar
 Committee to Elect Linda Pereira
 Committee to Elect Paul Schmid
 Committee to Elect Tom Khoury
 Community Networks Corp.
 Coogan Fund
 Davol/Taunton Printing
 Denis Doyle
 Donna Souza
 Donna Whiffen
 Edible Creations by Gerry
 Eleventh Street Associates
 Ellen Shea
 F.R. Philanthropic Burial Society
 Fall River Municipal Credit Union
 FJ Torres Insurance
 F.R. Municipal Credit Union
 F.R. Women's Union
 G. Lopes Construction Inc.
 Ganesh Corp.
 Gaspar's Landscaping
 Gay & Gay
 Hannaford
 Harriet Oliveira
 Healthfirst
 James Cronin
 Jennifer & Jason North
 Jennifer Brann
 John DaCosta
 Jordan's Furniture
 Joshua & Brooke Medeiros
 JSO Plumbing & Heating Corp.
 Laborers' Intl. Union
 Lawrence Thomas
 Leon's Performance Engines
 Liberal Club
 Liberty Utilities

Lion Gate Real Estate
 Lois Wilding
 Lucy Giammasi
 Maloney Oil Company, Inc.
 Martignetti Co.
 Maryellen Medeiros
 Matthew Gardiner
 Matthew Schondek
 Maureen Audet
 Maureen Stanko
 Michael & Nicole Medeiros
 Missions For Humanity
 Mitchell for Congress Committee
 Monica Ventura
 My Brother's Keeper
 Nancy & James Dinardo
 Nancy Haverty
 Niccoli Oil & Energy
 Nicolas Silvia
 Nite Oil Co.
 Notre Dame Credit Union
 Old Time Refrigeration
 Pat Peterson
 Patricia McGovern
 Paul's Quality Kitchens, LLC
 Peter Sogn
 Pete's Auto Glass
 Quality Oil
 Rick Sahady
 Riley Sullivan
 River to Recovery
 Robert Farrell
 Robert Wilson
 Rosenthal Chiropractic
 Scott Jaspardo
 Silva-Faria Funeral Homes
 Silvia & Quinn PC
 Soares Sanitation & Pumping
 S.C. Community Foundation
 Southcoast Health
 SS Service Corp.
 St. Anne's Credit Union
 Steve Healey
 Stop & Shop
 Swansea Realty Trust
 Synergy Metals Recycling
 Taunton Stove Co.
 The Tax Consultants
 Thomas Rebello
 Thrill City Cycle
 Torie Sylvia
 Towne Heating Co.
 United Congregational Church
 Utility Workers Union
 Veronica Kuzara
 Willow Tree Restaurant

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

Scan to Donate!



www.cfcinc.org/donate



**Thank you for your continued
support of our agency.**



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