

**Citizens for
Citizens, Inc.**



**2025
Annual
Report**



Citizens for Citizens, Inc.

The Community Action Agency Serving Greater Fall River & Greater Taunton

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.

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In Memory Of



Ronald E. Costa

January 24, 1934 - May 18, 2026

Valued CFC Board Member and a
champion of the public good.



Celebrating 60 Years

Our generous thanks to all the sponsors and donors of our 60th Anniversary Celebration. We could not have done it without you!

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Director's Message

2025 was a year of challenge and celebration. Our agency spent the year highlighting our achievements and history fighting poverty in our community for 60 years, all while our agency and network were fighting to stay afloat after changes in the federal administration and the extended government shutdown. Despite the uncertainty, budget cuts, and funding delays, this report directly demonstrates how our agency persevered and continued to create a meaningful impact in the lives of our in-need community members.

In dark and uncertain times, we look towards friends, family, and community to provide light and hope, and we certainly received that through the outpouring of support from our community during our 60th celebration. Our end-of-year celebration resulted in over \$50,000 being raised to support our community initiatives in the domains of health, energy, food, housing, child care, and more. My sincerest thank you to our sponsors, donors, and all involved who made the celebration a truly memorable and impactful touchpoint in our agency's history.

As I reflect on the agency's history, I also reflect on my own history working with the agency with a range of emotions. 2026 marks my last year with CFC as I transition into the new chapter of my life – retirement. After serving this agency for 50 years and serving as director for the past 6 years, CFC has become a second home to me. Along the way, I have learned from so many truly passionate and caring individuals who have helped me fully appreciate the true meaning of Community Action.

I learned a long time ago that you cannot learn the passion to help others, it comes from within. I have always been passionate in this regard and I thank those leaders who recognized that in me and gave me the opportunity to be a leader at CFC. I am sure there will be a void in my heart come January 2027, but it is time to let others take the reins and lead our agency into the future.

Despite the change, I know our motto of “We deliver more than promises” will hold true and our mission will continue to be a catalyst for change in the lives of our vulnerable community members for a better, more secure life. I have seen many programs come and go over the years, but it is the tenured staff who have dedicated their lives to CFC, many of whom have left this earth, that have made such an incredible impact in the lives of so many local families. Our services simply would not be possible nor effective without our dedicated and caring staff, our attentive and supportive administrative team, our committed and encouraging board members, and the countless donors, community partners, and elected officials.

Thank you for your support of me and your continued support of our amazing agency and community.



Elizabeth Berube
Executive Director



Energy Assistance

Warmth, Safety, and Lower Bills

Keeping a home warm through the winter shouldn't stretch a family's budget to the breaking point. Our energy programs are designed to provide both immediate financial relief and long-term solutions that make monthly utility bills more manageable for in-need households.

Through Fuel Assistance (HEAP) and Heater Repair, we help families navigate the coldest months safely. At the same time, our Weatherization and Appliance Management services help upgrade homes to be more energy-efficient -- lowering energy costs permanently so families can focus their resources where they need them most.

3,090

Individuals improved their energy efficiency

602

Weatherization

1390

Appliance Mgmt.

1098

Heater Repair

Food Access

Closing the Gap on Community Hunger

No one should have to worry about where their next meal is coming from. Our food programs focus on making food accessible to everyone, ensuring that local families, children, and seniors have the nutritional support they need to stay healthy and thrive.

By partnering with regional distribution networks, we keep our Fall River pantry fully stocked and reliable. In addition to immediate food relief, we connect families with long-term nutritional supports offered by SNAP and WIC so parents can confidently keep wholesome meals on the table.

7,724

Individuals served by CFC Food Pantry

191

SNAP clients improved their food security

497

WIC participants increased nutrition skills



HEAP

\$9.5M

Provided in direct heating assistance benefits

22,706

Individuals received heating assistance

8,745

Individuals avoided a utility shutoff

328

Individuals had energy service restored





Head Start & Early Head Start

Annual Report 2024 - 2025

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 thought my son would have a hard time transitioning into a new school but their inclusiveness creates a safe and nurturing environment. He has transitioned so well and loves coming into school every day. He was a shy kid around new people and now he is confident in engaging and interacting with new people. Mrs. Sandy is a phenomenal educator! She is passionate about her students. She is calm, patient, loving, and challenges the children in a safe manner. I'm so glad my son was able to have this great impact from teachers in his life. I am also grateful to have the opportunity to meet such an amazing team!"

584

Children served by Head Start & Early Head Start

98%

Average monthly funded enrollment

91.5%

Eligible children served

165

Children transitioned to Kindergarten

557

Parents/caregivers received services

Revenue

Federal: \$10,174,228
Donations: \$1,922,297
Early Education & Care: \$1,813,520
USDA: \$376,108
Private Child Care: \$3,636
Local: \$193,188
Total: \$14,482,977

Expenses

Personnel: \$10,174,228
Payroll/Taxes/Fringe: \$2,002,507
Supplies & Equipment: \$602,323
Contractual: \$193,688
Other: \$2,561,158
In-Kind: \$2,673,673
Total: \$12,838,933

2025 Financial Audit: No Findings

Community Assessment Summary: Fall River continues to be the community with the greatest need compared to the rest of our service area. 24% of Fall River is in poverty with 279 homeless children and 167 in foster care. With homeless numbers being high, affordable housing is not available; few homeless and women's shelters exist. There are no shelter resources for single dads. 54% speak English and 46% other languages. All local Preschools are at capacity. Food Insecurity is high and WIC enrollment is high. Opioid overdoses have decreased. 18 new affordable condominiums in Fall River will soon be ready. The unemployment rate is not significantly different from local towns. The Early Education Center in Fall River to open this fall. Fall River plans to build a new sensory-friendly playground.

584

Children received medical exams

334

Children received dental exams

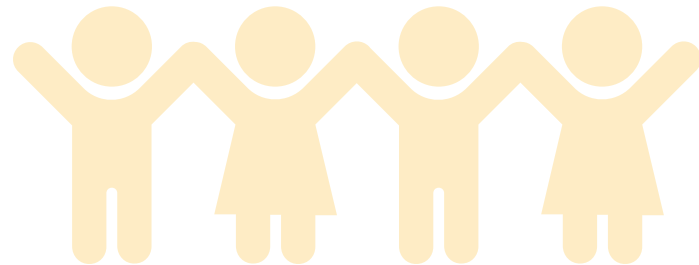


Children's Services

Supporting Growing Minds & Families

Finding high-quality, reliable childcare shouldn't be a source of stress for working parents. Our Children's Services wrap around families from infancy to school-age, ensuring that every child has a safe, nurturing place to grow, learn, and play while parents confidently build their careers or continue their education.

From the earliest developmental milestones in Early Head Start and Head Start to our licensed Family Child Care network, we provide foundational early learning right in our neighborhoods. We also keep older kids active and engaged through our enriching After School Day Care programs, giving students a safe space for homework help, creative projects, and healthy peer connection.



933
Children served
across all
Children's Services

259
Children engaged
by before/after
school activities

617
Children were
transported to
child care sites

50
Children received
Family Child Care
in home settings

Health & Family

Compassionate Care for All



Every individual deserves access to the care, education, and resources necessary to lead healthy, vibrant lives. Our community health programs support individuals and families at every stage of life, offering safe, compassionate medical guidance, nutritional support, and personal health education.

Through our Taunton/Attleboro WIC services, we ensure growing families and young children get a healthy start with wholesome foods, nutrition counseling, and nursing support. Our Family Planning and Teen Pregnancy Prevention initiatives provide essential education, wellness screenings, comprehensive testing, contraceptives, and guidance, giving young people and families the tools they need to make safe, informed, and confident decisions for their future.



4,095
Individuals
improved their
reproductive
health

1,729
Individuals
received STI/HIV
screenings

5,242
Mothers & children
improved their
health & nutrition

365
Individuals
received monthly
diaper supply

Senior Opportunity

Fostering Connections & Purpose

Growing older should bring new opportunities for connection, growth, and fulfillment. We believe that our community's seniors are a vital resource, which is why we focus on creating pathways for older adults to share their wisdom, gain new skills, and maintain their independence while staying deeply involved in the neighborhoods they call home.

Through the Foster Grandparent program, seniors bring joy, mentorship, and invaluable support to local classrooms, guiding children who need an extra helping hand to succeed. At the same time, our Senior Community Service Employment Program helps older adults brush up on modern workforce skills, offering paid training opportunities that open doors to new jobs and help participants maintain financial independence.

40

Foster Grandparents aiding children

40

Seniors received new job skills in their community



Community Resources

Providing Flexible Support

Life is full of unexpected twists, and sometimes a little bit of timely help is all it takes to keep a temporary hurdle from becoming a major crisis. Our community resource initiatives are designed to act as a flexible safety net, offering direct assistance, financial tools, and holiday joy to neighbors navigating challenging times or planning for a brighter financial future.

We empower households through our VITA program, which provides free tax preparation to maximize critical refunds, while our heartwarming Operation Christmas initiative brings the community together to ensure local children wake up to gifts, toys, and smiles on holiday mornings. Additionally, our Information and Referral services act as a vital guiding hand, helping to connect residents to a vast network of local programs and specialized care to match their unique situations.



627

Individuals received tax assistance

\$600k

Claimed in tax credits by area families

6,298

Children received gifts and clothing for the holidays

Finances

Expenses by Category

Admin: \$2,097,109
Personnel: \$14,385,958
Occupancy: \$1,297,527
Program Service/Supplies: \$2,381,966
Direct Client Benefits: \$18,000,484
Training/Travel: \$550,036
Overhead: \$1,538,163
Total: \$40,251,243

Expenses by Program

Energy: \$20,203,209
Head Start: \$10,937,532
Child Care: \$3,269,297
Health: \$2,196,748
Seniors: \$799,986
Other Client Services: \$747,362
Admin: \$2,097,109
Total: \$40,251,243

Revenue by Source

Federal: \$29,915,284
Utility: \$7,770,752
State: \$2,941,336
Insurance/Fees: \$296,122
Donations: \$197,777
Other: \$46,532
Total: \$41,167,803

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Monica Ventura
Vania Viveiros
Roland Watkins
Pamela Wildnauer
Alexandra Wright
Norm Yelle
Alec Yonika

Business Donors

- Arruda Insurance
- August Electric
- BankFive
- Barrett's Waterfront
- Battleship Cove
- Baycoast Bank
- Benefit Bay
- Berkley Beer Company
- Boston Harbor Cruises
- Boston Red Sox
- Brian Fox Studios
- Bristol County Savings
- Buttonwood Park Zoo
- C2S Energy
- Callico
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- Diman RVTHS
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- East End Sportsman Club
- Enlisted LLC
- Eversource
- Fall River Country Club
- Fall River Gas
- Fall River Municipal Credit Union
- FR Philanthropic Burial Society
- Friends of Shawn Cadime
- G. Lopes Construction
- Gallagher
- Gaspars Landscaping
- Graphix Plus
- Highland Restaurant Supply
- Inpopnito
- Insulation R Us
- International Tennis Hall of Fame
- Karam Financial
- KlearVu
- Laborers International Union
- LaFrance Hospitality
- Libb Patt Photography
- Liberal Club
- Liberty Utilities
- LifeStream
- Lizzie Borden B&B
- Matouk
- Mitchell for Congress Committee
- Narrows Center for the Arts
- New Bedford Whaling Museum
- New England Patriots
- Newport Restaurant Group
- Norm & Corey B. Karaoke
- Once Upon A Bookstore
- PACE, Inc.
- Peck's Bad Boy Corp
- People Incorporated
- Picture Show
- Polish National Alliance Lodge 1887
- Preservation Society of Newport County
- Regal Interiors, Inc.
- Roger Williams Park Zoo
- Sagres Restaurant
- Sarmiento Imports
- SER Jobs for Progress
- Silvia & Quinn PC
- Smith's Lock & Safe
- Soares Sanitation Pumping
- Society Coffee Bar
- Southcoast Community Foundation
- SS Service Corp
- St. Anne's Credit Union
- Stumpy's Hatchet House
- Swansea Country Club
- Taunton Federal Credit Union
- Taunton Invitational Tournament
- TMLP Employees Association
- Troy City Brewing
- United Way of Greater Fall River
- Utility Workers Union
- Wayne Electric
- Wright Technology Group

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

570 Robeson Street
Fall River, MA 02720
508 - 675 - 2157
Appliance Management
Heater Repair
Weatherization

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



To learn more about our programming
and support the work we do every day
-- please visit our website:

WWW.CFCINC.ORG





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