



Citizens for Citizens, Inc.

# ANNUAL REPORT

2016

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# ANNUAL MESSAGE

This past year was another remarkable year for our agency and once again I find it difficult to express the appreciation I have for the support of the Board of Directors and the efforts of the dedicated staff throughout the central administration and all of the programs.

In addition to the achievements contained in this report, there are daily success stories resulting from the efforts of the staff to assist the individuals and families in moving towards economic self sufficiency. There is not a day that goes by that someone's life is touched in a positive way.

I am pleased to once again report that the agency continues to be in an excellent financial position and the outlook for the coming year is positive.

Over the years, slogans and tag lines have been created to express the sentiment that is prevalent throughout the agency. One appears on our signage, 'We deliver more than promises'. In my experience, these few words could not be a more fitting description of everyday life at the agency at all levels.

Another less publicized slogan that stems from the varied challenges we face each day in terms of resources, it is "We make it work". This expression describes the creativity that so often is required to carry out our mission despite the obstacles that are often presented.

As we continue forward, I have no doubt that the agency will continue to 'make it work' and 'deliver more than promises'.

David A. Biltcliffe  
Executive Director

## BOARD OF DIRECTORS

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# SUCCESS STORY

After getting expelled from high school in her sophomore year, Ashley attempted to obtain her GED on more than one occasion. These efforts failed for a variety of reasons, mostly for what Ashley labels as a “lack of support”. In 2011 Ashley learned she had become pregnant and once again made the decision to pursue her GED. However, due to some medical complications during her pregnancy, she found it too difficult to attend classes. Ashley gave birth to her son, Kazin, and had even more reason to reevaluate her future.

Becoming enrolled in Early Head Start provided Ashley, a single parent, with parenting support and education. She consistently participated in Early Head Start events including Discovery Days and weekly home visits which both she and her son looked forward to. As Kazin approached the age of three, Ashley and her Home Visitor began to plan for his transition to Head Start. After meeting with her Head Start Family Advocate, she learned that the program was partnering with Bristol Community College to provide an opportunity for EHS/HS families to earn their GED. Ashley decided this was an opportunity to achieve her goal of graduating.

For a little over a year, Ashley actively participated in the GED program supported by BCC and EHS/HS. Ashley credits her success to the unconditional support provided by the program through her instructor and peers. The partnership between Early Head Start/Head Start with Bristol Community College provided solutions to prior obstacles. Knowing there was reliable transportation and child care gave her less to worry about. Now there were “no excuses” Ashley recalls. After completing her last subtest, thereby finalizing her completion of the GED program, Ashley recalls feeling an overwhelming sense of success.



Ashley’s journey did not end with obtaining her GED. She continued to partner with BCC and enrolled in their Step Up to College program which has allowed her to earn college credits free of cost. While participating in the Step Up to College program, Ashley’s advisor with BCC connected her to a six week training program for Nursing Assistant Certification. She has since completed the Nursing Assistant Certification program and will soon be working as a CNA. In June, Ashley, will walk with the rest of Bristol Community College’s graduates, an accomplishment she once thought was unobtainable. Ashley’s advice to those considering going back to school is to “Stay motivated, don’t be afraid to ask for help, and take the first step”.

# STAFF HIGHLIGHT

## **When did you begin your career at CFC?**

I applied for the position as WIC Director in the spring of 2013 and started in the Taunton office on May 29, 2013.

## **What brought you to CFC?**

I knew of the agency and its mission which aligned with my own passions and beliefs. The WIC position offered me the opportunity to return to a program that I have always seen as important to the community and the families it serves.

## **What did you do prior to coming to work at CFC?**

Prior to coming to CFC I worked over three years for the Muscular Dystrophy Association (MDA) as a Health Care Services Coordinator. Before working for MDA I was with the WIC program first as a Nutritionist in Dorchester for two years followed by working as the Senior Nutritionist in Roxbury for four years.

## **Tell us a little about your educational background.**

I was a non-traditional student in that I returned to school after raising my children. I received my Associates degree from Massasoit Community College and went on to receive my Bachelor of Science degree in Food and Nutrition with a concentration in Nutrition and Dietetics from what was Framingham State College in May 2000.

## **Please share with us a little about your personal self.**

Currently, I am living in Norton, just a 10 minute drive from the office. This is much nicer commute than those years of commuting to and from Framingham and Boston. I am the mother of two grown boys. My oldest, Chris, lives in Truckee California (Lake Tahoe) with his wife Lara and their two dogs. The youngest settled about a mile away from me with his wife and my grandson, Benjamin. Benjamin is three years old and is waiting for the arrival of his baby brother in July.

## **What do you like most about your position at CFC?**

Working as the Program Director for WIC allows me to continue in an indirect way to assist the families served by the program with nutrition education, food, and formula needs along with breastfeeding education. It is very rewarding to know that I am still using my skills and interest in WIC and public health to help improve the lives of people in our community.

## **What are your future hopes for your program?**

My hopes for the program are to see it grow and continue serving the people that need us most, along with assisting with the professional growth of staff in their positions as they advocate for the WIC participants.



# OUTCOMES

15,159 households received fuel assistance benefits  
743 housing units had heating systems replaced/repared  
358 housing units were improved through weatherization



## NUTRITION

248 households obtained family day care  
120 households obtained family day care  
543 pre-school children improved school readiness through Head Start



## SENIORS

83 households received emergency assistance



## HEALTH

928 tax returns were prepared free by volunteers (VITA); \$1.85M in refunds  
6 Students pursued post-secondary education (IDA)

## OPERATION CHRISTMAS

## NUTRITION

## ENERGY



5,601 individuals were provided with emergency food assistance (Food Pantry)  
485 households obtained food assistance (SNAP)  
3,811 infants and children have health enhanced through adequate nutrition (WIC)

## YOUTH/FAMILY DEVELOPMENT



139 senior citizens obtained 5,560 hours of computer training (Cyber Café)  
56 Foster Grandparents donated 63,960 hours in support of local classroom teachers  
248 volunteers donated 32,669 hours to community action endeavors (RSVP)  
94 senior aides were employed

## HOUSING



1,700 individuals received reproductive health care services (Family Planning)

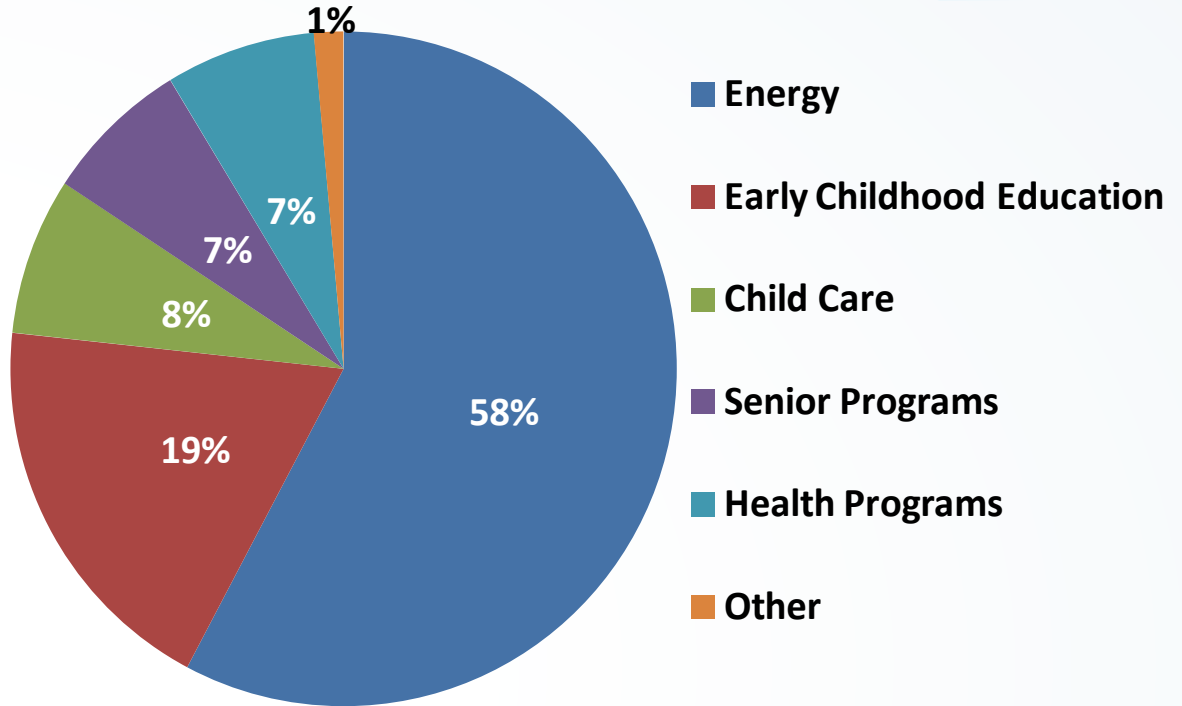
## INCOME MANAGEMENT



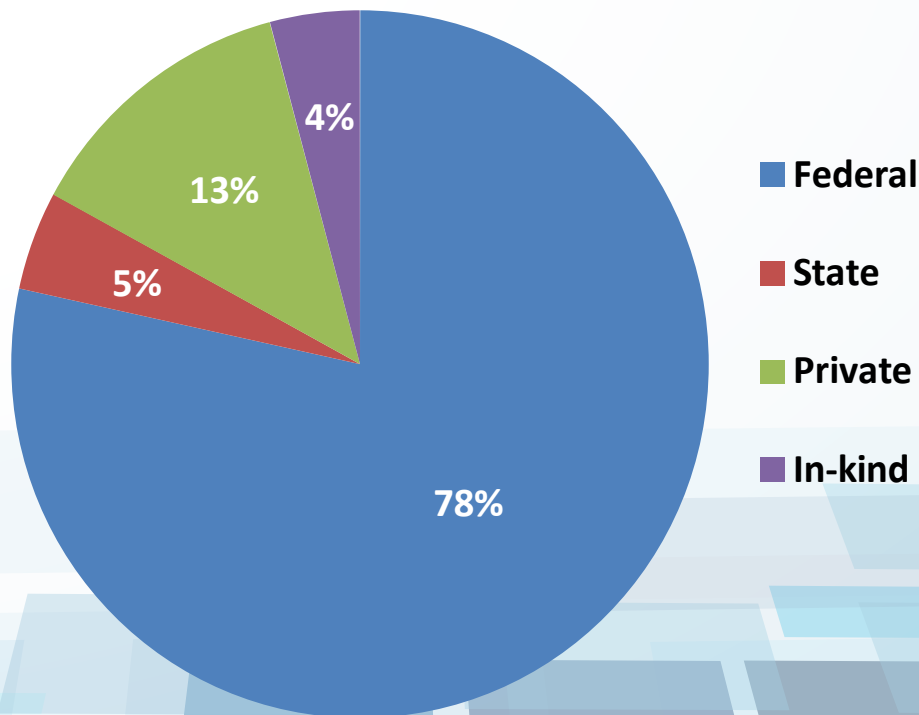
7,106 area children were given toys and various items of clothing

# 2015 EXPENDITURES

## Distribution of FY 2015 Resources by Category



## Income Sources



# CONTACT INFORMATION

|  |  |
|--|--|
| 250 Griffin Street<br>Fall River, MA 02724<br>508-679-0041 | Fuel Assistance (LIHEAP)<br>Planning   |
| 264 Griffin Street<br>Fall River, MA 02724<br>508-679-0041 | Administration & Finance<br>Supplemental Nutritional Assistance Program (Food Stamps)<br>Tax Preparation Assistance<br>Retired Senior Volunteer Program (RSVP)<br>Senior Community Service Employment Program (SCSEP)<br>Foster Grandparents<br>Food Pantry<br>Operation Christmas<br>Housing Assistance<br>Individual Development Accounts (IDA)<br>CyberCafé |
| 427 Robeson Street<br>Fall River, MA 02720<br>508-675-2157 | Weatherization<br>Heater Repair<br>Appliance Management Program (AMP)<br>After School Day Care<br>Extended Day Care<br>Family Child Care<br>Head Start<br>Early Head Start   |
| 337 Hanover Street<br>Fall River, MA 02720<br>508-679-0198 | Family Planning<br>Teen Pregnancy Prevention<br>Making Proud Choices   |
| 1 Taunton Green<br>Taunton, MA 02780<br>508-324-7520       | Fuel Assistance<br>Family Planning<br>Housing Assistance WIC (Taunton & Attleboro)<br>Operation Christmas  |
| 571 Second Street<br>Fall River, MA 02721<br>508-678-2961  | Early Head Start   |

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