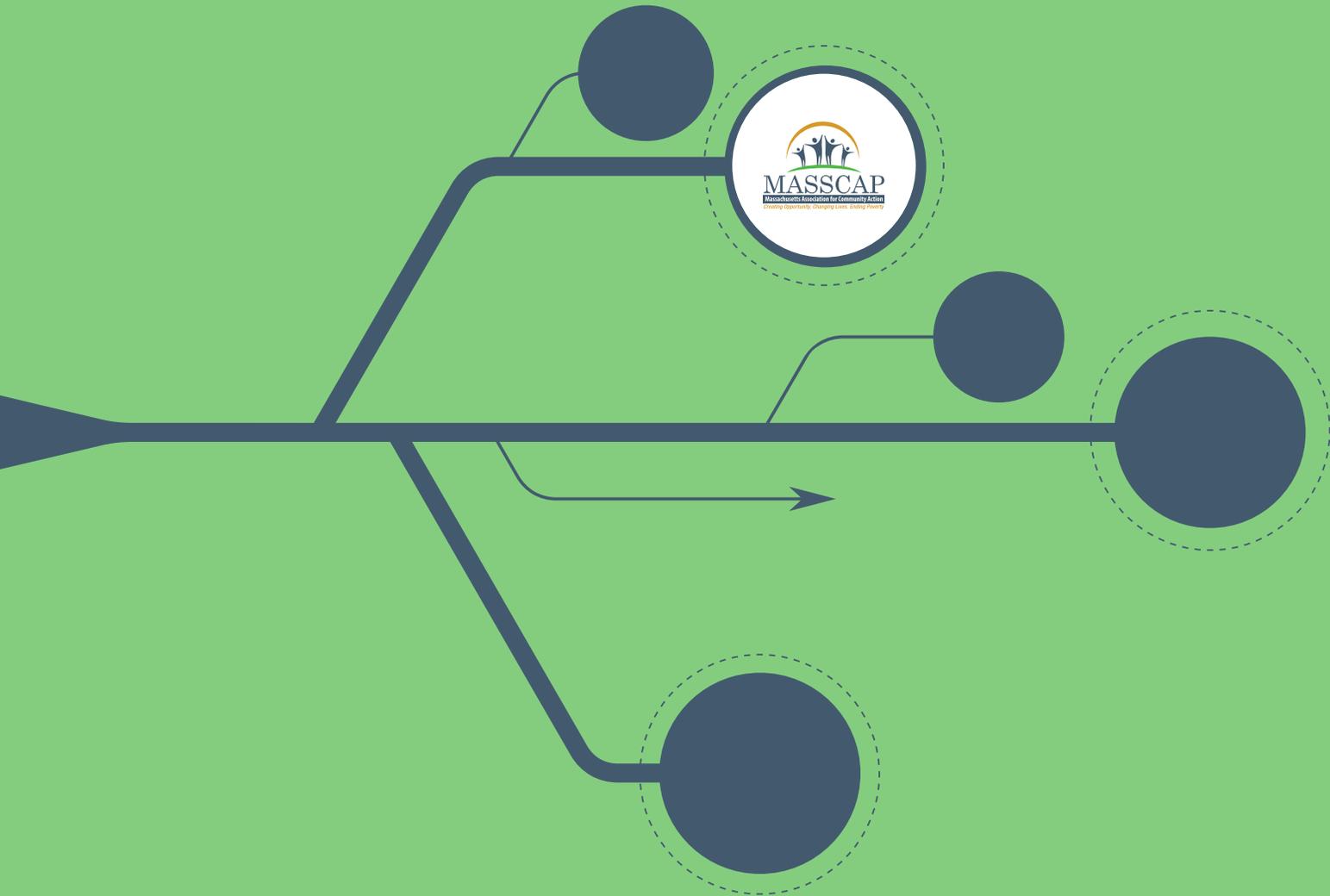




Strengthening and  
Connecting Community  
Action Agencies Across  
Massachusetts and  
Collectively Advocating  
For an End to Poverty



# A Message from MASSCAP

The programs Community Action Agencies (CAAs) run work. Programs such as fuel assistance, weatherization and Head Start keep more than 900,000 people out of poverty in the state of Massachusetts each year. The other part of the story is that even though most of the people living with low incomes we serve work – one if not two jobs – they still struggle to get by because wages for low and middle-income workers have not kept up with productivity for almost 4 decades.

These and other findings of the report “Obstacles on the Road to Opportunity: Finding a Way Forward”, commissioned by MASSCAP and written by MassBudget, are both sobering and encouraging and come at a crucial time – when the programs run by CAAs and other community-based organizations are threatened with virtual elimination in the Trump administration’s FY 19 federal budget proposal.

CAAs, since 1964 when they were created by Congress and President Johnson and mandated to “eliminate the paradox of poverty in the midst of plenty”, have been working every day with people living with low incomes to create opportunity, change lives, make the economy work for everyone, and . . . end poverty.

The single mother, the working couple with children, the elderly homeowner, the disabled veteran – our vulnerable friends and neighbors – want what we all want: an equal opportunity to work, to support our families, to live and be engaged in safe and supportive communities, and to plan for a hopeful future.

One way MASSCAP strengthens the ability of its 23 member CAAs to help our friends and neighbors is through training. MASSCAP members established in its FY 2015-FY 2017 Strategic Plan a primary goal of developing a robust, holistic, responsive, and sustainable training initiative – The MASSCAP Training Center (MTC). In its first two years, the MTC has developed and implemented a comprehensive approach to training involving over 40 statewide, regional, and local management and program training offerings per year – face to face and remote – for all levels of staff who are also supported by several communities of practices.

Recognizing the importance of our partnership with local, state, and national elected and appointed officials, MASSCAP represents the people we serve and our members at the State House and in Washington DC, advocating for public policies, programs, and practices.

MASSCAP strengthens our network by raising awareness about the importance of addressing poverty and the work of our members through our website, regional, state, and local special events, research and reports, and outreach around critical services such as fuel assistance and Volunteer Income Tax Assistance.

Community Action Agencies have a rich 50+ year history and successful track record of caring and commitment. We are trusted local institutions, reliable, flexible, and steadfast, and we stand ready to help those in need.

Thank you very much for your support.

Sincerely



Joseph P. Diamond  
Executive Director



Clare Higgins  
MASSCAP President and  
Executive Director, Community Action  
of the Pioneer Valley



# What is MASSCAP

The Massachusetts Association for Community Action (MASSCAP) is the statewide association of the 23 Community Action Agencies operating in Massachusetts. Through the combined skills and vision of its members, MASSCAP works to enhance the ability of each agency to better serve its clients.

We work with the Massachusetts Department of Housing and Community Development as well as other state agencies and other statewide allied organizations to open doors to economic stability and prosperity for Massachusetts residents living with low incomes.



## The Promise of Community Action

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

## Our Mission

To strengthen and connect the statewide network of Community Action Agencies and collectively advocate for an end to poverty.

## Our Vision

All Massachusetts residents will be able to meet their basic needs, access economic opportunities, build strong communities and move toward prosperity.

The Community Action Network is strong and effective, known for its valuable work and excellent service delivery, and considered a leading voice and advocate on the subject of poverty and inequality.

MASSCAP provides effective training, advocacy and support to all Community Action Agencies.

## MASSCAP Team

**Joe Diamond**  
*Executive Director*

**Jessica Benedetto**  
*Training and Resource Manager*

**Lisa Clay**  
*Communications and Member Services Manager*

**Martha Rogers**  
*Financial Literacy Grants Manager*

**Kathy McDermott**  
*Consultant, Leadership & Training*

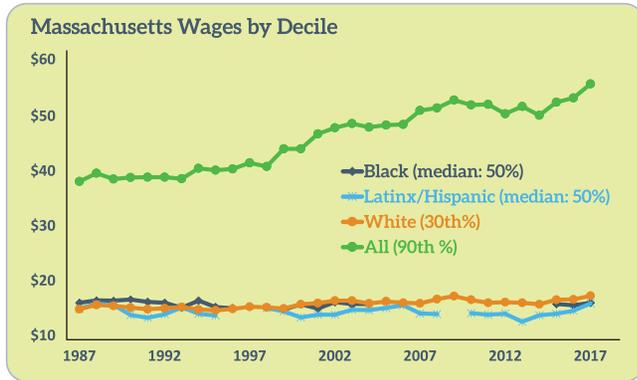
**Patricia Pelletier**  
*Consultant, Planning & Workforce Development*



# Poverty in MA

Poverty rate according to Federal Poverty Level (FPL)

Low-Wage Workers' Wages Have Barely Grown;  
High-Wage Workers' Wages Have Grown Notably.

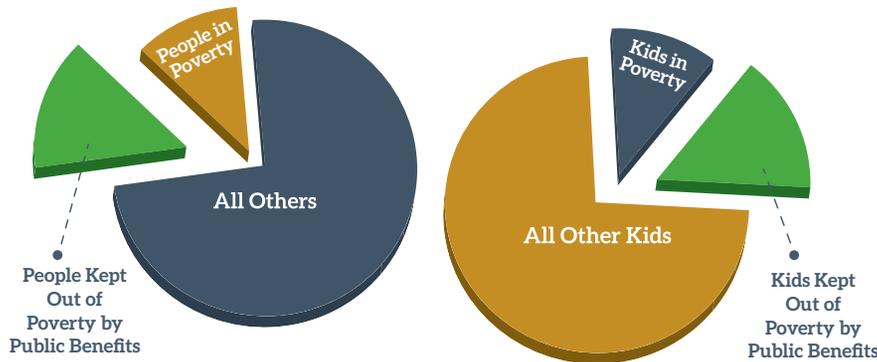


Wages have not kept up with productivity. In particular, wages for low wage workers.

We know that our programs and policies make a difference. **Programs like Fuel Assistance, SNAP, Housing Assistance, tax credits, school meals, WIC** are all critical to people's economic stability.

The Supplemental Poverty Measure takes into account these public benefit programs that help people makes ends meet. Through this measure, we see that these resources moved approximately **920,000** people, including almost **200,000** children, out of poverty.

Although Not Visible in Official Poverty Measures, Public Programs Have Cut Poverty Just About in Half.



For more information, read our report *Obstacles on the Road to Opportunity: Finding a Way Forward* written by the Massachusetts Budget and Policy Center. The report is available on MASSCAP website at [www.masscap.org](http://www.masscap.org).

**10%** Poverty Rate in MA

**14%** Child Poverty Rate in MA

More Than **1 in 7** Children Live With Income Under the Official Poverty Line

In Many Communities it is Much Higher **1 in 3** Children – as High as **45%** in Holyoke and **44%** in Springfield

It is not just people who are living with incomes under the FPL who are struggling. Those who are “near poor” (up to twice the FPL) are also facing economic hardship.

**22%** Near Poor in MA

**27%** Children Near Poor in MA

**2/3** of Children Near Poor in Many Communities – **68%** in Holyoke and **72%** in Springfield, **69%** in Lawrence

**1 in 10** households are “food insecure” **24%** or almost **1 in 4** of households who rent pay half to their income or more on rent each month.

# Policy Agenda

Through a broad-based education and advocacy effort, we worked with allied organizations and legislators to affect change through four broad public policy goals:

## Strengthening Families through Affordable and Accessible Early Education & Care

Early Education and Care programs prepare children for success in school and in life. We supported and advocated for budget initiatives that will improve access to quality affordable early education and care for thousands of families across the state through the retention of good teachers, enhanced referral, improved facilities, and support for Head Start.

- **Increase** the workforce salary line item for early educators.
- **Increase** Head Start funding to increase access to Head Start.
- **Increase** funding for Child Care Resource Referral Access Management.

## Bridging the Wage Gap

We supported the work of Volunteer Income Tax Assistance (VITA) sites run by CAAs and others and continue to fight for more support for these sites. At VITA sites, volunteers not only provide free tax prep and access to the Earned Income Tax Credit (EITC) – considered one of the most effective anti-poverty programs – and other tax credits to low-income tax payers allowing them to pay bills, cover essential needs and save. Low-income tax payers who come to VITA sites are also linked to other critical services that strengthen families and the local economy. While there are 30,000 served at 80 VITA sites in MA, there are still an estimated 75,000 left unserved.

- **Expand** State Earned Income Tax Credit (EITC) to 30% of Federal.
- **Increase** Resources for Volunteer Income Tax Assistance (VITA) Program Sites.



# Policy Agenda

## Creating a Foundation for Economic Opportunity

CAAs have many programs that provide essential support to help households living with low incomes meet fundamental needs and enjoy an important measure of stability – the kind of stability that is a firm platform for economic opportunity and mobility. One extremely important program is LIHEAP or fuel assistance.

- **In light of** a reduced federal allocation and higher home heating prices, we advocated for state fuel assistance resources. We work closely with state fuel assistance officials at the Department of Housing and Community Development, state legislators, and the Governor to assess the need for a supplemental state fuel assistance allocation.
- **We supported** an increase in funding for the Unaccompanied Youth Housing and Wraparound Services line item, a program that helps youth and young adults on a path out of homelessness or the risk of it. Early intervention and prevention can change lives.

## Strengthening Critical Human Services Infrastructure

Effective, trusted, local and longstanding community-based organizations such as Community Action Agencies make up a system of comprehensive services that support economic mobility for hundreds of thousands of low-income individuals and families in the Commonwealth. Together, these networks comprise a human services infrastructure of caring that is as essential to the well-being of the state's residents as health care institutions, public safety including police and fire, and public transportation.

- **We advocated** for legislation and a line item to update the state Community Action statute to reflect the depth and breadth of our central role in fighting poverty in virtually every city and town in the state.



Federal and state human service and benefit programs help keep more than **920,000** people per year in Massachusetts from poverty.

The **poverty rate for Massachusetts** is **10%** overall, and for children, it is **14%**, just under the levels in 1960. We must address the **wage gap to change these statistics.**

# Serving the Entire State



The 23 CAAs served close to 600,000 people with more than 75 programs in virtually every city and town across the state.

In 2017, all CAAs conducted comprehensive Community Needs Assessments to identify the urgent needs of low-income individuals in their communities and developed strategic plans that define strategies and services to meet those needs and strengthen their communities.

The top needs identified across the state are:

- ▶ Housing
- ▶ Early Education and Care
- ▶ Workforce Development
- ▶ Basic Needs: Food, Heat and Health
- ▶ Financial Capability

CAAs, together with MASSCAP, are working to create programs and partnerships as well as advocate for policies to meet these needs.

# Serving the Entire State

**ABCD | Action for Boston Community Development, Inc.**

178 Tremont Street | Boston | 02111

**ACTION | Action Inc.**

180 Main Street | Gloucester | 01930

**BCAC | Berkshire Community Action Council, Inc.**

1531 East Street | Pittsfield | 02101

**CAAS | Community Action Agency of Somerville, Inc.**

66-70 Union Square | Somerville | 02143

**CACCI | Community Action Committee of Cape Cod & Islands, Inc.**

372 North Street | Hyannis | 02601

**CAI | Community Action Inc.**

145 Essex Street | Haverhill | 01832

**CAPIC | Community Action Programs Inter-City, Inc.**

100 Everett Ave., #14 | Chelsea | 02150

**CAPV | Community Action Pioneer Valley**

393 Main St., 4th Fl. | Greenfield | 01301

**CEOC | Cambridge Economic Opportunity Committee, Inc.**

11 Inman Street | Cambridge | 02139

**CFC | Citizens for Citizens, Inc.**

264 Griffin Street | Fall River | 02724

**CTI | Community Teamwork, Inc.**

55 Merrimack Street | Lowell | 01852

**GLCAC | Greater Lawrence Community Action Council, Inc.**

305 Essex Street, 4th floor | Lawrence | 01840

**LEO | Lynn Economic Opportunity, Inc.**

156 Broad Street | Lynn | 01901

**MOC | Montachusett Opportunity Council, Inc.**

133 Prichard Street | Fitchburg | 01420

**NSCAP | North Shore Community Action Programs, Inc.**

119 Rear Foster St., Bldg 13 | Peabody | 01960

**PACE | People Acting in Community Endeavors, Inc.**

166 Williams Street | New Bedford | 02742

**QCAP | Quincy Community Action Programs, Inc.**

1509 Hancock Street | Quincy | 02169

**SELF-HELP | Self-Help Inc.**

780 West Main Street | Avon | 02322

**SMOC | South Middlesex Opportunity Council, Inc.**

7 Bishop Street | Framingham | 01702

**SPCA | Springfield Partners for Community Action, Inc.**

721 State Street, 2nd floor | Springfield | 01109

**SSCAC | South Shore Community Action Council, Inc.**

71 Obery Street | Plymouth | 02360

**VOC | Valley Opportunity Council, Inc.**

300 High Street | Holyoke | 01040

**WCAC | Worcester Community Action Council, Inc.**

484 Main Street, 2nd floor | Worcester | 01608

## 2017 Statewide Impact

Approximately  
**600,000**  
served annually



**+32,000**  
obtained child care including before / after school care



**+8,500**  
served by Head Start



**2,438**  
obtained employment



**+\$32 M**  
in tax credits



**+160,000**  
received fuel assistance



**+17,000**  
accessed free tax prep bringing back

**6,431**  
households weatherized



**825,602**  
volunteer hours donated,  
**+72%** from those we served



**14,699**  
mobilized & participating in Anti-Poverty initiatives



# MASSCAP Training Center (MTC) Highlights



Since its inception in June 2015, the MTC has trained more than 1,200 Community Action and other human services staff and board members through onsite and online training sessions. In addition, the MTC reaches many more through recorded presentations and learning resources. In FY2017, we held 64 individual training sessions with enrollment of approximately 650 Community Action and other human services staff and board members.

The MTC also sponsors Communities of Practice for staff groups that are responsible for some of the mission critical functions within CAAs including planners, chief financial officers, human resource directors, communications directors, VITA site coordinators, and those responsible for service integration.

The MTC works with the MASSCAP network and with the Department of Housing and Community Development (DHCD) to understand where targeted training and support would aid agencies in meeting national performance standards, ensuring that the Commonwealth's CAA network continues to improve and lead the nation.



**DID YOU KNOW?** That **23 CAAs** in MA run more than **75** different programs and services providing service to virtually every city and town in the state.

# MASSCAP Training Center (MTC) Highlights

## Leadership Development Institute

The Leadership Development Institute is a comprehensive, interactive series of professional development sessions for mid and senior level managers dedicated to Community Action and human services. The program is designed to identify, refine, develop and practice leadership abilities both personally and professionally.

## The First Class – Class of Spring 2017

Fifteen participants, eleven from within our Community Action Network and four from outside human service organizations made up the first class, which included five sessions and a Capstone project. Topics were history and philosophy of Community Action; self-awareness and reflection on style; leadership within the agency including management as well as financial management skills; leadership beyond the agency including collective impact, coalitions, collaborations, building relationships and trust; the political process; and data-driven decision making.

## Workforce Development Series

The series was funded by a state workforce training fund program administered through the Commonwealth Corporation. This pilot year focused on helping Community Action direct service staff in the central and western parts of the state to build skills and develop career pathways to excel and progress within the Community Action Network. We offered three modules, each with a series of three sessions: Customer Service, Supervisory Skills and Employability Skills.



“Leadership Training Institute is the only one training that I have ever attended and took away so much skill and knowledge.”



“True Leadership comes from people who empower others to make change and grow in all aspects of their work and lives.”

**DID YOU KNOW**  
That wages for low wage workers have barely grown over the last 20 years while incomes for the top 1% have more than tripled.

# Partnerships

Partnerships are critical to achieving our mission. There is strength in collaboration.

We thank all of our partners:



## Department of Housing and Community Development

DHCD is the state's CSBG lead agency responsible for distributing CSBG dollars to the 23 Community Action Agencies as well as monitoring and training them. As our partner, they support our capacity to serve the network and to run our training center.



## Community Action Partnership (CAP)

As the national membership organization for Community Action Agencies, it is the mission of the Community Action Partnership to strengthen, promote, represent and serve the network of member agencies to assure that the issues of poverty are effectively presented and addressed.



## Community Action Program Legal Services, Inc. (CAPLAW)

As a national membership organization of the Community Action network, CAPLAW is dedicated to providing the legal, governance and management resources necessary to sustain and strengthen the national Community Action Agency (CAA) network.



Eastern Bank Charitable Foundation supports organizations that provide services to the underserved and neediest members of our community. Eastern Bank works to ensure that all our neighbors have equal access to employment, education, healthcare, housing, childcare, healthy meals and other essential support services.



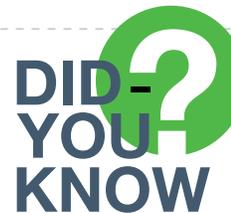
## National Association for State Community Services Programs (NASCS)

As the national membership organization for state CSBG lead agencies, the National Association for State Community Services Programs (NASCS) is charged with advocating and enhancing the leadership role of states in preventing and reducing poverty.



## National Community Action Foundation (NCAF)

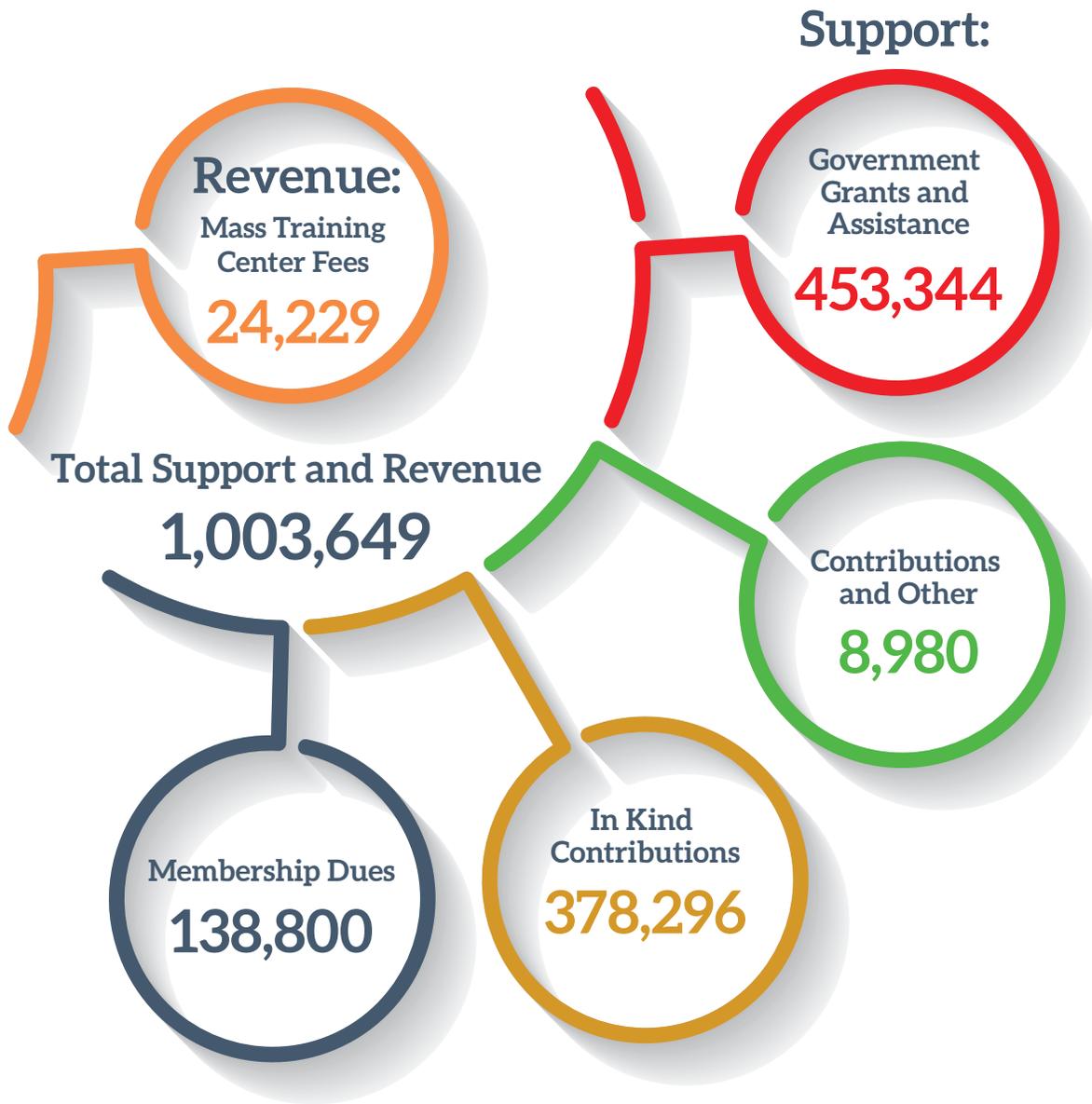
The National Community Action Foundation (NCAF) seeks to represent the funding and policy interests of Community Action Agencies and their state and regional associations in Washington, D.C. by ensuring the federal government honors its commitment to fighting poverty through support of the Community Action Program.



That approximately **150,000** people in MA have been kept out of poverty thanks to EITC and CTC based on the Supplemental Poverty Measure.

# Financial Report

MASSCAP, Inc. Financial Report for Year Ending 9/30/17



## Expenditures



Program Services  
**824,989**



Management & General  
**169,298**



Fundraising  
**4,838**



Total Expenditures  
**999,125**



Change in Net Assets  
**4,524**



Net Assets 10. 1. 2016  
**96,090**



Net Assets 09. 30. 2017  
**100,614**

MASSCAP revenue comes from government and private grants. Additional revenue is received from MASSCAP agencies as well as fees collected for the MASSCAP training center.

# MA CAA Funding Sources

The core operational funding for CAAs is the Federal Community Services Black Grant (CSBG). With that funding (more than \$16M in FY2017), CAAs are able to leverage additional funds, create partnerships, conduct local assessments and planning, and organize volunteers. CAAs directed more than \$780M toward putting end to poverty in 2017.

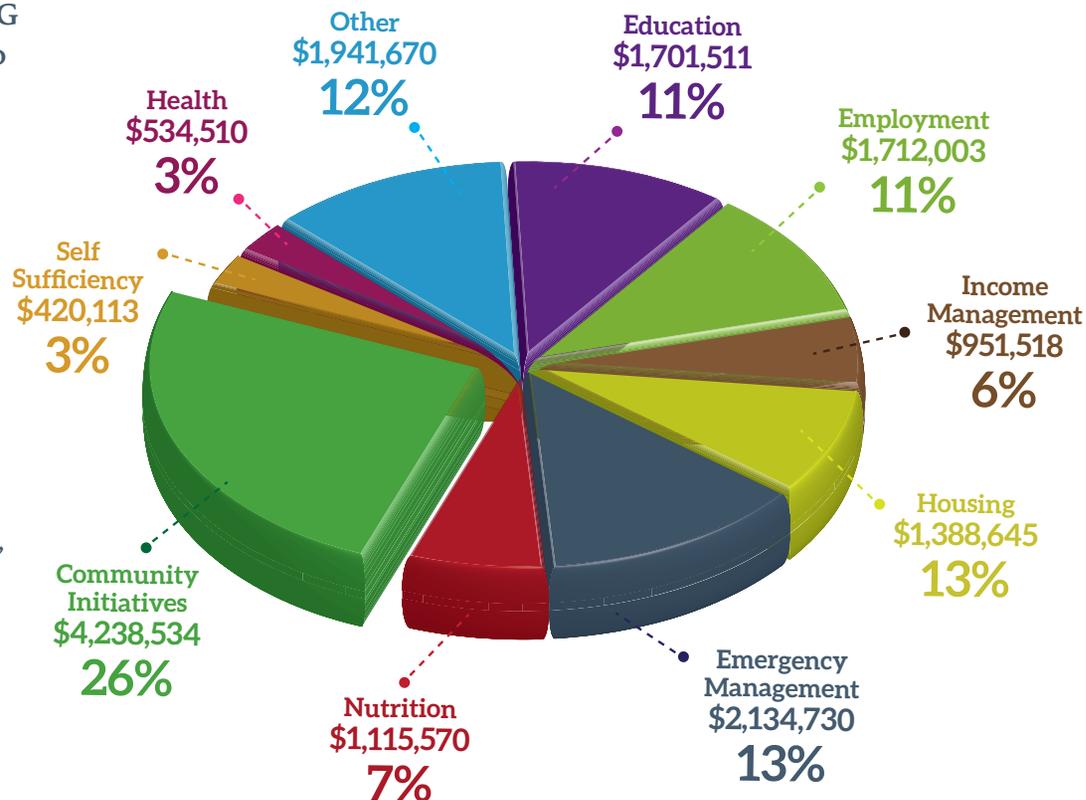
Federal CSBG .....	\$16,229,359
Federal Non-CSBG .....	\$416,421,303
State.....	\$155,474,672
Local .....	\$4,204,066
Private .....	\$188,256,142
<b>TOTAL:</b>	<b>\$780,585,542</b>

The **Community Services Block Grant (CSBG)** is the only federal program with the explicit and overarching goal of reducing poverty, regardless of its cause. CSBG pursues this goal by providing critical core funding to the national network of Community Action Agencies (CAAs) – local and trusted institutions – that serve our most needy children, families, and seniors, by providing programs and initiatives of documented success and enormous payback to society.

## CSBG funding supports projects that:

- ▶ Lessen poverty in communities
- ▶ Address the needs of low-income individuals including the homeless, migrants and the elderly
- ▶ Provide services and activities addressing employment, education, better use of available income, housing, nutrition, emergency services and/or health

In MA, the Department of Housing and Community Development (DHCD) manages CSBG and distributes funds to our 23 CAAs. This flexible resource provides up to 10% of the CAA's funding.





“ This administration . . . declares unconditional war on poverty in America . . . The program I shall propose will emphasize this cooperative approach to help that one-fifth of all American families with incomes too small to even meet their basic needs. Our chief weapons in a more pinpointed attack will be better schools, and better health, and better homes, and better training, and better job opportunities . . . ”

Lyndon B. Johnson: “Annual Message to the Congress on the State of the Union,” January 8, 1964





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