

20/20
20/21

Finding the Way Forward **TOGETHER**



ANNUAL REPORT

#CommunityActionWorks



MESSAGE FROM MASSCAP



Joseph P. Diamond



Laura Meisenhelter

This is a special annual report because it covers two fiscal years (2020-21) and documents one of the most trying times we have faced. This report highlights how we, as a network, rallied together with the people we serve, and with our allies and friends along with federal, state, and local elected and appointed officials to keep each other safe, recover, and move into a post-pandemic world.

MASSCAP began its 5-month strategic planning process at the start of FY20. We decided to extend the process through most of 2020 so that the strategic plan would be informed by our experience adjusting to the pandemic and the insights we gained — insights about the people we serve and how to innovate our public policies and delivery of services, and insights into the future of work and the power of resilience and teamwork.

Our **strategic plan** includes a statement of our core values: Equity, Inclusivity, and Collaboration. These values, along with our updated mission and vision, reflect a renewed commitment to the people we serve and to each other, and a pledge to join with others to ensure that these values are integrated into all of our work.

The strategic plan also leans into MASSCAP's leading role as a crucial voice and advocate on addressing poverty — a role that emanates from the work of our 23 members and a **history** that we are very proud of.

How will we do this?

- ▶ By advocating for **public policies** that address critical needs and structural challenges
- ▶ By serving on the newly formed Legislative Commission on Poverty

A handwritten signature in black ink that reads "Joseph P. Diamond".

Joseph P. Diamond
Executive Director

- ▶ By holding a series of local forums around the state examining the information and insights offered in the report, **At A Crossroads Created by COVID: Families Moving Along the Road to Opportunity in Massachusetts**,
- ▶ By reaching out locally and statewide through social media and the press to feature the achievements of the people we serve, their resilience, and their humanity.
- ▶ By continuing to innovate and adapt in order to meet the changing needs of families and communities.

Throughout the pandemic, the role CAAs played in vulnerable communities became even more crucial. We worked with local allies to organize responses to the pandemic. We continued to explore and address inequity internally and externally. We implemented quickly and efficiently investments made by the federal and state governments in pandemic prevention, relief, and recovery, and we continued to remain open and to serve in the safest possible ways.

As we approach what we hope is the other side of the pandemic, we are more committed than ever to our mission and to the people and communities we serve. Moving forward our direct service, our agency structures, our work in our communities, our local and statewide research and advocacy will all be informed by lessons learned over the past two plus years and bolstered by the resilience we all displayed throughout. On behalf of the people we serve, thank you for your support.

A handwritten signature in black ink that reads "Laura Meisenhelter".

Laura Meisenhelter
MASSCAP President & Chief Executive Officer,
North Shore Community Action Programs

WHAT IS MASSCAP?

The Massachusetts Association for Community Action (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.



Mission

To strengthen, unify, and advocate with the Community Action Statewide Network to advance economic, racial and social justice and to create communities where everyone thrives.



Vision

All MA residents will prosper and thrive through equitable opportunity and resources to meet their basic needs, enjoy economic mobility, and build strong and inclusive communities.

The Community Action Network is strong and effective, known for its valuable work and excellent service delivery, and is an advocate and leading voice in the fight to end poverty and inequality.



Core Values

Equity

We believe that ALL people and communities can achieve their greatest potential only when systems and policies support equitable access to resources, opportunity, and justice.

Inclusivity

We believe in the collective power of including and joining ALL voices to compassionately represent, protect, and strengthen our communities.

Collaboration

We believe that equity for ALL can only be achieved when peers, allies, stakeholders, and people in positions of power come together to build strong relationships with a foundation of mutual trust, support, and shared vision.

MASSCAP Team

Joe Diamond

Executive Director

Lisa Clay

Director of Communications and Member Services

Katie Clement

Project Coordinator, READYGO

Colleen Cullen,

Director of Grants Management and Compliance

Isabella Dickens-Bowman

Training and Resource Manager

Ancel Tejada

Program Manager
Financial Empowerment

Jessica Benedetto

Consultant, Planning and Performance Management

Kathy McDermott

Consultant, Leadership & Training

#CommunityActionResponds:

LEO Inc.: **Serving Greater Lynn**

COVID intensified LEO's focus on identifying the critical needs within communities and committing themselves to equitable recovery. LEO was the conduit for \$1.05 million in emergency relief funding to address food and housing insecurity. LEO was a core partner in two collective impact coalitions in Lynn; they dedicated themselves to helping families remain whole as we struggled with remote learning, depletion in childcare providers, layoffs, food shortages, and the ongoing battle to slow the spread of the virus.

Chief Program Officer, Lilian Romero was pleased with the dedication from the LEO team,



I am proud of our staff who never stopped serving clients, even in the darkest days of the pandemic.



Ways LEO Expanded Food Equity:

- ▶ Built out basic food pantries at two sites to complement their full kitchen at Blossom Early Education Center. Refrigerators and freezers prolong the life of perishable foods, and organized storage for shelf-stable items
- ▶ Purchased a refrigerated cargo van to have a safe environment to transport temperature-sensitive foods while picking up donations or making deliveries
- ▶ Partnered with My Brother's Table to deliver meals
- ▶ Purchased tents to allow for safe and efficient walk-up or drive-through food distributions for senior citizens and families in Head Start
- ▶ As a partner agency in Lynn's Food Security Task Force, they worked closely with The Salvation Army to identify the equipment needed to expand food distribution capacity in the city

#CommunityActionResponds:

Community Teamwork Inc. (CTI): **Serving Greater Lowell**



By partnering with the City of Lowell and Life Connection Center, CTI was able to develop a new program to support and house chronically homeless individuals who were at severe risk due to COVID-19. Over 80 individuals have been provided safe and secure temporary shelter through these efforts, with the focus now on increasing supportive permanent housing for these individuals.

— Carl Howell, Chief Program Officer



The Youth Services Program provides support to youth and young adults ages 16-24 who are homeless, housing insecure and/or pregnant or parenting. Supports include access to basic needs, case management support, community connections and housing pathways to help work toward stabilization and independence. The Mill You is the drop-in day center.



#CommunityActionResponds:

Worcester Community Action Council (WCAC):
Serving Worcester and 45 surrounding towns



It was important for the children and their families to know they were not going to be left behind.

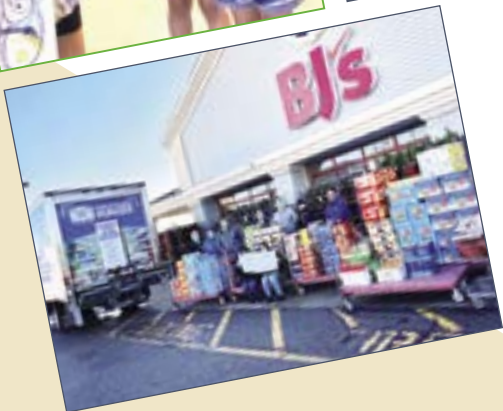
—Ashley Pope, WCAC Head Start Teacher



WCAC Energy Assistance Outreach outside – staying safe!

South Shore Community Action Council:
Serving Plymouth and South Shore

South Shore Community Action Council partnered with The Cape Cod Family Table Collaborative on a *Dinner Drive Through* event to bring relief and sustenance to so many families on the Cape.



#CommunityActionResponds:

Berkshire Community Action Council (BCAC): Serving Berkshire County

When COVID-19 first began, BCAC pulled together a meeting of our community partners to discuss short term and long term needs that our low income community would face. While food pantries were ramping up their efforts to feed more families, it was consistently brought up that families were in need of perishable items such as meats, fruits, vegetables and dairy items. BCAC launched the Nutrition for All Food Box program to fill the gap until benefits such as SNAP increased the amount that families could spend on groceries. They were proud to work with a local business, Wohrle's Foods to create the boxes filled with fresh produce, meat, dairy and grains.



Making Opportunity Count (MOC): Serving Fitchburg and North Central MA

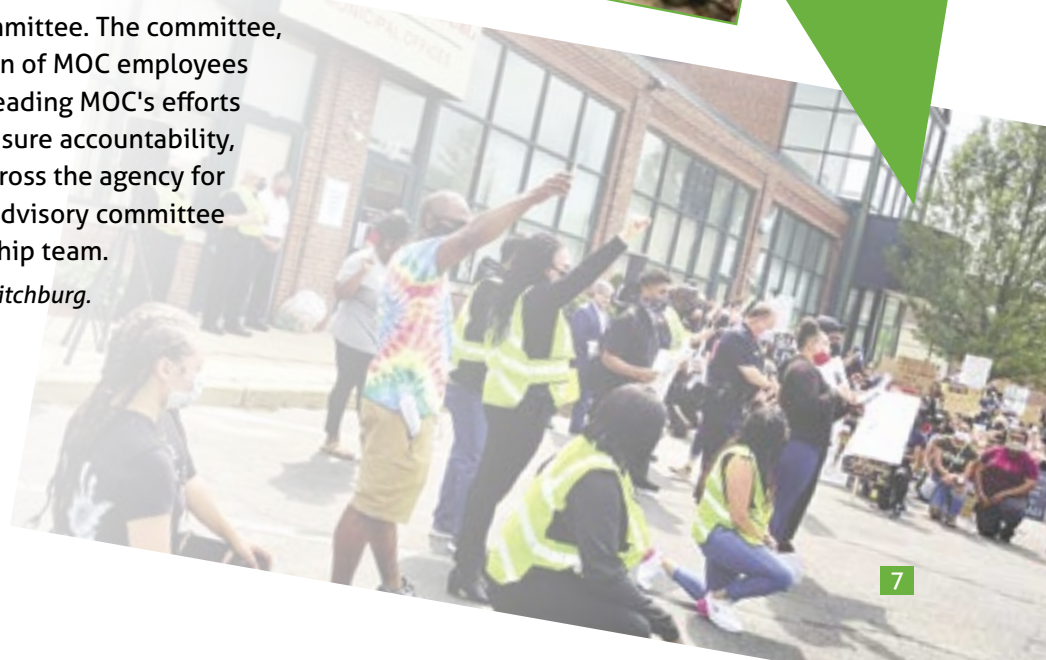
Since formally licensed as an outpatient mental health center in July 2021, The Counseling Center at MOC has provided a resource for the region's extensive waitlists, serving more than 200 patients in less than a full year of service. The Center provides a wide variety of services, individual psychotherapy and medication management, designed to meet clients' individualized treatment needs through consultation, collaboration and coordination of care that respects their strengths and differences.

Photo is from ribbon-cutting at opening of the Counseling Center.



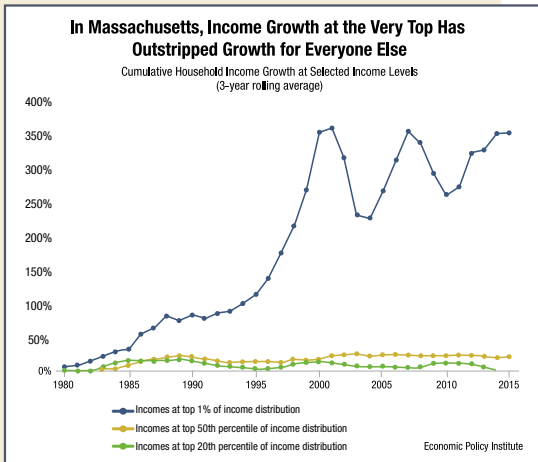
In alignment with the commitment to "Be Anti-Racist", MOC shifted efforts from awareness to action with the launch of their MOC Race Equity Committee. The committee, comprised of a diverse representation of MOC employees across nearly all programs, is spearheading MOC's efforts to improve equitable opportunity, ensure accountability, and increase a sense of belonging across the agency for our staff and clients by acting as an advisory committee to the board of directors and leadership team.

Photo is from Black Lives Matter Rally in Fitchburg.



POVERTY IN MASSACHUSETTS

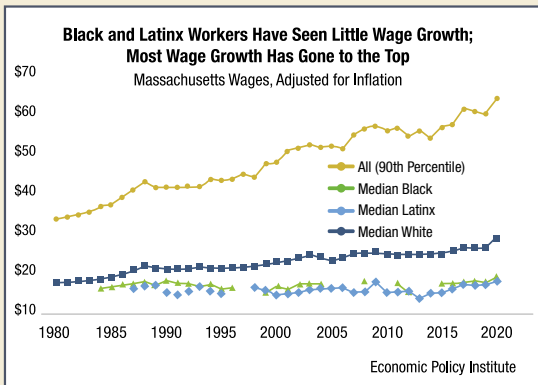
The Commonwealth found itself at a crossroads in 2020 with a spotlight shining on inequities. Covid-19 and the economic downturn hit the families with fewer available resources the hardest.



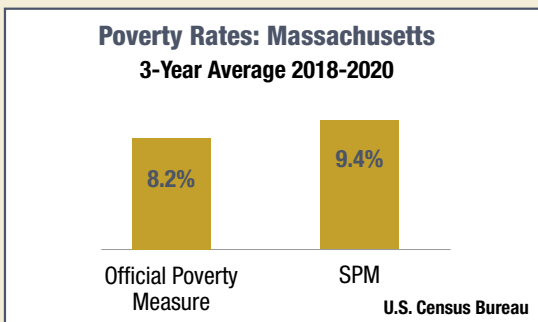
► Wages for low wage workers have barely grown over last 40+ years while incomes for the top 1% are more than five times what they were in 1980.

► Over the past four decades, median wages for Black and Latinx workers have barely budged, especially when compared to median wages for white workers.

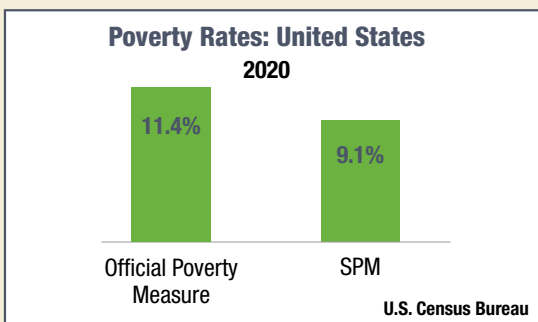
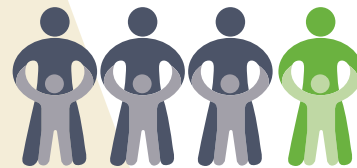
► Unlike in the nation as a whole and most other parts of the country, the Massachusetts Supplemental Poverty Rate (SPM) is HIGHER than the official poverty rate, in large part due to the state's high housing costs.



► Almost 1 in 5 Black/Latinx households with children reported not having enough to eat in 2020. Overall 1 in 10 households with children reported not always having enough to eat in 2020.



► More than 1 in 4 Black/Latinx households with children lost employment income since Spring 2021. The number was 1 in 6 overall.

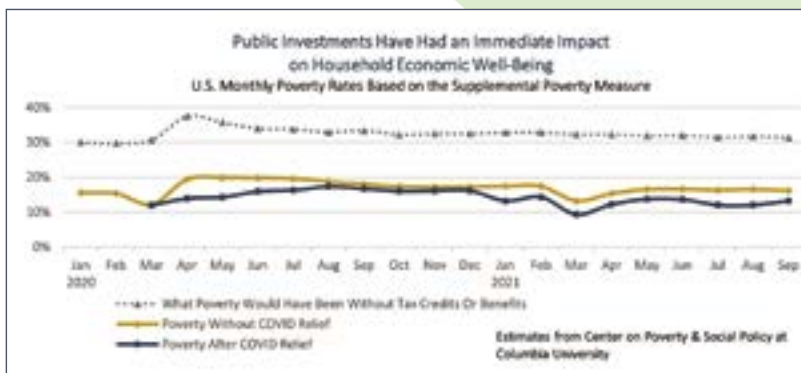
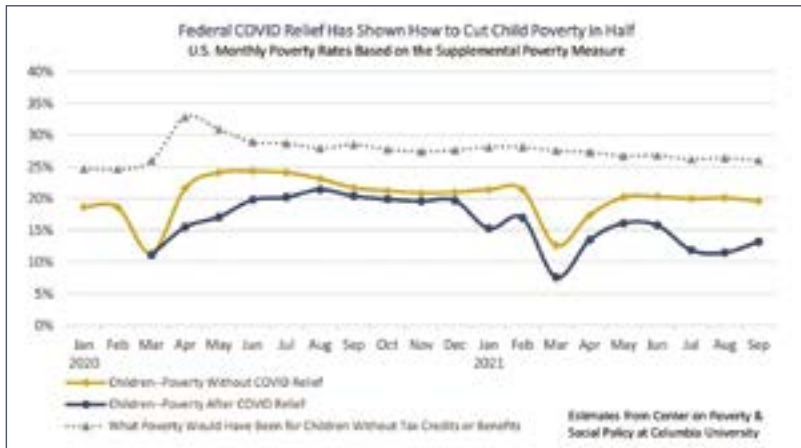
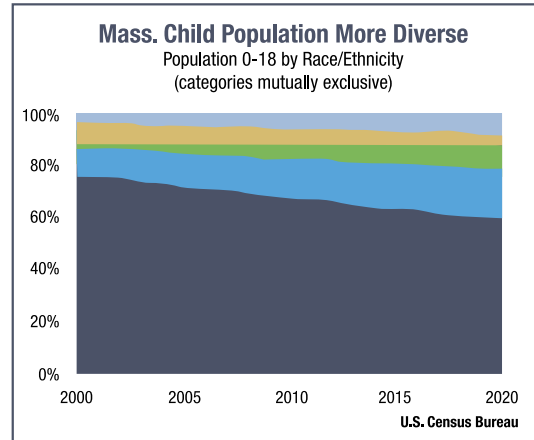


► More than 1 in 3 Black/Latinx households with children were housing insecure as the pandemic progressed. The number was 1 in 5 overall.



And Where We Are Now

- ▶ **More and more of the children of Massachusetts identify as Black, Latinx, or Asian**, while the percentage of children who identify as white has been shrinking.
- ▶ **Targeted tax credits and public benefit programs** across the country had an immediate impact on household economic wellbeing during 2020-21 — **showing a path to cutting child poverty in half.**



We know that:

- ▶ Poverty has been largely the outcome of low-wage work and under-resourced communities.
- ▶ Thoughtful, well-targeted policies can improve work and invest in our communities.
- ▶ The crisis created by COVID has created an opportunity to move forward with bold solutions that center equity.

All data from our report:

At a Crossroads Created by COVID: Families Moving Along the Road to Opportunity in Massachusetts

PUBLIC POLICY AGENDA

Through broad-based education and advocacy efforts, we worked with allied organizations and legislators to effect change. Our four broad public policy focus areas and related results are:



Strengthening Families through Affordable and Accessible Early Education & Care

Early Education and Care programs prepare children for success in school and 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.

- ▶ **Increased resources for early education and care workforce** salaries: \$20M in FY21 and \$20M again in FY22
- ▶ **Increased Head Start funding** to increase access from \$12M to \$15M in FY21 and \$15M again in FY22.
- ▶ **Increased funding for Child Care Resource Referral Access Management** from \$10.065M to \$11.1M in FY21 and \$12M in FY22.



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 taxpayers allowing them to pay bills, cover essential needs, save and plan for a hopeful future. Low-income taxpayers who come to VITA sites are also linked to other critical services that strengthen families and the local economy.

- ▶ **Increased funding from \$200,000 to \$820,000** for Volunteer Income Tax Assistance (VITA) program sites (+400% increase) for FY21 and \$1.02M for FY22 (+24%).
- ▶ **Continued to advocate** for an increase to 50% in the State Earned Income Tax Credit (EITC). It is currently 30% of Federal.



PUBLIC POLICY AGENDA

Creating a Foundation for Economic Opportunity

CAAs have many programs that help low-income households meet fundamental needs and enjoy a measure of stability, which is a platform for economic opportunity and mobility. The Low-Income Home Energy Assistance Program (LIHEAP) is one such example.

- ▶ **Added \$15M in FY20** Supplemental budget for fuel assistance to help with the rising cost of heating sources.

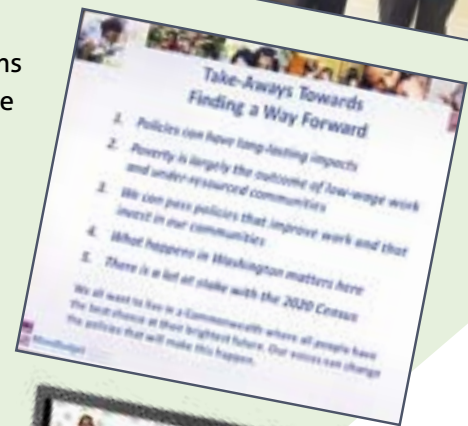


Strengthening Critical Human Services Infrastructure

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.

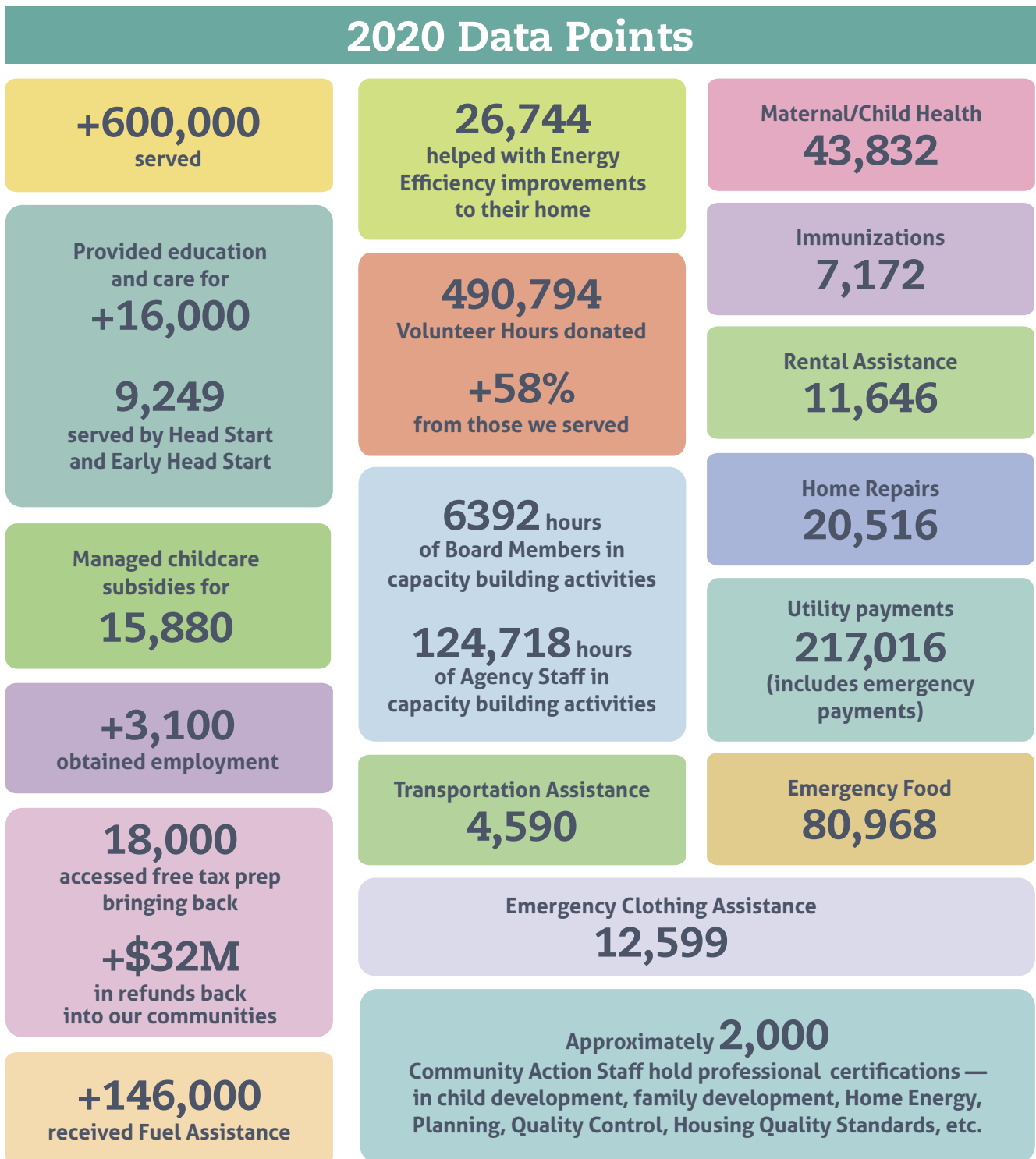
Together, these networks comprise a human services infrastructure of care that is as essential to the well-being of the state's residents as health care institutions, public safety including police and fire, and public transportation. Community Action is at the heart of this infrastructure.

- ▶ **Included NEW Budget Line Item** in FY21 in amount of \$5M for flexible, operational support for Community Action Agencies to be able to be nimble and respond innovatively and quickly to community needs. Secured \$6.5M in FY22 (+30% increase).
- ▶ **Created a new Commission on Poverty and Opportunity** in the FY22 budget. MASSCAP is an active member.



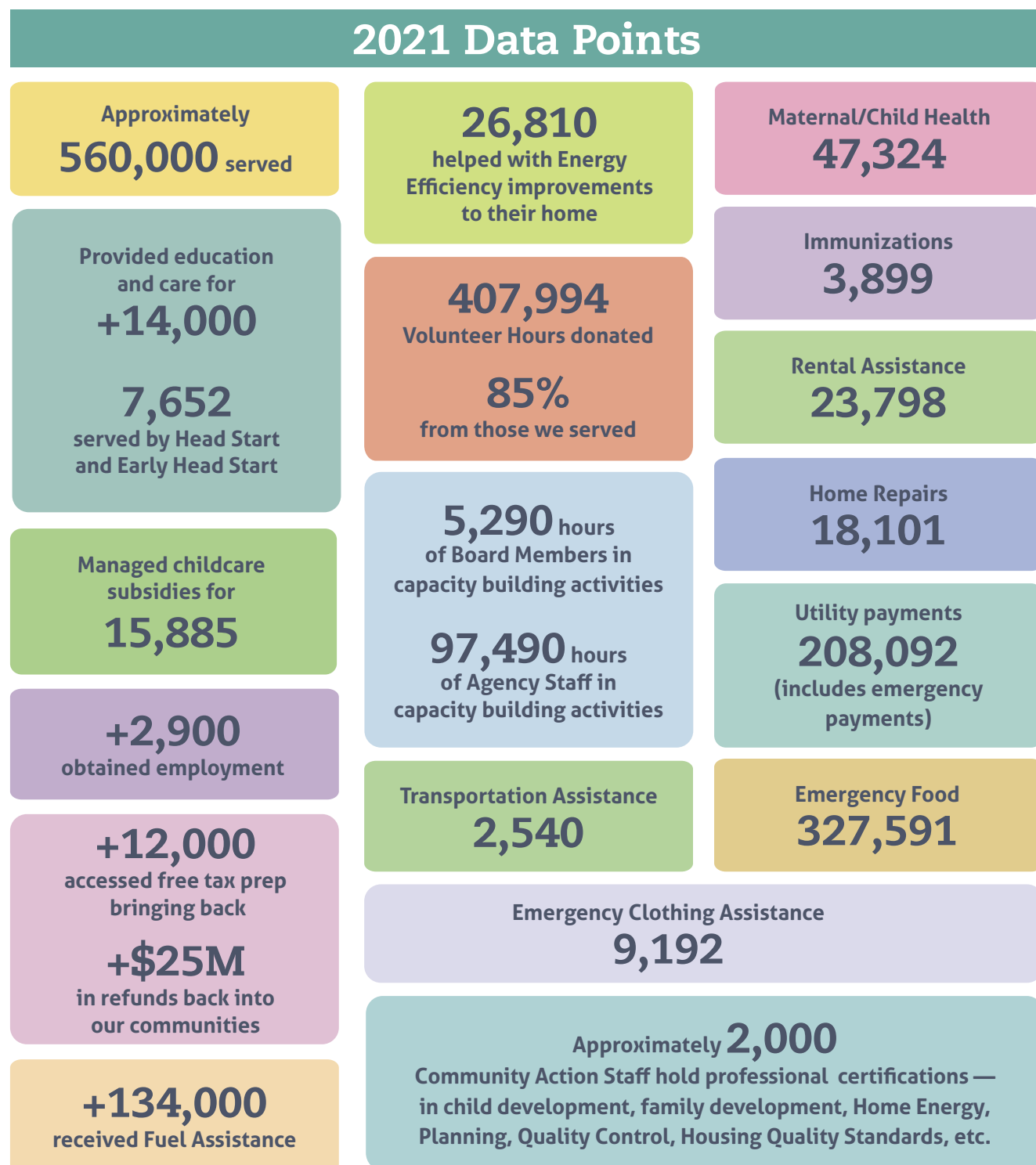
2020 - 2021 | **IMPACT**

The impact of the Community Action network is more significant than just these numbers. While we see that we have overall served less people and some program numbers were fewer children than in previous years due to the pandemic, we have also changed so much in the delivery of services and added new services to adapt to what our communities need.

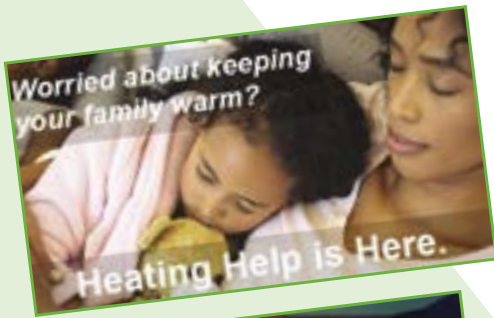


2020 - 2021 | IMPACT

It is not surprising to see that we have provided less early education and care and had fewer children enrolled in Head Start and other early education programs. It is also not surprising that we have provided so many with rental assistance and utility payments as well as food. Community Action Agencies are doing what is needed in the community, adapting, adding and changing programs and services as needed.



COMMUNITY ACTION IN ACTION



HEATING HELP IS HERE!

Each year we run a statewide campaign to promote Energy Assistance, including the Low Income Home Energy Assistance Program (LIHEAP), a federal program that helps low income households address energy costs. The program is administered in Massachusetts by a network of 22 community-based organizations, including 19 Community Action Agencies (CAAs), the City of Cambridge, and the New England Farm Workers Council.

In 2020, we kicked off with a virtual event in conjunction with Action Inc. in Gloucester. It was **livestreamed on YouTube**. In 2021, we kicked off with a hybrid event in conjunction with Worcester Community Action Council at Worcester City Hall and **livestreamed on Facebook**.

Heating help programs including fuel assistance and energy efficiency programs are economic support programs as well as health and safety programs. Visit www.heatinghelpma.org for more information.

Who we served 2020

- +146,000 households served
- 33% include children under 18
- 49% include elderly (60+)
- 45% have earned income
- 53% access food stamps

Who we served 2021

- +134,000 households served
- 31% include children under 18
- 52% include elderly (60+)
- 37% have earned income
- 54% access food stamps

The pandemic negatively affected the number served as most of the process was handled virtually or by phone. We did see a 12% rise in new applicants in 2021 and a 12 point reduction in those with earned income.



Keeping warm is a basic human need. In order to maintain public health, we need to make sure that people have adequate home heating. . . When we know there is an avoidable situation that affects public health, we need to do everything to address it. That is why I have been so committed that we do everything we can through state government, also partnering with the federal government, to make sure that we have fuel assistance, and that people are able to take advantage of it."

— Senator Bruce Tarr, October 2020

It is not just the payment for mortgage or rent, it is whether or not you can live in a healthy fashion within your own home. Fuel assistance is so important. We just never know what is going to happen."

— Representative Ann-Margaret Ferrant, October 2020

Nobody, and I repeat, nobody should have to choose between staying warm in the winter and putting food on the table or getting the care they need to stay healthy. Nobody should have to decide between heating and eating."

— Congressman Jim McGover, October 2021

The COVID-19 pandemic only exacerbated the difficult situation many low-income households already found themselves in, and a program like this can mean families won't have to choose between putting food on the table and keeping the heat running. That is a decision no one should ever have to make."

— Edward Augustus, City Manager, Worcester, October 2020



COMMUNITY ACTION IN ACTION

EARN IT. KEEP IT. SAVE IT.

Each year we run a statewide campaign to promote the Volunteer Income Tax Assistance Program (VITA).

Volunteer Income Tax Assistance (VITA) sites not only offer free tax preparation to low-income wage earners by IRS-certified volunteers, but also ensure access to the Earned Income Tax Credit (EITC) and other tax credits. In addition, they work with taxpayers to plan for a hopeful future and save as well as access other critical services.

The VITA program helps bridge the wage gap and puts money back into communities. It is one way that we help individuals overcome the structural barriers that exist to move people out of poverty.

The majority of Community Action Agencies run VITA sites (we are responsible for almost half of the 80 VITA sites in the state, and more than half of the clients served).

In 2020, we kicked off the tax season in conjunction with Cambridge Economic Opportunity Committee (CEOC) and Community Action Agency of Somerville (CAAS) at the Frisoli Youth Center in Cambridge. The event included Senator Sal DiDomenico, Representative Marjorie Decker and Representative Mike Connolly as well as the local mayors. In 2021, we kicked off with a fully virtual event featuring Congressman Richard Neal and state legislative champions Senator Jo Comerford and Representative Natalie Blais.



**Note that due to the pandemic, VITA sites adapted with virtual and hybrid systems of service delivery as well as staying open past the tax deadline to accommodate tax law changes to ensure clients accessed additional benefits.*



In the midst of the global COVID-19 pandemic, volunteers are not only providing Massachusetts residents with tax preparation assistance but also with connections to much-needed services and support.

— Representative Natalie Blais, January 2021

VITA is an invaluable program that does immeasurable good for people who need it. Your work this season will ease families' financial burdens and remind them that they are part of a community that sincerely cares about them.

— Congressman Richard Neal, January 2021

VITA is a triple win. It is a win for workers and families returning these hard-earned dollars where they are needed most. It is a win for local and regional economies, and it is a win for the state as it's a massive return on investment.

— Senator Jo Comerford, January 2021

It is important to stand here today and recognize that these VITA sites ensure that our lowest wage workers are getting the support they are entitled to. Sadly, for most people across the country, one job is not enough to care for a family. Accessing tax assistance, including the EITC, makes it so that every dollar our hard-working low-earners make comes back to their pockets — this means more food on the table and a crucial bit more security for a family.

— Representative Marjorie Decker, January 2021



FACTS – A TYPICAL YEAR:

80 VITA sites
(+40 are Community Action sites)

+30,000 served (+18,000
by Community Action sites)

+1300 Volunteers

+40,000 Volunteer Hours

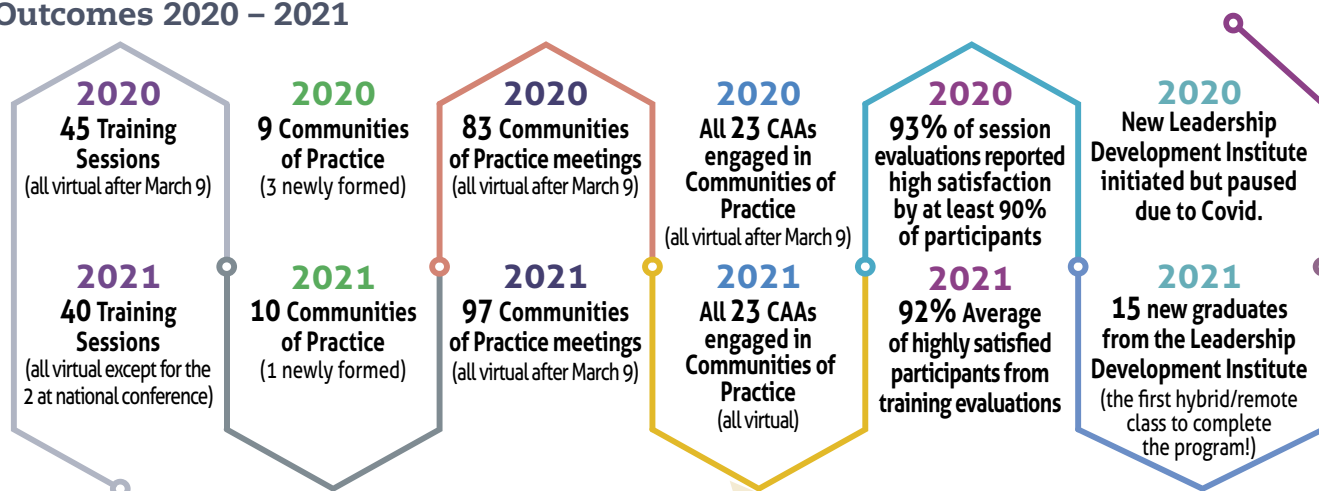
\$60M returned in tax credits

Estimated **\$1.44** activity
generated per **\$1** accessed

The MTC serves as the hub of training, technical assistance, professional development, and networking for all levels of CAA staff and board members, along with staff from several partnering human services organizations through virtual trainings, facilitating Communities of Practices, and providing resources, information, and guidance.

While the pivot to virtual and hybrid training sessions and meetings necessitated a lot of troubleshooting and work, it also made the MTC more accessible and convenient for staff across our network. The number of formal trainings offered decreased while the number of meetings and conversations facilitated by MASSCAP/MTC team members as well as the frequency and quantity of resources curated and shared with the network increased.

Outcomes 2020 – 2021



Leadership Development Institute class of 2020/2021

Traditionally, this has been an in-person, one year program. However, after the initial session was held in person in early 2020, the participants decided to forge ahead with the program fully remotely, which would end up spanning two years. However, what at first appeared to be adverse conditions became a platform for the LDI class to practice and strengthen their flexibility, creativity, and team-building skills. Throughout the process the participants were able to forge connections, learn from the diverse training sessions, and produce three incredibly impressive CAPStone group projects on "The Future of Work," "Service Integration," and "Launching a Workforce Development Initiative."

READY GO

Reading Educators and Developing Young Children for Great Outcomes

- ▶ Funded by The Health Foundation of Central Massachusetts (THFCM)

Goals

- ▶ To maximize early childhood experiences and the number of children receiving services by strengthening the workforce
- ▶ To work with the Department of Early Education and Care (EEC) to have training in trauma-informed care included in its credentialing system
- ▶ To have other community colleges in the state offer these courses in trauma-informed care as part of their early education and care curriculum

How

- ▶ Educator Training in adverse childhood experiences and creating trauma-informed learning environments
- ▶ Educator tools to address behaviors exhibited by children who have experienced trauma
- ▶ Two four credit sequential college courses offered by partner community colleges

PLANNING YEAR MILESTONES (2020)

- ▶ Completed environmental scan of similar initiatives and college courses
- ▶ Conducted online focus groups with 23 early childhood educators
- ▶ Surveyed 85 early childhood educators with 74% response rate
- ▶ Created Educators' Assessment based on identified needs
- ▶ Created Evaluation Plan with partners at the Institute for Community Health
- ▶ Finalized Research Model
- ▶ Developed intervention model with community colleges

PILOT YEAR MILESTONES (2021)

- ▶ Enrolled 24 educators in course 1 at QCC and MWCC
- ▶ Met with key stakeholders to collaborate on strengthening the state early education and care system
- ▶ Conducted observations at each of the centers (YMCA, MOC, WCAC) with partners at the Institute for Education and Professional Development
- ▶ Provided summary of educator surveys
- ▶ Gathered data from partner agencies for analysis by the Institute for Community Health
- ▶ Reviewed preliminary outcomes from first course and made appropriate adjustments

PARTNERS

Making Opportunity Count (MOC)
Worcester Community Action Council (WCAC)
The YMCA of Central MA childcare programs
Mount Wachusett Community College (MWCC)





Quinsigamond Community College (QCC)
The Institute for Community Health
The Institute for Education and Professional Development
Department of Early Education and Care

FINANCIAL REPORT

9/30/2020 AND 9/30/21

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.

SUPPORT AND REVENUE

	FY20	FY21
 SUPPORT:		
Government Grants and Assistance	1,523,993	1,548,459
Contributions and Other	5,345	6,220
In Kind Contributions	219,941	300,350
Membership Dues	138,800	138,800
 REVENUE:		
MASSCAP Training Center Fees	19,775	17,990
Total Support and Revenue	1,907,854	2,011,819
 EXPENDITURES:		
Program Services	1,036,679	993,704
In Kind Expenses	219,941	300,350
Management & General	488,438	512,673
Fundraising	34,536	38,313
Total Expenditures	1,779,594	1,845,040
 Change in Net Assets	128,260	166,780
Net Assets October 1, 2019	130,104	
Net Assets September 30, 2020	258,365	
Net Assets October 1, 2020		258,365
Net Assets September 30, 2021		425,143

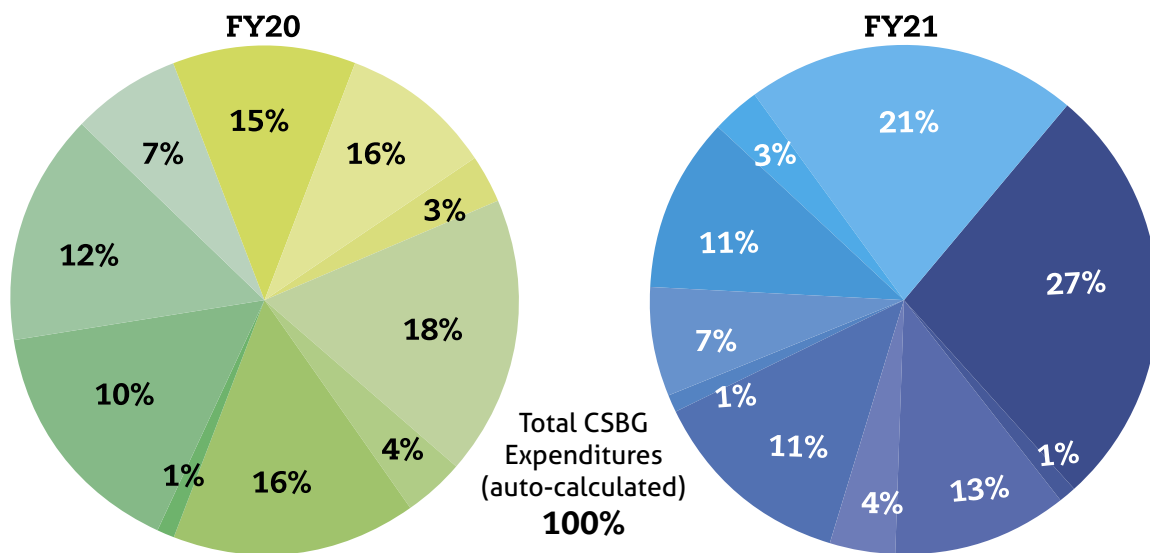
MA CAA FUNDING SOURCES

The core operational funding for CAAs is the federal Community Services Block Grant (CSBG). With that funding CAAs are able to leverage additional funds, create partnerships, conduct local assessments and planning, and organize volunteers. CAAs directed more than \$893M toward putting an end to poverty in 2019 and more than \$1 billion in 2021.

Funding Sources for MA Network

	FY20	FY21
Federal CSBG	\$39,562,073	\$37,979,44
Federal Non-CSBG	\$441,231,058	\$574,643,701
State	\$233,726,623	\$190,389,784
Local	\$5,429,559	\$5,395,019
Private	\$173,454,168	\$200,630,119
Total Funding	\$893,402,480	\$1,009,036,064

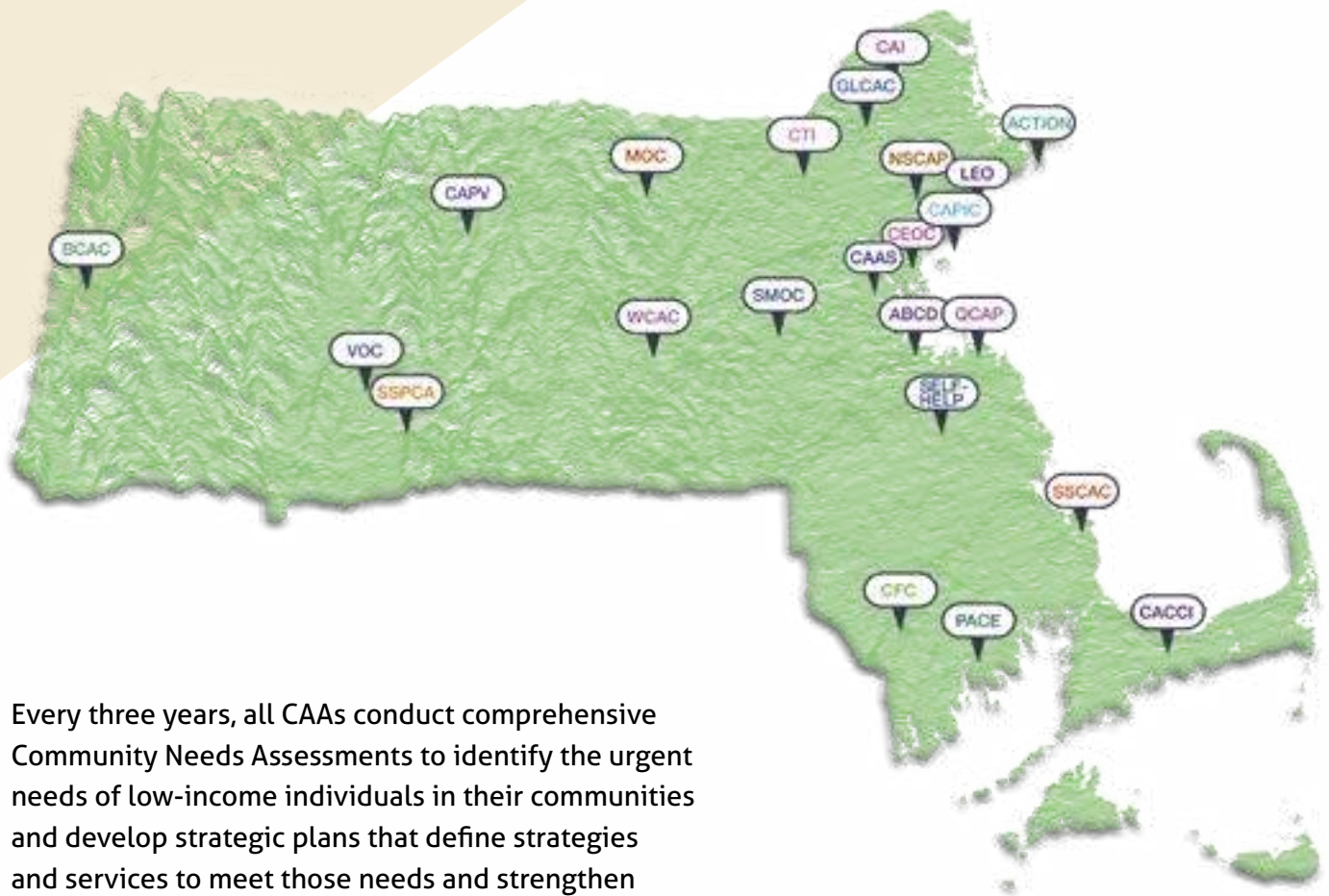
CSBG Expenditures Domains (Includes CARES CSBG Funds)



Housing	15%	21%
Health and Social/Behavioral Development	16%	27%
Other (e.g. emergency management/disaster relief)	3%	1%
Agency Capacity Building	18%	13%
Linkages (e.g. partnerships that support multiple domains)	4%	4%
Services Supporting Multiple Domains	16%	11%
Civic Engagement and Community Involvement	1%	1%
Employment	10%	7%
Education and Cognitive Development	12%	11%
Income, Infrastructure, and Asset Building	7%	3%

Results are subject to change pending completion of data cleaning process and feedback from the Office of Community Services.

SERVING THE ENTIRE STATE



Every three years, all CAAs conduct comprehensive Community Needs Assessments to identify the urgent needs of low-income individuals in their communities and develop strategic plans that define strategies and services to meet those needs and strengthen their communities.

The assessments emphasize how structural inequities result in the most pressing needs and disproportionately impact people of color, immigrants, and those most vulnerable. We recognize these inequities and pledge to advocate for equity.

The top needs identified across the state are:

- ▶ Housing
- ▶ Employment
- ▶ Early Education and Care
- ▶ Food Insecurity
- ▶ Healthcare (including Mental Health)

We believe that all people should be treated with dignity and respect and recognize that structural race, gender and other inequities remain barriers that must be addressed.

SERVING THE ENTIRE STATE

ABCD | Action for Boston Community
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

SSPCA | 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

Community Action Programs & Services

This list includes the most common programs that agencies offer; however, please note that all agencies tailor to their individual community's needs. CAA's offer up to **100** different services.

Early Education & Care

- ▶ Head Start
- ▶ Child Care Vouchers
- ▶ Child Care Resource & Referral
- ▶ Parent Education

Adult Education & Workforce Development

- ▶ Job Readiness/Training
- ▶ Adult Basic Education

Financial Management

- ▶ Volunteer Income Tax Assistance (VITA)
- ▶ Financial Literacy

Housing Programs

- ▶ Eviction Prevention
- ▶ Individual and Family Shelter
- ▶ Affordable Rental Units & Housing Development
- ▶ Home Ownership Assistance
- ▶ Energy Programs
 - ◆ Heating Assistance/Utility Discounts
 - ◆ Heating System Repair & Replacement
 - ◆ Energy Conservation

Food, Nutrition & Health

- ▶ Food Banks and Pantries
- ▶ Behavioral Health Services
- ▶ Community Partnerships (Social Determinants of Health)

Access to Benefits

- ▶ SNAP

OUR PARTNERS

Partnerships are critical to achieving our mission. There is strength in collaboration.
We thank all 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 ensure the causes and conditions of poverty are effectively addressed and to strengthen, promote, represent, and serve the Community Action network.



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

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.



The Massachusetts Budget and Policy Center

The Massachusetts Budget and Policy Center (MassBudget) produces non-partisan policy research, analysis, and data-driven recommendations focused on improving the lives of low-and middle-income children and adults, strengthening our state's economy, and enhancing the quality of life in Massachusetts.



National Association for State Community Services Programs (NASCSP)

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



Mass Workforce Association

The Massachusetts Workforce Association (MWA) is a statewide membership association that leads, advocates, and convenes on behalf of the Massachusetts workforce development system.



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.



New England Community Action Program (NECAP)

The New England Community Action Partnership (NECAP) serves the collective interests of its member Community Action Agencies (CAAs) and the low-income population of New England through representation and education. It is the official association of the Region I Community Action Agencies, comprised of 64 Community Action Agencies (CAAs) and the six state associations (CT, ME, MA, NH, RI, VT). MASSCAP takes a leadership role in planning training activities and forums for the region.



President Lyndon Johnson and his wife, leave the home in Inez, Ky., of Tom Fletcher, a father of eight who told Johnson he'd been out of work for nearly two years, in this April 24, 1964 photo. (AP Photo)



For so long as man has lived on this earth, poverty has been his curse. On every continent in every age men have sought escape from poverty's oppression. Today, for the first time in all the history of the human race, a great nation is able to make and is willing to make a commitment to eradicate poverty among its people.

President Lyndon B. Johnson

Remarks upon signing the Economic Opportunity Act of 1964.





105 Chauncy Street | Suite 301 | Boston, MA 02111 | (617) 357-6086 | MASSCAP.org

