

2023 ANNUAL REPORT



#WeAreCommunityAction

SUPPORTING OUR COMMUNITIES, BUILDING BETTER FUTURES



www.MASSCAP.org



“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. We will work with them through our communities all over the country to develop comprehensive community action programs – with remedial education, with job training, with retraining, with health and employment counseling, with neighborhood improvement. We will strike at poverty’s roots.”

– President Lyndon Johnson, August 20, 1964
(signing of the Economic Opportunity Act)

We return to this quote often. It is a touchstone and an inspiration and reminds us of our vision for this country and this state. As we write this letter, almost 60 years after President Johnson signed the Economic Opportunity Act, we are reminded that the history of Community Action is tied to the history of the United States, and the evolution of how we have, over the past 250 years, approached addressing poverty.

The Economic Opportunity Act was a turning point that stemmed from ideas in the Declaration of Independence and over time through the Civil War to end slavery, to the Progressive Era of the early 20th century marked by the initiatives of President Theodore Roosevelt, through FDR’s New Deal, the integration of the armed services and the federal government’s workforce by President Truman, the civil rights work of Martin Luther King and others, and the New Frontier of the Kennedy administration.

We celebrated and examined this legacy and the future it supports on May 2, 2024, at the John F. Kennedy Presidential Library and Museum in Boston with more than 300 guests including Community Action staff, partners, and the people we serve. There was a palpable sense

of excitement for the future in the room born of the realization of how far we have come in 60 years and how far we can go as we engage stakeholders and partners to build on what works and innovate where opportunity presents itself.

Both chairpersons of the newly formed Poverty Commission, Senator Sal DiDomenico and Representative Marjorie Decker, spoke about their commitment to working with the Commissioners to develop a report offering a set of recommendations that constitute a blueprint for state elected and appointed officials to work from to improve our approach to addressing poverty through public policy, programs, and practice.

The celebration came after a year in which CAAs state-wide, as they addressed an increased need for basic supports like food, clothing, and shelter, were reflecting on the significance of this auspicious anniversary.

President Johnson’s words, “Today for the first time in all the history...” continue to inspire and while 2024 is not the first time in history that we are “...willing to make a commitment to eradicate poverty...”, it feels like a return to the hope his statement inspired.

The framework for public policies and many COVID era and post COVID era public policies represent what we hope to be a shift from supply side economic policies to policies that focus on helping low- and middle-income households gain a foothold, address needs, access jobs, earn more, and plan for a hopeful future.

The arc of the history of how we agree to address poverty from the founding onward bends toward further progress and “...comprehensive community action programs...” as President Johnson noted, will continue to lead the way.



Joseph P. Diamond
Joseph P. Diamond
Executive Director



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

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 Executive Office of Housing and Livable Communities (EOHLC) 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.



The MASSCAP Team

Joe Diamond
Executive Director

Lisa Clay
Deputy Director

Colleen Cullen
Director of Grants
Management and Compliance

Isabella Dickens-Bowman
Training and Resource Manager

Jackyie Gonzalez
Program Manager,
Financial Empowerment

Kathy McDermott
Consultant, Leadership & Training

OUR 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.

OUR VISION

All Massachusetts residents 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.

OUR CORE VALUES

Equity. We believe 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.

Making A Real Difference...to Our Clients and to Our Communities

Our innovative programs and services changed many Massachusetts lives in 2023, including answering an increased call for basic needs. Local CAAs provided food, clothing, transportation, and health assistance, as well as a new diaper program making a real difference in real lives every day.

Food Security Programs

At the **Cambridge Economic Opportunity Committee, Inc. (CEOC) North Cambridge Food Pantry**, volunteer Maureen (below, left) helps a guest (right) at the full choice food pantry, which opened in the Fall of 2021 in response to the COVID-19



pandemic. The pantry's shelves are fully-stocked with peanut butter, pasta, breakfast cereal, rice, milk, and more. Despite the pandemic ending, their food pantries continue to have steadily high numbers of patrons each day they are open.

The North Cambridge Food Pantry is operated by dedicated staff like

Yohannes, the pantry manager, who not only runs the operation, but also



stocks shelves and helps clients find what they need.

The **CEOC's Central Square Food Pantry** is always in high demand, and patrons often ask for fresh produce. Nestor, a 20-year CEOC volunteer, keeps our produce bins stocked and answers guest questions.



South Middlesex Opportunity Council, Inc. (SMOC) operates the **Loaves and Fishes Community Kitchen** and **Open Pantry Community Services (OPCS)** in Springfield to address food insecurity in the community.

Julia and Alex Santos have three children. When Mariah, their daughter, became critically ill, Julia had to leave her job to care for her. With Alex's single income supporting the family of five, their budget was strained. At the end of the summer, Alex was laid off from his job. Things



looked bleak. It was impossible for the family to survive on Alex's unemployment income.

"As long as poverty, injustice, and gross inequality persist in our world, none of us can truly rest."

– Nelson Mandela

They were drowning in bills and couldn't afford groceries. A friend told them about **OPCS** and they used the Emergency Food Pantry to feed their family. With this basic need filled, Alex and Julia were able to focus on changing their circumstances.

Eventually, their hard work paid off. Alex secured a new full-time job and just a few weeks later, Mariah was given a clean bill of health.

Thanks to the food they received from OPCS, they didn't have to choose between feeding their family and paying other bills.

Transportation Assistance

In and around the city of Plymouth, the **South Shore Community Action Council (SSCAC)** provides door-to-door transportation for people who are elderly and/or disabled, so they



can access critical programs and services. From adult day health programs and dialysis treatments to doctor and dental visits, their jobs, classes, shopping trips, and more, SSCAC transportation often makes all the difference for these clients' lives. One client summed up her feelings about the service with, "Thank you for all the trips." but her smile said volumes more.

Diaper Distribution

MASSCAP received an award from the federal **Office of Community Services for Diaper Distribution Demonstration and Research Pilot (DDDRP)** to (a) scale-up current diaper programs where families can receive diapers consistently, and (b) maximize diaper dispersal to diverse families with low incomes. To do this, we set up a hub and spoke model, including 4 hubs and 12 Community



Action Agencies and 4 diaper banks in MA and CT, providing diapers and wipes to a limited number of families on a regular basis for 2 years. Above is the **Citizens for Citizens** team unloading diapers at the Fall River hub.

Our first distributions were made at the end of 2023.

WIC Programs

The **Women, Infants, and Children (WIC)** program recently held a WIC Whole Grains Tasting Event at **Community Teamwork in Lowell** hosted by WIC Registered Dietician Susanne Gallagher, who created 5 truly delicious recipes for WIC



participants to try as part of a **WIC Good Food Project** program to demonstrate nutrition strategies for young mothers.

Participants really enjoyed tasting the different foods and were all surprised and pleased that healthier is still delicious! They each left with mini "recipe book", a full-size whole grain product, and a full, satisfied, and happy tummy!

Clothing Programs

For over 40 years, the **Berkshire Community Action Council (BCAC) ELF Warm Clothing Program** has been a signature initiative benefiting over 2,000 Berkshire County children each year. It provides infants and children up to 12 years of age with brand new winter coats, boots, hats, gloves, and more, ensuring every child in our community has access to warm winter clothing. Now in its second year, BCAC's Children's



Winter Boutique continues to provide a welcoming retail space where families can shop for new winter clothing free of charge. Families visiting the boutique can choose clothing items according to each child's preferences. For families unable to visit the boutique, there is a convenient pick-up option. Clothes are thoughtfully packaged for pick-up based on the family's input on their application. In 2023, BCAC served 2,156 children.




Approx. 630,000
Served Statewide



Education & Care for +14,000 Students



8,203 Served by
Head Start &
Early Head Start

2023 STATEWIDE



These Numbers are Big, but Community Action's Impact on People's Lives is Even Bigger.

While we have stopped referring to the pandemic recovery and the resulting economic downturn and their effects on a regular basis, we still see an increased need for help in many areas. These include basic needs, such as food, clothing, and transportation, as well as keeping people safe and healthy in their homes through home repairs, energy efficiency measures, and utility assistance. It shows right there in the numbers.


Community Action Agencies continue to identify community needs and find innovative ways to get services to people where they are. Both as a statewide network and on a local basis, we collaborate to provide clients with immediate assistance as well as long-term programs and services that provide economic stability and mobility.



Volunteer Hours Donated: 351,562
+76% From Those We Served




Emergency Clothing Assistance: 12,053
(Up 10% over last year.)



Transportation Assistance: 9,473
(More than 2X last year.)



24,388 Childcare Subsidies Managed



+16,000 Accessed Free Tax Prep, Bringing **\$26M** in Refunds Back to our Communities



11,839 People Saw Their Income Increase Due to Tax Credits



37,519 Got Home Energy Efficiency Improvements



Helped **+4,399** Residents Get Jobs – a **37%** Increase



107,043 Hours of Capacity Building by Staff and Board Members




Emergency Food Distribution: **81,965** (Up 29% over last year.)



152,000 Received Fuel Assistance



Financial Assistance With Home...
...Rent: **28,847**
...Repairs: **30,972**
...Utilities: **267,793**



Maternal/Child Health Care **57,855**; Immunizations **2,198**



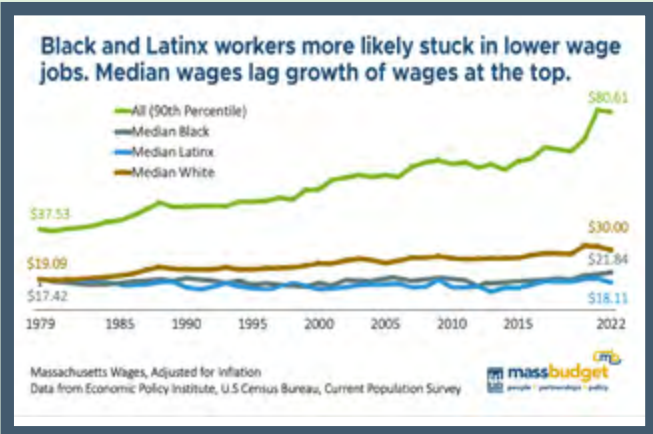
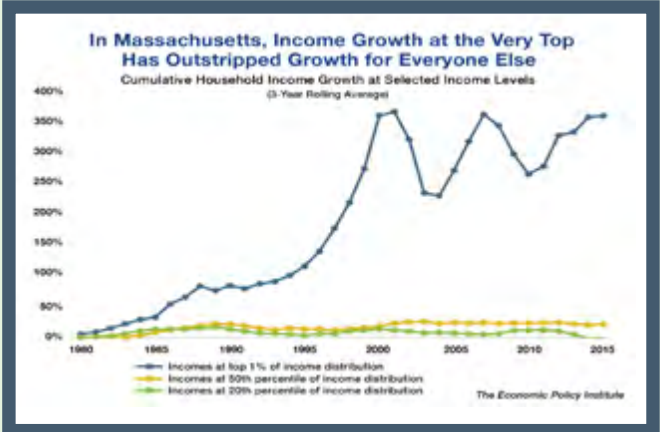
+2,600 Community Action Staff hold Professional Certifications... in ROMA Training & Implementation, Home Energy, Child Development, Family Development, Planning, Quality Control, Housing Quality Standards, and more.

POVERTY IN MASSACHUSETTS



While we largely think of Covid-19 as behind us and now just a part of our landscape, the longer-lasting effects and the economic downturn that hit families who have fewer resources the hardest continues to affect those families hardest while the cost of living continues to increase.

- Wages for low wage workers have barely grown over the 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.
- Black and Latinx workers more likely stuck in lower-wage jobs. Median wages lag growth of wages at the top it is updated through 2022 e-workers.

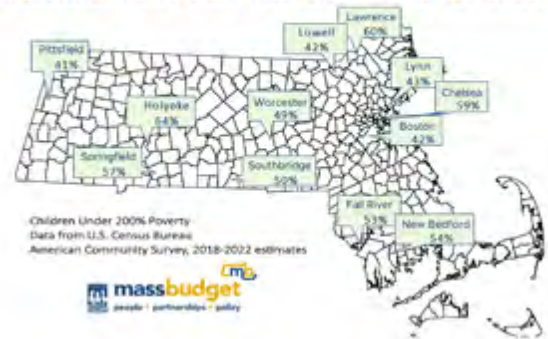
AND WHERE WE ARE NOW



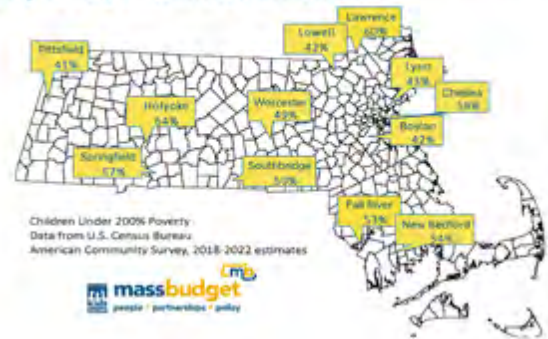
WE KNOW THAT:

- Poverty is largely the outcome of low-wage work and under-resourced communities.
- Thoughtful, well-targeted policies can improve work circumstances and invest in our communities.
- We must continue to fight for equity, opportunity, and economic, racial, and social justice.

When parents are poor (or near poor), their children are, too; more than half of all children in some communities.



Almost half are poor or near poor (under twice the poverty level) in some communities.



1 OUT OF 4 HOUSEHOLDS PAY 50%+ OF INCOME ON RENT.

Selected Cities: Renters Paying 50%+ on Rent

City	Percentage
Massachusetts	24%
Boston	24%
Holyoke	26%
Lawrence	29%
Lowell	24%
Lynn	29%
New Bedford	23%
Pittsfield	25%
Springfield	31%

Public Investments Have Had an Immediate Impact on Household Economic Well-Being



Through broad-based education and advocacy and legislators to effect change. **Our 4 Broad Pub**



1 Addressing Poverty Through Community Action Agencies

Community Action Agencies are effective, trusted, local, and longstanding community-based organizations at the heart of a system of comprehensive services that support economic mobility for hundreds of thousands of low-income individuals and families across the Commonwealth.

The Community Action network, along with all of our partner organizations, are just as essential to

the well-being of Massachusetts residents as health care institutions and public safety organizations, including the police, fire, and public transportation.

- Secured \$7.5M in FY24 budget for addressing inequality, promoting opportunity, and ending poverty by supporting Community Action Agencies.
- Commission on Poverty and Opportunity that was created in FY22 was renewed through 2024. MASSCAP, along with 3 Community Action Agencies, are active members.

2 Strengthening Families Through Affordable and Accessible Early Education and 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 statewide through the retention of good teachers, enhanced referral, improved facilities, and support for Head Start.

- Secured resources for early education and care worker salaries of \$35M for FY24 with \$25M available from other line items for this purpose for a total of \$60M
- Increased Head Start funding from \$16.5M to \$17.5M in FY24.
- Increased funding for Child Care Resource Referral Access Management from \$15M to \$20M in FY24.



By our efforts, we worked with allied organizations in the following **Public Policy Focus Areas** and related results include:

3 Bridging the Wage Gap

We supported the work of Volunteer Income Tax Assistance (VITA) sites run by CAAs and others, and we continue to fight for more support for these sites. At VITA sites, volunteers provide free tax prep and access to the Earned Income Tax Credit (EITC) – one of the most effective anti-poverty programs – and other tax credits to low-income taxpayers, allowing them to pay bills, cover essential needs, and save. Low-income taxpayers who come to VITA sites are also linked to other critical services that strengthen families and the local economy.



By advocating for an increase to the EITC and more free tax filing assistance, we continued to help working people keep more of their wages.

- Secured funding of \$1.5M for Volunteer Income Tax Assistance (VITA) program sites for FY24.
- Secured new tax package including the following for 2023 taxes:
 - Increase in Earned Income Tax Credit (EITC) state match from 30% to 40% of the federal credit.
 - Streamlining of existing dependent credits into a single, uncapped Child and Family Tax Credit worth \$310/dependent in tax year 2023, increasing to \$440/dependent in tax year 2024.

4 Creating a Foundation for Economic Opportunity

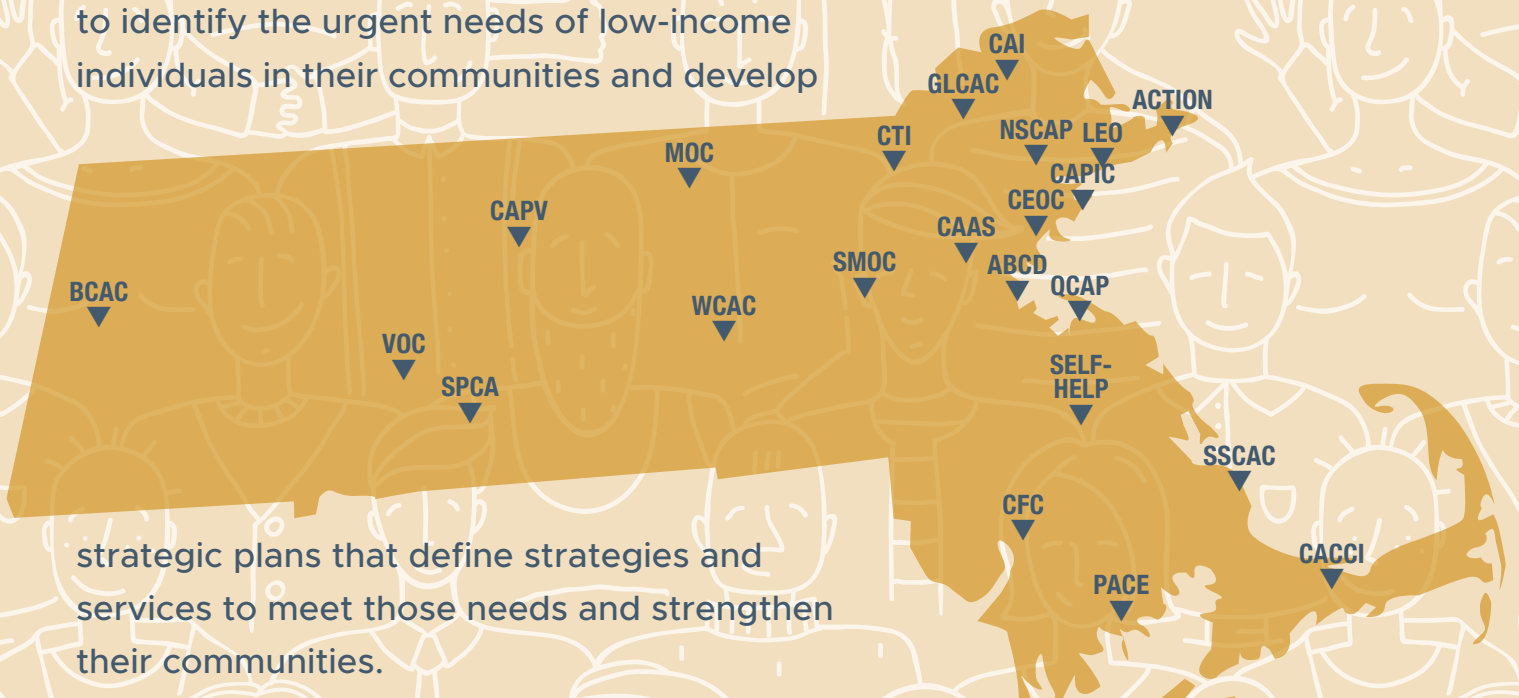
Community Action Agencies have many programs that help low-income households meet fundamental needs and enjoy a measure of stability, which is a platform for economic opportunity and mobility. The Low-Income Home Energy Assistance Program (LIHEAP) is one such example.

- Secured \$57M in the Economic Development Bill for FY23/FY24 fuel assistance to help with the rising cost of heat.



SERVING ALL OF MASSACHUSETTS

Every three years, all CAAs nationwide 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 Top Needs Identified Across Massachusetts Are:

✓	Housing
✓	Employment
✓	Early Education and Care
✓	Food Insecurity
✓	Healthcare <i>(including Mental Health)</i>

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.

Community Action Programs & Services

This list includes the most common programs that agencies offer; however, please note that all Community Action Agencies tailor to their specific community's needs. CAAs 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

ABCD | Action for Boston Community Development
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.
3 Washington Square | Haverhill | 01830

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.
181 Union Street, #209 | Lynn | 01901

MOC | Montachusett Opportunity Council, Inc.
601 River 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.
45 Pearl Street | Brockton | 02301

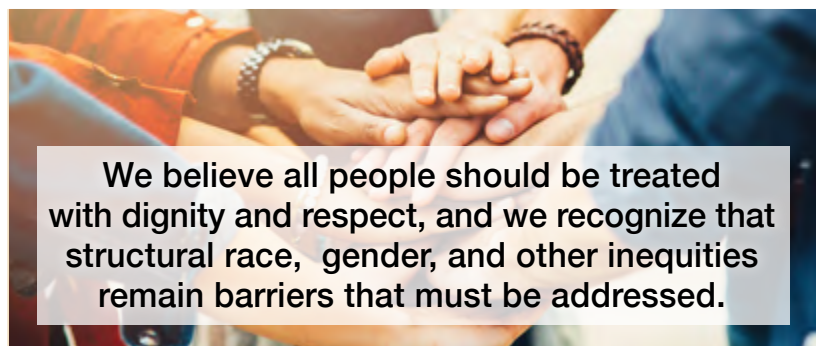
SMOC | South Middlesex Opportunity Council, Inc.
7 Bishop Street | Framingham | 01702

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.
18 Chestnut Street | Worcester | 01608

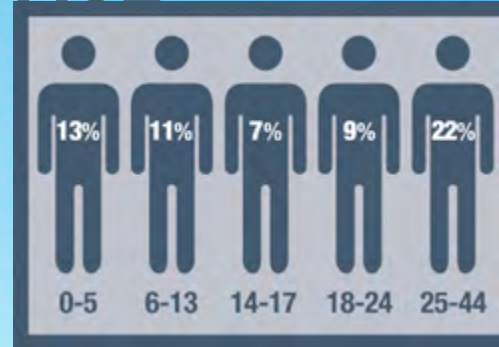


We believe all people should be treated with dignity and respect, and we recognize that structural race, gender, and other inequities remain barriers that must be addressed.

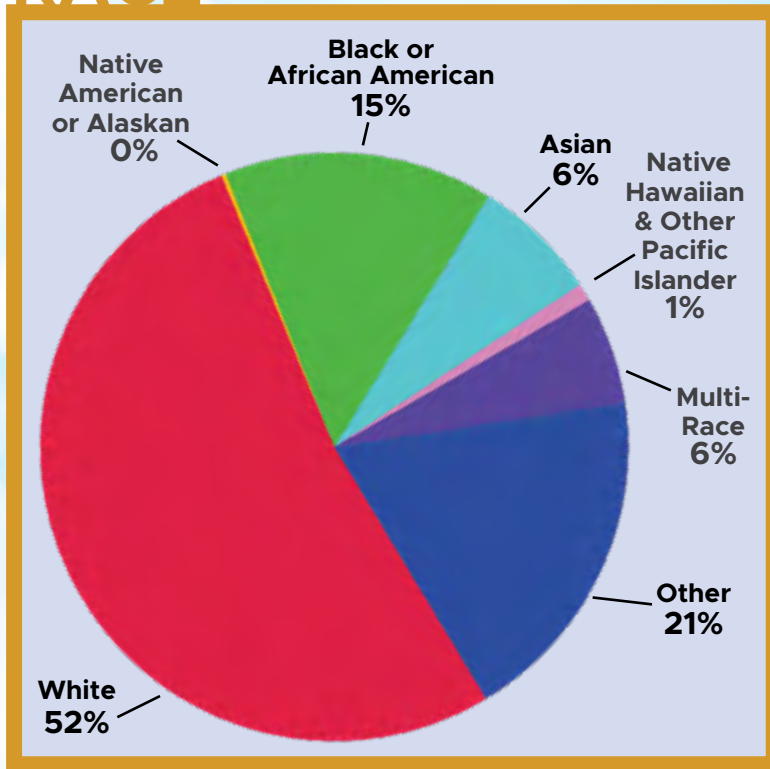
Who Do We Serve?

A brief demographic look at who was served by Massachusetts' Community Action Agencies in 2023.

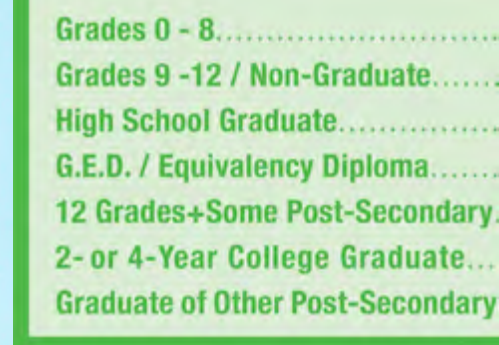
AGE



RACE



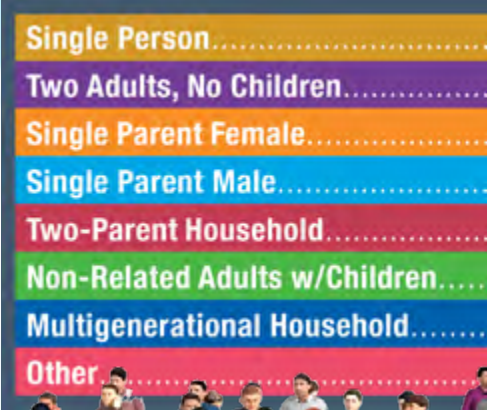
EDUCATION



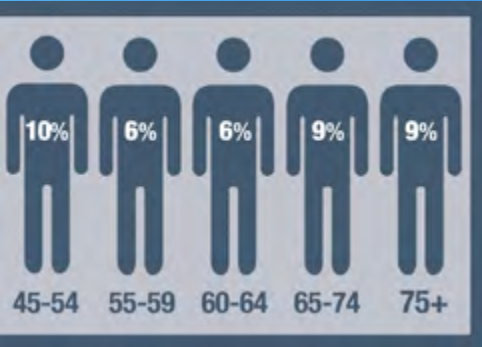
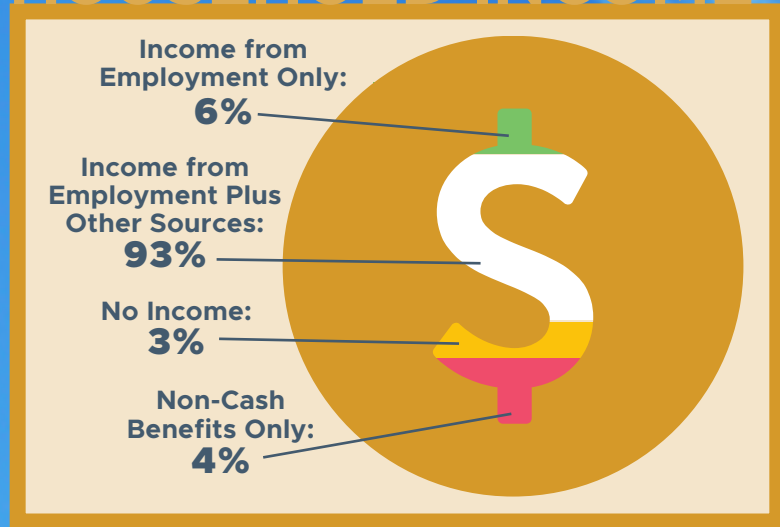
ETHNICITY



HOUSEHOLD



SOURCES OF HOUSEHOLD INCOME



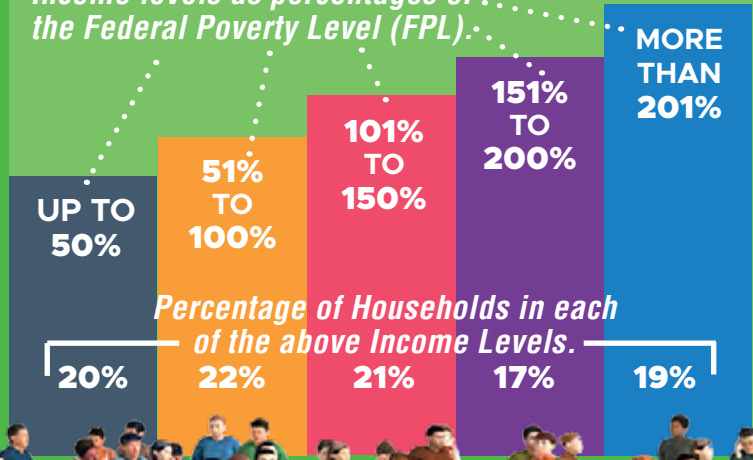
EDUCATION LEVELS

	AGE 14-24	AGE 25+
.....	53%	9%
.....	27%	16%
.....	12%	40%
.....	1%	3%
.....	5%	16%
.....	2%	15%
School.....	1%	2%

LEVEL OF HOUSEHOLD INCOME

In 2023, 100% of the FPL was \$14,580 for a single person, \$19,720 for a family of two, and \$24,860 for a family of three.

Income levels as percentages of the Federal Poverty Level (FPL):



TYPES (FAMILY COMPOSITION)





PACE, Inc.'s Madison St. Head Start Building

Spotlight on PACE, Inc.
of New Bedford's Home Energy
Assistance Program

HEATING HELP IS HERE! Every year, we run a statewide campaign that vigorously promotes 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 21 community-based organizations, including 20 Community Action Agencies (CAAs) and the City of Cambridge.

In 2023, we kicked off heating season and the campaign with PACE Inc. at their New Bedford Head Start location. The event was livestreamed on Facebook.

Heating Help programs, including fuel assistance and energy efficiency programs, are economic support programs as well as health and safety programs. To learn more, visit www.heatinghelpma.org.



Who We Served 2023

-  **152,000** households served
-  **12%** include children under 5
-  **54%** include elderly (60+)
-  **34%** include disabled persons
-  **42%** have earned income
-  **58%** access SNAP

#HeatingHelpIsHere



Jeanne C.

"People should know there isn't any shame attached to obtaining a helping hand up, which should not be confused with a handout, from programs like fuel assistance. We are very thankful to fuel assistance program (and to Fran Stubbs and the PACE staff) for making my mom's life a little bit more comfortable and allowed her to live in her home until the age of 101."

– Jeanne C., PACE Client, New Bedford, MA

"It is an honor to work with the PACE staff and serve the clients of New Bedford. We do it because we care. We do it because there are so many people that need the service. We treat people with respect and integrity at all times. Our slogan is 'No one shall be left out in the cold.'"

– Fran Stubbs, Fuel Assistance Director, PACE, Inc.



Fran S.

"The program doesn't just help save money, it also helps save lives."

– Jon Davine, State Fire Marshal



Jon Davine



"We know them by name. We know their families, and we know the impact this money has on them."
- Mary Price, VITA Coordinator, SSCAC

Spotlight on the VITA Program at South Shore Community Action Council in Plymouth

It's Your Income: Earn It. Keep It. Save It.

Each year, we run a statewide campaign to promote the **Volunteer Income Tax Assistance (VITA)** program. 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. They also work with taxpayers to plan the 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's one way that we help individuals overcome the structural barriers that exist to move people out of poverty.

Most Community Action Agencies run VITA sites. (We are responsible for about half of the 80 VITA sites in the state, and more than half of the clients served).

VITA Facts 2023

80 VITA Sites

• Over 40 are Community Action sites

+30,000 Served

• +16,000 by Community Action sites

+1,300 Volunteers

+40,000 Volunteer Hours

\$60M returned in tax credits

Est. \$1.44 Activity Generated for every \$1 accessed

In 2023, we kicked off tax season on **Earned Income Tax Awareness Day** with the **South Shore Community Action Council (SSCAC)** in Plymouth. We heard from Representative Kathleen LaNatra, Representative Matthew Muratore, Mike Jackman, District Director, Office of U.S Representative Bill Keating, as well as Healthy Families Tax Credits Coalition partners, IRS and MA Department of Revenue partners, and grateful SSCAC clients. We also recognized long time VITA coordinators and volunteers.



Tax Season Kickoff in Plymouth, 2023



Clients speak at 2023 VITA Kickoff Event

"Really nice to have someone else help... a little bit of anxiety about am I going to do this right... nice to go and give them (taxes) to someone who knows..."

- Peggy, SSCAC VITA Client

"It's been a privilege... with Covid, everything went so smoothly. They came out to the car."

- Heather, SSCAC VITA Clients

"VITA is vital! It's right in the name... taxes are always a daunting process... great to help bridge the wage gap and make sure people get the credits..."

- Mike Jackman, District Director, Office of U.S Representative Bill Keating, 9th district MA

"Thank you so much for doing my taxes again this year! I have been coming to CEOC (Cambridge Economic Opportunity Committee) for almost 20 years since my son was a baby! Now he is 18 years old and needs you to file his taxes too! Big hugs to you and thanks again!"

- Melinda, CEOC VITA Client

MASSCAP TRAINING CENTER (MTC)

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.

The story of this year for the MTC has been

sustaining momentum. We aim to use the training center and Communities of Practice as a resource for all levels of staff across the network and to be flexible and responsive to emerging needs and interests. We are thrilled to continue to offer a larger number of training courses across a diverse range of topics, and to see such robust participation in Communities of Practice.



OUTCOMES

2021

- 40 training sessions (all virtual except 2 at national conference)
- 10 Communities of Practice (1 newly formed)
- 97 Community of Practice meetings (all virtual)
- All 23 CAAs engaged in Communities of Practice
- 92% average of highly satisfied participants in training evaluations
- 15 new graduates from the Leadership Development Institute (the first hybrid/remote class to complete the program!)
- **1 New Community of Practice**

2022

- 71 training sessions (all virtual but 7, including NECAP & LDI)
- 10 Communities of Practice (2 newly formed)
- 107 Community of Practice meetings (all virtual)
- All 23 CAAs engaged in Communities of Practice each quarter
- 98.5% of training evaluations reported being satisfied or very satisfied with overall session
- 15 new graduates from the LDI completed a hybrid, but largely in-person program
- **2 New Communities of Practice**

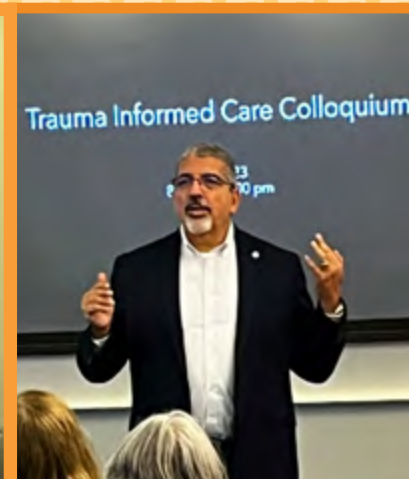
2023

- 67 training sessions (all virtual except LDI & NECAP sessions)
- 11 Communities of Practice (1 newly formed)
- 128 Community of Practice meetings (all virtual)
- All 23 CAAs engaged in Communities of Practice each quarter
- 97.3% of training evaluations reported being satisfied or very satisfied with the training sessions they attended
- 15 new graduates from the LDI completed a hybrid, but largely in-person program
- **1 New Community of Practice**

HIGHLIGHTS

- The NECAP conference was a success with great participation from all 6 New England States! We were happy to host the first Northern New England & Southern New England combined NECAP Conference at Gillette Stadium in Foxboro, MA.
- The MTC was able offer a comparably high number of trainings this year, with a focus on working with popular trainers to develop new sessions on topics like effective listening, language justice, and CSBG Org Standards monitoring.
- The Food Insecurity CoP was our new group this year and has had great participation from the network so far. Food has been an increasing need since the Covid-19 pandemic that the CAAs have risen to meet. This group is a great place to share ideas and best practices for programming that is new to many agencies.

Trauma-Informed Care for Early Educators – TICEE



Among those at the 2023 Trauma-Informed Care Colloquium were, seen above from left to right, recorded remarks by Amy O'Leary, Executive Director, Strategies for Children; Karen O'Neill, M.Ed, Professor of ECE at Quinsigamond Community College (QCC); Thomas Linehan, Ed.D, Associate Professor of ECE, Mount Wachusett Community College (MWCC); and Luis G. Pedraja, Ph.D., President, Quinsigamond Community College (QCC).

After concluding the **READYGO** (Readying Educators And Developing Young Children for Great Outcomes) project, a program to increase educators' capacity to create trauma-informed learning environments through course content at community colleges, it was clear that it is imperative to work to incorporate Trauma-Informed care practices into early educator training and ongoing professional development.

SYSTEM CHANGE GOALS & PROGRESS

Support Incorporation of Trauma-Informed Care into Community College Curricula

Build an infrastructure of trauma-informed care content included throughout community college Early Childhood Education (ECE) departments.

- Formed a Community College Steering Committee including partners at Quinsigamond Community College and Mount Wachusett Community College (our original READYGO partners involved in course content development and implementation)

- Created a **TICEE Toolkit** to serve as a guide for higher education faculty and institutions.
- Held a Colloquium for all Community College (on Sept 8, 2023) early education departments on how to use toolkit and how to incorporate **TICEE**.

Integrate into Educator Competencies

Engage with the Massachusetts Department of Early Education and Care (EEC) to incorporate trauma-informed care practices into their new credentialing process

- Continued to meet with EEC to work to include trauma-informed care in early educator training
- Started to work with EEC consultant toward revision of the competencies required of early educators

"I am more mindful of my approach to children knowing that many have been through trauma."
– Educator

"I think it makes sense to have a class like this be part of the curriculum and I wanted to be a part of making that happen."

– Educator

PARTNERS

- Mount Wachusett Community College (MWCC)
- Quinsigamond Community College (QCC)
- Department of Early Education and Care



Joe Diamond, Executive Director, MASSCAP, opened the event and participated in discussions.

Many thanks to the Executive Office of Housing and Livable Communities (EOHLC) for supporting this continued work.

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



SUPPORT:

Government Grants and Assistance	\$ 5,353,376
Contributions and Other	\$ 2,692
In-Kind Contributions	\$ 252,955
Membership Dues	\$ 138,800



REVENUE:

MASSCAP Training Center Fees	\$ 19,392
Total Support and Revenue	\$ 5,767,215



EXPENDITURES:

Program Services	\$ 4,625,610
In-Kind Expenses	\$ 252,955
Management & General	\$ 961,759
Fundraising	\$ 50,111
Total Expenditures	\$ 5,890,435



Change in Net Assets **\$ (123,220)**

Net Assets October 1, 2022	\$ 616,647
Net Assets September 30, 2023	\$ 493,427

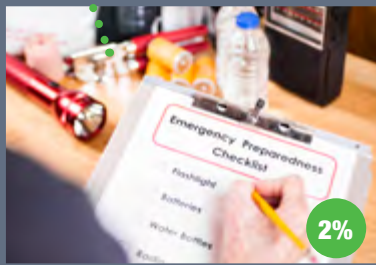
FUNDING SOURCES FOR MA NETWORK: FY23

Federal CSBG.....	\$17,227,128.00
Federal Non-CSBG.....	\$645,785,556.10
State.....	\$305,309,193.26
Local.....	\$10,348,964.99
Private.....	\$309,972,335.53
Total Funding	\$1,288,643,178

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 received more than \$1.2B toward putting an end to poverty in 2023.

CSBG Expenditures Domains (Includes CARES CSBG Funds)

Employment	\$ 962,932.50
Education and Cognitive Development	\$1,756,633.30
Income, Infrastructure, and Asset Building	\$1,470,138.72
Housing	\$3,396,192.32
Health and Social/ Behavioral Development	\$4,110,160.36
Civic Engagement and Community Involvement	\$ 121,435.37
Services Supporting Multiple Domains	\$1,795,107.31
Linkages (e.g. partnerships that support multiple domains)	\$ 772,998.02
Agency Capacity Building	\$2,981,784.12
Other (e.g. Emergency Mgmt./ Disaster Relief)	\$ 10,467.18
Total CSBG Expenditures (auto-calculated)	\$17,377,849.20



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

Partnerships are critical to achieving our mission. There is strength in collaboration. **We thank all of our Partners and Donors:**

OUR PARTNERS



Executive Office of Housing and Livable Communities (EOHLC)

EOHLC (formerly DHCD) is Massachusetts' 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.



Healthy Families Tax Credits Coalition (HFTCC)

The Healthy Families Tax Credits Coalition is a statewide nonpartisan network of advocates working to improve the health and well-being of Massachusetts children and families by expanding the state Earned Income Tax Credit (EITC) and passing a robust and inclusive Child and Family Tax Credit (CFTC).



The Massachusetts Budget and Policy Center (MassBudget)

The Massachusetts Budget and Policy Center (MassBudget) produces non-partisan policy research, analysis, and data-driven solutions 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.



Mass Workforce Association (MWA)

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



National Association for State Community Services Programs (NASCSPP)

As the national membership organization for state CSBG lead agencies, the National Association for State Community Services Programs (NASCSPP) 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.



New England Community Action Program (NECAP)

NECAP serves the shared interests of its member Community Action Agencies (CAAs) and low-income populations 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.

OUR DONORS



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.



Prosperity Now

Prosperity now is working to build an economy that is just, fair, and free from structural racism, where every person, family and community has the power to build sustainable wealth and prosperity.



In 2024, We're Celebrating
60 Years of Community Action
Success the Same Way
It Was Achieved...**Together.**



MA Community Action came together May 2, 2024 for...

Community Action: 60 Years Strong Inspiring Hope and Advancing Opportunity

- A celebration of 60 years of Community Action
- A look back at the last 60 years here
- An examination of the current state of poverty
- A vision for the future and the way forward

John F. Kennedy Presidential Library & Museum Smith Hall, Columbia Point, Boston, MA 02125





MASSCAP

Massachusetts Association for Community Action

Creating Opportunity. Changing Lives. Ending Poverty.

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