

# 2022 ANNUAL REPORT



## Supporting Our Communities, Building Better Futures

#CommunityActionWorks



[www.MASSCAP.org](http://www.MASSCAP.org)



***“Never doubt that a small group of thoughtful citizens can change the world. Indeed, it is the only thing that ever has.” – Margaret Mead***

At MASSCAP, we don’t set out on any given day to change the world. At least that is not usually among the agenda items of our weekly team meetings, check-ins, or project Zoom calls. Rather we work on details, share ideas, develop summaries, reach out to colleagues, connect with elected or appointed officials, plan events – activities that are familiar to all of us, mundane in one sense and transcendent in another. Taken together, though, animated by our mission, these everyday but hardly random tasks over time, and – perhaps most importantly – leavened by teamwork, can change the world.

We are so proud of our team at MASSCAP and grateful for their talents, commitment to the spirit and mission of Community Action to eliminate the paradox of poverty amidst plenty, good humor, common sense, personal and professional maturity, and a shared vision of Massachusetts as a home, marked by equity and opportunity, for diverse individuals and families.

The individuals who work at MASSCAP (<https://www.masscap.org/about/staff/>), like the +5,500 individuals who manage and serve at the 23 Community Action Agencies (CAAs) in Massachusetts, work together to implement our strategic plans, carry out programs, conduct events and training, and develop innovative

solutions to the chronic challenges facing families living in poverty.

Along with the summaries of innovative CAA programs you will read about later in the report, there are other examples we also want to highlight here of how teams at our agencies are changing the world - wonderful programs and services catered to each community’s individual needs including digital equity programs in Haverhill (**Community Action, Inc.**), collaboration of human services through a hub model in the Berkshires (**Berkshire Community Action Council**), and the opening of a new Affordable Housing project in downtown Lawrence by **Greater Lawrence Community Action Council**.

If it was not clear before, it became abundantly clear during and after the pandemic, that teamwork is the only way to be as effective as possible in helping our friends and neighbors overcome obstacles, meet life’s challenges living low incomes, navigate and access critical public benefits, and imagine and look forward to a hopeful future.

Please join us in thanking our CAA teams across the state. We urge you to reach out to your local Community Action Agency to say thank you and see how you can contribute.

We are thankful for another year of serving and collaborating. We remain dedicated to our mission and to the work that changes the world.



*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

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.

### OUR MISSION

To strengthen, unify, and advocate with the Community Action State-wide 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 that meet their basic needs, achieve 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.

## 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



“Never doubt that a small group of thoughtful citizens can change the world. Indeed, it is the only thing that ever has.”

– Margaret Mead

# WE'RE OUT THERE ONE PROGRAM, ONE

Our programs and innovative service delivery not only continue to impact our communities and our beyond to develop new services and engage new

## Early Education and Care Programs

Our state's CAAs provide Head Start, Early Head Start, and Child and Adult Care Food Programs to assure access to quality pre-school as well as healthy, nutritious foods that support wellness, development, and growth.

In Lynn, the **Blossom Street Commercial Kitchen of LEO Inc.** – the heart of their home – prepares and delivers food



every day to Head Start and Early Head Start classes around the city. In 2022, the LEO classroom food program served:

- 33,576 Breakfasts
- 19,917 Lunches
- 32,830 Snacks

LEO is very proud of their small, but mighty kitchen crew made up of just three

chefs, who have been with them for years.

A **Worcester Community Action Council (WCAC) program, Project Flourish** addresses struggles to fill Early Education and Care Industry positions that were exacerbated by the Covid pandemic. WCAC itself was unable to open one of their 12 licensed Head Start classrooms due to lack of staff.

Modeled on trade apprenticeships, Project Flourish supports advancement of early career teaching and care professionals via classroom instruction, mentoring, networking, benchmark-driven pay raises, and professional certification upon graduation. Graduates earn an EOLWD Apprenticeship Certificate and qualify for Early Education and Care Teacher licensure in Massachusetts. They also earn professional development hours toward Lead Teacher licensure and national certification as a Child Development Associate.



Teacher Fevian Mekhael got involved in the WCAC Head Start program as a volunteer, then was recommended to Project Flourish. “I love working with children – my own

# TO CHANGE THE WORLD... ONE CLIENT AT A TIME

only changed lives in Massachusetts in 2022, but  
collective future. Our local CAAs went above and  
partners that make a real difference every day.

and other families," said Mekhael. "WCAC was very good  
to push me to believe in myself. Now I don't feel like I'm  
going to work but that I'm going to see friends."



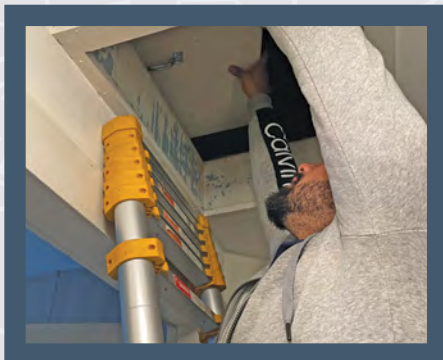
**Community Teamwork, Inc. (CTI)** has Family Child Care, Early Learning, and Family and Community Engagement programs in Lowell that support its residents with quality preschool and other education options. Congresswoman Lori Trahan, pictured at left,

visited a CTI Head Start classroom to read to the children.

## Energy Efficiency Programs

**Springfield Partners for Community Action (SPCA)**

staff help clients save on their utility bills through weatherization and helping make their homes a lot more energy efficient. They can conduct energy audits and can replace old appliances, systems, and lightbulbs, as well as insulating attics, walls, ducts, and more.



## Food Security Programs

Through CDBG funding, **Community Action Programs Inter-City Inc. (CAPIIC)** in Chelsea has helped Mi Amore

expand their work to recover and provide food to help struggling families in Winthrop. In 2022, the program delivered weekly to 76 food insecure families, and their mission is now expanding its services.



**Action for Boston Community Development, Inc. (ABCD)** partners with ICNA Relief on a halal meat voucher program to distribute food for ethnic groups previously unserved, issued during regular food distribution only to clients registered in the ABCD system. This method allows ABCD to be within the parameters of non-perishable / produce-only food establishment certification.

This program gives low-income clients the dignity to observe their beliefs even in a difficult situation. In Eastern MA, this is the only halal meat pantry. It operates monthly in downtown Boston and not only serves the local Greater Boston Muslim community, but also new neighbors and newly arrived Afghan evacuees.



## More Life-Changing Programs

**CTI YouthBuild Construction Collaboration with the Lowell Alliance** brought together professional craftsmen, committed volunteers, and avid gardeners to update and improve the Franklin Court Community Garden in Lowell. Participation in this program teaches useful work/life skills while helping them experience firsthand what is possible when people work together to improve their community.



In Quincy, QCAP expanded its **English for Speakers of Other Languages (ESOL)** classes with funding from the

Massachusetts Department of Elementary and Secondary Education, to help more individuals and families who are new to the community – and often new to the U.S. – with additional classes both online and in person.





**600,000 Served  
Across the State**



**Education & Care for 16,000 Students**



**8,208 Served by Head Start & Early Head Start**

**The Community Action network's impact is bigger than just these numbers.**

Recovery from the pandemic and the resulting economic downturn has been slow. We are seeing a rebound in programs that were negatively impacted, including Head Start and other early education and care programs. We still see an increased need for help in many areas, from food and clothing to rent and utility assistance. It shows right there in the numbers.

Community Action Agencies continue to identify community needs and find innovative ways to deliver services to meet people where they are. Both as a statewide network and locally, we continue to collaborate to provide both immediate assistance and long-term programs that provide economic stability and mobility.



**Volunteer Hours Donated: 391,520  
+72% From Those We Served**



**Emergency Clothing Assistance: 10,914**



**Transportation Assistance: 4,590**



**15,309 Childcare Subsidies Managed**



**Helped 3,203+ Residents Get Jobs**



**15,000+ Accessed Free Tax Prep, Bringing \$26M in Refunds Back to the Community**

Organization  
management  
performance  
Opportunity  
assessment  
project

**ct**

plan sales

#CommunityActionWorks



**134,000 Received Fuel Assistance**



**20,706 Got Home Energy Efficiency Improvements**



**2,100 Community Action Staff hold Professional Certifications**



**144,609 Hours of Capacity Building by Staff and Board Members**



**Maternal/Child Health Care 28,642; Immunizations 9,105**



**Financial Assistance with home...  
Rent: 28,642  
Repairs: 13,335  
Utilities: 208,019**



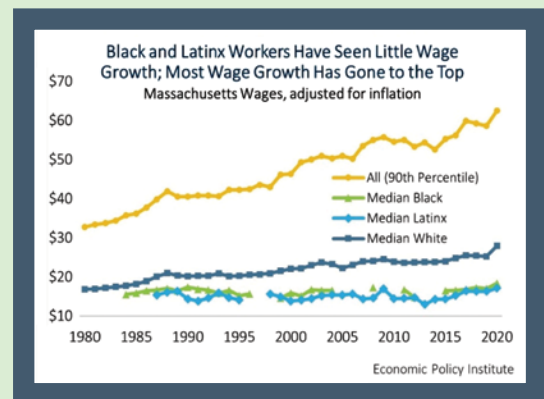
**Emergency Food Distribution: 63,640**

# POVERTY IN MASSACHUSETTS

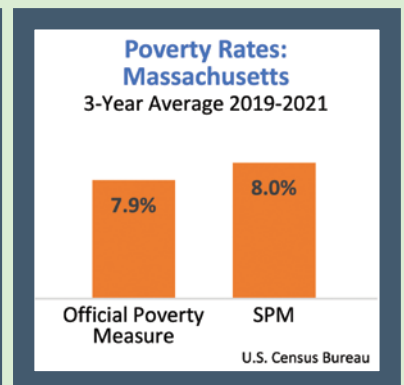
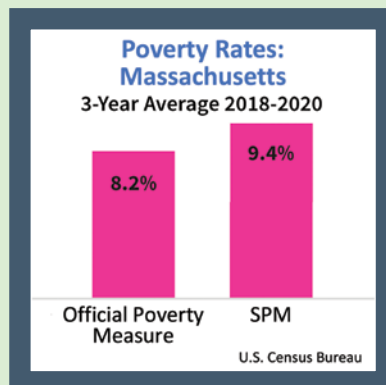
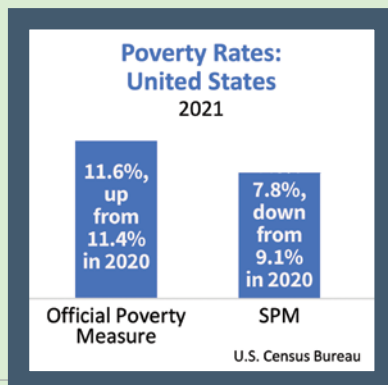


The Commonwealth still faces a poverty crossroads, with a spotlight shining on inequities. Covid-19 and the economic downturn hit families with fewer resources the hardest and continues to affect these families most harshly.

- 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)** – despite decreasing for the past two years – is **HIGHER** than the official poverty rate, largely due to the state’s high housing costs.
- It is important to note that the **2021 drop in the SPM** largely reflects the influx of **non-cash assistance programs** that emerged during the pandemic, including the stimulus payments and the expanded Child Tax Credit.



Source: Census Bureau, "Poverty in the United States: 2021." Census Bureau, "The Supplemental Poverty Measure: 2018."

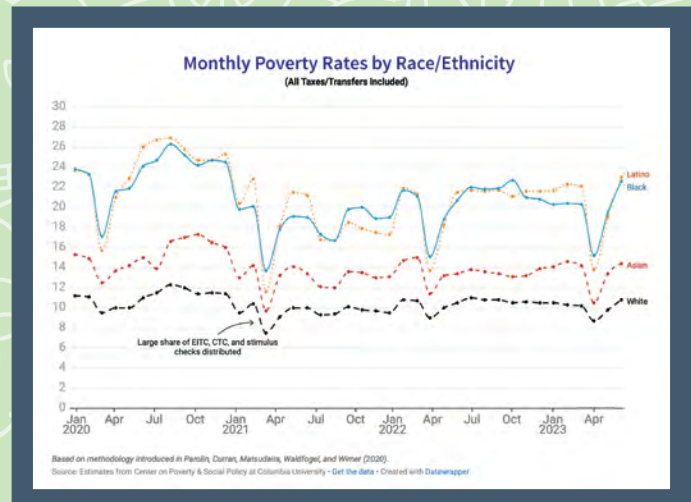
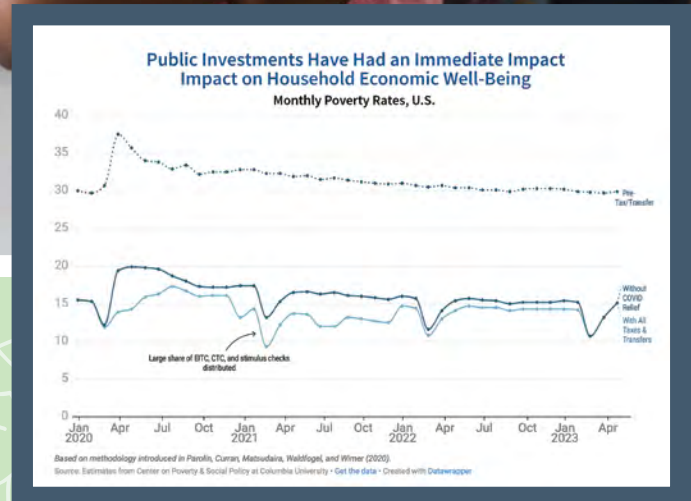
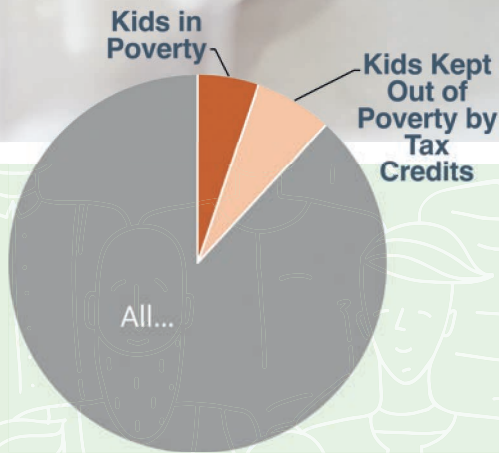


# AND WHERE WE ARE NOW

- 1 out of 2 households pay 30%+ of income on rent.
- 1 out of 4 households pay 50%+ of income on rent.

	Paying 30%+ on rent	Paying 50%+ on rent
<b>Massachusetts</b>	<b>52%</b>	<b>26%</b>
Boston	49-55%	24-28%
Fall River	42-59%	20-32%
Lawrence	52-74%	22-36%
Lowell	45-63%	16-26%
Lynn	47-71%	22-39%
New Bedford	41-55%	24-35%
Springfield	47-63%	30-43%
Worcester	41-54%	18-26%

Targeted tax credits and public benefits across the country had an immediate impact on household economic well-being during 2022, setting 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 COVID crisis created an opportunity to move ahead with powerful solutions that center equity.

Learn more in our report, "[At a Crossroads Created by COVID: Families Moving Along the Road to Opportunity in Massachusetts.](#)"

*Through broad-based education and advocacy efforts, we worked with allied organizations and legislators to effect change. **Our 4 broad public policy focus areas and related results include:***

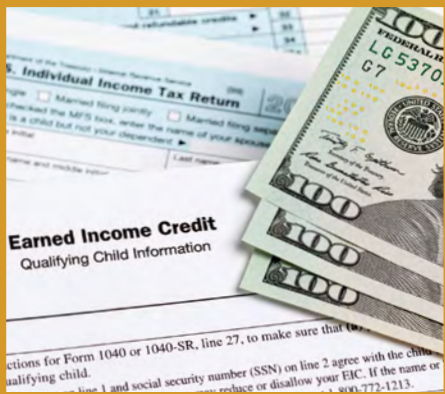


*The LEO Inc. Blossom St. commercial kitchen prepares and delivers food daily to their Head Start and Early Head Start classrooms around the city of Lynn.*

## 1 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 statewide through retention of good teachers, enhanced referrals, improved facilities, and support for Head Start.

- **Increased resources for early education and care workforce salaries** from \$20M in FY22 to \$60M in FY23
- **Increased Head Start funding** to increase access from \$15M to \$16.5M in FY23.
- **Increased funding for Child Care Resource Referral Access Management** from \$12M to \$15M in FY23.



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

## 2 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 \$1M to \$1.5M** for Volunteer Income Tax Assistance (VITA) program sites for FY23.
- **Continued to advocate** for an increase to 50% in the State Earned Income Tax Credit (EITC). It is currently 30% of Federal.

## 3 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.

- Secured \$20M in the FY22 Supplemental budget for fuel assistance to help with the rising cost of heat.
- Secured \$57M in the Economic Development Bill for FY23/FY24 fuel assistance to help with the rising cost of heat.



## 4 Strengthening Critical Human Services Infrastructure

Effective, trusted, local, and longstanding community-based organizations such as Community Action Agencies lie at the heart of 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 make up a human services infrastructure of care that is just as essential to the well-being of the state's residents as health care institutions, public safety including police and fire, and public transportation. Commu-

nity Action is at the heart of this infrastructure.

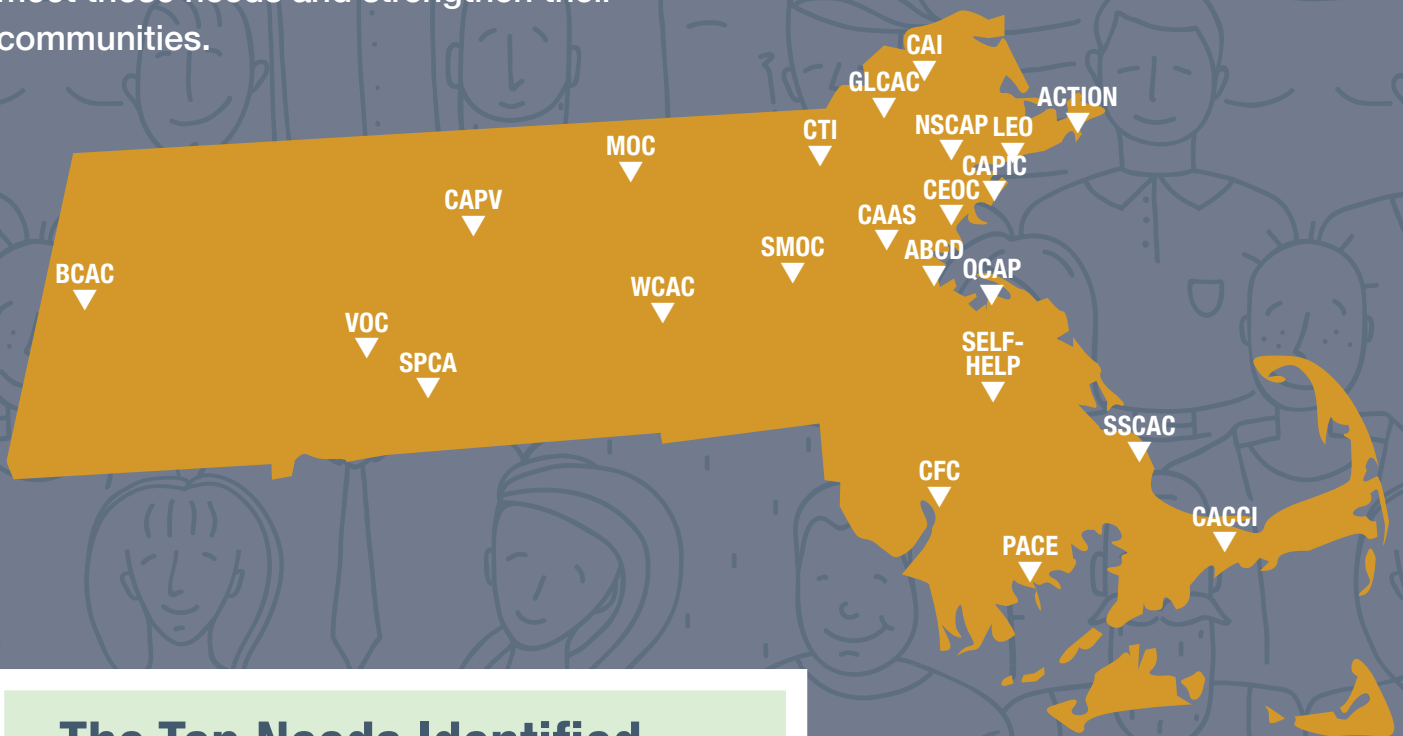
- Secured \$7.5M in FY23 budget for addressing inequality, promoting opportunity and ending poverty by supporting Community Action Agencies.
- Commission on Poverty and Opportunity that was created in FY22 was renewed through 2024. MASSCAP is an active member.



# 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 Massachusetts 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 we recognize that structural race, gender, and other inequities remain barriers that must be addressed.

## 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 individual 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.**  
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 | LEO, Inc.**  
181 Union Street, #209 | Lynn | 01901

**MOC | Making Opportunity Count**  
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

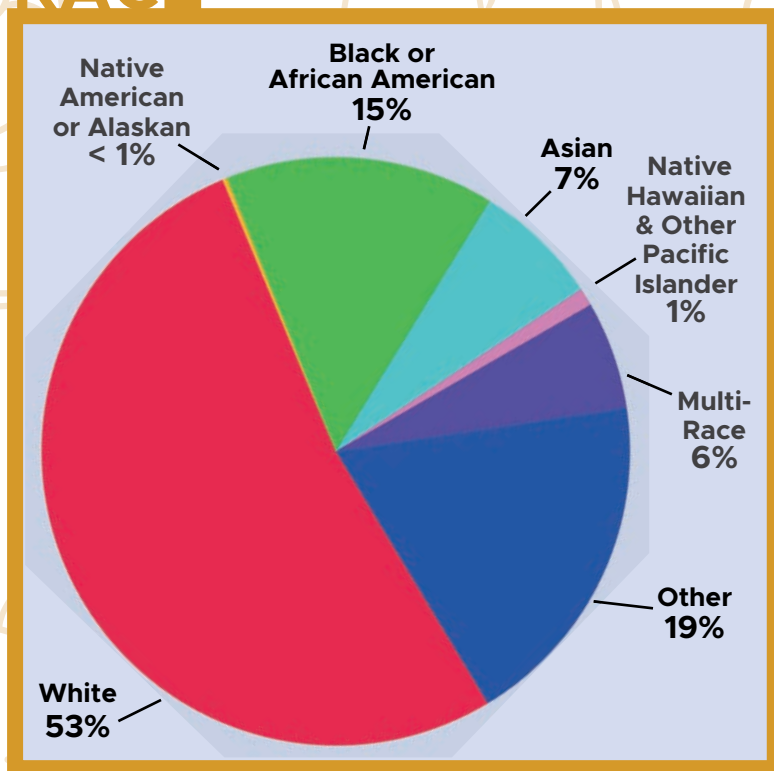
**VOC | Valley Opportunity Council, Inc.**  
300 High Street | Holyoke | 01040

**WCAC | Worcester Community Action Council, Inc.**  
18 Chestnut Street | Worcester | 01608

# Who Do We Serve?

A brief demographic look at who was served by Massachusetts' Community Action Agencies in 2022.

## RACE

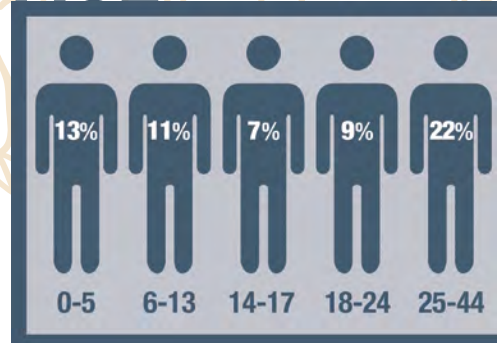


## ETHNICITY

Hispanic, Latino, or Spanish Origins: 30%

Non Hispanic, Latino, or Spanish Origins: 70%

## AGE



## EDUCATION

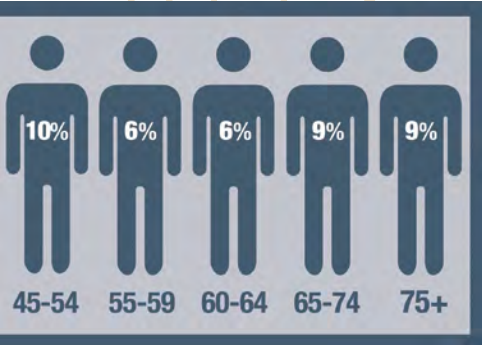
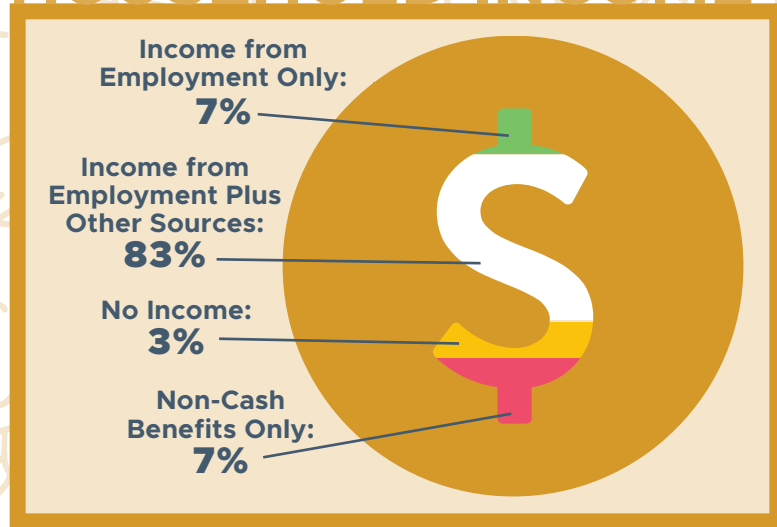
- Grades 0 - 8.....
- Grades 9 -12 / Non-Graduate.....
- High School Graduate.....
- G.E.D. / Equivalency Diploma.....
- 12 Grades+Some Post-Secondary.....
- 2- or 4-Year College Graduate...
- Graduate of Other Post-Secondary.....

## HOUSEHOLD

- Single Person.....
- Two Adults, No Children.....
- Single Parent Female.....
- Single Parent Male.....
- Two-Parent Household.....
- Non-Related Adults w/Children.....
- Multigenerational Household.....
- Other.....

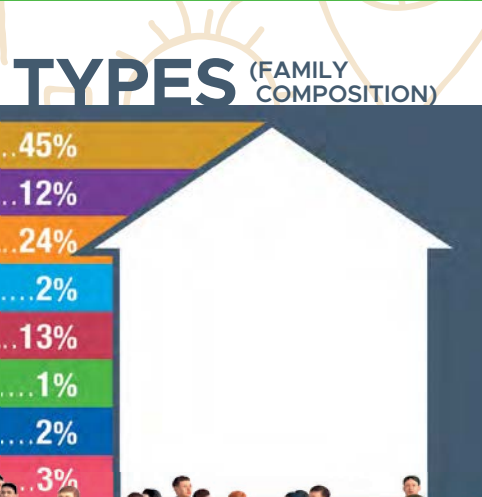


# SOURCES OF HOUSEHOLD INCOME

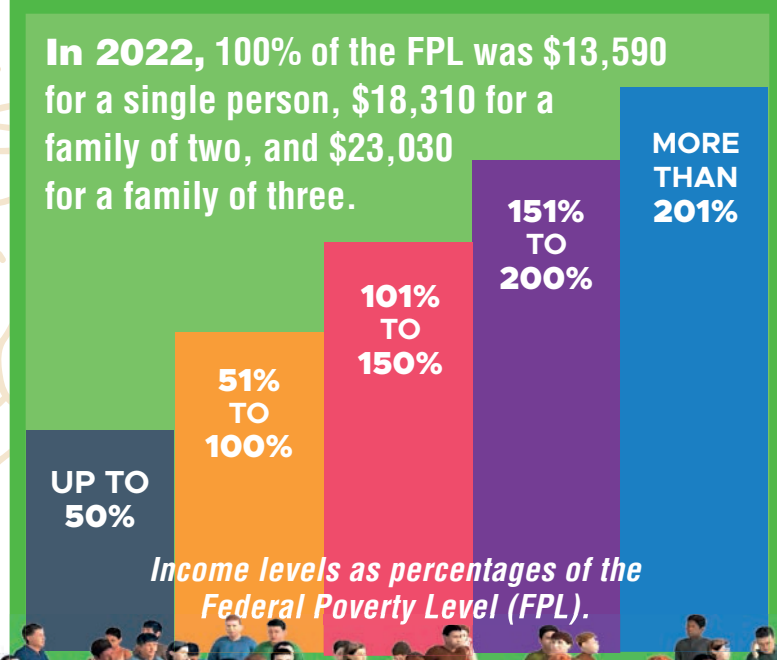


# EDUCATION LEVELS

AGE 14-24 / AGE 25+	
.....	11%.....32%
.....	17%.....33%
.....	39%.....23%
.....	3%.....2%
.....	16%.....8%
.....	13%.....2%
School.....	1%.....0%



# LEVEL OF HOUSEHOLD INCOME










**"Heating help is fantastic! I started this year with a credit. It's great. This, together with SNAP, and I feel confident."**

– Claire Dube, Aged 94, Swampscott  
Client of LEO, Inc.

### Who We Served 2022

-  **134,000** households served
-  **30%** include children under 18
-  **54%** include elderly (60+)
-  **41%** have earned income
-  **57%** access SNAP

*Note: We saw a 17% rise over previous year in new applicants due to the astronomical rise in heating costs.*

**HEATING HELP IS HERE!** Every year, we run a statewide campaign that promotes Energy Assistance, including the Low Income Home Energy Assistance Program (LIHEAP), the 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 2022, we kicked off the heating season and the campaign together with Self Help Inc. in a hybrid event at their Brockton headquarters. The event was broadcast live on YouTube, Facebook, and Twitter.

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](http://www.heatinghelpma.org) for more information.

*"I am so grateful and thankful for this program that has done so much for me. Since March 2019, I have been receiving fuel assistance that has saved my life. Every October I thank God that I have heat."*

– Eva H., Self Help, Inc. client from Brockton

\*Eva also received a new furnace from Self Help when hers died leaving her without heat as well as a new refrigerator for her tenant through the appliance management program.



Eva H.

*"I had never asked anyone for help. It was the first time and I was scared to be honest, but once you realize that people are there to help you, it changes the way you think about things...to experience that is humbling and knowing people show up every day and do that is pretty amazing. It made me think about when I can try and help somebody."*

– Joseph D., Self Help, Inc. client from Randolph

\*Joseph lost his catering business due to COVID and now works for the town of Randolph helping the town's residents every day.



Joseph D.

*"Fuel assistance is a lifesaving program, plain and simple, and with the sustained high cost of energy and utility costs, and the unprecedented cost of living increases, our clients are facing a financial storm not seen in a generation."*

– Jon Carlson, Executive Director, Self Help, Inc.



Jon Carlson





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

**EARN IT.  
KEEP IT.  
\$AVE IT.**

**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. 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 is one way that we help individuals overcome the structural barriers that exist to move people out of poverty.

### VITA Facts 2022

#### 80 VITA Sites

– Over 40 are Community Action sites

#### +30,000 Served

– Over 15K 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

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 2022, we kicked off tax season on Earned Income Tax Awareness Day together with Berkshire Community Action Council (BCAC) in Stockbridge, MA. We heard from Congressman Richard Neal, (former) Senator Adam Hinds, Representative John Barrett III, Representative Paul Mark as well as Healthy Families Tax Credits Coalition partners and a grateful BCAC client.



Springfield Partners for Community Action's VITA Program completes about 1,500 returns annually, making them one of the top 5% of VITA sites nationwide.

*"The process was easy and my refund was received in just two short weeks. My children and I were able to secure a trip to the ocean, which is something they had never experienced. My only regret is not using VITA prior to this year. They have a great team, and I will continue to use VITA in the future."*

– Mindy, BCAC Client

*"I cannot tell you how many of my constituents benefited last year – those in the low-income category, many of our seniors...even just to receive their stimulus checks. Many of them didn't know how to do it. They hadn't filed taxes, didn't have access to computers...it was the work of Berkshire Community Action Council stepped and filled this void."*

– Representative John Barrett III, 1st Berkshire



Hybrid Statewide Kickoff in 2022.

# MASSCAP TRAINING CENTER

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 really been growth and expansion. From offering more training sessions than any previous year, to implementing lessons learned during the pandemic, to starting new CoPs, there are more resources available for our network at all levels.



## OUTCOMES

### 2020

- 45 training sessions (all virtual after March 9)
- 9 Communities of Practice (3 newly formed)
- 83 Community of Practice meetings (all virtual after March 9)
- All 23 CAAs engaged in Communities of Practice
- 93% of session evaluations reported high satisfaction by at least 90% of participants
- New Leadership Development Institute initiated but paused due to Covid.
- 3 new Communities of Practice

### 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 SNECAP & 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

## HIGHLIGHTS

- The 2022-2023 LDI class was largely comprised of new to Community Action and/or new to the work force individuals, making it a great opportunity for the next generation of CAA leaders to develop their knowledge and skills. Additionally, the classes were back to being in-person!
- The MTC was able offer more training sessions during FY22 than ever before! The expanded capacity at MASSCAP allowed for a greater diversity of topics and all levels of staff to participate.
- The DEI Roundtable is officially up and running, offering a space to ask questions, receive training, and share best practices around all aspects of DEI practice. This was an important step in MASSCAP and the MTC's strategic plan.

# READYGO

Reading Educators and  
Developing Young Children  
for Great Outcomes



## Today's Early Educators Need College-Level Courses in Trauma-Informed Care.

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

### GOALS

- Maximize early childhood experiences and number of children receiving services by strengthening the workforce
- Work with the Department of Early Education and Care (EEC) to have training in trauma-informed care included in its credentialing system
- 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

### IMPLEMENTATION YEAR MILESTONES (2022)

- Achieved goal of 65% of available educators taking at least one course
- Completed a third semester of READYGO courses given at QCC and MWCC
- Completed quantitative evaluation of the project to date
- Summarized findings from qualitative evaluation such as educator focus groups
- Connected with 12 of 15 Massachusetts community colleges and the Urban College who have all exhibited interest in attending the September 2023 colloquium

### 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)
- Institute for Community Health
- Institute for Education and Professional Development
- Department of Early Education and Care

**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	\$ 2,965,262.31
Contributions and Other	\$ 25,480.01
In-Kind Contributions	\$ 270,974.04
Membership Dues	\$ 138,800.01



### REVENUE:

MASSCAP Training Center Fees	\$ 27,707.13
<b>Total Support and Revenue</b>	<b>\$ 3,428,223.50</b>



### EXPENDITURES:

Program Services	\$ 2,223,936.75
In-Kind Expenses	\$ 270,974.04
Management & General	\$ 722,336.53
Fundraising	\$ 19,473.72
<b>Total Expenditures</b>	<b>\$ 3,236,721.04</b>



### Change in Net Assets **\$ 191,502.46**

Net Assets October 1, 2021	\$ 425,143.00
Net Assets September 30, 2022	\$ 616,646.53

## FUNDING SOURCES FOR MA NETWORK: FY22

Federal CSBG.....	\$25,958,569.01
Federal Non-CSBG.....	\$744,069,110.27
State.....	\$212,442,638.97
Local.....	\$6,751,714.42
Private.....	\$232,343,934.97
<b>Total Funding</b>	<b>\$1,221,565,968</b>

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 2022.

### CSBG Expenditures Domains (Includes CARES CSBG Funds)

• Employment	\$1,033,295.64
• Education and Cognitive Development	\$1,601,039.83
• Income, Infrastructure, and Asset Building	\$1,598,775.84
• Housing	\$5,584,387.30
• Health and Social/ Behavioral Development	\$4,724,061.10
• Civic Engagement and Community Involvement	\$ 229,881.36
• Services Supporting Multiple Domains	\$ 3,457,636.42
• Linkages (e.g. partnerships that support multiple domains)	\$1,488,623.81
• Agency Capacity Building	\$4,070,348.06
• Other (e.g. Emergency Mgmt./ Disaster Relief)	\$ 427,938.95
<b>Total CSBG Expenditures (auto-calculated)</b>	<b>\$24,215,988.31</b>



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.



**President Lyndon B. Johnson signs the 1964 Civil Rights Act as Martin Luther King, Jr. and others look on, July 2, 1964.** (Photo taken by Cecil Stoughton, White House Press Office (WHPO) and, as such, is in the Public Domain.)

*"This Civil Rights Act is a challenge to all of us to go to work in our communities and our states, in our homes and in our hearts, to eliminate the last vestiges of injustice in our beloved country. So tonight I urge every public official, every religious leader, every business and professional man, every working man, every housewife - I urge every American - to join in this effort to bring justice and hope to all our people, and to bring peace to our land."*

**- President Lyndon B. Johnson**

*Remarks upon signing the Civil Rights Act of 1964.*



**MASSCAP**

Massachusetts Association for Community Action  
*Creating Opportunity. Changing Lives. Ending Poverty.*

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