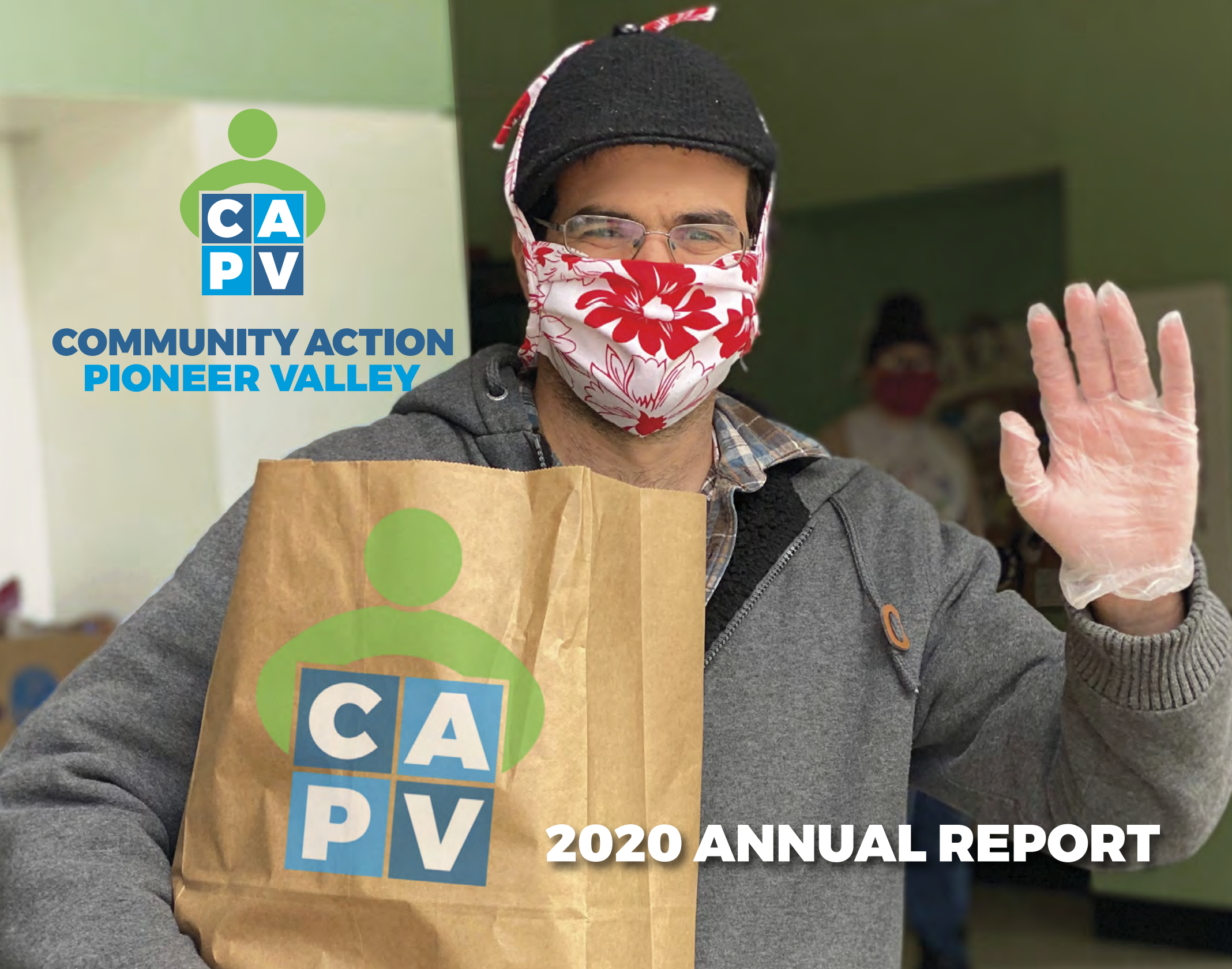




**COMMUNITY ACTION
PIONEER VALLEY**



2020 ANNUAL REPORT

Dear Friends,

At the beginning of this fiscal year, the agency's future looked bright, with lots of activity to better coordinate our services to provide more client-centered support and care. Four months later, the world changed. On March 13, we made the tough decision to temporarily close our Head Start & Early Learning Program classrooms. The following week, the state shut down, forcing us all to reinvent our work in the midst of rapidly growing need.

We did not know what we did not know. And we could not have imagined what actually came to exist as our "new normal." 2020 was a year of isolation, death, racial reckoning, and so much more. Some of us lost a relative or friend to COVID-19. Most of us had our conceptions of our nation as a place that is "indivisible, with liberty and justice for all" either profoundly challenged or confirmed yet again as untrue.

With police killings and ongoing protests, we also found a renewed sense of the importance of our work to become an anti-racist organization. Despite Community Action Agencies' foundational values of justice and equity, we are not there yet. Our staff of color have always known we needed to do this work. Now we all acknowledge it.

But with challenge comes growth, and we rose to meet those challenges. We provided most of our services remotely, delivered groceries to quarantining families, and donned "space suits" so we could safely go into homes and do energy efficiency upgrades. While other schools stayed closed, our early

educators safely welcomed children back into classrooms so parents in essential jobs could continue to work. And staff did this all while juggling the challenges of their children's and/or parents' care. So many of us found resilience and strength that we did not know we had.

And, in the darkest of times, our community brought new light to our work. You supported our programs and our most vulnerable neighbors with your time, generosity, and partnership, extending a lifeline to hundreds of local families hit hardest by COVID-19. We will continue to need this support as the impact of the pandemic outlasts the virus itself.

We will not be going back to an old normal—and we are not at the new normal yet. We will be figuring that out together as an organization and as a community. To echo President Biden, "there's nothing, I believe this from the bottom of my heart, nothing we can't do when we do it together."

Thank you for supporting our work,



Clare Higgins
Executive Director



Charity Day
President, Board
of Directors



COMMUNITY ACTION PIONEER VALLEY

Access ■ Opportunity ■ Community

Mission Statement

Community Action Pioneer Valley assists people who have low incomes to achieve economic stability and security, and works to build communities in which all people have the opportunity to thrive.

Core Principles

- We see people as the experts on their own lives, as individuals and families who have strengths and dreams, and who also experience barriers to their success.
- We honor everyone's right to live with dignity and to be treated with respect and appreciation for diversity.
- We partner with individuals and families to develop the resources, skills, social connection, and resilience to be economically secure and successful according to their own values and hopes.
- We partner with families and communities to raise strong and healthy children and youth.
- We value workplace practices based on mutual respect, inclusion, transparency, and leadership development for all staff.
- We believe that engaging people with low incomes in decision-making and the overall direction of the agency is essential to our integrity and success.
- We are committed to participating in community development that assures that all people are housed, well-fed, warm, safe, and stable.
- We value building collaborative partnerships to find community-based solutions to meet community needs.

Our Vision

Our vision is a community that celebrates our shared humanity as well as our diversity. We strive to build a community that invests in access for everyone to healthy food; safe, affordable housing; living wage work; high quality, affordable education from birth; and full participation in the democratic process. In service to that vision, Community Action Pioneer Valley relies on the leadership of people who have low incomes to define how we approach our work. We advocate for policies and resources that protect the vulnerable and disenfranchised, and open opportunity to all. Working with many partners, we create a community where children and youth are nurtured and protected and everyone achieves their potential and prospers in the fullness of life.

INCOME INEQUALITY HAS INCREASED TO ITS HIGHEST POINT SINCE THE GREAT DEPRESSION.

Since 1965, Community Action has answered the call when our neighbors have needed us the most. This year, our staff continued that commitment with greater challenges and without hesitation.

Nearly eight million Americans have become officially poor since summer 2020. While it was undoubtedly a difficult year for us all, the pandemic pushed those living on the financial edge further into poverty, disproportionately stripping lower-income and non-white families of employment, health insurance, child care, access to public transportation, and resources.

Through the innovative and effective programs described in this report, we are working to combat poverty and discrimination in an America that has more wealth and income inequality than any major developed country.

“There is nothing new about poverty.
What is new, is that we have the resources
to get rid of it.”

— Dr. Martin Luther King Jr.



HOW DO WE KNOW COMMUNITY ACTION PROGRAMS ANSWER THE NEEDS OF OUR COMMUNITY? WE ASK.

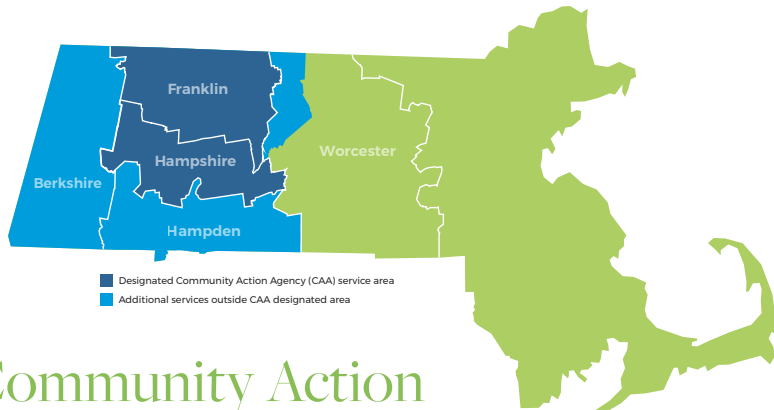
Every three years, Community Action completes a comprehensive community needs assessment and internal evaluation. We then base our three-year agency plan on the information we uncover. The resulting strategic plan provides a touchpoint for us as we move Community Action forward and ensures that our programs and service delivery are a tactical response to our communities' many unique needs. Our Community Needs Assessment is the only document of its kind, the only local source of information about what it's like to live in our region and struggle to get by. It is available on our website.



HIGHLIGHT

Any time we have the opportunity to brainstorm with both staff and Board members, it's a treat! In this case, a retreat! Every three years Community Action completes a community-wide needs assessment to inform our strategic plan and to ensure that our programs directly address the needs of our most vulnerable neighbors. In February, we gathered for a Strategic Planning Leadership Retreat to review the data from our community needs assessment and strategize how to minimize the challenges and maximize the opportunities for our neighbors living with lower incomes.

INFORMED ACTION = MEANINGFUL IMPACT



Community Action Pioneer Valley Makes Our Communities Better for Everyone.

Community Action Pioneer Valley provides a comprehensive network for strategic, responsive, supportive social services to improve the lives of over 28,000 of our lower-income neighbors each year.

COMMUNITY SERVICES

- Center for Self-Reliance Food Pantries
- Community Collaborations
 - Franklin County Resource Network
 - Look4Help
 - Community Partnerships
- Community Resources & Advocacy
- Money Matters
 - VITA Free Tax Assistance Program
 - Financial Counseling
 - Community Loan Program
- RSVP of the Pioneer Valley
- The Three County Continuum of Care

ENERGY PROGRAMS

- Electric Efficiency Audits
- Fuel Assistance
- Heating System Repair
- Weatherization

FAMILY SUPPORT PROGRAMS

- Family Resource Center
- Healthy Families
 - Franklin/North Quabbin
 - Hampshire County
- Massachusetts Family Center/CFCE
- ParentChild+
- Stand Up

HEAD START & EARLY LEARNING PROGRAMS

- Child Care
- Early Head Start
- Head Start

WOMEN, INFANTS, AND CHILDREN (WIC)

- Breastfeeding Support
- Nutritional Screening & Education
- Supplemental Food

YOUTH & WORKFORCE DEVELOPMENT PROGRAMS

- Youth Leadership Programs:
 - Generation Q and Gen Q
 - Middle School
 - ShoutOut!
 - Youth Leadership Academy
 - Youth and Young Adult Action Board
 - Youth Access Partnership
 - Safe Schools Youth Initiative
- Workforce Development Programs:
 - Youth Workforce Innovation and Opportunity Act
 - Leadership, Education, and Advocacy Development
 - Young Parents Program
 - YouthWorks
 - Franklin County Sheriff's Office
 - Re-Entry Services
 - Re-Entry Manufacturing Program
 - Harmon Personnel Services
 - Alternative Staffing



Community Action Energy Technician 2, Nate Best, suits up in order to safely serve our Energy participants during the pandemic.

Energy Programs

Community Action's Energy Programs conserved energy, lowered home heating costs, and reduced our carbon footprint all while serving lower-income renters and homeowners and supporting local vendors.

- Community Action's Fuel Assistance Program helped nearly **4,000 elders** afford to stay warm on a low income.
- Fuel Assistance paid a portion of winter heating costs for **7,277 households**. Eight out of ten of those households included someone 65+, a child, or a person with a disability. Half were homeowners, and half were renters. The benefits paid freed up income to cover other expenses like food, medicine, or rent.
- These Fuel Assistance benefits totaled **\$6,561,380**, which went to **99 local fuel vendors**, often supporting small local businesses and the local economy in addition to the direct benefit of helping our lower-income neighbors stay safe and warm.
- All of the 7,277 households who received Fuel Assistance were also enrolled in electric and natural gas discount programs and **saved a combined \$2,860,000**, freeing this money for other household expenses.
- Energy audits for **1,230 households** led to immediate savings through reduced electrical use with energy-efficient lighting and, for many, free energy-efficient appliances such as refrigerators, freezers, air conditioners, dehumidifiers, or washing machines.
- Over **2,400 people**, half of them elderly or disabled, welcomed energy efficiency improvements in their homes, lowering their bills, conserving over 2,400,000 lifetime kilowatt hours of energy, and reducing environmental pollution and carbon emissions.
- Our Heating Repair & Replacement Program **fixed or replaced over 500 older, sometimes dangerous, heating systems**, resulting in increased warmth, safety, and energy efficiency. This brought well over \$1.5 million in revenue to 37 local heating repair services.

When in-person appointments became unsafe, we devised a way to do energy audits remotely. This worked out well, and we may continue to offer virtual audits in the future. Other services such as weatherization and heating system repair and replacement required home visits. We prepared our Energy Technicians and contractors with proper PPE and education to ensure that our staff could stay protected and our participants could stay safe and warm in their homes.

HIGHLIGHTS

Community Action's Energy Programs fully embraces a safe and healthy home approach to delivering services. This includes working with new funding sources such as Accountable Care Organizations (ACOs) and the United States Department of Agriculture (USDA).

TINA: In April, our Energy Programs received a call from Tina, a single mom of three children who had been laid off at the beginning of the pandemic. Her hot water heater died when access to hot water and hand washing at home had arguably never been more crucial. Thanks to supporters of our COVID-19 Emergency Relief Fund and some out-of-the-box thinking by our Energy program staff, we were able to help her replace her hot water heater entirely.



"You are angels. In a time when it is easy to feel so isolated, you cannot put a price on the peace of mind you've given me. Community Action has been a Godsend. I will never be able to thank the people that made this possible enough for what you have done for me when I needed the help the most. Thank you for giving me hope." —Tina

JOEY: *"Because of your kindness, I was able to put my money towards new windows this summer, and I cannot wait to see the difference in not just the heating fuel consumption but also the comfort of reduced drafts and a more steady even heat. Thank you so much. You truly have made a difference in our lives, and I will always remember that."*
—Joey S., Community Action participant



COVID



WIC Women, Infants, and Children Program

Healthy babies are happy babies. Our Women, Infants, and Children (WIC) program provided free healthy food, nutrition education, breastfeeding support, and referrals to best support 835 pregnant, postpartum, and breastfeeding mothers and **2,070 children under age five**.

- WIC offered all enrolled parents nutrition education, information on eating well on a limited budget, and ways to ensure that children have an age-appropriate and healthy diet.
- Our WIC Breastfeeding Peer Counselors responded to nearly 2,400 calls, texts, and emails from new mothers seeking breastfeeding support. 83.9% of our participating mothers received one-on-one breastfeeding support, compared with 67.8% of WIC mothers statewide. As a result, **27.2%** of our three-month-old and **24%** of our six-month-old babies were exclusively breastfed, compared with just **14.2%** of three-month-olds and **11.7%** of six-month-olds in WIC programs statewide.
- In the state's most recent review of impact measures, our WIC program performed **above the state average** on measures for breastfeeding rates, farmers' market voucher redemption, and the percentage of children at a healthy weight.
- Our WIC program authorized purchase of **\$1,000,583 worth of food**, ensuring access to high-quality meals and providing financial support to local businesses.

HIGHLIGHT

"You have given me so much support, and I am so thankful. When I arrived back home after leaving the program, I came back to an abusive boyfriend, who is now in jail. I am doing this entirely on my own now. Without the support of WIC, I don't know where I would be."
—WIC participant



When many people lost income because of the pandemic, our small-but-mighty WIC team experienced an increase in demand for food and services. They suddenly were providing all services virtually at the same time. Understanding the challenge of transitioning to a virtual program while meeting increased need, the Department of Public Health announced an incentive program for increasing caseload. Community Action's WIC program received the highest award based on our performance.

COVID



Head Start & Early Learning Programs

Community Action's Head Start & Early Learning Programs provides quality early education and care, as well as comprehensive services to pregnant women and children birth to five in Franklin, Hampshire, and Western Hampden Counties. It is a lifeline for families with young children. By partnering with families in all that we do, we build a solid foundation for resilient and resourceful caregivers, caring, confident, and curious children, and responsive, invested communities.

- Head Start & Early Learning Programs connected **468 families** to comprehensive supportive services, including health and nutrition screenings, dental referrals, resources for parents as teachers, mental health support, developmental services and special education support, as well as leadership and volunteer opportunities.
- 165 infants and toddlers and **409 preschool-aged children** received comprehensive early education and quality child care.
- The **parents of 250 children** were able to work full-time, year-round because their children had affordable, high quality care.
- **Thirteen pregnant mothers** received support in the prenatal period and beyond through our Head Start & Early Learning home visiting program.

Please see the Head Start & Early Learning Programs annual report in the back pocket to learn more about the tremendous work taking place in our classrooms.

HIGHLIGHT

As part of the curriculum at our Head Start & Early Learning Programs, our educators helped our students conduct age-appropriate science experiments to show how masks protect us from germs. At right is one little scientist in action at our Washington Street site in Greenfield.

During the early months of the pandemic when our sites were closed, we continued offering support for the families in our programs. Family Advocates, Home Visitors, and Educators worked together to distribute food, diapers, and educational activities to families and to connect them to community resources. Together, they delivered 2,320 services in the first two months of the closure.



COVID



*Cindy Rivera,
Family Support
Programs
Administrative
Assistant*

Family Support Programs

FAMILY CENTER

Our Family Center motto is “any family, any need.” Last year, our Family Center provided a wide range of programming to over 1,000 parents and children and served as a judgment-free community hub where parents could build social connections, receive support for the joys and challenges of parenting, participate in programs that develop early literacy and parenting skills, and access critical resources.

- Our Family Center provided over **3,000 individual support services** to over 400 individuals.
- **118 children and 133 adults** found connection, friendship, and fun in playgroups, pajama nights, and other events that focused on early learning and social connection.
- **Sixteen youth** participated in Stand Up! and Stand Up! JR Corps, weekly leadership and advocacy groups for youth of color.
- More than **68 parents** participated in evidence-based parenting education series such as “Nurturing Fathers” and “Parenting Journey.”
- **Fifty-six parents** built resilience and gained encouragement from weekly support groups. The four groups include new moms, grandparents raising grandchildren, fathers, and parents of toddlers to early elementary.
- Our ParentChild+ home visiting program helped **12 families** prepare their children for school success.

Our Family Center in Greenfield is part of a network of Family Resource Centers, Massachusetts Family Centers, and Coordinated Family & Community Engagement programs across the state.

Though we typically thrive as a center where families drop in daily for face-to-face services, we quickly pivoted programming to virtual platforms, delivered or arranged for pick-up of activity kits and basic needs supports, and provided open-air distanced services when weather allowed.

COVID

Home Visitors continued to serve families virtually and provided families that did not have the means to receive video calls with cell phones and gift cards for “minutes” in order to stay engaged throughout the pandemic.

- Home Visitors dropped off activity and supply bags at participants’ homes, including materials and toys to promote positive parent-child interaction, basic supplies such as diapers and wipes and grocery cards, as well as curriculum to encourage parents to continue to learn about parenting strategies and their child’s development..
- Weather and safety protocols permitting, Healthy Families provided in-person outdoor visits to best support families.

COVID

HEALTHY FAMILIES

Brain-building during the first three years of life lays the foundation for all later development and is critical in all later learning. Our Healthy Families program provides home-based family support and coaching that supports young, first-time parents and helps them create stable, nurturing environments for their children during the most critical brain-building years of a child’s development.

- Our Healthy Families Home Visitors traveled to **29 different towns** to serve 89 parents and 75 children, completing **1,195 home visits**.
- Visits offered opportunities for participants to learn how to maintain a healthy pregnancy, how to support their child’s health and development, and how to create **positive, nurturing relationships** with their children.
- Home Visitors supported parents in setting and reaching life goals like finishing school, finding a job, finding secure housing, and getting their driver’s license.
- Our Home Visitors focused on **promoting early literacy activities** among parents and their young children and, as a result, three-quarters of families served reported engaging in early literacy activities with their children most days of the week.
- Home Visitors made **137 referrals** to other community services including child care, economic assistance programs, basic needs, medical and dental services, housing, education and employment support, legal services, parent education and support services, mental health services, domestic violence support, tobacco cessation services, and early intervention programs.

HIGHLIGHTS



(left) Kia Burton-King, our Family Center School Liaison and recipient of the Communities that Care Coalition’s Mike Fritz Community Builder Award.

(right) During a weekly virtual playgroup and story time, our Home Visitor and Family Support Worker, Yartiza Fuentes, provides social connection and support for families with young children.



“No matter your situation, there is always someone who will help you at the Family Center.” —Renelle



(left) Killian, age 3, heads home after picking up his activity kit and snack from our Family Center.



(right) Our Family Center staff did not miss the chance to join the community teddy bear hunt organized in Greenfield to keep families with small children busy at the onset of the pandemic.



Tatyana Pirozhkov,
Pantry Assistant

While our Center for Self-Reliance Food Pantries typically mimic the grocery store experience, operating as a “choice” food pantry, we immediately transitioned to a pre-bagged, drive-through model in March. Since then, we have relocated the pantry to a larger, more accessible storefront location and have expanded services to include in-pantry shopping, pre-bagged curbside pick-up, and online ordering and home delivery.

COVID

Community Services

CENTER FOR SELF-RELIANCE FOOD PANTRIES

- The Center for Self-Reliance Food Pantry in Greenfield and the West County Emergency Food Pantry in Shelburne Falls provided free, nutritious food to **3,989 of our neighbors**.
- The pantries distributed **206 tons of free, nutritious food** with the help of **35 volunteers, who donated 2,600 hours** of their time.
- **31% of the food we distribute is fresh produce**, which is especially important since more than one-quarter of those who rely on the Center for Self-Reliance are children. Children who grow up with access to fresh fruits and vegetables are more likely to have a strong, healthier future.



HIGHLIGHTS

Making Vroom for Growth! Our Center for Self-Reliance Food Pantries now offer online ordering and home delivery thanks to our new refrigerated van made possible in large part thanks to the leadership of Senator Jo Comerford. Since unreliable transportation is one of the biggest challenges our lower-income neighbors face to accessing healthy food, this van will allow us to reach our most vulnerable neighbors when they need us most.

“People have been doing the work, leading the way. The models are here in Franklin County and the Valley, and they can be replicated around the country.”

—Congressman Jim McGovern, pictured here on a panel with our Center for Self-Reliance Food Pantries Coordinator, Justin Costa.



“I just went to the food pantry and I got so much amazing food for me and my kids, I left the parking lot in tears. I had to pull over to get myself back together. Please thank the amazing staff and your whole work family for all they do.”

—Head Start & Early Learning Programs parent
and new Center for Self-Reliance super fan

COMMUNITY RESOURCES & ADVOCACY

Our Resource Advocates answered 3,989 calls from people who reached out for help through our information and referral line, most commonly in need of crisis support around heating assistance, homelessness prevention, and food stamps.

- Community Action protected **146 people** from homelessness and helped **246 people** with heat or utility shut-off protection.
- We raised and distributed **\$107,439** to prevent evictions and utility shut-offs or to help with heating fuel.
- **169 people** received assistance obtaining or maintaining food stamps (SNAP).
- Our Resource Advocates helped **144 people** gain or maintain access to public health insurance.



Jeane Bufford,
Resource Advocate



HIGHLIGHT

Paul, a local dairy farmer, contacted our Community Resources & Advocacy program. He was at the end of his rope and needed some help. A single parent, Paul had to overcome his own disability so he could take care of his farm and his young son with Down syndrome—and then the pandemic happened. Paul now had to manage his son's remote schooling at home. Thanks to supporters of our COVID-19 Emergency Fund and our Resource Advocate, we were able to help Paul catch up on bills and set up a payment plan with the phone company so he could have the uninterrupted internet service so critical to his family's well-being.



Janna Tetreault,
Assistant Director
of Community
Services

RSVP OF THE PIONEER VALLEY

RSVP of the Pioneer Valley, the volunteer connector for people 55 and over, coordinated more than 600 volunteers and providing 95,000+ hours and the equivalent of \$3 million in service to over 60 nonprofits across Franklin, Hampshire, and Hampden Counties.

Throughout the pandemic, RSVP posted more than 250 volunteers to support struggling nonprofits when they needed virtual and in-person help the most.

COVID



HIGHLIGHT

RSVP Volunteer Bill Fisher considers himself “a lucky guy.” After immigrating from Scotland at age 14 and retiring from a satisfying career, first with the U.S. Air Force and then with the Postal Service, Bill was looking for something to keep him busy and found RSVP. He was invited to join the kitchen crew at the Belchertown Senior Center in 2007, found that he enjoyed the people and the work, and “just kept going.” Thirteen years later, he has qualified for a Lifetime

Achievement Award with more than 4,068 hours of volunteer service.

Does he cook? Bill says, “Oh, God no! They would not want my cooking. I can handle a bowl of cereal in the morning, and that’s about it!” He cleans up after the meals and washes dishes, tasks for which he says his wife of 58 years, Carol, had trained him well. When not in the kitchen, Bill stays active by walking 3–4 miles a few times a week, “one foot in front of the other, one day at a time.” This steadiness, along with his positive attitude and dry sense of humor, have combined to make Bill a welcome asset to RSVP’s valued volunteers and the Belchertown Council on Aging.

MONEY MATTERS

Money Matters helped 774 low to moderate income participants by providing financial education and the tools and resources to manage their money proactively, access and use appropriate financial services, and protect against financial risks for year-round financial success. Money Matters participants may enroll in one or all three components of the program depending on their individual needs and eligibility: VITA Free Tax Assistance, Financial Counseling, and the Community Loan program.

VITA FREE TAX ASSISTANCE PROGRAM

- 40 IRS-certified VITA volunteers stepped into cyberspace to prepare free tax refunds for **460 participants**, 38% of whom were seniors. In addition, we prepared 40 small business returns.
- The average filer’s adjusted gross income was just \$13,990. The **average refund was \$2,529.**
- The Earned Income Tax Credit (EITC) is proven to be the **single most effective federal program** for lifting working households out of poverty.
- 71% of filers through our VITA program received a tax credit. Collectively, the returns we helped file brought back **\$1,102,663** to our local economy.

When COVID forced our local IRS-certified VITA volunteers to cancel in-person appointments, we participated in the GetYourRefund.org national pilot program to assist taxpayers remotely. This virtual option allowed us to provide a critical service to tax filers with low income while minimizing their exposure to COVID. This eliminated scheduling barriers such as transportation and child care while expanding our availability. People needed their stimulus and tax refunds, and we were there for them!

COVID

COMMUNITY LOAN PROGRAM

Even in the best of times, the people who find help at Community Action have no cushion, no disposable income, no margin. With this in mind, we designed our Community Loan Program with support from Greenfield Savings Bank and assisted 10 Franklin County residents with low incomes to overcome an unexpected financial expense of \$500 or less through a short-term, 0% interest loan paired with regular financial counseling.

HIGHLIGHTS

“This program is invaluable to me.”

I find filing taxes very stressful, and I often make mistakes. Going to a tax preparer is expensive, and online ‘free’ software confusing. It’s such a relief to have real-life volunteers from my community there to help me. Everyone I have worked with has been patient and kind. Community Action deserves all the funding available because they do such good work for low-income individuals and families in the Greenfield area.”

—VITA Free Tax Assistance
Program participant



(left) Rebecca Bannasch, Money Matters Specialist

(below) Volunteers attend a VITA Free Tax Assistance training held at Greenfield Community College in February 2020.



THREE COUNTY CONTINUUM OF CARE

Only 35 affordable and available rental homes exist for every 100 extremely low-income renter households. Because of limited housing supply and inadequate subsidies to make housing affordable, housing costs have continued to rise faster than the rate of inflation, and lower-cost rental units are steadily disappearing. The result is widespread homelessness locally and across the country.

Community Action manages the Three County Continuum of Care (CoC), a system of providers who work together to make homelessness rare, brief, and non-recurring in Franklin, Hampshire, and Berkshire Counties. These agencies house individuals and families as quickly as possible through more than 180 housing placements and also offer supports for longer-term housing stability.

In FY20, 117 clients entered Permanent Housing provided by CoC member agencies. Of those, 55% were housed out of homelessness, 5.5% were housed from institutions, 39.5% were housed out of temporary quarters such as shelters.

The work of the Three County CoC increased during COVID to include a higher level of engagement with local legislators, shelter providers, and those supporting our unsheltered population in addressing the various housing issues exacerbated by COVID: the need for depopulation in congregate settings, increased special needs for shelter, testing of shelter staff and guests, and then planning for vaccinations. The CoC updated our shared assessment tool to reflect and identify health concerns or other risk factors to COVID for those experiencing homelessness. Due to the high levels of vulnerability among people experiencing homelessness, most Three County CoC-funded projects found that people needed in-person, not virtual, support.

COVID

HIGHLIGHT

In April, a young mother was couch surfing with her two young children after becoming unemployed and homeless. With support from a CoC agency, she began working to attain the employment, public benefits, housing, child care, and child support necessary to regain her independence. By June, this young mother had moved into an apartment and landed a full-time job, and she is building a social network within a career she loves.

When the call comes, we answer.



HIGHLIGHTS



(left) Through our Workforce Investment and Opportunity Act program, Kat started an internship with the Franklin County Housing Authority. Here she is on her first day joined by Herlinda, our Youth Programs Specialist.

(right) River shows off our new shirts! Our Youth & Young Adult Action Board (YAB) is comprised of a group of young people under the age of 25 who have lived experience of homelessness and those in solidarity. The YAB continued to host

weekly in-person and virtual meetings throughout the pandemic to fight youth homelessness in Franklin County.

(right) Kevin, our Youth Workforce Development Specialist, helps local youth and young adults develop

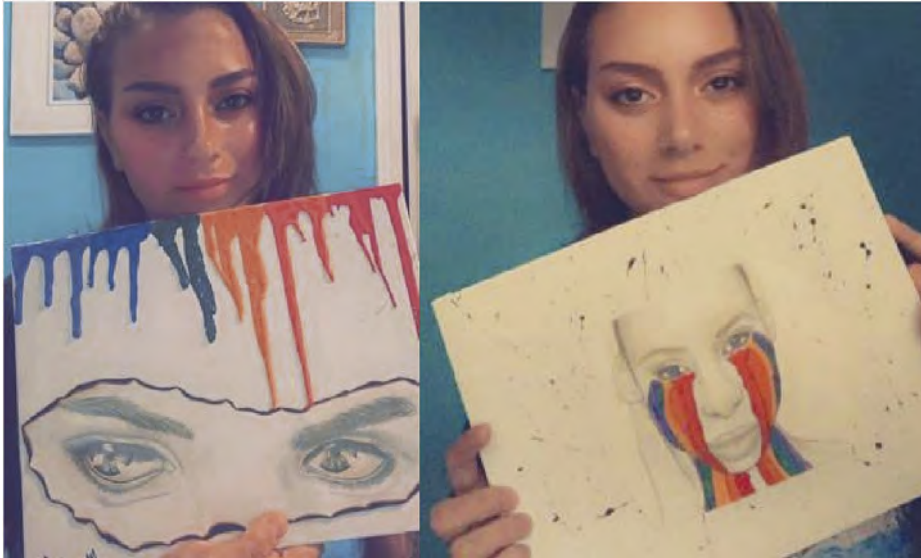
basic workplace skills to they thrive in the competitive job market.



Youth & Workforce Development Programs

BLACK LIVES MATTER ART FUNDRAISER

In August, our ShoutOut! group organized an art auction and raised \$455 for Black Lives Matter Boston and the Transgender Emergency Fund Massachusetts. All the art was created by our own youth participants.



“I am very glad to have taken part in this project. I have learned through this experience that whether you are signing petitions, protesting, donating or creating and making your voice heard, no matter how big or small your contribution is, together change is possible.”

—Maeve

HARMON PERSONNEL SERVICES

Harmon Personnel Services is Community Action’s Alternative Staffing Organization (ASO), combining high-quality commercial staffing services with the social mission of helping people with low-incomes move out of poverty.

- This year, our Harmon Personnel Staffing Specialists connected **96 unemployed individuals** to temporary and temp-to-hire employment opportunities, including placements with **20 Pioneer Valley employers** paying a total of \$401,254.
- Eleven previously unemployed individuals were hired into permanent positions after successful temporary placements.

In spite of many employers who closed their doors or moved their services online last year, we had 62 youth participating in internships and paid job readiness trainings, clocking 4,343 hours and earning \$54,714.

COVID

Informed action = meaningful IMPACT

Community Collaborations

LOOK4HELP

With the support of Baystate Health, Community Action developed Look4Help, a free, first-of-its kind, web-based resource directory for Franklin, Hampshire, and North Quabbin residents. Our Look4Help website easily connects residents and service providers looking for resources with an up-to-date, searchable listing of nearly 1,600 local services and programs located throughout Western Massachusetts. At the onset of COVID, Look4Help evolved to include a real-time searchable section of COVID-specific programs and supports as well as information about COVID-related changes to programs.



FRANKLIN COUNTY RESOURCE NETWORK

Sponsored by Community Action, the Franklin County Resource Network (FCRN) is a diverse service-oriented group of over 60 Franklin County-based social and human service agencies. FCRN connects over 600 service providers with each other to ensure that everyone is up-to-date on changes to services and to coordinate special projects to address emerging needs—like those created by COVID. FCRN doubled its number of meetings so that everyone could share information, support, and new ideas in a rapidly changing environment.

CENSUS 2020

Community Action representatives served on the Complete Count Committees for all three Pioneer Valley counties and worked with U.S. Census Bureau staff to help make sure that historically undercounted communities were counted. Mary McClintock spearheaded Community Action's campaign to encourage Massachusetts residents to complete the 2020 U.S. Census. Each census response brings back \$2,372 dollars per person per year in critical federal funding for our communities.



HUNGER ACTION WEEK

The Franklin County Hunger Task Force created Hunger Action Week, September 20–26, to call the community's attention to food insecurity in Franklin County, encourage support of Franklin County's many food access programs, and offer suggestions for concrete actions everyone can take to address the root causes of hunger.



HIGHLIGHTS

(left) This summer, Mesa Verde Restaurant in Greenfield encouraged customers to purchase vegetable starts at the Greenfield Farmers' Market, grow the food, and drop their harvest off at the restaurant. Amy, the owner, then delivered all vegetable donations to our Center for Self-Reliance Food Pantries. Lettuce be thankful for our friends at Mesa Verde and this incredible partnership designed to support local farms and our food-insecure neighbors!

I LOVE MY JOB

In February, our Director of Communications & Development, Jessye Deane, served as a panelist at the Franklin County Chamber of Commerce's "I Love My Job" breakfast. Community Action is one of the largest employers in Franklin County.



STEPS TO STABILITY

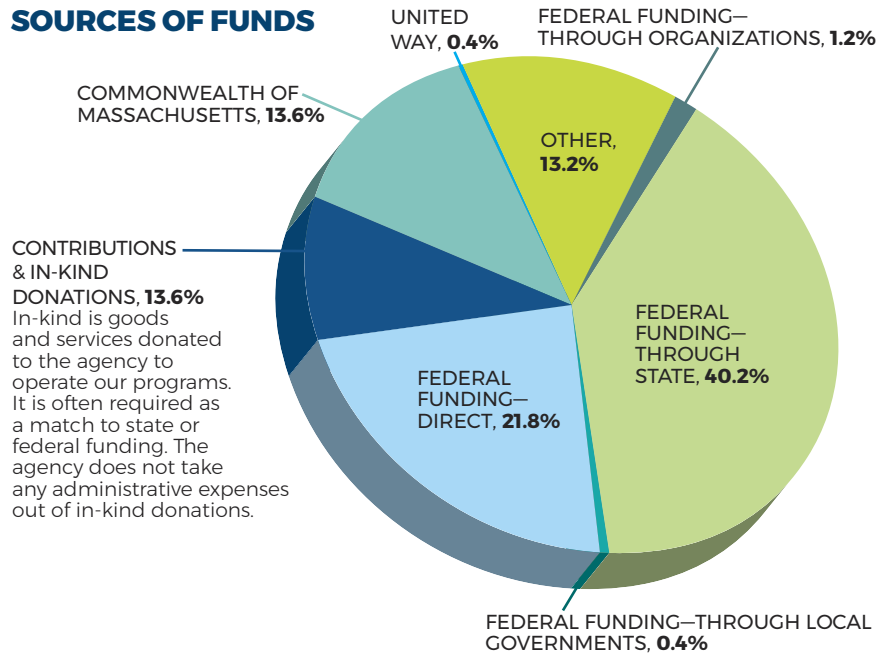
Senator Jo Comerford attends our "Steps to Stability: Finding Hope & Home in Franklin County" conference.

**"I love LOVE
Community Action."**

—Senator Jo Comerford

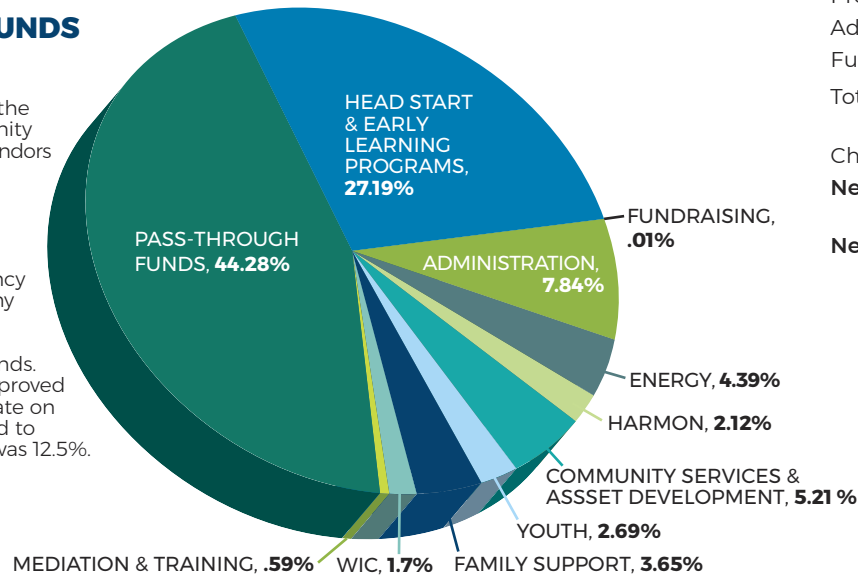
Financials

SOURCES OF FUNDS



USES OF FUNDS

Pass-through is the money Community Action pays to vendors (for heating fuel, weatherization contractors, and child care, etc.) on behalf of our clients. The agency does not take any administrative expenses out of pass-through funds. Our federally approved administrative rate on services provided to clients in FY20 was 12.5%.



Community Action Pioneer Valley and subsidiaries

Consolidated statement of activities for the year ended September 30, 2020 with comparative totals for 2019.

	Without Donor Restrictions	With Donor Restrictions	Totals	
			2020	2019
Revenue and support				
Federal contracts	\$8,811,174	—	\$8,811,174	\$7,109,517
State contracts	15,353,788	—	15,353,788	15,996,720
Other contracts and grants	2,937,602	50	2,937,652	4,532,234
In-kind	2,656,348	—	2,656,348	2,586,377
Donations	112,477	141,684	254,161	129,418
United Way	112,178	—	112,178	137,466
Parent and other program service fees	544,183	—	544,183	534,906
Employment assistance services	569,089	—	569,089	1,204,272
Investment income (loss)	(5,060)	—	(5,060)	(699)
Other revenue	91,170	5,762	96,932	200,535
Net assets released from restrictions	111,986	(111,986)	—	—
Total revenue and support	\$31,294,935	\$35,510	\$31,330,445	\$32,430,746
Expenses				
Program	\$28,832,638	—	\$28,832,638	\$30,358,305
Administrative	2,529,744	—	2,529,744	2,074,379
Fundraising	2,238	—	2,238	4,977
Total expense	\$31,364,620	—	\$31,364,620	\$32,437,661
Change in net assets	(69,685)	35,510		(6,915)
Net assets — beginning of year	\$2,384,505	\$120,078	\$2,504,583	\$2,511,498
Net assets — end of year	\$2,314,820	\$155,588	2,470,408	\$2,504,583

Funders

We gratefully acknowledge the support and partnership of the following organizations that contributed financially to our work in FY2020.

Each funding source is listed under the organization from which the funding originates, with any intermediary funders following.

FEDERAL

Corporation for National and Community Service, Senior Corps, RSVP

U.S. Department of Agriculture

Massachusetts Department of Elementary and Secondary Education, Child and Adult Care Food Program

Massachusetts Department of Public Health WIC (Women, Infants, and Children) Program

Massachusetts Department of Transitional Assistance, University of Massachusetts Medical School, Supplemental Nutrition Assistance Program (SNAP)

U.S. Department of Energy, Weatherization Assistance Program, via Massachusetts Department of Housing and Community Development

U.S. Department of Health and Human Services

Administration for Children and Families, Office of Head Start Child Care and Development Block Grant, via the Massachusetts Department of Early Education and Care

Heating Emergency Assistance Retrofit Task Weatherization Assistance Program (HEARTWAP), via Massachusetts Department of Housing and Community Development

Low Income Home Energy Assistance Program (LIHEAP), via Massachusetts Department of Housing and Community Development

Office of Community Services, Community Services Block Grant and CSBG-CARES Act via Massachusetts Department of Housing and Community Development

Substance Abuse and Mental Health Services Administration State Opioid Response Grant, via Massachusetts Department of Public Health and Franklin County Sheriff's Office

Substance Abuse and Mental Health Services Administration STOP Act Grant, via Franklin Regional Council of Governments Partnership for Youth

Substance Abuse and Mental Health Services Administration via Massachusetts Department of Public Health and Franklin Regional Council of Governments Partnership for Youth

U.S. Department of Homeland Security, Emergency Food and Shelter Program via United Way of Hampshire County and United Way of Franklin County

U.S. Department of Housing and Urban Development

Community Development Block Grants, via Massachusetts Department of Housing and Community Development and

- Town of Buckland
- City of Greenfield
- City of Northampton
- Town of Shelburne
- City of West Springfield

Continuum of Care Program

Emergency Solutions Grant, via Massachusetts Department of Housing and Community Development

Youth Homelessness Demonstration Program

U.S. Department of Labor

Workforce Innovation and Opportunity Act (WIOA) Title I Youth Activities, via Franklin Hampshire Regional Employment Board

U.S. Internal Revenue Service VITA (Volunteer Income Tax Assistance) program, via MassCAP (Massachusetts Association for Community Action)

STATE AND LOCAL GOVERNMENT

Town of Amherst, COVID-19 Emergency Rental Assistance Program

Town of Conway, Guilford Trust

Massachusetts Children's Trust

Healthy Families

Massachusetts Family Center

Massachusetts Department of Early Education and Care

Commonwealth Preschool Partnership Initiative through Northampton Public Schools

Coordinated Family and Community Engagement

Disabilities/Special Needs Flexible Spending Pool

Head Start State Supplemental

Income-Eligible Child Care

Parent-Child+

Quality Rating and Improvement System

Supportive Child Care

Universal Pre-Kindergarten

Massachusetts Department of Energy Resources

Massachusetts Department of Housing and Community Development

Homelessness prevention funds via Pioneer Valley United Way and Western Massachusetts Network to End Homelessness

Rapid Transition for Homeless Individuals via Massachusetts Housing and Shelter Alliance

Shelter Diversion Funds via Center for Human Development

Massachusetts Department of Public Health

Division of Violence and Injury Prevention, Safe Spaces for LGBTQ Youth and Youth Violence Prevention Grants

HIV/AIDS Bureau—Boston Alliance of Gay, Lesbian, Bisexual, and Transgender Youth (BAGLY)

Maternal and Child Health WIC (Women, Infants, and Children) program state contribution

Bureau of Community Health and Prevention, Social Services Organization Flexible Services Preparation Fund and Healthy Relationships grant via Safe Passage

Massachusetts Department of Transitional Assistance—Young Parents Program

Massachusetts Department of Youth Services, LEAD (Leadership, Employment, and Advocacy Development), in collaboration with Commonwealth Corporation

Massachusetts Executive Office of Health and Human Services

Homelessness Prevention Grant

MassHealth via Partners Healthcare

Massachusetts Department of Children and Families, Massachusetts Family Resource Center

Massachusetts Executive Office of Housing and Economic Development

Massachusetts Executive Office of Labor and Workforce Development

Second Chance Employment & Training Initiative through City of Greenfield

Commonwealth Corporation, YouthWorks and Re-entry Workforce Development Demonstration Program

Franklin Hampshire Regional Employment Board, YouthWorks

Massachusetts Executive Office of the Trial Court

Alternative Dispute Resolution (Court-Connected Mediation)

Family Resolutions Specialty Court

Massachusetts Office of the Attorney General

Heating fuel assistance through the Massachusetts Association for Community Action

Local Consumer Aid Fund, Face-to-Face Mediation Program

Social Determinants Partnership

University of Massachusetts—Amherst

University of Massachusetts—Boston, Massachusetts Office of Public Collaboration—Community Mediation Centers, Parent Mediation Program



PRIVATE

All Souls Church Unitarian Universalist, Greenfield
AmerisourceBergen Foundation Opioid Resource Grant
Baystate Health, including Determination of Need funds, through the Community Benefits Advisory Council for Baystate Franklin Medical Center
Jeff Bezos, via Feeding America COVID-19 Response Fund and The Food Bank of Western Massachusetts
Berkshire Gas, via Center for Eco Technology
BJ's Charitable Foundation
Capital One Bank
Charles Hall Foundation, Bank of America
Philanthropic Solutions
Columbia Gas of America, via Greater Lawrence Community Action Council
Community Foundation of Western Massachusetts
Community Software Group
Cooley Dickinson Healthcare
COVID-19 Relief Fund via Community Foundations of Western Massachusetts and North Central Massachusetts
Eversource, via Action for Boston Community Development
Franklin County People's Fund
Franklin County Rotary
Franklin First Federal Credit Union
Fred Wells Trust, Greenfield Savings Bank
Greenfield Savings Bank
Health New England Working on Wellness Initiative and COVID-19 Response Fund
The Janey Fund Charitable Trust
Massachusetts Bar Foundation
Massachusetts Service Alliance Youth Development Initiative
National Grid, via Action, Inc.
National League of Cities, Census Rapid Response
Neptune LNG
Project Bread
Shurtleff Children's Services
T. Rowe Price Charitable Giving
TD Bank
TD Charitable Foundation
United Way of Franklin County, Community Investment and Women's Way
United Way of Hampshire County
Walter Phillips Fund/Vanguard Charitable Fund
Western New England University
Western Massachusetts Network to End Homelessness, via United Way of Pioneer Valley
Women's Fund of Western Massachusetts

Volunteers

In 2020, 421 volunteers contributed 5,892 hours of their time to make our community—and Community Action—stronger. This year was especially challenging for volunteers because of pandemic restrictions, and they responded with great generosity. Special gratitude goes to the 287 parents who worked alongside the staff in our Head Start/Early Head Start programs.



Nora Abdelgawad	Linda Gillespie	Brenda Parrella
Jessica Ainsworth	Stacy Gilmour	Maite Parsi
Michael Aleo	Jessica Greene	Stacy Parsons
KC Anshumali	Suzanne Grubb	Lies Pasterkamp
Bill Ashley	John Guenther	Barbara Pearson
Kathleen Bailer	Susan Hackney	Jill Quinn
Donna Bartley	Gail Harrington	Darcy Rathbun
Shannan Beaton	Leah Hirshberg	Mary Rawls
Christina Beaubien	Jackie Iskander	Ryan Richards
Wendy Berg	Seth Isman	Lionel Romain
Deb Billings	Debra Joyce	Cyrus Safizadeh
Barbara Black	Dr. Yaman Kana	Richard Sanders
Sean Brady	Robert Kidder	Kim Scammon
Robert Brainin	Louise Kidder	Allison Scott
Debra Brannigan	Minsoo Kim	Carolyn Scott-Howe
James Bridges	Teresa Kim	Justin Senecal
Carolyn Broudy	Charlie King	Melissa Shaw
Jackie Brousseau-	Mary King	Tim Shores
Pereira	Geri Kleinman	Mara Shulman
Carol Brussel	Emily Koester	Sarah Slaughterback
Ellen Cain	Jeremy Lajoie	Scott Smith
Kathy Cairns	Beth LaPointe	Ryan Smith
Barbara Campbell	Kenneth Larson	Tierney Soddors
Jasmine Caruk	Molly Lewis	Lidia Solberg
Enid Castellar	Angela Meng Li	Susan Space
Prima Chadwick	Yashira Lopez	Robert St. Cyr
Elizabeth Cooke	Jose Lopez	Alyssa Sutton
Scott Cornelo	Natasha Lowe	David Sypher
Silene Correia	Alissa Marotto	Corrine Sysun
Brian Dannemiller	Jose Martinez	Nellie Taylor
Gayle Davidson	Yeisie Mateo	Melody Tilton
Penelope Davis	Shelley May	Hector Torres
Charity Day	Anita McConnell	Con Traubridge
Danny Deane	Erin McHugh	Courtney Trosin
Lizbeth Del Toro-Mejias	Rachel McMahon	Doris Viguers
Alexandra DeLong	Rebecca McPhee	Michael Vitale
Susan Donnelly	Emily McPherson	John Waite
Stephen Douglas	Ann Marie Meltzier	Sandra Ward
Simon Elliot	Cindy Mennard	LauraJo Webber
Deena Ferguson	Casey Millane	Pamela Weingart
Nancy Fellows	Harry Montalvo	Lauren Weinsier
Nichole Follett	Liliana Moresco	Carrie West
Sam Fox	Gia Neswald	Rob Wheten
Erika Frank	Angela Olson	C&S Wholesale
Abdallah Ghalayini	Amber Ortiz	Jamie Wilder
	Houghton	Ashley Woodman

Money invested locally changes lives. This report shows how Community Action turns financial and volunteer resources into life-changing programs and opportunities.

from all of us to all of you, thank you!

Donors

We give special thanks to the hundreds of generous individuals, businesses, and local organizations that contributed money, goods, and services to support Community Action in FY2020.

INDIVIDUAL DONORS

Julie Abrams	Carol Ball & Randie Handleman	Woody & Sarah Bliss	Nicole Cavanaugh	Robin Cooley	Ashley Dennis
Amanda Abramson	Richard Bargerion & Jane Spooner	Chelsea Bogart	Hilary Caws-Elwitt	Jeffrey Cooper	Dave DeRicco in honor of Hannah R. R. Collins
Julie Abramson	Louise Barlow	Madelyn Bonnot-Griffin in memory of Giovanna	Mary Ann Caws in honor of Hilary & Jonathan Caws-Elwitt	Richard & Cynthia Corey	Virgina Desorgher in honor of Community Action
Nick Abrahamson	Becky Barnhart	Sue Booth-Daniels in honor of Gwen Hawk	Kristi Ceccarossi	Bill Corwin	Elizabeth Detmold
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Maxwell Alexander	Pat Beck	Tara Brewster	Jon Child	Ann Darling in honor of Stephen Williams Darling & Jessye Deane	Roy & Sarah Darling
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Teri Anderson	Bill Benson	Lucinda Brown	Jeremy & Sheryl Clark in memory of Glenn Ridler	Robert Dragotta & Pamela McBride	Danny & Jessye Deane
Denise Andrews	Lev Ben-Ezra	Samantha Brown	Lauren Clark	Gwen Dreyer Krauss	Ray & Katy Deane
Oscar Arce in honor of Ronald S. Languedoc	Heather Benz	Ira Bryck	Sandra Clark	Linda Driscoll	Ryan & Kate Deane
Suzanne Artemieff	Kay Berenson	Steven Budd	Thomas Clark	Helen Drobnis in memory of Glenn Ridler	Kyle Deaver in honor of Mark & Louise
Ann Armon in memory of Joan LeSiege	Wendy Berg	Gillian Budine	Marlynn Clayton	Gina Duarte in memory of Maria Adelaide Duarte	Linda Dell
Kathleen Arnini	Rene Bernard	Barbara Burkart	Kristal Cleaver	Nancy Dubin	Gabreilla Della Croce
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William Ashley	Mark & Ellen Berson in memory of Glenn Ridler	Luke Bussard & Natalie Blais	Rabbi Andrea Cohen-Kiener in honor of Richard & Jennifer Lottstein	Riann & Erin Duffy in honor of Janet Siciak	James DeLorenzo
Patricia Aslin	Channing & Marie Bete	Cyndi Bussey	Eric Colbeck	Cheryl L. Dukes	
Jessica Atwood	Jonathan Bete & Prity Shah	Lydia Bussiere	Doug Coldwell	Stephen Dallmus & Linda Bills	
Daniel Aubrey	Dennis Bidwell & Mary Ann Kelly	Margaret Byrne	Chia Collins & Michael Cohen	William Draper & Patricia Shilo	
Jenn Avery in honor of lost community members	David Bishop & Marcia Schuhle	Barton Byg in memory of Glenn Ridler	George Colt & Anne Fadiman		
M.V. Lee Badgett	Robert & Janet Bissell	Elizabeth Cadigan	Ella Condon		
Sarah Bachrach	Richard Henning	Ellen Cain	Robin Condon		
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Helaina Balcanoff	Vanessa Blais	Craig Carroll	Justin Conroy		
	Michael Blanchard	Nafeeza Castro			
		Gregory Caswell			

Seth Dunn & Jennifer Luddy in memory of our parents	Analua Fontes	Lori Grover	Joan Honeyman	Marla Killough	Morgan LaPointe	Janet Lopez
Steven Dziekonski & Ray Oakes	Mary Lou Fortier	Steve & Carol Guetti	David & Jeanne Hoose	Jin Kim-Mozeleski	David Lebow	Richard & Jennifer Lottstein
Susan Dziekonski	Tonya Fountain	Jay & Meghan Gump	Sarah Hopson	Lydia Kinney	Jean-Claude & Jacqueline Lejeune	George Lovell
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Linda Dunlavy	Lana Frankle in honor of BR Yeager	Emily Gwynn	Andrew Howe in honor of Jean & Richard Howe	Donald Kivior	Francis Lemay	Maureen Lynch
Michelle Dwyer in honor of Jessye Deane	Christopher Franklin	Shawn Hainsworth	Jennie Howland	Randi Klein	Lindsay Lerman	Bridget Macdonald
Margo Earley	William & Sarah Freedberg	Michael & Joan Haley	Joanne Hoyt	Greg Kline & Robin Levine	Danielle Letourneau	Mehammed Mack
Mr. & Ms. Eastman	Kenny Freeman	Kevin & Caroline Hall in honor of Tamara Grogan	Edward Hug	Karen Klinger in honor of Jessye Deane	Henry & Patricia Leuchtman	Sarah Magee
Robert Eastman in memory of Sarah M. & John M. Eastman, and stepfather, John E. Nelson Jr.	Sally Fuller	Margaret Hall	Allan Hutchison-Maxwell	John Knuer & Anne Goodale	Martha Lewin	Susan Mareneck
Dorothy Ely in memory of Robert & Katherine	Lindsey Gaouette	Mary Hall	Jane Imbriglio	Robert Koerber	Kelly Lloyd	Sarah Martin
Paige Elliott	James Geisman & Katherine Cole	Peg Hall	Cynthia Irwin in honor of the Irwin Family	Susan Kohler-Gray	LM	Robert May & Karen Latka
Alice English	Mary Beth Gerard	Karen Hampton	Rachael Jaquay	Emma Kohlmann & Charlotte Kohlmann	Natasha Lowe	Ryan Madej
Bill Ennen	Beth Gildin Watrous	Cathi Hanauer	Deborah Jacobs in memory of Harold Seewald	Abigail Kokitus	Nancy Lowry	Thomas McCann & Kathleen Dowd
Michael Erdil & Elizabeth Glackin in honor of Marsha Humphrey	Shirley Gilfether	John & Donna Hanks in memory of Percy & Delphine Deane	Harold Seewald	Holly Kosisky	Karen Lutsky	Matthew Marchese
Samantha Fabian	Karen Gillespie	Brian & Linda Hargrove	Rita Jaros	Joseph & Margaret Kostiuik	Molly MacMunn	Mary McClintock in honor of Justin Costa and the CSR staff and volunteers
Richard & Jean Falla	Stacy Gilmour	John & Fernanda Harrington	Pete & Corine Jasinski	Stephen Kowalczyk in memory of Jeff Ramsey	John Merrigan	Ruthie McDonald
Paula Farrell	Herbert Gintis	Shelby Hasanbasic	Cassandra Jayne-Gonzalez	Peter & Cynthia Kramer in honor of Bowls for Food	David & Marilyn Lewis in honor of Spring Edwards, Michelle Kin, and Danny & Jessye Deane and their three adorable rascals	Tracy McNaughton
Linda Faulk	Penina Glazer	Clifford Hatch & Patricia Crosby	Peter & Phyllis Jeswald	Zachary Johnson-Guthrie	Sam & Lindsay LaBonte	Deborah Mad
Gary & Susan Fentin	John Godleski in honor of Mark Bluver	Marie-Francoise Hatte	Zachary Johnson-Guthrie	Mary Jones	Robert LaFleur	George Maniatty
Deena Ferguson	Fred Gohr	Fredericka Hay	Janice Jorgensen	Janice Jorgensen	Phil Lawrence & Sarah Creighton	Judith Markland
David Fersh	Michael Goldman	Edmond Hayes	Kathryn Joyce	Kathryn Joyce	Sally Lebrun	Emily Marotta in honor of Valerie Carrier
Marilyn Fichman	Grant Gonzalez in honor of Justin Costa	Bruce & Ruth Hawkins	Myla Kabat-Zinn	Myla Kabat-Zinn	Robyn Lee	Beth Martin
The Filipkowski Family	Jane Goodale	Nancy Hazard	Kenneth Kahn	Kenneth Kahn	Ted Lee	Anne Mastrototaro
Kate Finn	Kathleen & Dana Goodfield	Avy & Judy Hecht in memory of Glenn A. Ridler	Lucia Margaret Kahn	Lucia Margaret Kahn	Pat Letourneau	Mary Mattiace
Martha Finn	Tetty Gorfine	Paul & Amy Hecht in memory of Glen Ridler	Micki Kahn	Micki Kahn	Peter & Carol Letson	Autumn Maynard
Bob Fishman in honor of Brendan Flannelly-King	Michael Gorra	Ross Hecht in memory of Glenn Ridler	Mary Kasper	Mary Kasper	Joel Lieblein	Mark Maynard & Regina Curtis in honor of Clare Higgins
Steven Fleiner	Alex Gottschalk in memory of Margaret Hougen	Ben Heckscher	Jacqueline Katz	Jacqueline Katz	Greg & Bridget Lilly in honor of Jessye Deane	Kara McBride
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Therese Fitzsimmons	Amy Gray	Sherry Heldt	Phyllis Katz	Phyllis Katz	Peter Loiaceno	Kevin & Sue McCarthy
Daniel & Janice Fleuriel	Emily Greene	Kira Henninger	Ellen Kaufman	Ellen Kaufman	Zack Little & Katelyn Mailloux-Little	Anita McConnell in memory of all who came before me
Larry & Susan Flaccus	Frank Gregory	Karen Herzig	Marc & Ellen Kaufmann	Marc & Ellen Kaufmann	Zachary Livingston	
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			James Kessler & Sara Cohen	James Kessler & Sara Cohen		
			Andrew & Candice Killeen	Andrew & Candice Killeen		
				Denis Lantsman		

Informed Action = Meaningful Impact

Kristin McCue in honor of Daisy and Yvette	Pamela Novak	Louise Puchalski	Emily Samuels	Risa Silverman in honor of Community Action staff	Rodney & Christine Szulborski
Corinne McFadden	William Nowak	Rebecca Puchalski	Sam Samuels & Debra White in honor of Jack Samuels, Joyce White, and Debra White-Stanley	Rachel Simpson	Diana Szynal
Jodi McGahan	Colleen O'Connell	Donald & Cathy Purington	Richard Sanders in memory of Jane Levine Sanders	David & Linda Singer in memory of Glenn Ridler	Dick & Dawn Tacy
Bill & Joanne McGee	Susan O'Connor	Jeff Putnam	Linda Sarage	Michael Singer	Rudolph Talaber & Marjorie Hess
Dorothy McIver	Susan Olmsted	Josie Queneau	Harvey Schaktman	Mary Sirum	Bruce & Gail Tease
Caitlin McKinnell	Amber Ortiz	Robert Quinn-O'Connor	Leslie Schaler	Alfred & Mary Siano	Sarah Teichman
Heather McLaughlin	Richard Page	Marybeth Radkey	Barbara Schauer	Al & Janet Siciak	Janna Tetreault
Amy McMahan	Sarah Pagliaccio	Zack & Danielle Rand	Timothy Scheer in honor of Mary Sokolosky	Elizabeth Silver	Jansyn Thaw
Glenn Meakim	Mary Paris	Lisa Ranghelli	Patti Schell	Nicholas Simms & Nancy Wilson	Jennifer Thomas-Adams
Leonard Melnick & Meg Seiler in honor of Carole Edson	Virginia Partridge	Roland Ratte & Lynne Page	Judy Scherer	Linda Singer	Joel Thomas-Adams in honor of William & Katherine Thomas
Eloise Michael	Anna Paskausky	Leslie Ray	Ursa Scherer	Alex Smith in honor of Gwen Agna	John Thorpe
Susan Middleton	Andrew & Claudia Pazmany in honor of Jessye Deane	Kristy Raymond	Sara Schlotterbeck in honor of Denise & Bill	Fern Smith	Tara Thwing
Susan Millinger	Andrew & Claudia Pazmany in honor of Jessye Deane	Andrea Reber	Brooke Schnabel & Santha Parke	Laura Smith	Victoria Tilson in honor of David Sypher
Laurie Millman	Jayne Pearl in honor of essential workers in the Pioneer Valley	Kevin Redman	Dino Schnelle in memory of Ella Mae Schnelle	Marcia Smith	Melody Tilton
Joe Mirkin	Robert & Kim Reeves in memory of Percy & Delphine Deane	Robert & Kim Reeves in memory of Percy & Delphine Deane	Paul Schroeder	Lisa Sommers	Mary Tittmann
Nancy Mitiguy in memory of Marylou Folk	Wilbur & Barbara Pearson in honor of Daphne Sophia Pearson-Martinez	Karen Regan	Richard Schuetz & Cristin Carpenter	Kyle & Kelly Snow	Chris Tormanen
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Darleen Morey	Rob Peck in memory of Miyaca Dawn Coyote	Ted & Chris Ridout	Ann Scott	Josh Solomon	Judith Truesdell
Martin Moreinis	Colleen Peet	Richard Rivet	Rebecca Scott	Judith Solsken	Abner Valenzuela
Garrett Morrell	Michael & Sara Penn-Strah in honor of Sara Penn-Strah	Wendy Robillard	Samuel Scott	Charlotte Somerville in honor of Mary-Ellen & John Preston	Carol Varner
MaryAnne Morris	Edmund Pennock	Shannon Rogers in honor of Jessye Deane	Valorie Scott in memory of Pauline M. Ladd	Susan Space	Robert & Delores Viarengo
Ellen Morrison	Paul Pereira & Jackie Brousseau-Pereira	Ab Roher in memory of Glenn Ridler	Tish Serrani	John Spakowski in memory of Glenn Ridler	Kate Vivian
Kate Moruzzi	Nick & Elise Perkins	Ashley Richards	Jeff Serrell & Jessica Wright	Jutta Sperling	Eve Vogel
Renee Moss	Theresa Perkins	Bree Roberts	Jeffrey Seymour	David Spound	Gabriel Wainio-Theberge
Rebecca Muller	Elizabeth Peterson	Judith Roberts in honor of Ralph & June Roberts	Glenn Shalan	Leah Stanley	John Waite & Eve Brown-Waite
Kathleen Mulligan	Kristin Peterson & Ann Skowron	Ashley Rodkey	Garth Shaneyfelt	Peter & Jane Stein	Loren Walker
Peter & Linda Murphy	Rebecca Petrie	Linda Rodkey	Jamie Sharken in honor of Emily Stout	Ashli Stempel	Carter Wall
Archie & Phyllis Nahman in honor of Anne Marie Meltzer	Bruce Phillips in honor of Joan C. Phillips	Greg & Katherine Rolland	Edward Shea & Dorrinda O'Keefe-Shea	Eileen Stewart	Kathy Wallace
David Narkewicz & Yelena Mikich	Mario & Corinne Philippides	Benjamin Roney-Yeager	Nelson Shifflett & Linda Driscoll	Heather Stinson	Gerald Walsh in honor of Hayley Johnson
Sharlene Neal	Mario & Corinne Philippides	Rebecca Rose-Langston	Randolph Shipe	Emily Stout	Kristen Walter
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Timothy Neumann	John & Mary Ellen Preston	Alan Ross		Kevin & Margaret Sweeney	Amy Wasserman in memory of Jane Sanders
Bill Newman & Dale Melcher	David Pritchard in memory of Diane Garey	Julie Rosten		Jennifer Swender	
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