



**COMMUNITY ACTION
PIONEER VALLEY**

Access Opportunity Community

Pictured
Nafeeza Castro, *Reentry Workforce Development Coordinator*

ANNUAL REPORT FY21



Director's Letter

Dear Friends,

A year ago we reported on our response to the Covid-19 pandemic, updating the community on our response to an unprecedented challenge to our agency, country, and the entire world. We ended the letter by quoting President Biden, "there is nothing we can't do when we do it together."

And that's just what we did in 2021. The pandemic revealed preexisting inequities in housing, education, health care, food security, child care, and employment, which, further disproportionately affecting were further exacerbated for the most vulnerable in our community.

Despite facing the same challenges in their own lives, our staff continued to meet the critical needs of our most vulnerable neighbors while navigating an ever-changing environment commanded by the ebb and flow of the virus.

We are grateful to our committed staff who are responsible for our collective accomplishments. The impact outlined in these pages was made possible because they remained dedicated to our mission and to our community.

Of course, the full impact of our work cannot be quantified in numbers and charts- the figures in this report represent real people, some of whom found us for the first time this year. Whether online or in person, we continued to respond to community needs and continued to open the doors of opportunity for all.

We remain clear and steadfast in our commitment to build communities in which all of our neighbors have the opportunity to thrive. And we remain committed to being an organization that actively opposes racism and bigotry as we provide services with cultural humility and evolving awareness.

Your support has been critical in our ability to do our work. Every donation, every grant, every volunteered hour makes a real difference in communities across our region.

Thank you,

Clare Higgins
Executive Director

Charity Day
President, Board of Directors



Who We Are

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.

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.



Who We Serve

PROGRAMS

COMMUNITY SERVICES

Center for Self-Reliance Food Pantries
 Community Collaborations
 Franklin County Resource Network
 Look4Help
 Community Collaborations
 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

Electrical Audits
 Fuel Assistance
 Home Repair
 Heating System Repair & Replacement
 Weatherization

FAMILY SUPPORT PROGRAMS

Family Resource Center
 Healthy Families
 Massachusetts Family Center/CFCE
 ParentChild+
 Stand Up

HEAD START & EARLY LEARNING PROGRAMS

Child Care
 Early Head Start
 Head Start
 Home Visiting

YOUTH & WORKFORCE DEVELOPMENT PROGRAMS

Youth Leadership Programs
 Generation Q Youth and Gen Q Young Adult
 ShoutOut!
 Youth Leadership Academy
 Youth and Young Adult Action Board
 Youth Access Partnership
 Safe Schools Youth Initiative
 Youth Council
 Youth Ending Stigma
 Workforce Development Programs
 Youth Workforce Innovation and Opportunity Act
 Leadership, Education, and Advocacy Development
 Young Parents Program
 YouthWorks
 Re-Entry Manufacturing Program
 Harmon Personnel Services
 Alternative Staffing

WOMEN, INFANTS, AND CHILDREN (WIC)

Breastfeeding Support
 Nutritional Screening & Education
 Supplemental Food



It's been said that just a few people are needed to make a big difference. The successful workings of you and the team at Community Action have not only made that big difference to me for the last few years, but deserve praise for improving a great number of other lives in Western MA. It's a joy delivering the message about Community Action to new neighbors and friends.

Nathan A.
Fuel Assistance Participant

Pictured
 Josette Bartley
 LIHEAP Lead Intake & Certifier

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.

- ✓ Fuel Assistance helped nearly 4,000 elders afford to stay warm on a fixed income.
- ✓ Over 2,800 people, half of them elderly or disabled, welcomed energy efficiency improvements in their homes, lowering their bills, conserving 5,636,743 lifetime kilowatt hours of energy, and reducing environmental pollution and carbon emissions.
- ✓ All of the 7,754 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.
- ✓ These Fuel Assistance benefits totaled \$4,606,059, which went to 82 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.

Fuel Assistance paid a portion of winter heating costs for

14,425
neighbors

7,754
households

8 out of 10 of those households included someone 65+, a child, or a person with a disability.



Heating & Repair Replacement Program fixed or replaced over 750

older or dangerous heating systems. This brought \$1.25 million in revenue to over 40 local heating repair services.



I've strategized with so many of our struggling neighbors during the toughest points in their lives. Every family is unique, but the choices lower-wage workers face are often the same—poverty pushes families to decide which bills they pay on time and which they defer, which meals they eat and which meals they skip, which medications they take and which they simply cannot afford. When families find themselves facing utility shut-off or housing eviction, they turn to Community Action as a last hope.

Jeaneé
Community Action Resource Advocate

Homeless Prevention & Housing Support

We work to keep our neighbors safe and warm in their homes and make homelessness rare, brief, and non-recurring in an effort to avoid the profound and costly impacts of homelessness and help people maintain stability in their own communities.

Community Resources & Advocacy

- ✓ Last year, Community Action's Community Resources & Advocacy Program protected 513 of our neighbors from homelessness.
- ✓ Our Resource Advocates helped 240 of our neighbors avoid eviction and assisted 101 of our lower-income neighbors with heat or utility shut-off protection.
- ✓ To accomplish this, we raised and distributed \$284,007 to pay for back rent and utility bills, more than twice as much as we distributed in the previous year.
- ✓ Our Community Resources & Advocacy staff fielded 3,478 requests for assistance 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.

Three County Continuum of Care

Only 35 affordable and available rental homes exist for every 100 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.

In response, 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.

- ✓ 473 clients entered permanent housing provided by CoC member agencies. Of those, 55.2% were housed from homelessness situations, 40.5% were housed from temporary situations such as shelters, and 4.3% were housed from institutional settings.
- ✓ 246 clients left local shelters and transitional housing to permanent housing, funded either by the CoC or another housing or voucher program or through their own resources.



This place is wonderful! I am very, very grateful for them....We really are blessed! Thank you to all staff who volunteer your time and energy to make this available to us! You are much appreciated too.

Ranada
★★★★★



Food & Nutrition

Nearly 14% of all Western Massachusetts children are food insecure. Our WIC Program and Center for Self-Reliance Food Pantries work to meet the immediate need while we continue to forge long-term solutions to end hunger as we know it.

WIC

Our Women, Infants, and Children (WIC) program provided free healthy food, nutrition education, breastfeeding support, and referrals to best support 448 pregnant, postpartum, and breastfeeding individuals and 1,544 infants and children under age five.

- ✓ Our WIC Breastfeeding Peer Counselors responded to nearly 3,218 calls, texts, and emails from new parents seeking breastfeeding support. As a result, 38% (up 10% from last year!) of our 3-month-old and 30.1% of our 6-month-old babies were exclusively breastfed, compared with just 14.1% of 3-month-olds and 12.1% of 6-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 and farmers' market voucher redemption.
- ✓ Extensive research over the past 40 years has found WIC improves the nutrition and health of low-income families, leading to healthier infants,

more nutritious diets and better health care for children, and subsequently to higher academic achievement for students. Lower-income people who participate in WIC give birth to healthier babies who are more likely to survive infancy.

Center for Self-Reliance Food Pantries

Our Center for Self-Reliance Food Pantry in Greenfield and the West County Emergency Food Pantry in Shelburne Falls provided 162 tons of free, nutritious food for 2,616 of our neighbors with the help of 32 volunteers who donated 2,262 hours of their time.

- ✓ Thanks to the generous support of our local farmers, 36% of the food we distribute is fresh produce.
- ✓ More than one-quarter of those who rely on the Center for Self-Reliance are children and children who grow up with access to fresh fruits and vegetables are more likely to have a strong, healthier future.

This year, our Resource Advocates helped 76 people obtain or maintain food stamps (SNAP) benefits.



Recognition of Excellence

This year, Head Start & Early Learning Programs Director Anat Weisenfreund was honored with the National Head Start Association's 2020 BOLD Leadership Prize that "recognizes how Head Start uplifts our nation's most vulnerable communities through unparalleled bold leadership."



Head Start & Early Learning Programs

The developmental and social risks of chronic poverty are well documented, and so Head Start's mission—and ours—is to serve the most vulnerable families in our communities. For additional information about our Head Start & Early Learning Programs, please refer to their full annual report inside the back cover.

Community Action's Head Start & Early Learning Programs is a lifeline for low-income families with young children, providing quality early education and care, as well as comprehensive services to expectant parents and children birth to five in Franklin, Hampshire, and Western Hampden Counties.

- ✓ Head Start & Early Learning Programs connected 385 families to comprehensive supportive services, including health and nutrition screenings, dental referrals, resources for parents as learners, mental health support, developmental services and special education

support, as well as leadership and volunteer opportunities.

- ✓ 161 infants and toddlers and 329 preschool-aged children received comprehensive early education services and quality child care.
- ✓ The parents of 200 children were better able to reach their full career goals because of affordable full-day, full-year care for their children.
- ✓ 5 expectant parents received support in the prenatal period and beyond through our Early Head Start home visiting program.



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 participant



Pictured
Rebecca Bannasch
Money Matters Coordinator

Financial Empowerment

Our Money Matters team helped 551 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

- ✓ 31 IRS-certified VITA Volunteers stepped into cyberspace to prepare free tax refunds for 447 participants, 27% of whom were seniors. In addition, we prepared 38 small business returns.
- ✓ The average filer's adjusted gross income was just \$17,819.
- ✓ 67% of filers through our VITA program received a tax credit. Collectively, the returns we helped file brought back \$1,066,266 to our local economy.



The average refund was
\$2,851

- ✓ Our VITA volunteers are specially trained to identify the Earned Income Tax Credit (EITC), which is proven to be the single most effective federal program for lifting working households out of poverty.



Learning I was pregnant with Parker at 19 was extremely scary. I was coming out of a hard situation and trying to make the best choices for my baby. The nonjudgmental support I received from Healthy Families was incredibly helpful. I wouldn't be where I am today without this program.

Alexis & Parker
Former Healthy Families participant

Alexis now serves as a Peer Ambassador at our Family Center, channeling her experience to help other young moms achieve their own personal and parenting goals.

COMMUNITY ACTION FAMILY CENTER

Family Center

Our Family Center motto is “any family, any need.” Despite COVID restrictions to our typical drop-in access, our Family Center in Greenfield provided over 450 individuals with over 3,460 services including family activities, housing support and homelessness prevention, family safety plans, mental health referrals, parent leadership groups, and more. Families also enjoyed our free community closet and access to our playroom.

- ✓ 117 children and 103 adults found connection, friendship, and built early literacy skills through virtual and in-person playgroups that focused on early learning and social connection.
- ✓ More than 79 parents participated in evidence-based parent education series such as Nurturing Fathers and Parenting Journey and weekly

support groups, including groups specifically designated for new moms, fathers, and grandparents raising grandchildren.

- ✓ 45 family members received mental health-related services, assessments, and referrals.
- ✓ 245 family members received individualized assistance connecting with local resources.
- ✓ Our ParentChild+ Home Visiting program helped 15 families prepare their children for school success.
- ✓ 12 youth participated in Stand Up, a weekly leadership and advocacy group for youth of color.

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.



Family Support

Community Action provides a variety of programs and services to interrupt generational poverty and support families as they do the all-important work of preparing the next generation to lead happy and fulfilling lives.

Healthy Families

Beginning before birth and continuing throughout the first three years of life, the positive nurturing relationships children experience lay the foundation for lifelong health and well-being. Our Healthy Families program is a free home-based family support and coaching program for first time parents age 21 and younger. Our Healthy Families Home Visitors partner with young parents to tackle the challenges that arise in pregnancy and parenthood; connect new parents with local resources for food, health care, and housing; and celebrate personal achievements.

Our Healthy Families program engaged 56 young families from 16 different towns and completed 840

visits, both virtually and in person. Our Home Visitors offered virtual visits on a variety of platforms and provided cell phone minutes so families could engage as easily as possible over video calls. Home Visitors also met with families outside, so that young parents could access critical face-to-face connection and support when they needed it most.

Our Healthy Families Home Visitors also supported parents in setting and reaching life goals like finishing school, finding a job, finding secure housing, and getting their driver's license, while also making referrals to food pantries, early intervention services, mental health services, adult education programs, and domestic violence programs.

Last year, 205 children woke up to presents on Christmas morning thanks to Eric, Sandy, and our Family Center team who worked to distribute toys generously donated by the community.

Pictured
Eric Cora & Sandy Bastone
Family Center





Betty Whitcomb
RSVP's Healthy Bones & Balance

FCYP Members



Love in a Backpack volunteers

LOOK4HELP



FIND LOCAL
RESOURCES

www.look4help.org

- Housing
- Food
- Transportation
- Money
- Mental Health
- Addiction & Recovery
- ...and more



'Love in a Backpack' is a wonderful collaboration of people coming together to support women and men in transition from jail to the community. This transition can be very difficult and knowing they have support from the community gives these women and men hope that a new life is possible.

Christopher Donelan
Franklin County Sheriff



Building Community

RSVP of the Pioneer Valley

RSVP of the Pioneer Valley is the volunteer connector for people 55 and over. Last year, 343 RSVP volunteers dedicated 28,107 hours to improve 53 nonprofit organizations across Franklin, Hampshire, and Hampden Counties.

After raising her three children and retiring from her career as a math teacher at Pioneer Valley Regional High School, Elizabeth "Betty" Whitcomb felt isolated in her rural Northfield home and registered as an RSVP Volunteer. When Betty learned about RSVP's Healthy Bones & Balance program, she saw a way to help others while managing her own osteoporosis. She completed the training program and began leading a Healthy Bones & Balance class at the Northfield Senior Center. Now, Betty's famous for encouraging class participants to work as hard as they can, because "you get out of

it what you put in." Not only is Betty stronger, but her connections to the Northfield community are too! With the onset of COVID-19, the class began meeting remotely, but Betty's class has not missed a week and Betty and her co-leader, Dottie, report that membership has actually grown!

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. In FY21, more than 18,000 users visited our Look4Help website to find resources through its up-to-date, searchable listing of nearly 1,600 local services and programs located throughout Western Massachusetts. The most popular searches included 'housing,' 'food,' and 'family.'

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, striving to enhance the quality of life for the community and ourselves. 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 and task forces to address emerging needs.

Love in a Backpack

The Franklin County Transition from Jail to Community Task Force, a subcommittee of the Franklin County Resource Network, helps people leaving jail navigate a successful re-entry into the community. In April, volunteers joined the TJC Task Force and St. John's Church to fill 50 backpacks with notes of encouragement and donated snacks, toiletries, and basic supplies.

Supporting Local

Community Action Pioneer Valley is an enthusiastic member of the Greater Northampton Chamber of Commerce, the Franklin County Chamber of Commerce, the Amherst Area Chamber of Commerce, the Hampshire County Young Professionals, and the Young Professionals Society of Greater Springfield, and the Franklin County Young Professionals (FCYP).



Youth & Workforce Development



Our investment in today's youth is an investment in tomorrow's future. Community Action Youth and Workforce Development Programs develops professional pathways to support local lower-income youth and helps young people build the skills and the resilience needed to overcome barriers.

Workforce Innovation & Opportunity Act

WIOA is an intensive workforce development program giving youth/young adults the opportunity to work 1:1 with specialists on career and educational goals. In addition to individual support, youth/young adults participate in job readiness training, paid internships and occupational training.

Youth Ending Stigma

This summer, Community Action collaborated with Tapestry Health to put on a six-part workshop series on

drug policy and harm reduction called Youth Ending Stigma (Y.E.S!). Topics ranged from using person-first language when talking about people who use drugs, understanding the racist origins of many of today's drug laws in the United States and learning how to use Narcan and other harm reduction practices to help keep ourselves and our peers safe. Participants learned to challenge their beliefs and gained important tools needed to make systemic changes and advocate for all of their community members.

The Reentry Manufacturing Program

The Reentry Manufacturing Program provides career readiness skills to support individuals in returning to the workforce with all the pertinent skills necessary to become gainfully employed. Last year, we placed 19 participants in Vocational Training with 7 obtaining full-time employment.

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 gain stability and move out of poverty.

- ✓ This year, our Harmon Personnel Staffing Specialists connected 81 unemployed individuals to temporary and temp-to-hire employment opportunities, including placements with 14 Pioneer Valley employers paying a total of \$392,817.
- ✓ 17 previously unemployed individuals were hired to permanent positions after successful temporary placements.

The manufacturing program has helped me tremendously. I now have a full-time job that I am good at and still working. I'm glad to have the chance and opportunity."

Scott
Foundational Manufacturing Program

Pictured James LeClerc WIOA participant at his internship with About Face Computer Solutions in Turners Falls

Transportation is one of the greatest barriers our lower-income youth face when overcoming poverty. Thanks to Robert Charland of Pedal Thru Youth, transportation is no longer an issue for one of our hardworking Youth Programs & Workforce Development participants. Pedal Thru Youth generously provided this bike, which will allow one of our participants to travel to and from work. Thanks to our very own WIOA Specialist, Helen, for helping to deliver the new ride!





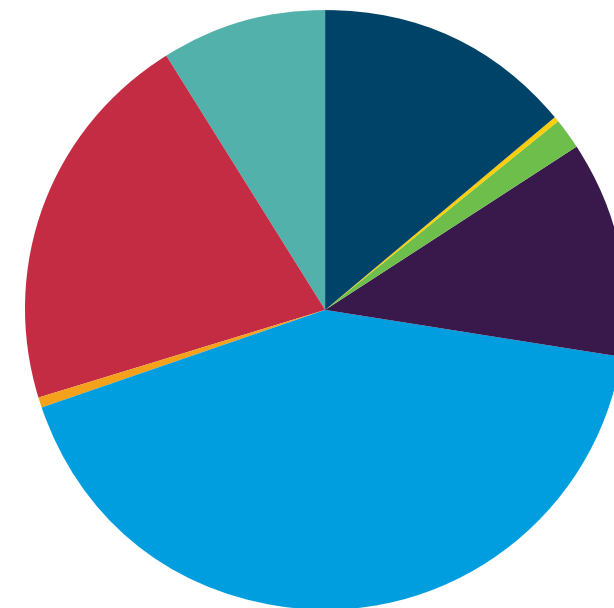
Financials

Community Action Pioneer Valley, Inc. and Subsidiaries

Consolidated Statement of Activities

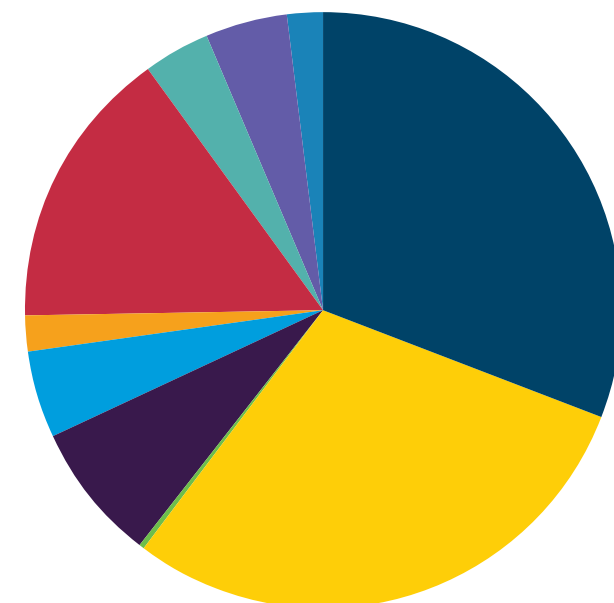
For the Year Ended September 30, 2021 (with comparative totals for 2020)

	Without Donor Restrictions	With Donor Restrictions	Total	
			2021	2020
Revenue and support:				
Federal contracts	\$ 10,211,009	\$ -	\$ 10,211,009	\$ 8,811,174
State contracts	15,042,082	-	15,042,082	15,353,788
Other contracts and grants	3,217,982	-	3,217,982	2,937,652
In-kind	2,573,275	-	2,573,275	2,656,348
Donations	191,934	152,280	344,214	254,161
United Way	77,840	-	77,840	112,178
Parent and other program service fees	344,078	-	344,078	544,183
Employment assistance services	531,749	-	531,749	569,089
Investment income (loss)	15,559	-	15,559	(5,060)
Other revenue	41,792	1,274	3,066	96,932
Net assets released from restrictions	75,383	(75,383)	-	-
Total revenue and support	32,322,683	78,171	32,400,854	31,330,445
Expenses:				
Program	29,534,230	-	29,534,230	28,832,638
Administrative	2,420,838	-	2,420,838	2,529,744
Fundraising	49,036	-	49,036	2,238
Total expenses	32,004,104	-	32,004,104	31,364,620
Change in net assets from operations	318,579	78,171	396,750	(34,175)
Other Changes in Net Assets				
Employee Retention Tax Credit	375,023	-	375,023	-
Paycheck Protection Program	33,021	-	33,021	-
Gain on sale of property and equipment	43,807	-	43,807	-
Total other changes in net assets	451,851	-	451,851	-
Changes in net assets	770,430	78,171	848,601	(34,175)
Net assets - beginning of year	2,314,820	155,588	2,470,408	2,504,583
Net assets - end of year	\$ 3,085,250	\$ 233,759	\$ 3,319,009	\$ 2,470,408



Sources of Funds

- 14.0% ● Other
- 0.2% ● United Way
- 1.6% ● Federal Funding - Through Organizations
- 11.6% ● Commonwealth of Massachusetts
- 42.4% ● Federal Funding - Through State
- 0.5% ● Federal Funding - Through Local Governments
- 20.7% ● Federal Funding Direct
- 8.9% ● Contributions & In-Kind Donations



Use of Funds

- 30.9% ● Pass-Through Funds
- 29.6% ● Head Start & Early Learning Programs
- 0.2% ● Fundraising
- 7.6% ● Administration
- 4.8% ● Energy
- 1.9% ● Harmon/FCAC
- 15.2% ● Community Services & Asset Development
- 3.8% ● Youth
- 4.3% ● Family Support
- 1.9% ● WIC



Funders

We gratefully acknowledge the support and partnership of the following organizations that contributed financially to our work in FY2021. Each funding source is listed under the organization from which the funding originates, with any intermediaries 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 Child Care
- Child Care and Development Block Grant, via the Massachusetts Department of Early Education and Care
- Health Resources and Services Administration, via Baystate Franklin Medical Center
- 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

Easthampton, Northampton, and 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

- 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

- Commonwealth Corporation, YouthWorks and Re-entry Workforce Development Demonstration Program
- Franklin Hampshire Regional Employment Board, YouthWorks

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

Office of the Secretary of the Commonwealth, Census Complete Count

University of Massachusetts-Amherst

Private

All Souls Church Unitarian Universalist, Greenfield

AmerisourceBergen Foundation Opioid Resource Grant
BAGLY, Inc.

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.

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





“My mom was a single mother in rural Ohio in the 1960s with three little kids. My father left and she spent all of her time just trying to keep a roof over our heads and food in our bellies...I don't remember being hungry, but I do remember it being a struggle. If I am able to keep some other mom from feeling the stress that my mom felt, then this is all worth it.

Deena
Center for Self-Reliance Food Pantry Volunteer

An 8-year volunteer and supporter of our Center for Self-Reliance Food Pantry, Deena has clipped thousands of coupons and donated more than 15,000 diapers to help Franklin County's tiniest residents and their parents. In 2021, we recognized Deena with the 'Volunteer of the Year' award.



Volunteers

In FY21, 175 volunteers contributed 5,596 hours of their time to make our community—and Community Action—stronger. Special gratitude goes to the 98 parents who worked alongside staff in our Head Start & Early Learning Programs classrooms.

Nibras Albakara
Joseth Alvarado Moreno
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Brittany Ariyaratana
Abigail Ayala-Melecio
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Maradiaga
Alex Marks
Dawn Marquis
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Agueda 'Maribel'
Martinez
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We give special thanks to the hundreds of generous individuals, businesses, and local organizations that contributed money, goods, and services to support our work in FY2021.

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Chronic hunger is one of the worst feelings in the world. There is nothing more rewarding than helping to put food on the table for a family who needs it. I love being able to give back to my community.

Allen
Center for Self-Reliance
Volunteer who inspires kindness through both his volunteerism and his t-shirts.



Local Solutions for Local Needs



Flu Clinic

Drinking green juice and coordinating our employee flu shot clinic? It does not get much healthier than our HR Manager, Julie! Julie, and our entire small-but-mighty Human Resources team, continued to coordinate health and wellness opportunities to ensure that Community Action's 350 employees felt safe, healthy, and supported!

Pictured
 Julie O'Connor
 Human Resources Manager





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**COMMUNITY ACTION
PIONEER VALLEY**

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