



# COMMUNITY ACTION PIONEER VALLEY

Access Opportunity Community

## ANNUAL REPORT FY 2022



# Director's Letter

Dear Friends,

2022 was a year of transitions: from partially closed program sites and remote appointments to a full reopening of our doors to the community. Many of our programs met the critical needs of individuals and families while navigating the transition from remote to in-person work. Other staff had been working in person since the onset of the pandemic; they continued to work with our participants while juggling staffing shortages. We love seeing everyone's faces in person in our sites up and down the Pioneer Valley as our communities transition into the post-pandemic world, equipped with what we all learned from the past few years.

This report is filled with lots of numbers – some of those numbers represent the real people who have participated in one or more of our many programs. And some of those numbers represent the donations small and large that people across the Pioneer Valley and beyond have given to support our work. But the words, graphs, and charts enclosed are not enough to share the true value of our work. We hope the pictures give you a glimpse into what happens at CAPV every day.

We cannot express enough gratitude to the amazing staff of Community Action. They are the helpers, the advocates, the nutritionists, the home visitors, the teachers, the cooks, the technicians, and so much more! Our staff are beyond dedicated and committed to the mission, values, and core principles laid out in these pages.

Sargent Shriver, one of the architects of the War on Poverty, said, "What can change the world today is the same thing that has changed it in the past—an idea and the service of dedicated, committed individuals to that idea."

Every day, Community Action staff come to work committed to building communities in which all our friends and neighbors have a right to live with dignity, be treated with respect, and have the opportunity to thrive.

We are so grateful for the support we receive from our dedicated individual donors and volunteers. And we are grateful for the federal, state, and local funders that make our work possible.

Thank you,



  
Clare Higgins



  
Charity Day

# Our Mission

*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 Statement

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.

# PROGRAMS

## ENERGY PROGRAMS:

- Electrical Audits
- Fuel Assistance
- Home Repair:
  - Older Adult Home Modification
  - Housing Preservation Grant
  - Northampton Housing Rehabilitation Grant
- Heating System Repair & Replacement
  - Air Source Heat Pumps
- Weatherization
  - Franklin Regional Council of Governments (FRCOG) Sustainable Energy Assessments

## HEAD START & EARLY LEARNING PROGRAMS

- Head Start
- Early Head Start
- Home Visiting
- Family Child Care

## COMMUNITY SERVICES:

- Center for Self-Reliance Food Pantries
- Community Collaborations
  - Franklin County Resource Network
  - Look 4 Help
- Community Resources & Advocacy
- Money Matters
  - Financial Counseling
  - Save Up Summer
  - VITA Free Tax Assistance Program
- RSVP of the Pioneer Valley
- Three County Continuum of Care

## FAMILY SUPPORT PROGRAMS:

- Family Resource Center
- Franklin/ North Quabbin and Hampshire Healthy Families
- Massachusetts Family Center
- Coordinated Family & Community Engagement
- ParentChild+

## YOUTH & WORKFORCE DEVELOPMENT PROGRAMS:

- Leadership Programs
  - Generation Q
  - ShoutOut!
  - Youth and Young Adult Action Board
  - Youth Access Partnership
  - Youth Council
    - Say Something Youth Initiative with Safe Passage and Easthampton High School
- BSAS Integration Project
- Workforce Development Programs
  - Youth Workforce Innovation and Opportunity Act
  - Leadership, Education, and Advocacy Development (NEW NAME: Skill Up)
  - Young Parents Program
  - Re-Entry Manufacturing Program
- Harmon Personnel Services Alternative Staffing

## WOMEN, INFANTS, AND CHILDREN (WIC)

- Breastfeeding Support
- Nutritional Screening & Education
- Supplemental Food



**ACCESS. OPPORTUNITY. COMMUNITY.**



## Equity, Belonging, Inclusion & Justice Alliance (EBIJA)

The Equity, Belonging, Inclusion and Justice Alliance works within Community Action to create a welcoming, respectful, appreciative, anti-racist, anti-bigotry environment inclusive of all people's experiences and identities. As an anti-poverty agency, our goal is to be a proactive organization that provides services with cultural humility and evolving awareness. We do this by nurturing continuous learning and open dialogue. In 2022 we worked hard on inclusivity goals. Some achievements include: the creation of a webpage dedicated to diversity education for all staff, adoption of gender affirming bathroom signage and introduction of a restorative justice process for staff. Additionally, the Leadership Team underwent intensive anti-racism training with outside consultants and a new group of managers and supervisors will undergo that training in 2023.

## The Voices of the Global Majority (VOGM)

Our mission is to provide a safe, cultural space for all CAPV employees who identify as People of Color (People of the Global Majority). This includes those who may not identify as being of Color, but whose ancestry is multi-racial and includes African, Caribbean, Asian, Latinx, Middle Eastern and/or Indigenous descent. We know what it is like to have some combination of these identities and yet work daily in a predominantly white space amidst the racial insensitivities and microaggressions that frequently occur. With insights and experiences, we hope to continue to make a positive impact on CAPV's stated desire to uphold its core principles of valuing "workplace practices based on mutual respect, inclusion, transparency, and leadership development for all staff," as well as "everyone's right to live with dignity and to be treated with respect". In 2022 VOGM co-facilitators and the leadership team formalized meeting times to continue our racial equity conversations. We continued to stay rooted in our commitment to holding a safe space and bringing forth issues that include our peers once per month. We now look ahead to 2023 to continue working toward the goal of creating a work environment that is just, equitable and inclusive with everyone belonging.

# Children and Families

## Head Start and Early Learning Program

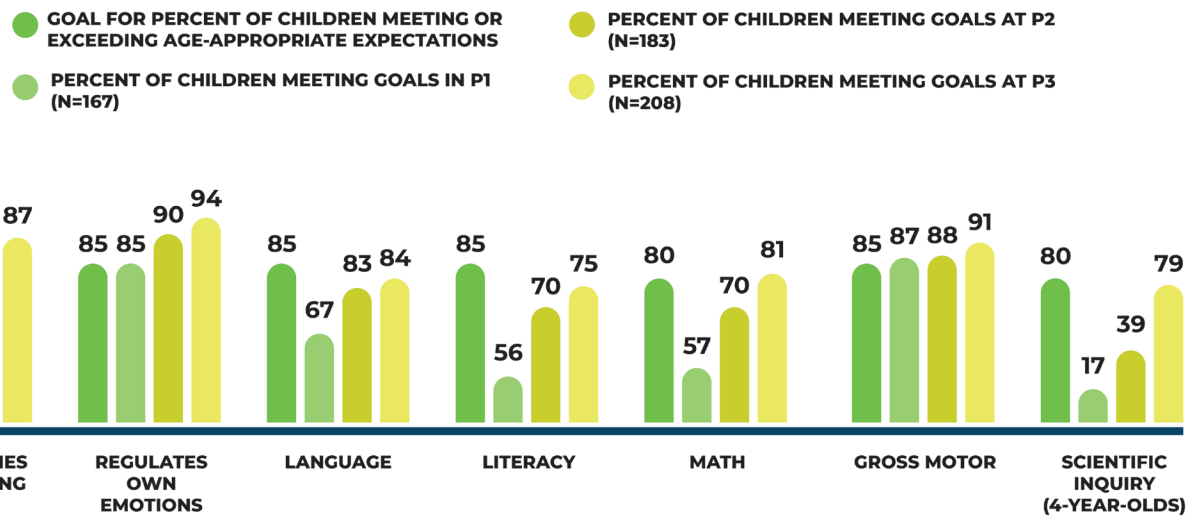
At Head Start and Early Learning Programs, we partner with families in all that we do and believe that parents are the experts on their children. Together, we build a solid foundation for resilient and resourceful caregivers; caring, confident, and curious children; and responsive, invested communities. During the 2021-2022 school year, 128 infants and toddlers and 301 preschool-aged children received comprehensive early education services and quality child care. At the same time, we connected their 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.

In spite of COVID-19, we were able to resume face-to-face home visits and reopen classrooms on-site at all of our centers and through our 3 independently-licensed Head Start Family Child Care Educators. As the pandemic continued, we worked hard to keep our relationships strong and to support the well-being of everyone in our community. Our program

worked throughout the year as we always have: to understand the strengths and needs of our communities and individual families, then to partner with them, supporting their resilience and connecting them with resources to meet their specific goals for

themselves and their children. Though many children had missed out on typical developmental opportunities due to the pandemic, over the course of the year they showed their eagerness to learn and made dramatic progress toward School Readiness Goals.

### HEAD START SCHOOL READINESS GOALS



## Family Support Program

The Community Action Family Center is a vibrant hub of activity. We take a whole-family approach to honoring and working with families. Our motto is Any Family, Any Need. We offered many opportunities for interactive fun for caregivers and their youth. We provided support for social/emotional wellness. Our staff helped families connect to resources to address challenges at home, at school, in the community.

- Over 336 families (634 individuals) received over 3,062 services.
- Over 117 children and their 109 parents and caregivers found connection & community while building early literacy and social/emotional skills.
- More than 90 caregivers participated in an evidence-based parent education series such as Nurturing Fathers, Active Parenting of Teens, and Parenting Journey. Support groups include those for new moms, moms of toddlers and Spanish-speaking parents and grandparents. We expanded our offerings of support and programs in Spanish.
- 295 family members received individualized assistance to connect with local resources for a wide range of needs including Children Requiring Assistance (CRA)

**The Family Center has been essential for engaging my children in meaningful activities.**

**- Turners Falls Resident**

Our Family Center in Greenfield is part of a statewide network of Family Resource Centers, Children's Trust MA Family Centers, and EEC Coordinated Family & Community Engagement programs across the state.

### Healthy Families

- In 2022, Healthy Families engaged 55 parents ages 16 - 24 from 17 different towns.
- Healthy Families Home Visitors completed over 820 visits with parents, promoting positive parent-child relationships, building parental resilience, encouraging goal achievement, and supporting overall family wellness and stability.
- We offered over 20 different group events, both virtual and in-person, to offer opportunities for young parents to connect with each other and help address social isolation and anxiety.

**ALL my experiences have been amazing and I couldn't be the parent I am today if it wasn't for Healthy Families**

**- Orange Resident**

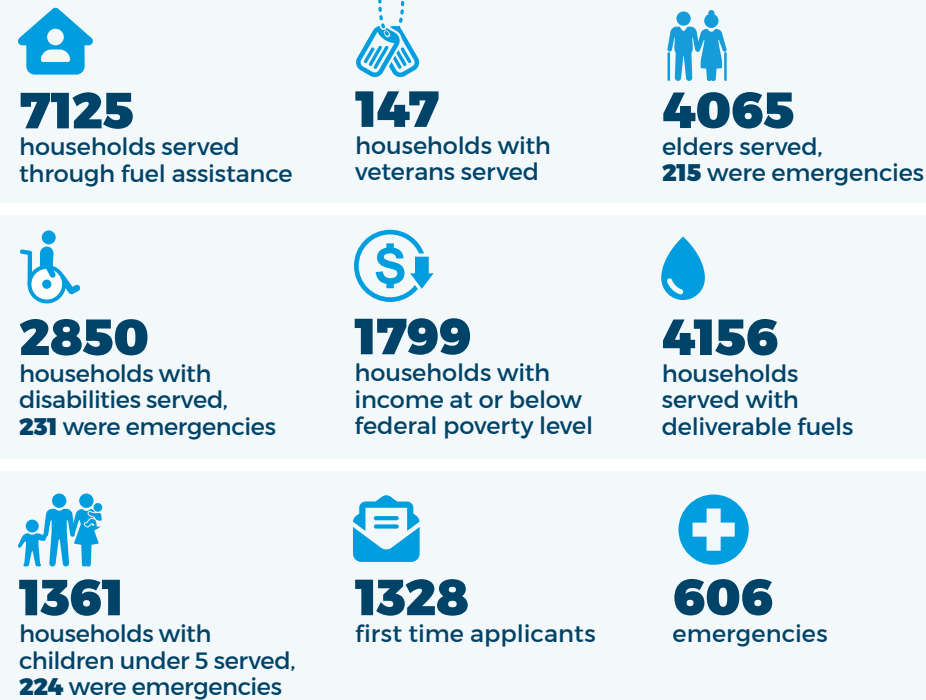
# Financial Assistance

## Energy Program

### Energy Programs

- We provided almost \$15 Million in fuel assistance
- We provided over \$2.3 Million in weatherization and heating systems replacements/repairs through utility, HHS, and DOE funding
- We began an ambitious \$1M/3-year program to help older adults safely age in place in their homes

### 2022 LIHEAP Program Year Achievements:



### Fuel Assistance (LIHEAP)

Access- Approval for Fuel Assistance is the gateway to many other services: discounts on municipal electric bills, weatherization, energy audits, heating system repair and replacement, and home modification for older adults to facilitate aging-in-place.

Opportunity- In the hierarchy of needs, being warm is in the most basic tier, right alongside food, water, and shelter. A household kept warm via Fuel Assistance is a household that doesn't have to make the tough decision to excise another need from their budget. It's a household that doesn't wake up cold and lacking rest from the discomfort, wondering how they'll get through the workday. It's a household that is now safer with a better chance to live comfortably and healthily.

Community- CAPV Fuel Assistance connects with and helps to warm thousands of households in Franklin and Hampshire counties.

### Older Adult Home Modification Program (OAHMP)

Community Action is partnering with LifePath to offer OAHMP to homeowners over age 62 living in Franklin or Hampshire Counties, or Athol, Petersham, Phillipston, or Royalston. OAHMP helps eligible homeowners age in place by making accessibility modifications to their homes at no cost to the homeowner. The OAHMP grant work started slowly due to contractor participation issues, but by June we were in full swing. 32 projects have been completed and the goal for 2023 is 65-70 home improvements.



## Money Matters

### Financial Counseling

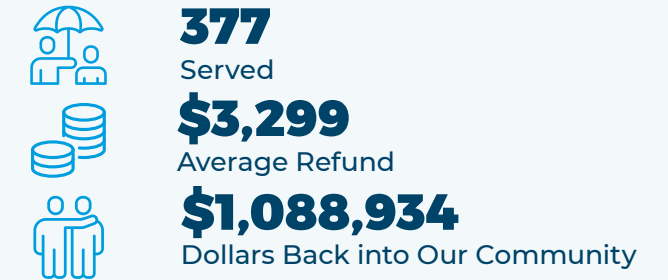
- We provided 80 low to moderate income participants with financial education, tools, and resources to manage their money proactively for year-round financial success.

### Save Up Summer

- Money Matters launched a new program called Save Up Summer, which is an incentivized savings program for Franklin County residents. Participants make monthly savings goals, receive one-on-one financial counseling, and attend group workshops. When they reach their goal, their savings are matched up to \$400.

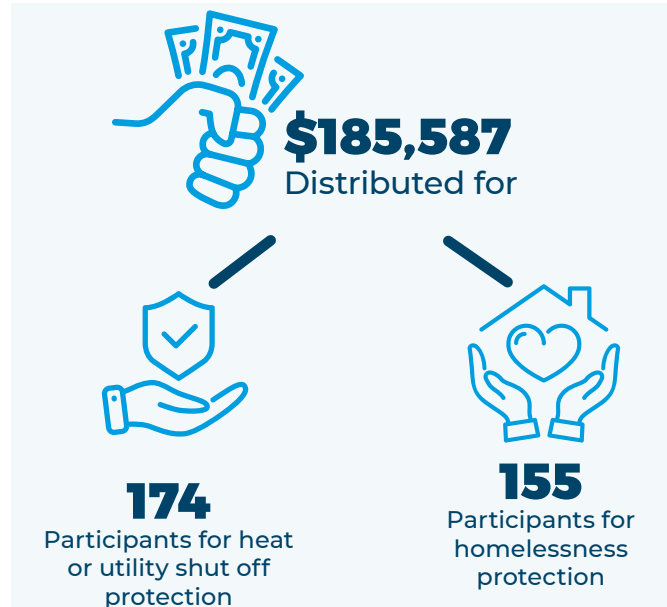
## Volunteer Income Tax Assistance (VITA)

- 21 IRS-certified VITA Volunteers prepared and filed 377 free tax returns, resulting in refunds for 317 taxpayers.
- The average filer's adjusted gross income was \$19,386 and the average refund was \$3,299.
- 69% of filers through our VITA program received a tax credit. Collectively, the returns we helped file brought \$1,088,934 back to our local economy.



## Community Resources and Advocacy

- Our Resource Advocates answered 3,779 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 155 people from homelessness and helped 174 people with heat or utility shut-off protection.
- We raised and distributed \$185,587 to prevent evictions and utility shut-offs or to help with heating fuel.
- 81 people received assistance obtaining or maintaining food stamps (SNAP) and 21 people received assistance to maintain or obtain health insurance.
- 35% of households assisted reported their financial distress was due to the impact of COVID-19.



# Food

## Center for Self-Reliance

- CSR provided free and nutritious food to 2,968 of our neighbors
- Pantries distributed 184 tons of free, nutritious food (25 meals per person) with the help of 36 volunteers, who donated 2,424 hours of time.
- 32% of food distributed was fresh produce.
- Over one-quarter of those served by CSR were children.

## Women Infants and Children (WIC)

This last year was a challenging one, with staffing shortages for half of the year, a national formula crisis, and the pandemic and other illnesses spreading like wildfire, but WIC managed these challenges to the best of our ability, supporting the health of 2,639 mothers and children throughout the year.

During the severe infant formula shortage, WIC offered alternative brands to families to ensure babies were fed. Staff worked overtime to return all calls from families and help allocate resources. Thanks to WIC's hybrid model, families were able to complete their required appointments via phone or video call if they were unable to come into the office.

The WIC office in Orange relocated to a new space in January 2022. The new office shares a plaza with the Community Health Center of Franklin County, allowing more families to schedule multiple appointments in the same timeframe.

WIC also hosted 4 farmers market events throughout Hampshire and Franklin Counties from August through October. At these events, families were provided additional food vouchers to be spent on fresh produce at local farmers markets.

By the end of the year, WIC was once again fully staffed, and ready to provide support to all in need. We served an average of 1600 participants at any given time throughout the year and continued to reach more families in need through community outreach. WIC participants redeemed over \$1.1 million in food benefits, which led to healthier foods served in homes and ultimately healthier communities.



**The Greenfield Food Pantry was clean, friendly, and a wonderful source of food.**  
- Orange Resident

# Youth and Workforce Development Programs

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

**The Workforce Innovation & Opportunity Act (WIOA)** is an intensive workforce development program giving youth and young adults the opportunity to work one-on-one with specialists on career and educational goals. In addition to individual support, our participants receive job readiness training, paid internships, and occupational training.

**Our Young Parents Program** provides support to pregnant and parenting youth through a 2-generation approach, focusing on family parenting, personal, educational, employment, and financial goals. Our program has expanded from Franklin County to Hampshire County, serving 23 youth this year. Participants attained driver's permits and licenses, completed training, entered employment, and enrolled their children in CAPV Healthy Families and Head Start and Early Learning programs.

**Two new programs-LGBTQIA+ drop-in services and our Leadership Workforce Integration Project** allow us to provide immediate case management services to youth and young adults without lengthy eligibility and enrollment processes.

**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. Our specialists connected 48 unemployed individuals to temporary and temp-to-hire employment opportunities, including placements with 10 Pioneer Valley employers, where they worked a total of 23, 115 hours.

**DROP IN Center**

LGBTQIA+ SAFE AND AFFIRMING SPACE  
OPEN TO YOUTH & YOUNG ADULTS 14-24!

ART PROJECTS & GAMES  
WIFI & COMPUTER ACCESS  
RESOURCES & PEER SUPPORT  
SNACKS AND WATER

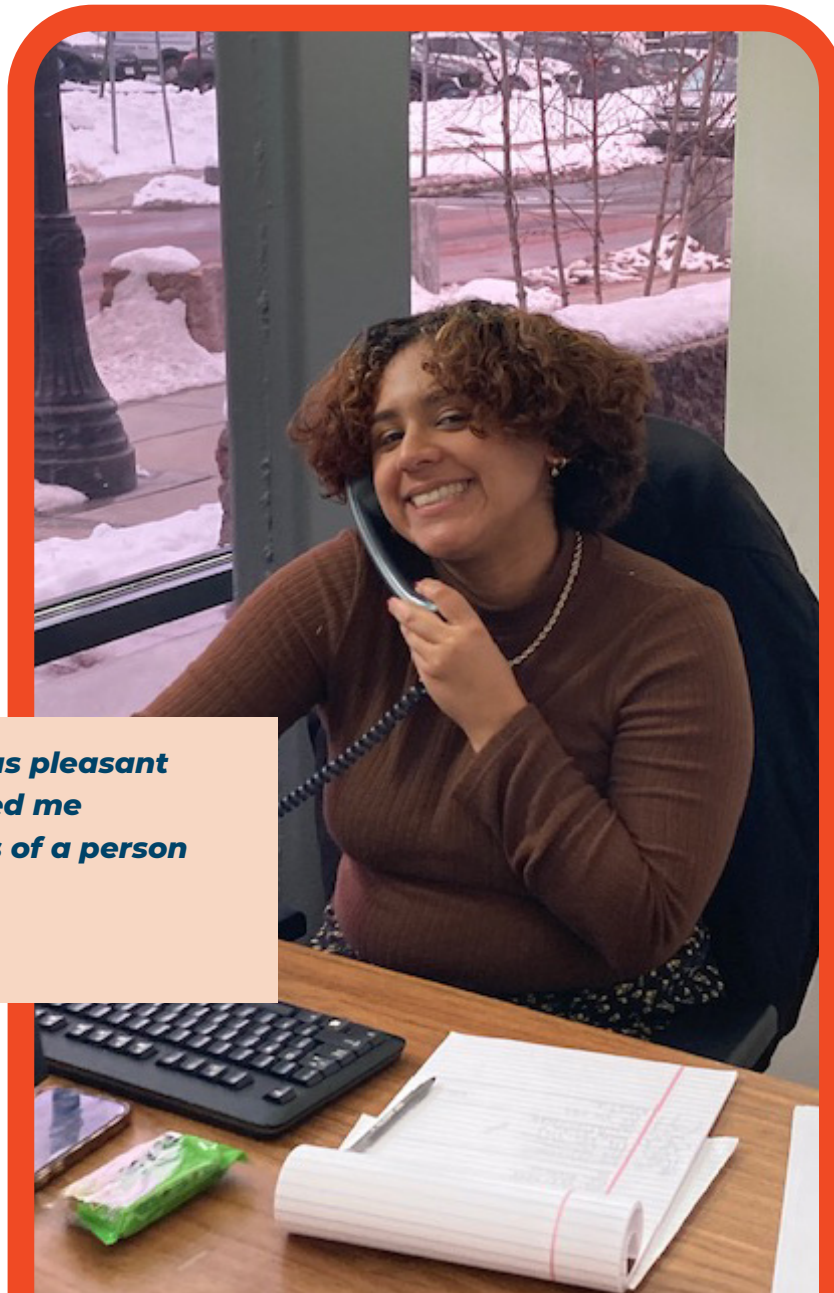
HELP W/ BASIC NEEDS  
HYGIENE SUPPLIES  
SAFER SEX SUPPLIES  
CLOTHING CLOSET

WWW.COMMUNITYACTION.US/YOUTH

**Have always had extremely positive experiences with tax help, and the GenQ program for youth!!"**  
- Northampton Resident

## Community Collaborations

Most Community Action programs measure success by the outcomes of individuals served. Community Collaborations judges its success through leadership and partnership. A prime example is the Franklin County Resource Network. FCRN is a collection of human service providers who meet twice monthly to share with each other what resources are available locally, so that all agencies may better serve their clients. FCRN helps build a spirit of cooperation, community, and mutual trust among participating agencies. With CAPV at the helm, FCRN is taking steps to advocate for and speak out about the major issues that are common to all of our organizations. Community Collaborations are ambassadors of CAPV, spreading the word about available programs so that all eligible people can access them and know what to expect from the process.



*Everyone I have worked with was pleasant and non-judgmental. They helped me without making me feel like less of a person for needing help.*

**- Turners Falls Resident**

## Three County Continuum of Care

The CoC continues to administer the Coordinated Entry system for people experiencing homelessness (304 people) to assist people moving into CoC funded housing and other housing in the community. **In FY22, over 200 people moved from homelessness into permanent housing.**

**36 households received Emergency Housing Vouchers:** These are federally funded through ARPA, targeting individuals and families who are experiencing or at risk of homelessness, or fleeing domestic violence, dating violence, sexual assault, stalking, or human trafficking.

**Three new programs were created:** an expansion of our Coordinated Entry system to start including domestic violence providers; a new CoC permanent housing project in Northampton targeting those with serious medical conditions; and a new capital project in northern Berkshire County to enable more permanent housing units dedicated to youth and young adults.

**The CoC made important progress on its Racial Equity Plan:** including increasing the number of People with Lived Experience of homelessness (PLE) on the CoC Board of Directors from 3 to 5, and adding 12 Youth and Young Adults with lived experience to participate on the Youth Action Board.

**The following trainings were held for CoC partners and community members:** identifying and defining "Chronic Homelessness," voter registration, mainstream benefits, HMIS user training, a 4-part training series on Racial Equity through the Mass Housing and Shelter Alliance, Coordinated Entry, and trainings with People with Lived Experience of homelessness on financial literacy.

## RSVP of the Pioneer Valley

Healthy Bones & Balance Program: RSVP recruited and deployed 67 volunteers to lead weekly classes at 28 sites for older adults. We surveyed 200 participants and found that the Healthy Bones & Balance classes continue to be a bright spot for RSVP. Participant numbers have rebounded as sites have reopened. Many classes also offer online or hybrid programs. About 30% of participants surveyed have joined a class within the last two years, and many describe how important classes have been for their physical and mental wellbeing. More than two-thirds of all respondents increased their range of motion, confidence in movement, flexibility, and balance. 55% say regular attendance has increased their ability to manage activities of daily living and 62% report more confidence and independence. 79% of participants have made new friendships in the class or built on existing ones. Participants report feeling more active, more social, having hope, and a sense of purpose. Participants have left their volunteer leaders glowing praise, describing them as: inspiring role models, great resources, good listeners, compassionate, supportive, and upbeat.

## Resilience Hub

CAPV is partnering with the City of Northampton to create a Community Resilience Hub to support Northampton residents who face chronic and acute stress due to socioeconomic challenges, natural and human-caused disasters, and climate change. Our mission is to:

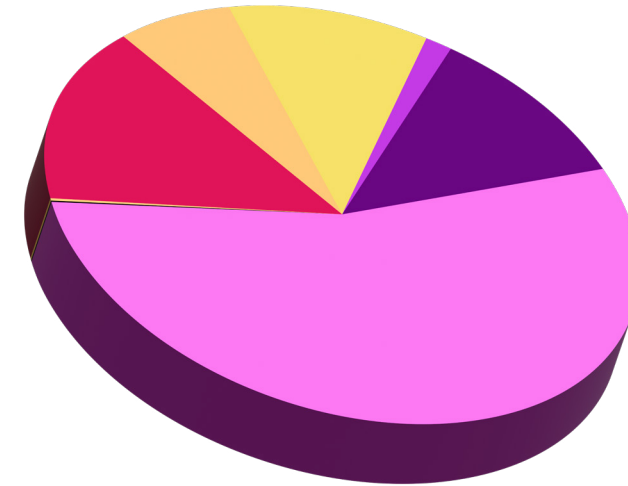
- Support the daily needs of those experiencing homelessness and extreme poverty
- Support poverty alleviation and connection to services
- Support the occasional needs of all community members during times of disaster and acute stress and improve emergency management
- Provide a regular meeting and event space
- Help address climate change, enhance community resilience, and support our communities in becoming more self-determining, socially connected, and successful in the long-term

Although many services already exist in Northampton, the Hub will serve as a centralized location for addressing the needs of vulnerable populations.

# Financials

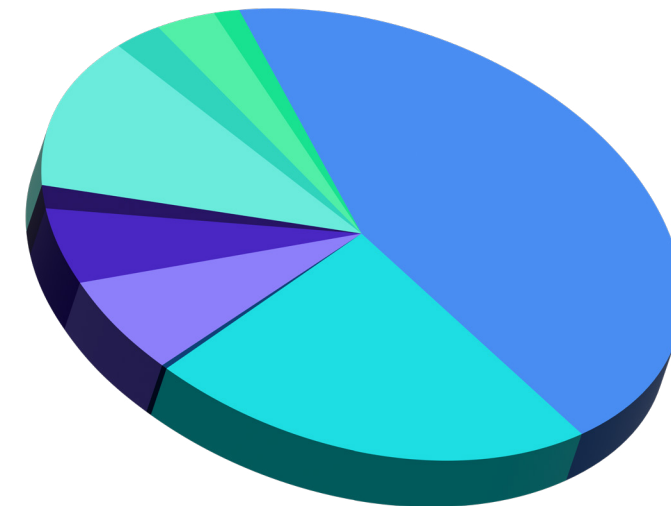
Community Action Pioneer Valley and Subsidiaries  
Consolidated Statement of Activities For the Year Ended  
September 30, 2022 with Comparative Totals for 2021

	WITHOUT DONOR RESTRICTIONS	WITH DONOR RESTRICTIONS	2022	TOTAL 2021
<b>REVENUE AND SUPPORT:</b>				
Federal Contracts	\$20,004,851	\$ –	\$20,004,851	\$10,211,009
State Contracts	\$15,923,931	\$ –	\$15,923,931	\$15,042,082
Other Contracts & Grants	\$3,860,421	\$ –	\$3,860,421	\$3,217,982
In-Kind	\$2,726,234	\$ –	\$2,726,234	\$2,573,275
Donations	\$146,537	\$96,155	\$242,692	\$344,214
United Way	\$93,721	\$ –	\$ 93,721	\$77,840
Parent and Other Program Service Fees	\$300,802	\$ –	\$300,802	\$344,078
Employment Assistance Services	\$542,148	\$ –	\$542,148	\$531,749
Investment Income (Loss)	\$5,521	\$ –	\$5,521	\$15,559
Other Revenue	\$52,913	\$1,400	\$54,313	\$494,917
Net Assets Released From Restrictions	\$61,886	(61,886)	\$ –	\$ –
<b>TOTAL REVENUE AND SUPPORT</b>	<b>\$43,718,965</b>	<b>\$35,669</b>	<b>\$43,754,634</b>	<b>\$32,852,705</b>
<b>EXPENSES:</b>				
Program	\$40,883,598	\$ –	\$40,883,598	\$29,534,230
Administration	\$2,901,257	\$ –	\$2,901,257	\$2,420,838
Fundraising	\$39,709	\$ –	\$39,709	\$49,036
<b>TOTAL EXPENSES</b>	<b>\$43,824,564</b>	<b>\$ –</b>	<b>\$43,824,564</b>	<b>\$32,004,104</b>
<b>CHANGE IN NET ASSETS</b>	<b>(\$105,599)</b>	<b>\$35,669</b>	<b>\$3,319,009</b>	<b>\$2,470,408</b>
<b>NET ASSETS - BEGINNING OF YEAR</b>	<b>\$3,085,250</b>	<b>\$233,759</b>	<b>\$3,319,009</b>	<b>\$2,470,408</b>
<b>NET ASSETS - END OF YEAR</b>	<b>\$2,979,651</b>	<b>\$269,458</b>	<b>\$3,249,079</b>	<b>\$3,319,009</b>



## Sources of Funds

- 10.90% Other
- 0.20% United Way
- 1.40% Federal Funding - Through Organizations
- 10.90% Commonwealth of Massachusetts
- 54.60% Federal Funding - Through State
- 0.30% Federal Funding - Through Local Governments
- 15.00% Federal Funding - Direct
- 6.80% Contributions & In-Kind Donations



## Use of Funds

- 44.26% Pass-Through Funds
- 22.63% Head Start & Early Learning Programs
- 0.09% Fundraising
- 6.62% Administration
- 5.24% Energy
- 1.57% Harmon/FCAC
- 12.12% Community Services & Asset Development
- 2.92% Youth
- 3.24% Family Support
- 1.32% WIC



# Our Funders

We gratefully acknowledge the support and partnership of the following organizations that contributed financially to our work in FY2022. 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)
- Housing Preservation Grant

**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 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

City of Easthampton, 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+
- Supportive Child Care

## Massachusetts Department of Housing and Community Development

- Shelter Diversion Funds via Center for Human Development
- Shelter Diversion Funds via ServiceNet

### 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
- Youth Violence Prevention through Healing, Equity, and Leadership (HEAL)/Safe Spaces for LGBTQIA Youth
- Bureau of Substance Addiction Services (BSAS): Community Innovation in Responding to Adolescent & Young Adult Substance Use

**Massachusetts Department of Transitional Assistance - Young Parents Program**

**Massachusetts Department of Youth Services, Skill Up,** in collaboration with Commonwealth Corporation

### Massachusetts Executive Office of Health and Human Services

- Homelessness Youth Grant
- MassHealth via Mass General Brigham
- MassHealth via Community Care Cooperative (C3) Accountable Care Organization
- 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, Re-entry Workforce Development Demonstration Program

### Massachusetts Office of the Attorney General

- Heating fuel assistance through the Massachusetts Association for Community Action
- Social Determinants Partnership

**University of Massachusetts-Amherst** Mass In Motion

## 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
- Berkshire Gas, via Center for Eco Technology
- Beveridge Family Foundation
- Capital One Bank
- Charles Hall Foundation, Bank of America Philanthropic Solutions
- Columbia Gas of America, via Greater Lawrence Community Action Council
- Community Software Group
- Cooley Dickinson Healthcare
- Eversource, via Action for Boston Community Development
- Franklin County People's Fund
- Franklin First Federal Credit Union
- Fred W. Wells Trust
- Greenfield Savings Bank
- Jane Sanders Fund or Women, Children and Families
- The Janey Fund Charitable Trust
- The M&T Charitable Foundation
- National Grid, via Action, Inc.
- Shurtleff Children's Services
- T. Rowe Price Charitable Giving
- TD Charitable Foundation
- United Way of the Franklin and Hampshire Region
- Walter Phillips Fund/Vanguard Charitable Fund
- Western Massachusetts Network to End Homelessness, via United Way of the Franklin and Hampshire Region



Agency Partner



# Our Volunteers

**Volunteers are an integral part of programming at CAPV. In FY22, 200 volunteers contributed a total of 4,504 hours in the following programs: VITA, Center for Self-Reliance, Head Start & Early Learning Programs, and Youth & Workforce Development Programs**

CATHERINE ACEVEDO	DESTINY FIGUEROA	JESSICA MARTIN
ANITA ADHIKARI	JADE FOURNIER	JORGE MARTINEZ
HAYAT ALAHMAD	SAM FOX	IRENE MASSE
SIRAT ALBYATI	KAIA FULK	LUIS MATOS
ESRAAMANHALMAJI ALQAISI	SYDNEY GARNER	JHANETH MAYANCELA
CARMEN ALVARADO	JANET GARY	ERIKA MCGEE
JOSETH ALVARADO MORENO	HAFIDA GAS	ANN MARIE MELTZER
MARTA ALVAREZ	DANIELLE GAY	JOSE MENDEZ
MICHELINA ARMENTI	PADMA GHALLEY	ARWEN MILLER
BILL ASHLEY	PREM GIRI	ANGELI MOLINA
CELIA AUCACAMA	JESSICA GLEASON	LA-ASIA MOORE
HILDA BAILEY	HALLEY GLIER	MARIA MORENO
MICKEY BALSAVICH	NANCY GONZALEZ	CAROLINA MOYA
DONNA BARTLEY	JAMES GREENWOOD	FATHIMA MUZAMMIL
KIRSTEN BASHAW	SUZANNE GRUBB	INANGELA NEGRON DEJESUS
BERNADETTE BEAN	JOHN GUENTHER	GIA NESWALD
AMBER BEAUBIEN	DEOKA GURUNG	RUBY NIENNA
JOEL BERGSTROM	DHAN GURUNG	CLAUDIA NUNEZ
DURGA BHUJEL	PREM GURUNG	SARAH OLARI
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CAROL BRUSSELL	NORMAN HIRSCHFELD	HETAL PATEL
ANNA BRUTSKAYA	CARMINE IMBRIGLIO	SANJAYKUMAR PATEL
EMILY BULL	ASHLEY JEROME	FRANCYS PEREZ
CANDACE CASSIN	DAVID KEITH	CHRISTINA PHILLIPS
SEREYNETH CHEY	JANE KEITH	LUIS PICHAZACA
SHERYL CLARK	MADELINE KENNEDY	RICHARD PINEIRO
ALLEN CLOUTIER	JEONG KIM	KAYLA PLATANITIS
GEISA CORREIA	TERESA KIM	ERIN PRICKETT
NEEKO CRUZ	CHARLIE KING	ANDREW QUIET
LEILANY DELGADO	ABIGAIL KNOPP	CHARISA QUINONEZ
JAHAIRA DELVALLE-COLON	DAVID KOESTER	DIL RAI
SUE DONNELLY	JANASSA LACKEY	DURGA RAI
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WILLIAM DUPUIS	AGUSTIN LORENZO	MARY RAWLS
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ROSA DUTAN	NATASHA LOWE	BECK RINGLE
ETHEL ESTES	ALEX MARKS	GERMARIS RIVERA

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 WENDY ROBINSON  
 SHADE RODRIGUEZ  
 SANU ROKA  
 EDGAR ROSADO  
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**People take the extra step to help and listen.**

**- Leyden resident**



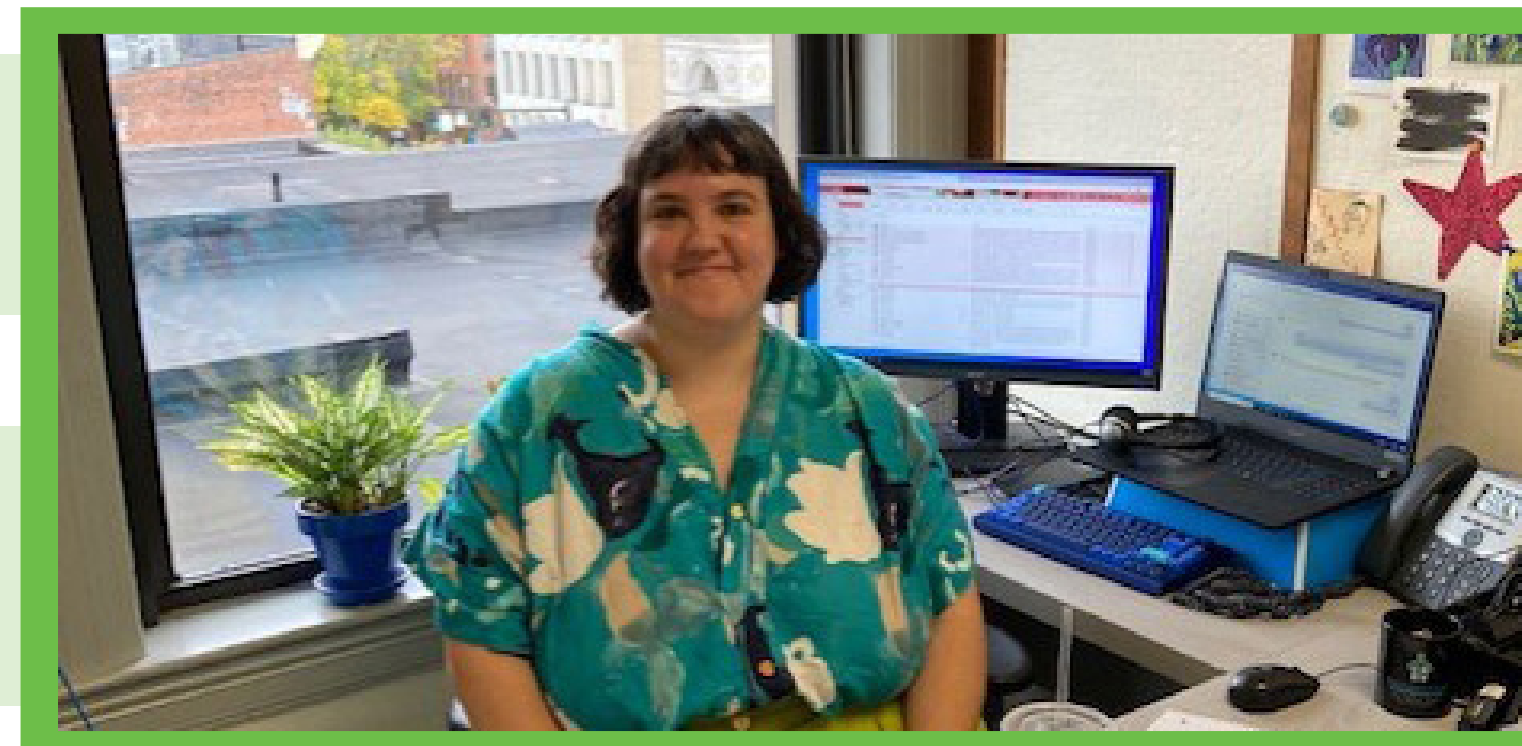
**Head start is the most amazing program ever, they truly care about the kids, their needs and their families.**

**- Greenfield resident**



**The VITA Tax program has been wonderful the last two years. I will not file another way now.**

**- Greenfield resident**



**“ Fuel assistance has been such a fundamental help for me. I would not have been able to afford heat last winter without it**

**- Amherst resident**

**“ Any and all help over the years/decades has been positive from Youth Services thru Fuel Assistance**

**- Greenfield resident**



**“ Fuel assistance has helped keep my home warm all winter while saving me a little money to help focus on other bills**

**- Northampton resident**

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***I have found the employees  
at CA to be wonderful and  
kind and helpful***

**- Easthampton Resident**



**COMMUNITY ACTION  
PIONEER VALLEY**

## MAIN OFFICES

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