Our Mission

Community Action, Inc. provides resources and opportunities for individuals, families and communities to overcome poverty. CAI envisions strong, thriving communities free of poverty. We build hope and offer assistance with respect and understanding.

Service Area

CAI's service area includes the following cities and towns in Massachusetts: Amesbury, Boxford, Georgetown, Groveland, Haverhill, Merrimac, Newbury, Newburyport, Rowley, Salisbury, and West Newbury. Some CAI programs also serve Beverly, Essex, Gloucester, Hamilton, Ipswich, Lawrence, Manchester-by-the-Sea, Methuen, Rockport, Topsfield and Wenham.
In 2021, Community Action, Inc. invested in its buildings and facilities, expanded programing, distributed critical Covid relief, partnered with local organizations, and supported thousands of community members reeling from the uncertainty of the pandemic. CAI staff shifted programs to allow for a hybrid, at times virtual, service model. We developed systems, sourced technology, and created efficiencies that remain in place and will insulate the agency from future disruptions. CAI’s talented team reimagined ways to connect with individuals and families, making sure each client received an answer, a solution, and a way forward.

The successes of 2021 were made possible because of the dedicated staff at Community Action, Inc. CAI never closed and never stopped the important work. In a year filled with challenges, staff leaned in to the work of connecting community members with critical resources and opportunities. Staff are committed to a singular goal -- making CAI and the community stronger. It is visible in the ways children are taught, adult learners are engaged, fire victims are stabilized, new parents are welcomed, and partnerships are strengthened.

2021 saw huge investments in CAI buildings and facilities. At the Fox Center, a 21,000 square foot early learning center in Haverhill, CAI built an accessible playground, replaced all of the windows and installed a new roof. CAI was awarded a $1,000,000 Early Education and Out of School Time (EEOST) grant to install a new HVAC system, creating a climate-controlled environment for students and educators. During the installation, CAI partnered with Northern Essex Community College to relocate preschool classrooms, school buses and administrators to the Haverhill campus for the summer, allowing contractors full use of the entire building while children learned and played at a different site.

CAI’s Adult Education program developed a hybrid teaching model where students could learn in a classroom, or virtually at home. WIC program staff utilized telehealth technology to conduct nutrition meetings and evaluations, keeping young families connected to critical services. CAI’s Family and Community Connection program offered outside literacy programs at food distribution sites, keeping children and families safe and linked to needed services and programs.

2021 continued to demonstrate the critical importance of community partnerships. MakeIT Haverhill (MIH) opened its doors monthly for in-person job fairs connecting community members to local, living-wage employment opportunities. MIH partnered with Tech Goes Home offering basic computer classes and technology, closing the digital divide. The Early Learning Team developed a virtual Early Learning Fair for families and City-wide professional development workshops for educators. One Haverhill Fund partners met weekly to address community issues using funding, systems changes and teamwork to develop sustainable solutions. As a trusted community partner, funders relied on the Community Action network to distribute critical Covid funding.

A sincere thank you to CAI’s Board of Directors, supporters and staff who partner to further the mission of the agency and assist community members seeking services and programs on their path forward.
STRATEGIC PLAN 2021-2023

In 2019-2020, Community Action, Inc. conducted community surveys to better understand the needs of low-income individuals and families in the CAI catchment area. Survey results confirmed that key areas of concerns were related to shelter, a living wage and affordable food. Respondents offered creative ideas to address some of the needs. CAI used survey data, along with insights from key stakeholders, to develop our 3-year Strategic Plan (2021 - 2023). CAI's strategic goals for this period are related to Affordable Housing, Employment and Food & Nutrition Security.

**Affordable Housing Goal**
CAI will continue to educate, increase awareness, and enable low-income families to acquire safe, affordable housing with complementary supports in our service area. CAI offers classes and workshops around budgeting and financial literacy to improve the financial standing of low-income individuals, families, and communities.

**Employment Goal**
CAI will endeavor to improve low income families' ability to improve their financial circumstances with meaningful, well compensated employment. The goal is to coach and support clients with necessary tools, skill building and confidence to achieve their life goals.

**Food & Nutrition Security Goal**
CAI seeks to expand community awareness of available food resources, as well as offer assistance completing applications for government funded nutrition programs, encourage consistent redemption of SNAP and WIC food benefits, and provide nutrition education.
Dear Community Action, Inc. Supporters:

Over the past year, we have spent our energies overcoming the many challenges that were presented by the emergence of Covid-19. While Covid-19 hit pandemic levels, significantly impacting families and individuals throughout our service area, we simultaneously welcomed a new President/CEO Kerri Sheeran Perry, as our former President/CEO John Cuneo retired.

Despite the uncertainty during the Covid-19 pandemic, CAI’s President/CEO and CAI’s Leadership Team successfully turned the challenges into opportunities, ensuring that CAI continued to meet their mission of providing resources, assistance, and opportunities to its consumers. They continued to be positive and proactive, planning for the future despite the fact they had no knowledge of what the future held.

Community Action, Inc. staff, leadership and the Board of Directors demonstrated great strength, flexibility, innovation and creativity during this demanding time. Staff were responsive to the changing needs and compassionate with those they served. The Board of Directors were diligent and resolved, focusing on their responsibilities and attending monthly Zoom meetings throughout the pandemic. The Board Chair and President/CEO met weekly to problem solve, as well as to discuss concerns, progress and emerging trends.

Under the leadership of President/CEO Perry, CAI’s Leadership Team, and staff at all locations, CAI has emerged stronger due to their commitment to address the needs of the many communities that CAI serves. The Board of Directors would like to recognize the staff’s determination, commitment, and dedication to Community Action, Inc., which is displayed daily.

In closing, I will quote Queen Elizabeth II:

“When life seems hard, the courageous do not lie down and accept defeat; instead, they are all the more determined to struggle for a better future.”

Many thanks for all you do to demonstrate that you care!
Community Action, Inc. is comprised of a 21-person volunteer Board of Directors. One-third of the members are elected public officials or their appointees, one-third are selected from the private sector and one-third are selected as community representatives of the low-income population.

Public Representatives
Diane Adebayo
Douglas Dawes, Vice Chairperson
Patricia Gleason
Alison Lindstrom
Nomsa Ncube
Lisa Quatrale
Brienne Walsh
Cornelia Walsh

Private Representatives
Claire Koffman
Harry Korslund, Treasurer
Harold Lloyd
Caitlin Masys Esq.
Lucinda Nolet, Chairperson
Kathleen Shaw

Community Representatives
Marie Artman, Clerk / Secretary
Anne Dunn
Cali Jensen
Roger LeMire, Sr.
Katelynn Lemieux
Bryan MacPhail
Gerald Schiavoni
Jane Sutter
Fiscal Year in Review

Sources of Revenue

Federal: $14,548,710
State: $3,741,074
Program Service Fees: $706,362
Contributions & Cash: $450,900

Use of Funds

Energy Assistance: $5,833,605
Head Start: $5,792,422
Family Day Care: $1,825,449
WIC: $1,997,868
Community Services: $1,161,838
Education & Training: $228,820
Housing Services: $223,790
Administrative: $1,146,505
Fundraising: $13,575

Revenue Snapshot

75% Federal
19% State
$19,000,000+ Total Funding
Head Start

Head Start is the most successful, longest running, national school readiness program in the United States. Children who attend Head Start participate in a variety of educational activities. They receive free developmental, behavioral, medical and dental screenings. They also receive healthy meals and snacks and enjoy playing in a safe environment.

Head Start teachers offer children positive and loving guidance, acceptance, individualization, and the opportunity to learn and experience success. Head Start children socialize with others, increase their vocabulary and language arts, solve math and science problems, improve their listening skills, and have experiences that help them become self-confident.

Impact Snapshot

327 Children Enrolled
Children & Family

Head Start Impact & Results:

- Head Start uses the Creative Curriculum and Teaching Strategies GOLD for assessments
- Parents serve on Head Start Policy Council and Parent Center Committees
- Head Start maintains relationships with local public education systems to help children and families successfully transition to kindergarten

Impact Snapshot

179 Medical Exams
204 Vision Screenings
169 Dental Exams
188 Hearing Screenings
Family Day Care (FDC)

The Family Day Care program is a network of EEC licensed Child Care Educators who offer care and education in a family home setting. Family Child Care Educators who are part of this network provide the following:

- Developmentally appropriate materials and experiences
- A positive atmosphere designed to encourage self-confidence, independence and intellectual curiosity
- Services that provide flexible care options for continuing education and working parents

FDC staff is committed to assisting participating educators to provide high quality professional early care and education services that meet the social, emotional and developmental needs of children. The support provided includes technical and educational visits to the family childcare homes by FDC staff. Staff also engage with parents and caregivers to offer community resources, as needed.

Impact Snapshot

156 Children Served
67 Income Eligible/Supportive Contracts
25+ Family Day Care Homes
25 Voucher Families
Family and Community Connection believes that all members of the community share in the responsibility of raising happy and healthy children. FCC provides child-centered and family focused programming and resources to support parents and caregivers with this important role.

FCC provides a range of services to families, including:

- Playgroups and early learning programs for children 0 - 8 years old
- Information about community resources and local education programs, including public schools
- Opportunities to meet other families and foster meaningful connections
- Assistance with completing the Ages and Stages Developmental Questionnaire (ASQ), a developmental screening tool

**Impact Snapshot**

- **50+** Families per month
- **100+** Children per month
- **250+** Programs annually
- **120+** Literacy kits per year
Women, Infants and Children Nutrition Program (WIC)

The Women, Infants and Children Nutrition Program provides services that support the health and nutrition needs of pregnant individuals and children under the age of five. These services include:

- Benefits for nutritious foods and infant formula if needed
- Personalized nutrition consultations
- Referrals for medical and dental care, health insurance, childcare, housing, fuel assistance, and other community services
- Immunization screenings and referrals
- Breastfeeding support and access to Peer Breastfeeding Counselors
- Nutrition and health workshops on a variety of topics including meal planning, maintaining a healthy weight, picky eaters, caring for a new baby, and shopping on a budget
- Farmers Market benefits to purchase fresh fruits and vegetables during the summer, in collaboration with the U.S. Department of Food and Agriculture

Impact Snapshot

200+ Online Nutrition Classes Completed
3,896 Women & Children
**Projects & Outcomes**

**400+ Winter Coats for Children**
Provided to families through the support of a private donor & CAI funds.

**92 Christmas Trees & Holiday Decorations**
Distributed to CAI families. Supported by the Christmas Tree Santa Program.

**330 Childrens Books**
Given to children through a generous donation from MishStrong.
Adult Learning Center of Greater Haverhill

The Adult Learning Center assists adult learners looking to improve their English language skills or who seek to achieve a High School Equivalency Credential. We help students grow and advance in both education and career goals. As part of our course content and support services, we also educate students on digital literacy skills, career pathways, professional development, transition to college, and in general, the academic and life skills needed to thrive in future endeavors.

In 2021, our program has had to adapt to rapidly changing circumstances in innovative ways. Some of the changes include:

- Classes redesigned on a hybrid model where students attend in-person and remote for synchronous instruction.
- Trained teachers in digital literacy, who employ multiple communication means and platforms for effective and diverse forms of instruction.
- Classrooms where digital literacy is a fully integrated component of the curriculum.
- Almost 100 Google Chromebooks distributed to students, enhancing student accessibility to the classroom and technology.

Impact Snapshot

<table>
<thead>
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<th>HiSet Students</th>
<th>ESOL Students</th>
<th>Passed the HiSet Exam</th>
<th>Vocational Placement</th>
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</thead>
<tbody>
<tr>
<td>52</td>
<td>41</td>
<td>4</td>
<td>6</td>
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</tbody>
</table>
ADULT EDUCATION

Courses Offered:

**English for Speakers of Other Languages (ESOL)**
Students sign up for ESOL courses for a variety of personal and professional reasons, such as greater English language fluency, improved English for career advancement, and a desire to be part of the larger community. CAI offers four levels of ESOL courses for students looking to improve their English speaking, reading, and writing skills. We offer both in-person and remote course options to address the diverse needs and preferences of the community. In these courses, students also gain knowledge in digital literacy and civics education, as well as receive educational and professional advising.

**High School Equivalency Test Preparation (HiSET)**
HiSET Preparation classes are offered to prepare students to take and pass the High School Equivalency Test. Classes are self-paced with an emphasis on math concepts, writing skills, and reading comprehension. Classes are offered both online and in a classroom setting.
Drop-In Center (DIC)

The Drop-In Center serves as Haverhill's oldest and only drop-in day program for individuals dealing with, or at risk of, homelessness. As a year-round day shelter, the DIC is a safe haven, providing a range of services and assistance including:

- Breakfast available Monday - Friday and "to-go" lunch
- Clothing and hygiene products
- Medical care and assessments from partner agency
- Case management and benefits advocacy
- Referrals to community resources

Impact Snapshot 3146+ Prepared Meals
Haverhill Office & Amesbury Center

The Community Services Department provides a wide range of services related to emergency services; with an emphasis on housing, homeless prevention and food and nutrition assistance, utility mediation, benefit advocacy, and landlord/tenants' rights and responsibilities. In addition to these services, the Amesbury Center provides operates a food pantry and a clothing bank.

The Haverhill Office provides assistance to residents of Haverhill, Boxford, Groveland, Georgetown and Rowley. The Amesbury Center provides assistance to residents of Amesbury, Merrimac, Newburyport, Newbury, West Newbury and Salisbury.

Impact Snapshot

- **200+** Avoided Eviction
- **130+** Obtained Safe & Affordable Housing
- **200+** Received Food Assistance
- **165+** Received Clothing Assistance
HOUSING & DEVELOPMENT

Presidential Gardens Neighborhood Association

Presidential Gardens is a 200-unit, subsidized rental development that offers one, two and three-bedroom apartments. In 1990 with strong assistance from CAI, the Presidential Gardens’ tenants formed their own non-profit corporation, The Presidential Gardens Neighborhood Association (PGNA). The PGNA purchased the property from the former owners and preserved the property as an affordable rental neighborhood. The PGNA has secured $15 million over the past 30 years to renovate the neglected units into safe, modern, apartments with a new community center, laundry rooms and playgrounds.

Today Community Action, Inc. is working with the PGNA Board of Directors to construct 42 new one-bedroom and three-bedroom apartments. This project is currently in the planning stage.

Impact Snapshot

200 PGNA Families

60 Youth Council Program
First Time Homebuyer Program (FTHB)

First Time Homebuyer Education classes are offered to area residents interested in learning how to purchase their first home. The classes are offered over three nights and a total of 9 hours. The program is certified by the Massachusetts Citizens Housing and Planning Association (CHAPA) and Mass Housing. It includes training on a variety of topics related to home ownership including:

- obtaining a mortgage
- budgeting & credit
- housing search & appraisals
- condominium purchase
- legal issues & insurance
- housing law & tax advantages
- home inspection

Residents who receive FTHB Certification may be eligible for special financing programs and housing lotteries.

Impact Snapshot

102 First Time Home Buyer Program Certificates Awarded
35 First Time Home Buyers
Energy Program Overview

The energy program staff administer the LIHEAP and HEARTWAP programs and provide application access in Haverhill, Amesbury and Newburyport. CAI also participates in an Oil Co-Op program that allows clients to purchase oil at a discounted price. Eligibility for heating assistance and heating system assistance is based on household size and income.

Low-income Home Energy Assistance Program (LIHEAP)

LIHEAP, also known as Fuel Assistance, helps income-eligible households pay a portion of their heating bills or 30% of their rent if the heat is included. The program operates from November 1 to April 30.

Oil Co-Op Program

The Oil Co-Op Program provides discounted oil prices to all eligible heating assistance clients who heat their homes with oil. Participants pre-pay a minimum amount and purchase oil at a low discounted rate year-round. The pre-pay amount fluctuates with the price of oil.
Energy Programs

Heating Emergency Assistance Retrofit Task
Weatherization Assistance Program (HEARTWAP)

The HEARTWAP program provides heating system repair and replacement services to eligible low-income homeowners. The program serves as an emergency intervention service to provide assistance to low-income homeowners having problems with the operation of their primary heating system. This program operates year-round.

Weatherization Assistance Program

The Weatherization Assistance Program provides up to $7500 in added insulation, and general plugging of air leaks to homes and apartments for households eligible for LIHEAP. Weatherization services vary depending on the specific needs of the housing unit. This program operates year-round.

Impact Snapshot

8 Oil Tanks Replaced
191 Households received heating system repairs or replacements.
**One Haverhill Fund**

This fund, established by community leaders and local organizations, mobilizes resources for emergency assistance and expanded food distribution, with a focus on those who are most economically vulnerable. It was set up at the outset of the pandemic and deploys resources through nonprofit partners to prevent financial crises and displacement for the residents of Haverhill.

**Early Learning Team (ELT)**

This coalition of early learning educators and administrators in Greater Haverhill focuses on addressing identified needs in Early Education. The ELT develops community surveys to better understand the needs of families with young children, submits grants to further critical community initiatives, organizes city-wide professional development opportunities, and deploys a scholarship fund as part of a workforce initiative to minimize childcare disruptions. The ELT also hosts an annual Early Learning Preschool Fair.

**MakelT Haverhill (MIH)**

MakelT Haverhill is located in a single-story 2000 square foot community space in the Mt. Washington neighborhood of Haverhill. MIH programs focus on workforce development in Haverhill. Job seekers, regardless of socio-economic status or identity, can use the space to network, learn, and ultimately generate employment opportunities.
THANK YOU TO ALL OUR DONORS AND VOLUNTEERS

We couldn't have done it without your generous support.

www.communityactioninc.org

3 Washington Square, Haverhill, MA 01830

978.373.1971
Our Locations

**MAIN OFFICE**
Central Administration  
Community Services  
Education & Training  
Energy Programs  
Family and Community Connection  
Family Day Care  
Housing Development  
WIC
3 Washington Square  
Haverhill, MA 01830  
Main: 978-373-1971  
TTY: 978-374-5214

**GOLDMAN FAMILY CENTER**
Early Head Start  
230 Hilldale Avenue  
Haverhill, MA 01832  
Main: 978 241-4261

**AMESBURY CENTER**
Community Services  
44 Friend Street  
Amesbury, MA 01913  
Main: 978-388-2570

**DROP-IN CENTER**
Community Services  
16 Ashland Street  
Haverhill, MA 01830  
Main: 978-241-9621

**FOX CENTER**
Early Head Start  
Head Start  
75 Elm Street  
Haverhill, MA 01830  
Main: 978-372-5052

**SEACOAST CENTER**
Early Head Start  
Head Start  
447 Merrimac Street  
Newburyport, MA 01950  
Main: 978-499-8357