An At Together

ANNUAL REPORT 2018



bostonabcd.org

ANNUAL REPORT 2018

About the Cover

IN IT TOGETHER - the theme of our 2018 ABCD Annual Report - encompasses all of who we are and what we do at ABCD. Board members, staff members, volunteers, directors – everyone working together with the people we serve – more than 100,000 low-income Boston-area residents searching for a step up to a better life for themselves and their children. At ABCD and community action programs across America, lowincome residents play a key role in shaping programs and policy, serving on boards and making ongoing contributions to program development. Within ABCD programs, a team of providers and advisors, guided by that input, work together with children, families and seniors to mobilize resources and achieve optimum outcomes.

In this cover photo, two-year-old Stephen, his dad Stephen Mandell and mom Maria Lopez, are surrounded by a cohesive support system at ABCD Dorchester Head Start - teacher Laura Purvis, Foster Grandmother Bobbie Williams, and Cheryl Gomes, Interim Director, Early Head Start. All are there to provide multifaceted support to ensure the very best for this child and his family. Read more about Stephen and his family at ABCDAnnualReport.org.

Photo Credit: Don West

ABOUT ABCD:

ABCD is a community action and human services organization providing lowincome residents in the Greater Boston and Mystic Valley areas with the tools, support and resources to transition from poverty to stability and from stability to success. Each year, ABCD serves more than 100,000 individuals, elders and families through a broad range of innovative initiatives and proven programs and services. For 56 years, ABCD has been deeply rooted in neighborhood life, empowering individuals and families and supporting their quest to live with dignity and achieve their highest potential.

ABCD will continue to reach out to our supporters in the private sector, philanthropy and government as we work to empower people and neighborhoods and provide those in need with a foothold on the ladder of economic opportunity. Thank you for your support. We can't do it without you!





A Letter from the Board Chair



The theme of this year's annual report – **IN IT TOGETHER** – validates our strong connection with those we serve. ABCD is IN IT TOGETHER with the children and families who get a boost toward success in Head Start; the teenagers who learn about the world of work and take home their first pay checks in ABCD SummerWorks; the Foster Grandparents who in their later years give so much to children in our schools and child care centers; the housing advocates who don't give up until a homeless family has a roof over their heads. I could go on and on.

In my second year as Board Chair of this very significant and impressive organization, I continue to be proud and impressed by the quality, breadth and significance of its

work supporting the needs of our low-income people and communities. From Head Start to Fuel Assistance to Housing to our Alternative High Schools – there is no stopping ABCD from making a difference for people and neighborhoods.

Among our newer initiatives – Generations Advancing Together Through Education or "GATE" – creatively combines the need for child care with skills-training to meet labor market needs. Then there is the expansion of Early Head Start with a new center in Mattapan helping to meet the critical needs of our infants, toddlers and pregnant mothers. ABCD's Front Door program has now provided 27,000 membership cards throughout the community, using cutting-edge technology to ensure that every customer is connected with all services for which they are eligible. And the numbers grow daily!

I hope you enjoy this report with its photographs and stories that bring to life the important work done here and its impact on so many lives. I thank my fellow dedicated board members, the outstanding, hard-working ABCD staff, the neighborhood agencies, and the thousands of volunteers and supporters who do so much every day for ABCD and our community.

Yvonne Jones

Chair, ABCD Board of Directors

A Letter from the President/CEO



Dear ABCD family and supporters,

In this tumultuous year of 2018, ABCD joins once again with those who care about combating poverty and fighting

for social justice in America. Together we strive to give those in need a hand up to a better life.

In a time when the economy is booming and multi-million dollar luxury condos flood the marketplace, our low and moderate-income citizens are battered by the challenges of income inequality, unfair immigration policy, racial injustice, high housing costs and rampant homelessness. Parents and seniors are forced to choose between paying the rent, buying food and medicine, and heating their homes. It shouldn't be this way.

ABCD began with a vision – part of a great experiment in American history – the "unconditional war on poverty" waged by the federal governments and community action partners in the 1960s. State and local government and a host of private, academic and social programs joined in. Today at ABCD we honor and continue that vital vision through advocacy for those in need, creative program development, strong partnerships, commitment to the antipoverty mission, and hard work.

Today we strive to build on those achievements and continue – working with dedicated staff and volunteers and many valued partners – to bring people and resources together to eliminate the pain of poverty and offer all residents of this richest nation in the world the opportunity to live with dignity and achieve their full potential.

Here at ABCD – day in and day out – we open our doors and assist more than 100,000 persons annually who need a step up onto the ladder of opportunity. But the needs are great... and growing. ABCD initiatives will be expanded; our work will be implemented on a grander scale. We ask you to join with us. We need your help.

ABCD thanks our outstanding volunteers, including the dedicated members of the ABCD Board of Directors and all our neighborhood advisory groups, our many supporters, and our committed, hard-working staff members for their outstanding work and stalwart support. We are grateful for every donation received, no matter how large or small. We are all truly **IN IT TOGETHER** to make a difference for those in need. **THANK YOU!**





Michael Tubbs, Mayor, Stockton, CA, was Featured Speaker at the 2017 ABCD Community Heroes Celebration.







A Message from the Executive Vice President/COO



IN IT TOGETHER! David
Laracuente, age 18, and student
speaker at ABCD's University
High graduation, says it best:
"We are family." Hopefully this
message will become evident
as you read the annual report

reflecting ABCD's army corps of programs spanning life cycles and reaching more than 100,000 low-income persons annually. Children, youth, adults and seniors plagued by poverty find support and opportunity with the ready aid of an ABCD family of dedicated Board and staff members and volunteers – all **IN IT TOGETHER** to help those in need and build a better world.

This ABCD Annual Report tells David's story and that of many others taking control of their futures with the support of ABCD programs and people.

The breadth of programs you will learn about focus on crisis management as well as longer term stability and economic mobility. ABCD offers two-generational services that promote education, employment, housing, safety and healthy living, all in the most efficient and effective way possible. A remarkable **96.7 cents** of every dollar that comes into ABCD is devoted to the programs we manage.

This year's report also introduces you to the ABCD "Front Door," a program now using cutting-edge technology to ensure that each person who walks through the door of any of ABCD's 37 locations in the Greater Boston/Mystic Valley areas can be automatically connected with every service for which they are eligible.

A new ABCD Early Head Start program in Mattapan increases to 416 the number of infants and toddlers receiving critical services during that all-important rapid brain development period. ABCD plans to continue this growth trend in other neighborhoods in order to meet the rising demand for high quality learning for our youngest, most vulnerable children.

Finally, learn about ABCD GATE (Generations Advancing Together through Education) which provides child care while enrollees pursue skills training in several high-demand fields. One recent GATE graduate who was struggling to support his family is now earning \$40.63 per hour (\$84,510.40 annually) plus benefits as a Surgical Technician. Many others are pursuing careers as Certified Nursing Assistants, Pharmacy Technicians and Office Managers.

At ABCD, we are proud of another year of remarkable accomplishments by staff, volunteers and most of all the people and communities we serve. We believe you will be inspired by them too.

Sharon Scott-Chandler, Esq.
Executive Vice President/

Slee Aroto-Chambler

New Initiatives

Front Door

Tens of thousands of ABCD membership cards now in the community!



One-stop shopping! With **Front Door**, an ABCD cutting-edge technology initiative, customers who walk through the front door of any ABCD location can be connected with every service for which they are eligible throughout the entire ABCD network.

With an innovative, streamlined, holistic approach to service delivery via free community photo membership cards, Front Door is changing the way human service agencies do business. This integrated model increases effectiveness, cuts through red tape and ultimately helps more customers become self-sufficient.

Right now 27,000 members of the Boston-area community are using ABCD Front Door cards to facilitate service provision in Boston, Malden, Medford and Everett. The Front Door system automatically matches clients to ABCD programs based on the client's information from ABCD's state-of-the-art Datawarehouse and our ABCD Program & Eligibility Database.



Seniors display their Front Door cards outside the ABCD Parker Hill-Fenway Neighborhood Service Center in Mission Hill.

How does it work? ABCD staff members and volunteers run a search for the customer and the members of their family and all of the programs for which they are eligible will pop up. Once the customer decides which programs to apply to, the Front Door system lets staff send an electronic internal referral. The entire process takes just a few minutes and then the customer and their family members are connected to more services! In this way – with these automatic wrap-around services – Front Door breaks down silos and enables ABCD to better serve the community.

Front Door customers are truly "IN IT TOGETHER" with ABCD's committed staff and network of supporters and partners on their journey up the ladder of economic opportunity.

Lauren Brody Front Door Program Manager

Snapshots



"GATE" CELEBRATES FIRST YEAR'S SUCCESS

In January, ABCD's Generations Advancing Together Through Education celebrated its first anniversary, applauding the graduates and enrollees of its training programs with partner agencies: Banking & Finance, Certified Nursing Assistant, Pharmacy Technician, and Office Skills Administration. Funded with a four-year federal grant, GATE is a two-generational initiative serving low-income parents who need child care to complete training programs and build careers.



Spurred by research showing that nurturing the brain development of infants and toddlers and meeting the health needs of pregnant woman has a significant positive impact on child development, ABCD is expanding its Early Head Start programs across the city. In January 2018, Mattapan Early Head Start opened, with its beautiful facility now serving more than 15 infants and toddlers as well as 90-plus preschoolers in traditional Head Start classrooms.



ABCD "CHARITY OF CHOICE" FOR BOSTON PIZZA FESTIVAL

City Hall Plaza was transformed into a pizza lover's paradise during the July 4 weekend! As the festival's "Charity of Choice," ABCD was front and center, firing up support for its youth programs. ABCD reps sampled the fare and spread word among pizza fans about the organization's important programs for young people who need a hand up to get their footing in school, work and life. Thank you Boston Pizza Festival!



MALDEN MAYOR COOKS FOR HEAD START

Mayor Gary Christenson of Malden donned a chef's apron and helped Head Start nutritionist Alex Manos prepare a health salsa snack at ABCD'S Malden-Everett Head Start Center. "I heard for years what a tremendous organization ABCD is and now we are so fortunate to have them here in our city," he said. Yvette Rodriguez, VP, ABCD Head Start & Children's Services, and Mei-Hua Fu, Program Director, ABCD Malden-Everett Head Start, welcomed the Mayor and a host of Head Start family members and community supporters to the event.





Mary V.L. Wright, Director, Employer Alliances, Jobs for the Future moderates "Fragmented Work: Creating Opportunity & Security in the Gig Economy"

SOLUTIONS SERIES:

The Solutions Series is the research and policy arm of ABCD that brings together like-minded organizations to provide dedicated space for discussion and exploration of solutions to entrenched dilemmas of economic opportunity. The 2017-2018 season focused on issues of income inequality, the ever-changing structure of work, and public wellness. **Topics included:**

- OBSTACLES ON THE ROAD TO OPPORTUNITY: FINDING A WAY FORWARD
- FRAGMENTED WORK: CREATING OPPORTUNITY AND SECURITY IN THE GIG ECONOMY
- DISAPPEARING WORK: COPING WITH THE 2ND MACHINE REVOLUTION
- IT'S NOT EASY GOING GREEN: DILEMMAS OF MARIJUANA PROFIT & PREVENTION
- HEALTH WANTED: IS COERCION GOOD PUBLIC POLICY?

IN IT TOGETHER

THANK YOU to the many residents, human service providers, business and nonprofit leaders, and students and staff who attended this year. We also offer our gratitude to a dynamic cross-section of public and private stakeholders and local leaders who lent generously of their time to help us ask tough questions and move towards answers that lead to action.

The Solutions Series is coordinated by the ABCD Planning & Grants Department with support from several ABCD departments and in collaboration with like-minded partner organizations and institutions.

Early Care & Education

Positive educational, social and health interventions for children in infancy and pre-school years - and for pregnant mothers - will help children succeed in school and life. Parents often need help to support their children through this period as well as assistance in gaining needed skills and credentials to succeed in the workforce.



ABCD Head Start & Children's Services focuses on school readiness, social and learning skills, and physical wellness from the time your child is an infant – when brains develop the fastest - until they are approaching enrollment in kindergarten. We believe that children, especially infants, are the most vulnerable citizens in our society, and along with their parents, it is our job to prepare them to be future leaders.

ABCD's Head Start & Early Head Start programs serve more than 3,000 young children and their families annually, providing high quality early education that prepares them for success in school and life. Head Start is considered the "gold standard" of early education programs, providing comprehensive services – education, health, nutrition, family services – and intensive parent engagement. Parents are leaders in program decision-making, help shape Head Start policy, guide programs, volunteer in the classroom and advocate for the needs of their children and their families.

ABCD's teams of teachers, counselors, nutritionists, health care workers and others are "IN IT TOGETHER" with families in need, providing a solid base to help children, siblings and parents succeed in school and life.

Yvette Rodriguez ABCD Vice President Head Start & Children's Services





SENATOR WARREN VISITS ROXBURY HEAD START

Senator Elizabeth Warren visited ABCD's Roxbury campus on January 29, seeing the life-changing Head Start program in action and sitting down with ABCD leadership and staff members to hear how important federal resources are to the critical wrap-around services ABCD provides. Before leaving she joined the youngsters in their "circle-time" song.

Head Start yields a 13% return on investment, per year, per child.

For every \$1 invested, there is a \$6.30 return.







CHILD CARE CHOICES OF BOSTON

Child Care Choices of Boston is the Child Care Resource & Referral agency for Boston, Brookline, Cambridge, Chelsea, Everett, Revere, Somerville and Winthrop. CCCB plays a key role in making child care work for everyone by providing support, resources, technical assistance, training and child care expertise to a very diverse community of more than 8,500 families and 1,400 child care providers in the service area. CCCB distributed more than \$50 million in state-funded vouchers to more than 13,000 children.

"IN IT TOGETHER" truly describes the strong relationship between CCCB leadership and staff and the regional network of child care centers and early care colleagues, public and private agencies and more – all working together to make sure children have the quality care and parents the support they need.

Kelly Gracefa
Director
Child Care Choices of Boston

Valking Fee

6.Listening ears

CCCB'S IMPACT:









PHOTO BY DON WEST

Adrienne Brown with children Solomon, age 4; Emmanuel, age 2, and Benjamin, age 1 at ABCD Early Head Start in Mattapan.

ABCD MATTAPAN EARLY HEAD START ADRIENNE BROWN

Twenty-five-year-old Mattapan native Adrienne Brown knows ABCD. As a teenager she participated in ABCD SummerWorks for four summers. A younger sister is currently a SummerWorks teen. Adrienne is an active neighborhood volunteer, encouraged by Mattapan EHS director Dawne Brown, who recognized her potential to be a positive force in the community. In 2018 she was honored at the ABCD Volunteer Appreciation Luncheon.



Dawne Brown, Director, ABCD Mattapan Head Start & Bradshaw Children's Early Learning Center, and teacher Eryekr Gunter discuss the infant-toddler schedule with Adrienne.

Now – with three boys under age four – the ABCD Early Head Start and Head Start

programs mean the world to Adrienne and her husband Zubah S. Akoi Jr.

Adrienne, a nutrition staffer at Boston Public Schools working toward a bachelor's degree in Health Care Management from Southern New Hampshire University, and Zubah, an honors graduate of Ben Franklin Institute who works as a technician at Comcast and a manager at Bloomingdale's, were thrilled when ABCD's Mattapan Head Start program expanded to include two Early Head Start classrooms for infants and toddlers. Now their three beautiful boys are all under one caring roof. Benjamin, age 1, and Emmanuel, age 2, are in Early Head Start and Solomon, age 4, is in a Head Start classroom down the hall.

"Their social-emotional development is flourishing while they build a foundation for success in school and life," said Adrienne.

"These children are America's future," said ABCD President/CEO John J. Drew at the Grand Opening Celebration for Mattapan Early Head Start. "They deserve the very best in early education and care." Drew says ABCD will work to expand Early Head Start throughout Boston-area low-income neighborhoods. "Reaching children as infants and toddlers during their critical brain development period is vital," he said.



Youth Programs

ABCD's leadership, educators and staff work with schools, businesses and community partners to provide multiple youth programs that open doors for disadvantaged young people, offering them opportunities to earn, learn and achieve success.

The employment rate for people with a high school diploma is 17.4% higher than for those who do not have one.



UNIVERSITY HIGH SCHOOL

ABCD University High School (UHS) provides services to approximately 100 students annually through a unique partnership between ABCD and Boston Public Schools-Boston Collaborative High School. Eligible students are 16-22 years old who have fallen behind at least one grade level or left high school without completing their diploma requirements. UHS embraces competency-based learning and students graduate with an educational plan, knowledge, skills, and the support to achieve their goals, as lifelong learners, in education, careers and civic participation.



OSTIGUY HIGH SCHOOL

"Ostiguy" is a "recovery high school" — an alternative high school diploma program serving 75 young people in recovery from substance abuse. This partnership with the Boston Public Schools and the Gavin Foundation is a national model accredited by the National Association of Recovery Schools.



CAREER EXPLORATIONS

This program offers older and out-of-school youth opportunities to explore careers through training and work experience opportunities in fields that include Culinary Arts, Early Childhood Education and Health. Youth are exposed to a particular industry through skills education and internships, as well as industry-specific training and certification.

At University High School, the mantra of our students and faculty, working with many community, business and academic partners, is "Together we RISE!" – in synch with ABCD's 2018 theme of "IN IT TOGETHER" – and standing for RESILIENCE – INTEGRITY – SCHOLARSHIP – EMPOWERMENT.

Sherann Jackson Headmaster/Director University High School











SUMMERWORKS

ABCD's SummerWorks youth employment program put over 600 Boston youth to work this summer through the generous support of State Street Foundation, Bank of America Foundation, Polinger Family Foundation, RBC Wealth Management, and the East Boston Foundation. The youth held positions at more than 130 non-profit worksites including hospitals, libraries, childcare centers, summer camps, and government agencies. Job readiness, mentoring, financial literacy, and career preparation are all part of the summer experience.

FUTURE PROTECTORS INITIATIVE

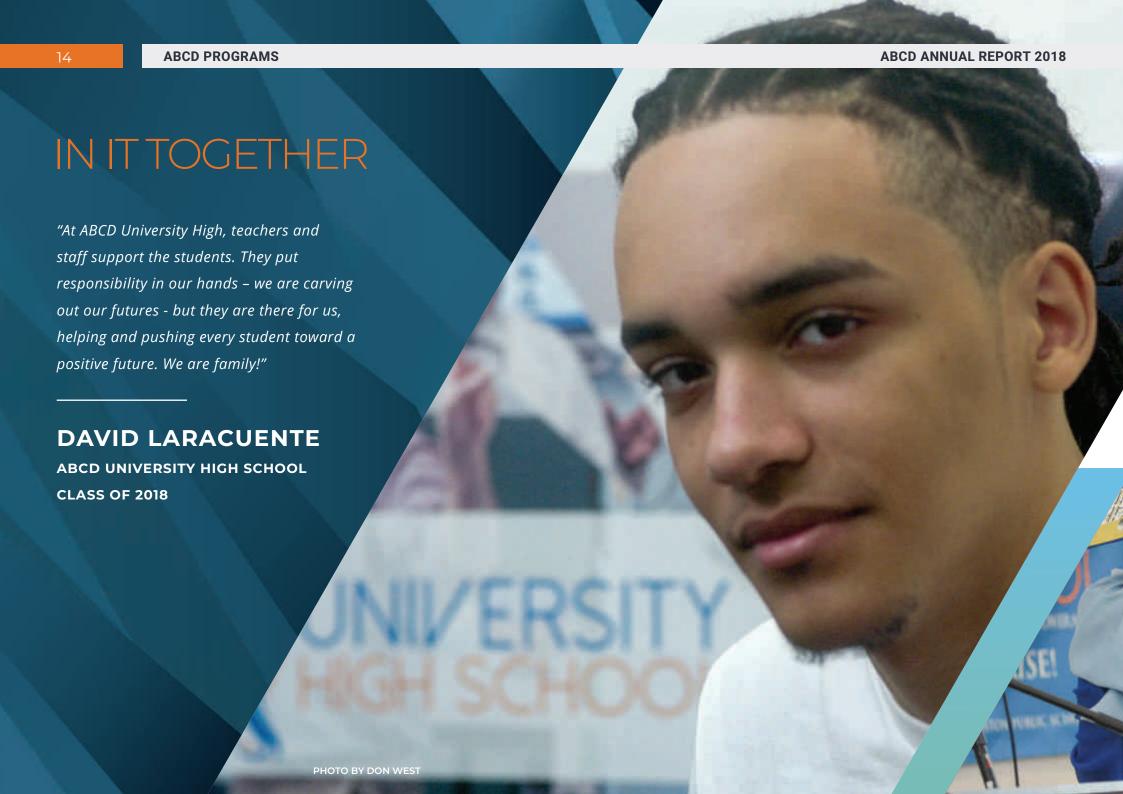
In 2017, ABCD launched a two-year project to guide court-involved and at-risk youth into justice and emergency responder career paths funded by the Department of Labor and People's United Community Foundation of Eastern Massachusetts. Participants are drawn from high-crime, high-poverty areas and earn credits via dual high school-college enrolment, taking a Criminal Justice or Introduction to Fire Safety course at Urban College of Boston. They take courses leading to First Aid, CPR, and OSHA certifications, access internship opportunities, hold SummerWorks jobs with the Police Academy or Fire Youth Cadet Academy, partner with mentors in chosen fields, and have access to other ABCD programs and services.

YOUTH ENGAGED IN ACTION - "YEA!"

This summer "YEA!" offered a meaningful summer experience to 122 income-eligible teens in Boston, Malden, Medford, and Everett. The 13-year-olds from inner-city neighborhoods - too old for camp and too young to work learned job-readiness skills, how to manage their finances, basic nutritional guidelines, maintaining a safe and responsible presence on line, and hot to be an active voice in their communities. Field trips included Boston City Hall, the Massachusetts State House, and a variety of other fun locales! A grant and volunteers from Capital One lent their support to Boston sites, while a new grant from the Adelaide Breed Bayrd Foundation helped to increase the number of Malden youth served.

WORKSMART

ABCD's WorkSMART program surrounds innercity teens with the support systems to stay in school and graduate while providing work experience that motivates them to pursue higher education and careers. WorkSMART offers yearround, supervised, paid work experience with comprehensive case management and tutoring support to BPS students from low-income homes. Youth must stay in school to qualify. WorkSMART teens work 15 hours a week for 10 weeks in supervised internships subsidized by ABCD at community organizations, early care centers, health clinics, colleges and hospitals.





David Laracuente, age 18, graduated from ABCD UHS this year and he's heading for college. He was the graduation speaker and his mom walked down the aisle beside him. Both were grinning all the way! (UHS Headmaster/Director Sherann Jackson-Alkins initiated that practice – a person whose support makes a difference accompanies the graduate on this significant journey, this moment of celebrating the past and welcoming the future.)





David grew up in Dorchester, Mattapan and the Old Colony housing development in South Boston. "I was exposed to so much that was negative," he said. "Gangs, hot spots, people who told me that in five years I would be dead or in prison. I wanted something different."

UHS inspired his success. "At school, I saw that it takes dedication, hard work and motivation to build a better life and that resonated with me."

David is guided by the spirit of a lost comrade – his best friend from childhood who died at age 17 from bone cancer. "He was like my brother," said David. "We did everything together. He graduated from high school but didn't get to college – so I'm going to do that for him." David is now enrolled at the New England College of New Hampshire.

As the 2018 grads move on, words from Headmaster Sherann's commencement address sustain them: "I love who you were – I love who you are – and I love who you will become."

Truly this is a school where students, teachers and staff are **IN IT TOGETHER!**

Career Development

ABCD's leadership, educators and staff work with schools, businesses and community partners to provide multiple youth programs that open doors for disadvantaged young people, offering them opportunities to earn, learn and achieve success.

GATE: GENERATIONS ADVANCING TOGETHER THROUGH EDUCATION

In first year, participants go from poverty to salaries of \$26,000 to \$84,000 annually

Funded with a four-year Department of Labor grant and with seasoned workforce partners, the **ABCD GATE** program provides a two-generation approach to workforce development, serving low-income parents who need child care to enter training programs and build careers. GATE offers access to child care vouchers and funds three training programs with partner agencies: Banking and Finance and New Roots training for immigrants with degrees/ professional experience in their native land with Asian American Civic Association; Certified Nursing Assistant and Pharmacy Technician with Jewish Vocational Services; and Information Technology with ONLC.

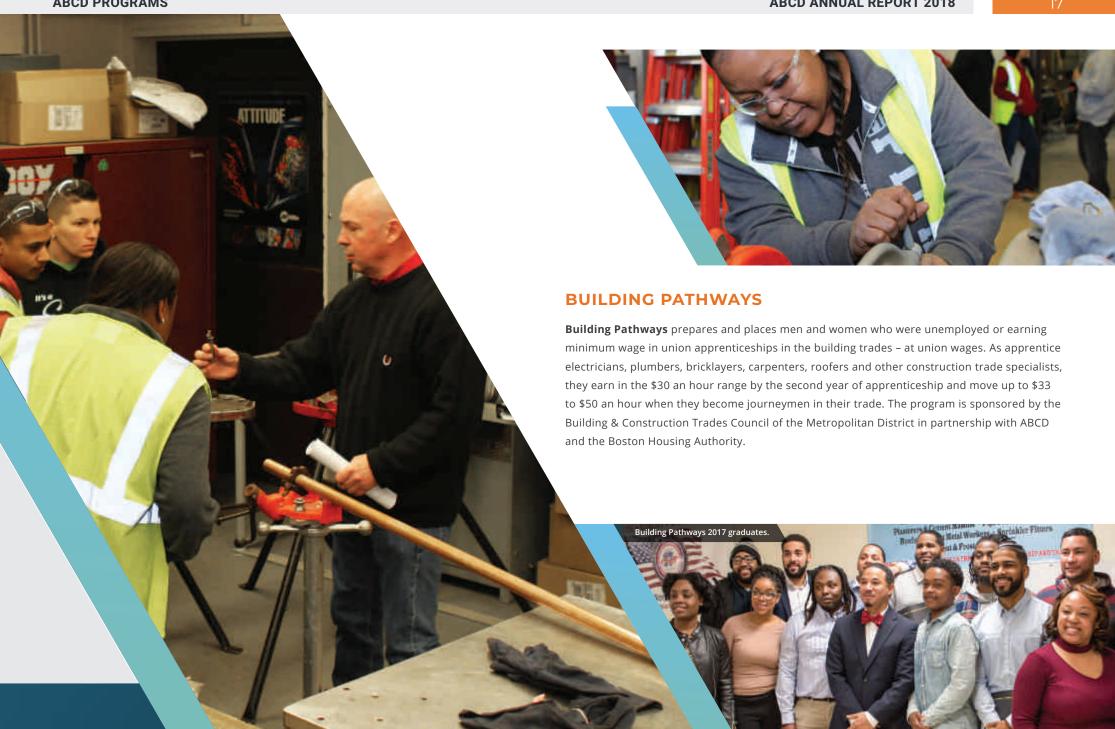
Since starting to serve clients in January of 2017, 69 GATE participants have successfully completed their training program. Of those, 58 are now employed in their field of study. The salary range for GATE graduates is \$26,000 to \$84,000. See the story here of one graduate who went from reluctant reliance on public assistance to earning a salary of \$84,000 annually through participation in the GATE New Roots program.



GATE Graduate - Once in Poverty - Now Earns \$84,000 Annually

AACA "New Roots," GATE partner agency, provides multipronged support system

Razvan, a neurosurgeon for 15 years in the Mid-East, arrived in America just one week before the U.S. travel ban barred citizens of his country from traveling here. He and his wife, an architect, could not re-enter their professional fields, and with three young children, their meager savings soon vanished. He was referred to GATE by the Department of Transitional Assistance and it was clear at once that the GATE New Roots program with partner Asian American Civic Association was a great fit. At New Roots he learned English, interview skills, business writing and communications skills, and developed a resume and cover letter. With an Employment Specialist helping him explore avenues to re-credentialing, he passed a surgical technician course and began working as a First Surgical Assistant. Razvan will soon celebrate the first anniversary of employment in this position, with a current salary of \$84,510.40 a year!



IN IT TOGETHER

"ABCD "GATE" means so much to me. It has prepared me for a good job so I can take care of my family and dream of an even brighter future. I see this as the first step in my education and career."

WILGENS PIERRE

GRADUATE OF ABCD "GATE" PROGRAM CERTIFIED NURSING ASSISTANT



ABCD GATE WILGENS PIERRE



Wilgens Pierre, age 37, has worked for several months now as a Certified Nursing Assistant, training he received through ABCD's Generations Advancing Together Through Education (GATE) program in collaboration with GATE partner Jewish Vocational Services. He works every day at home care assignments, helping people who are ill, aged or disabled, people who need assistance with their daily care.

Wilgens came to the United States from Haiti two years ago – he and his wife have two beautiful children – Sarah, age 4, and Abraham, 10 months. In Haiti he trained and worked as a medical technologist. In America he quickly enrolled in a YMCA course to learn English. With two young children, he found the answer to building his career in GATE – ABCD's unique program, funded with a four-year U.S. Department of Labor grant. GATE provides a two-generation approach to workforce development, providing both child care and skills-training in upwardly mobile careers.

Tiffany Ramos, GATE Director, collaborated with ABCD Head Start to secure full day care for the Pierre children at the ABCD Dorchester center which provides Early Head Start and Head Start programs where administrators and teachers ensure that the children receive every advantage of premiere early education and care. "We were so glad to be the answer to Tiffany's search for care for Wilgens' children," said Cheryl Gomes, Interim Director, Early Head Start and Infant & Toddler Coordinator. "It's what everyone at ABCD does…we tap into whatever resources can help our families."

The ABCD team is **IN IT TOGETHER** to ensure success for Wilgens Pierre and his family. Said Wilgens: "Because of ABCD and GATE and Head Start I am able to take care of my family and save money to go to college and achieve my life goal – to become a licensed Registered Nurse."





Housing Services & Assistance for the Homeless

ABCD's housing programs are a lifeline for homeless families and those at risk of losing their homes. "IN IT TOGETHER" with government, private sector and community resources, ABCD housing specialists work tirelessly to provide secure, affordable housing for those in need.

Keeping a family in their home saves taxpayers \$44,000 per year in shelter costs.



HOUSING SERVICES & ASSISTANCE TO THE HOMELESS

Housing Services & Assistance to the Homeless
ABCD helps homeless families and individuals and those
at risk of homelessness in the Boston, Malden and
Everett areas to obtain or maintain safe and affordable
housing or shelter. ABCD staff members provide
comprehensive services to families and individuals, always
respecting the dignity of those served. Programs include
Prevention; Stabilization; Emergency Housing including
a "Scattered Site" shelter housing 35 homeless families;
supportive services to more than 50 families with 120
children living in motels; and assistance with resources
and referrals to more than 350 families annually.

In Malden, a Mobile Housing Outreach Team provides services to homeless individuals living on the streets to get them into shelters and substance abuse treatment programs, develop a housing plan and meet other needs to achieve placement in permanent/supported affordable housing. ABCD has been funded through a one-year grant to develop a rapid rehousing program for families and individuals. ABCD is seeking funding to continue this successful and life-saving program.



ELDER AFFORDABLE HOUSING

Over the years, with funding from the federal Department of Housing & Urban Development's HUD 202 program, ABCD has developed four elder housing complexes in the low-income Boston neighborhoods of Roxbury, Dorchester, Mattapan and the North End, providing 206 units of elder affordable housing for seniors in need.

Installing a new furnace in Dorchester.

Energy Programs

ABCD's energy programs – collaborating with local, state and federal government as well as corporate partners – keep vulnerable households safe in the life-threatening cold of New England winters and make a dramatic contribution to reducing energy costs for low-income families in communities statewide.

ENERGY CONSERVATION PROGRAMS

ABCD: a leader in state-wide initiatives that save millions for low-income households.

ABCD provides direct energy conservation services for low-income families in the form of heating system replacements, weatherization, air sealing, lighting and appliance replacement; funded through a combination of federal, state and utility sources. These efforts result in millions of dollars of annual savings for Boston's vulnerable households.

As one of the co-founders of LEAN (Low Income Energy Affordability Network) and the lead vendor for Eversource and Columbia Gas, ABCD has a leadership role in the design and implementation of statewide programs serving low-income families in single and multi-family buildings under the state Mass. Green Communities Act. These efforts, coordinated through statewide community action partners, provide conservation services to approximately 45,000 low-income households annually with approximately \$85 million in annual funding. This work supports many jobs throughout the state, using local weatherization, heating and lighting vendors large and small to implement these important initiatives.

For the second time in four years, the American Council for an Energy Efficiency Economy (ACEEE) recognized the Massachusetts LEAN network with the exemplary program award.

ABCD is actively planning for the next three-year funding cycle with new measure coordination including air-source heat pump retrofits, integrated energy controls, updated air sealing techniques and other innovative measure developments which will result in additional savings for our low-income families.

"When it comes to very cold – or very hot and humid weather – we are "IN IT TOGETHER" with those who refer applicants to us and help us provide heating and cooling services: schools, hospitals, social workers, churches, neighborhood advocates, oil vendors, utility companies, United Way, The Good Neighbor Energy Fund, The Boston Foundation, and hundreds of community-based, non-profit agencies – all helping people in need in Boston, Malden and surrounding cities and towns."

Kathy Tobin Energy Director ABCD Fuel Assistance

FUEL ASSISTANCE

As the official Low-income Home Energy Assistance Program provider for Boston, Brookline, Newton, Malden, Everett, Medford, Melrose, Woburn, Winchester and Stoneham, ABCD received more than 24,000 applications for critically needed fuel in the bitter 2017-18 winter. The federal fuel assistance allocation provided a maximum benefit of \$1,400, paid to the fuel vendor.

Most ABCD fuel aid customers used up their benefits before Christmas and then faced a bitterly cold winter, marked by historically low temperatures in December and January that froze water pipes at unheard of rates, forcing families into the streets and shelters. March was peppered with blizzards and northeasters, causing massive power outages. It was the winter that refused to back down.



Financial Wellness

ABCD's Financial Wellness programs provide low-income residents with the knowledge and resources they need to navigate their current financial situation and design a plan to increase their future earnings. ABCD Financial Wellness staff are "IN IT TOGETHER" with partners and volunteers to provide Volunteer Income Tax Assistance, ensuring that thousands of eligible workers in low-income communities receive the tax credits they earn and deserve: Earned Income Tax Credit, Child Tax Credit, Senior Circuit Breaker and Premium Tax Credit.









This year the ABCD-VITA program brought \$10 million into low and moderate-income households and the local economy.

Elder Services

ABCD empowers older, low-income and disadvantaged adults to stay vibrant, secure and engaged.

FOSTER GRANDPARENTS

While enhancing the quality of their own lives, ABCD's 170 Foster Grandparent volunteers share their skills, values and love with children who are at risk, disadvantaged and/or have special needs in Boston, Quincy, Cambridge, Somerville, Malden, Medford, Everett, Melrose and Stoneham. These Foster Grandparents volunteer at 53 partner sites including Head Start, child care centers and public and private schools. Foster Grandparent volunteers help young children prepare for school, work with them on literacy and mathematical skills, and mentor young people from diverse cultures. In 2017, ABCD Foster Grandparent volunteers provided 181,947 hours of volunteer services to children and families.

NEIGHBORHOOD-BASED SENIOR SERVICES

ABCD's neighborhood centers provide programs for seniors in their communities, including hot lunches, food pantry "brown bags," bus trips, holiday parties, exercise programs and more.





ABCD Foster Grandmother Cathy MacLeod, age 77, with children at Community Action Agency of Somerville Head Start.



We work to ensure that our seniors in ABCD programs are "IN IT TOGETHER" with the people and resources they need to enjoy optimum quality of life in their later years.

Anne Corbin Director ABCD Elder Services

Health Services

ABCD provides community-driven, community-based health promotion and disease prevention initiatives that aim to overcome documented health disparities in low-income neighborhoods and enable all community residents to achieve optimum health and wellness, regardless of income levels.

FAMILY PLANNING SERVICES

ABCD Family Planning provides reproductive health services including comprehensive clinical and counseling services at 52 primary care sites, reaching more than 29,000 men, women and teens in Boston, Cambridge, Somerville, Quincy, Waltham, Everett, Malden, Revere and Chelsea. The program ensures client-centered, voluntary and affordable care that helps low-income residents maintain health and prevent illness, with huge tax-payer savings.

The Family Planning Training Institute provides professional-level training on family planning, reproductive health and sexuality education for health care providers, counselors, educators and other community health workers.

COMMUNITY-BASED PREVENTION PROGRAMS

These programs reach youth and adults in their community who may not use – or trust – conventional sources of care and information and to promote community-building. They include: Young Women's Health Leadership Academy; Sister2Sister; Adolescent Sexuality Education/Let Girls Learn; Community Health and Wellness; Social Media Campaigns; and HIV/STI Testing Initiatives.

ABCD Health Services collaborates with more organizations than I can count! We are **IN IT TOGETHER** with a huge base of community, government and private sector partners working together to enable low-income residents to maintain health, reduce illness and eliminate the health disparities that plague people and neighborhoods.

Joan Whitaker Director ABCD Health Services







Volunteers



More than 2,000 dedicated volunteers meet critical needs at ABCD.

Volunteering is a way of life at ABCD. Fiftyone committed volunteers serve on the ABCD Board of Directors and over 100 serve on 14 neighborhood boards. More than 2,000 volunteers meet critical needs in Head Start, Elder Services, Youth Programs, ESOL,

immigration services, tax assistance and food pantries every year.

From college interns to corporate employees to enthusiastic retirees, volunteers are vital to the success of ABCD programs. One example of the impact interns have on the ABCD community are the cohorts of bachelor's and master's level social work students that come to ABCD sites every academic year. The students, hailing from colleges and universities in the Greater Boston area, provide direct client services and assist with program operations at ABCD's neighborhood sites and Head Start programs.

Volunteers also provide needed support for all-important fundraisers such as Field of Dreams at Fenway Park and Hoop Dreams at TD Garden.

ABCD is so grateful for all of our volunteers — we couldn't do it without you! To volunteer or intern, please call please call Volunteer Coordinator Madeline Eleazar at 617.348.6591 or email volunteer@bostonabcd.org.

In Boston's neighborhoods – at every ABCD site – volunteers make a difference – helping in our food pantries, providing vital tax assistance, working with ESOL and immigration programs, supporting ABCD's Adopt-a-Family and Holiday Toy Drive initiatives. It is our volunteers, working with dedicated staff members, who make sure every child in our low-income neighborhoods has a smile on their face on holiday mornings. We couldn't do it without them.

Michael A. Vance ABCD VP Field Operations

VOLUNTEER COMMUNITY PARTNERSHIPS

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Simmons College
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Wellesley College
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Wheelock College



Neighborhood Network

A network of 14 neighborhood opportunity centers, managed through the Community Coordination Department, provides access to ABCD services for struggling families in every community. Linking into this primary network are the hundreds of additional ABCD program sites in every Boston neighborhood where ABCD programs and services are provided: Head Start, Senior Programs, Health Services, Fuel Assistance, SummerWorks, and more.

Specific Neighborhood Network/Community Coordination programs include: Adopt-A-Family/ABCD Toy Drive; Earned Income Tax Credit (EITC); Youth Engaged in Action (YEA!) program for 13 year olds; Immigration Services; Food Insecurity; and Civic Engagement.





With Senator Elizabeth Warren at Roxbury/North Dorchester NOC are: Bianny Suncar, Ivana Serret, Nephthalie Dehoux, Glenda Estrada-Monroy and Sharon Scott-Chandler.





EXPANDING FOOD SECURITY WITH INCREASED FUNDING

Since 2014, the **ABCD Mobile Food Pantry** has fought against hunger and poor nutrition by bringing healthy foods directly to our clients who live in food deserts or have limited mobility. Originally designed to serve homeless families being sheltered in Brighton motels, the Mobile Food Pantry has expanded to serve Allston, Mattapan, and East Boston – three neighborhoods where food pantries are scarce. This expansion has only been possible due to the support of lead funder *Liberty Mutual Foundation*, and the ongoing support of the *Boston College Community Fund* and *Project Bread*.



ABCD Opportunity Centers



WE ARE HERE TO HELP

In the ABCD Neighborhood Network we are "IN IT TOGETHER" with hundreds of community, public and private sector organizations and people to enable neighborhood residents of every age, every background to live with dignity and build a better life for themselves and their families.

Michael Vance Vice President ABCD Field Operations





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IN IT TOGETHER

"This course has helped me to get connected to my community. The ABCD instructor showed us how to access resources through the Internet – whatever we were interested in – whatever might help us in our lives."

RICHARD McCOO

EAST BOSTON APAC CUSTOMER

Shirley Fajardo, Yasmin Rodriguez, Richard McCoo and John White, legendary former East Boston APAC Director.



ABCD ANNUAL REPORT 2018



ABCD EAST BOSTON APAC RICHARD McCOO

ABCD's East Boston APAC has always been there for neighborhood residents – providing services and opportunities that give low-income families and individuals the tools they need to improve their quality of life and move up the ladder of economic opportunity: youth programs, job-training, fuel assistance, early education and more.



In recent years – as the Internet emerged as a key resource – East Boston APAC launched "*Tech Goes Home*," providing 15 hours of free computer training with a web-based curriculum on accessing resources through the Internet, purchase of a new computer for \$50, and help accessing discounted high-speed Internet service.

What did this course mean for Richard McCoo, 69-year-old East Boston resident? "I was interested in learning more about computers and I noticed a poster in my building," said Richard. "I saw it as a chance to get connected with technology as well as people. As a senior, it's easy to get socially isolated and the course brought people together. We learned about dialing 311 for city services, got an introduction to WebMD and Google Maps, became aware of a host of services and opportunities."

He described how Yasmin Rodriguez, Tech Goes Home instructor, brought the course to life. "Once she had us pretend we were lost in Dorchester and needed to get to Fenway Park for a game," he said. "We had to use Google Maps to get there by car or public transportation or biking or walking. It opened my eyes to what a computer program can do."

Says Shirley Fajardo, Operations Manager, East Boston APAC, "*Tech Goes Home* is one more way that East Boston APAC is **IN IT TOGETHER** with our neighborhood and its people."

Special Events

ABCD HONORS VOLUNTEERS, SUPPORTERS; STOCKTON MAYOR MICHAEL TUBBS, DARLENE LOVE AND THE SPINNERS REGALE SOLD-OUT CHC!



ABCD applauds 19 community volunteers and honors neighborhood activists and corporate supporters at a festive Community Heroes Celebration on November 9, 2017.

Inspired by the eloquence of keynote speaker Michael Tubbs, Mayor, Stockton, CA, more than 1,000 guests celebrated Boston-area community heroes at the Boston Marriott Copley Place on November 9.

WCVB-TV/Chronicle anchor and CHC emcee Shayna Seymour kept the program rolling until the last award was accepted, the last accolade applauded! The audience cheered as Senator Edward Markey and State Representative Byron Rushing were inducted into the 2017 ABCD Hall of Fame and J. Keith Motley, PhD., received the ABCD Lifetime Achievement Award. Community residents and corporate friends joined together to honor 19 local neighborhood residents as ABCD Community Heroes! And then – legendary singer Darlene Love and The Spinners – loved by all – brought young and old onto the dance floor!

Longtime ABCD supporter Emmett Lyne, Partner, Rich May, PC, served as the 2017 CHC Events Chair and led a great committee featuring John E. Butterworth, Executive VP & Partner at CBRE/ New England, Joe Dalton, Gov. Affairs Director of ENGIE North America, John T. Grady, Jr., Senior Advisor of Moelis & Company; Jodi K. Hanover, Stockholder/Partner at Rich May, Mary-Jane Kubler, Founder & Partner, KublerWirka, Inc.; Alain Mathieu, Attorney at Mintz Levin; Kevin J. McCarthy MSW, LCSW; Penni McLean-Conner, Senior VP & CCO, Eversource Energy and David Sweetser, Founder and President, High Rock Development.

Fundraising Initiatives

FIELD OF DREAMS CELEBRATES 21 YEARS OF SERVING YOUTH!

ABCD's 21st annual softball benefit at Fenway Park hit another home run for inner-city youth and the ABCD SummerWorks program! ABCD thanks the Boston Red Sox for their ongoing commitment to this important cause as well as the enthusiastic corporate teams and sponsors who support the event. Over the years, more than FIVE MILLION DOLLARS has been raised at Field of Dreams, giving thousands of youngsters the opportunity to earn and learn in ABCD SummerWorks.





ABCD extends its deepest appreciation to the Boston Red Sox ownership - John Henry, Tom Werner, and President/CEO Sam Kennedy - for teaming up with ABCD once again to help strike out poverty in Boston. We also thank several members of the Red Sox community: Donna Latson-Gittens, MORE Advertising, Pam Kenn, Senior Vice President, Community

and Player Relations, and Sheri Rosenberg. Field of Dreams was made possible this year through the dedication of FOD Committee Chairmen Lew Eisenberg of Cosgrove, Eisenberg & Kiley, and famed clothing retailer Joseph Abboud.

HOOP DREAMS AIDS BOSTON YOUTH!





On September 4, ABCD Hoop Dreams at TD Garden was hosted once again by enthusiastic and longtime supporters: LA Clippers coach Doc Rivers, Celtics Coach Brad Stevens and acclaimed sports columnist Bob Ryan. ABCD is grateful for their ongoing support and also thanks Amy Latimer, TD Garden President and Garden Neighborhood Charities for making this event possible each year!

Corporate employees came together to compete on the Celtics home court in a basketball tournament that supports ABCD Youth Services programs. Over \$100,000 was raised. ABCD thanks the team sponsors and supporting

companies: Aetna, Delta Dental, Eaton Vance, Loomis Sayles, Live Nation, MassMutual, NEPC, Paradigm Partners, Proskauer, The Varano Group and Vertex.

extra mile for you. We're "IN IT TOGETHER" with a host of partners

Bob Elias

ABCD Government & Industrial Relations

For the sources and uses of funds for the year that ended August 31, 2017

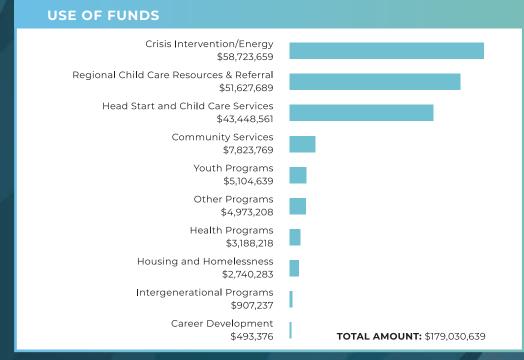
Resources that Support ABCD's Mission

SOURCES OF FUNDS

ABCD funding comes from a variety of sources including:

- Grants and allocations from the Federal government some awarded directly to ABCD and others flowing through the State and City to ABCD programs;
- Funding from the Commonwealth of Massachusetts, City of Boston and utility companies;
- Private foundation grants;
- Individual donations.

Total Amount: \$179,030,639







ABCD WINTER FUND

Winter can be a time of crisis for many low-income families. The escalating cost of living along with the bitter cold weather of New England weighs heavily on households struggling to meet basic needs of food, shelter, heat, and warm clothing. Thanks to generous donations from individual donors, and institutions like *RBC Wealth Management* and *The Boston Foundation Open Door Initiative*, over \$140,000 was raised for the campaign to assist thousands of Greater Boston and Mystic Valley area families in need.

STATE STREET FOUNDATION AND SUMMERWORKS

With more than 25 years of partnership, the *State Street Foundation* was critical to the success of SummerWorks again this year. Providing the largest contribution of private dollars to ABCD, the *State Street Foundation* underwrote youth wages for over 100 SummerWorks youth participants. **Jay Hooley**, *Chairman and CEO*, *State Street Corporation*, was honored at the ABCD Community Heroes Celebration.

A SLAM DUNK FOR ABCD

ABCD thanks the dedicated and talented team that once again brought **HOOP DREAMS** to TD Garden on September 4 when corporate teams battled it out on in a basketball tournament to support ABCD Youth Services. (I-r) **Danielle Trotta**, *NBC Sports Boston*; **Bob Ryan**; **Sharon Scott-Chandler**; **John J. Drew**; **Brad Stevens**; **Doc Rivers**; and **Amy Latimer**, *President*, *TD Garden*.

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"Let nothing dim the light that shines from within."

Maya Angelou

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