



COMMUNITY ACTION PIONEER VALLEY

Access Opportunity Community



ANNUAL REPORT FY 2023

Director's Letter

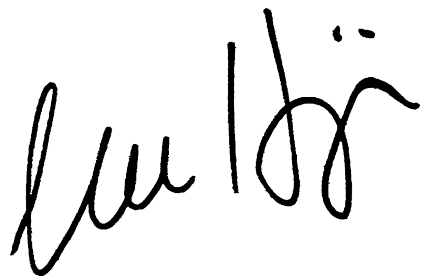
We are so pleased to present our 2023 Annual Report. You will see that CAPV staff and participants are adjusting to our post pandemic world – an open door with welcoming faces. It is also one where rents and prices are higher and COVID era relief policies are gone.

Nevertheless, we found ways to fill the shelves at our Center for Self Reliance Food Pantries, and to staff our Head Start and Early Learning classrooms. We welcomed families to our Family Center – some for the first time and many who were so happy to be together again in person. Youth and Workforce Development brought together staff and youth in our HEAL/Safe Spaces for LGBTQIA Youth. The pages of this report tell those stories and more. We weatherized a lot of homes and paid millions of dollars in heating bills.

As a Community Action Agency, we provide programs and services for people living with low incomes, along with over 1,000 other Community Action Agencies across the country. We all weave together multiple funding streams including federal, state, and local grants and contracts. And thanks to the over 200 donors who help fill the gaps that remain.

These pages also show the faces of our staff and participants as they work together, to reach their goals, to improve our communities, and to create a better future for their children. Every one of our staff brings their heart to this sometimes heartbreaking work and we are grateful for them. They truly live the words of Community Action's founding leader Sargent Shriver, "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."

With hope and gratitude,



Clare Higgins, Executive Director



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 AT COMMUNITY ACTION

Center for Self Reliance

We let shoppers pick their own produce, groceries, and frozen meat five days a week. We also deliver food to people's homes.

Energy Programs & Home Repairs

We help reduce people's energy usage by making free major improvements to their homes. Some examples include insulation, weatherstripping, air-sealing, and installing energy-efficient heating systems. We also make other improvements to help keep some people safely in their homes.

The Three County Continuum of Care

We promote and guide a community-wide vision, strategy, and commitment to prevent and end homelessness in part by providing funding for permanent, supportive housing.

The Family Center

We are a welcoming vibrant hub for families with children & youth (0-18) to come for fun, learning and support. We offer play groups, parent ed classes, workshops, support groups, family events and individual support.

Head Start & Early Learning Programs

We partner with families who are pregnant or have children under five to support them through the early years with high quality center and home-based early education.

Money Matters

We help people achieve financial stability through one-on-one support, education and accountability. During tax season, we train local volunteers to prepare people's income tax returns for free and run tax clinics.

Fuel Assistance (Home Energy Assistance Program or HEAP)

We help people pay some of their heating costs from November 1 to April 30.

Healthy Families

We partner with first time young parents to provide long term support during pregnancy and their child's first three years.

The Resilience Hub Project

We are in partnership with the City of Northampton to create a new a new community center in downtown Northampton that aims to reduce the impacts of poverty and homelessness. The Hub will be a space that makes it easier to access many services and resources in one location.

RSVP

We are the volunteer connector for people 55+ in the Pioneer Valley.

WIC

We help families buy fresh fruits, vegetables, milk, cheese and bread if you are pregnant, postpartum (chest/breastfeeding or non-chest/breastfeeding), or have a child under 5. We pair this support with nutrition education for parents.

Youth & Workforce Development Programs

Youth & Workforce Programs create space for youth & young adults to come together to improve our community. We help youth and young adults set & navigate their education, training and personal goals.

The Western Massachusetts Re-Entry Manufacturing Program

We serve returning/recently returned citizens from Franklin and Hampshire counties. We provide job readiness, foundational manufacturing training and on-the-job training and extensive case management for them to successfully reintegrate into the community.

Young Parents Program

We work with young families up to age 24 who receive assistance through the Department of Transitional Assistance on their education, career, family and personal goals.

Community Resources & Advocacy

We are many people's first contact with Community Action. Resource Advocates can tell people where to find help, and assist them with some applications for benefits.

Community Engagement

We run the Franklin County Resource Network, which gathers people twice a month to share resources and talk about big issues facing our community.

FED

The Challenge

When researching hunger for our Community Needs Assessment, we didn't have to work hard to find challenging, heartbreaking numbers. While participation in SNAP (Supplemental Nutrition Assistance Program, formerly known as food stamps) has increased in the last few years, so has the number of people who describe themselves as "food insecure."

Anyone who makes less than 200% of the Federal Poverty Level should qualify for SNAP assistance - but some people aren't getting that help. Furthermore, the pandemic-era supplemental SNAP funds have been withdrawn during a time of record inflation that has greatly impacted food prices.

Programs

Center for Self Reliance

We provided free and nutritious food to 3,341 of our neighbors.

We distributed 184 tons of free, nutritious food (25 meals per person) with the help of 25 volunteers, who donated 2,972 hours of time.

Head Start & Early Learning Programs

We provide healthy breakfasts, lunches, and snacks to children in our classrooms.

Youth & Workforce Development Programs

We serve snacks to youth participants at each of our 35+ group programs each month. The youth often plan, cook and dine together during group for a true community meal experience.

The Family Center

We have 27 group programs each month, and serve meals or snacks at each one - that's over 300 meals served each year.

Community Resources & Advocacy

We help people apply for SNAP and will advocate for households that have struggled to get or use their SNAP benefits.

WIC

We help you buy fresh fruits, vegetables, milk, cheese and bread if you are pregnant, postpartum (chest/breastfeeding or non-chest/breastfeeding), or have a child under 5.



Dignity starts at the front door, with a hello and thank you. Then people can choose what they want. Making the shopper feel like they're in a grocery store adds dignity to the experience. We also train people how to shop the pantry - giving advice, encouraging people to come to the pantry first before they spend their money at the store.

- Cheo Ramos, Center for Self-Reliance Program Coordinator



I appreciate the variety of food that's been available this year, and also the hygiene items. Getting soap or toothpaste from the pantry has really helped my budget.

- Center for Self-Reliance Client



Center for Self-Reliance staff.

CENTER FOR SELF-RELIANCE



Our staff speaks 4 languages: Spanish, English, Russian, Moldovan

We also use phone and digital translation services whenever needed.

Center for Self Reliance

While inflation has come down slightly, in May 2023, food prices were still 6.7% above the previous year. SNAP benefits were undoubtedly a critical support during this period; unfortunately, the pandemic benefits described above are now over. In March 2023, federal SNAP benefits to Massachusetts residents dropped an average of \$157/month, to an average benefit level of \$323.

- 27% of the people we served in 2023 were children.
- Avg visits per month 1,847 which is 429 visits per week

Head Start & Early Learning Programs

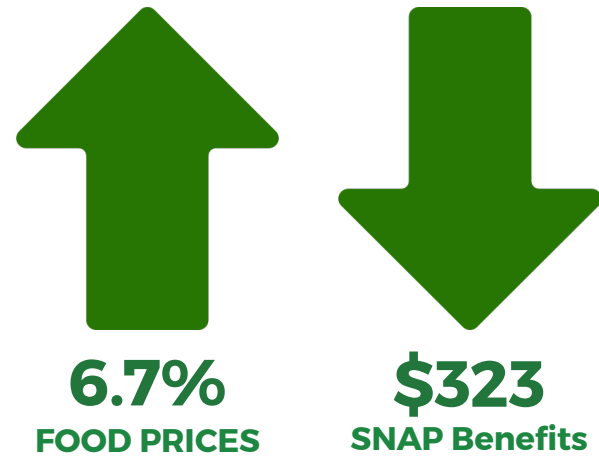


Head Start & Early Learning programs served OVER 6,000 meals per month in 2023



Because of the systems that we are a part of, I can triple the impact of cash donations. \$1 donated = \$3 of food.

- Cheo Ramos, Center for Self Reliance Coordinator



My staff is really good at connecting with the clients. We have a very experienced staff who's been in the community for a long time - they know a lot of the history of a family. They know people's names. We're like Cheers - everybody here knows your name and is glad to see you.

Cheo Ramos, Center for Self Reliance Coordinator

WIC

WIC served 2,688 pregnant and postpartum people, infants and children throughout the year.

WIC hosted 4 farmers market events throughout Hampshire and Franklin Counties in the months of July and August and handed out over 400 coupons.

We served an average of 1650 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.



FINANCIAL STABILITY



The Challenge

As the “federally designated anti-poverty agency for Franklin and Hampshire counties,” Community Action must know exactly what poverty is and what it looks like in our region. Our Community Needs Assessment includes thorough research into how much money people need to afford their basic living expenses, and how many households fall short of that mark.

The Federal Poverty Level (FPL), which determines who is eligible for certain benefits, is so low that in Franklin County, people making TRIPLE the amount of the FPL cannot afford their basic living expenses: housing, utilities, food, clothing, transportation and childcare.

While our programs cannot directly lift people out of poverty, CAPV feels it is our responsibility to help stretch those lean budgets as much as possible, and bring as much money into the community as we can. These programs pay people’s bills, offer financial and benefits counseling, and put money directly in people’s pockets through our free income tax preparation program.



This program has helped me, my sister and my single mother for many years. My mother is a first generation immigrant whose second language is English so doing taxes was a yearly struggle. I would watch her scramble to collect and fill out documents on her own, often doing more work to correct her mistakes. This took time away from her spending time with us, her free time, and added stress to her already exhausting life. When she began to use this service, not only did it relieve suffering for her, but she also began to gain interest in finance as she had someone to carefully explain taxes to her. She now runs her own business and is teaching me about money too. I believe it all began here and am very thankful for the support this program gives to low-income families who may have not been blessed with resources and knowledge about finance.

- Volunteer Income Tax Assistance Taxpayer



Programs

Fuel Assistance (Home Energy Assistance Program or HEAP)

We subsidized the costs of heat for 7,821 households, leaving more room in their budgets for other expenses.

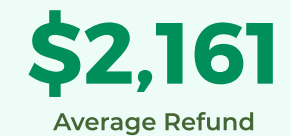
Community Resources & Advocacy

We helped 153 people use SNAP to stretch their budgets.

Energy Programs & Home Repairs

We used insulation and other home repairs to lower heating costs for 218 households

Volunteer Income Tax Assistance Program



Financial Counseling



145
Counseling Sessions



51
Clients

Save Up Summer



5
Clients Completed the Program



\$400
Money Received



No one should feel shame or fear about money, and learning together breaks down the stigma. Our volunteer tax clinics make it possible for working families to get the best refund possible, all for free. It's empowering to put these tools in our community members' hands and see what they can build!

- Alyssa Ranker, Money Matters Program Specialist

The Challenge

When the cold sets in, keeping warm isn't just a matter of comfort. Not only do our neighbors need to be comfortably warm, keeping the heat on prevents a whole other raft of problems – pipes bursting, pets suffering, and appliance functioning are just a few. Without help, households must make tough decisions between heat and other basic needs. Waking up cold and lacking rest from the discomfort leaves people unable to perform their best at work and school. Health and comfort go hand in hand when it comes to staying warm.

Our Community Needs Assessment showed that housing stock in our community is old. Low income homeowners are challenged to keep up with the repairs and upgrades needed to make their homes functional, healthy, safe, and energy efficient. This is the norm for the homes we visit through our weatherization program; they are in disrepair, inefficient to heat, and are unhealthy and/or unsafe. Aging in place is a goal of many seniors, but it can become unsafe or impossible in a home that is inefficient, difficult to heat, and in need of costly repairs.

Programs

Fuel Assistance (Home Energy Assistance Program or HEAP)

We have one of the biggest tasks in the agency: to distribute millions of dollars of state aid each winter and help thousands of households pay their heating costs. Fuel Assistance season runs from Nov. 1 to April 30.

Energy Programs & Home Repairs

These programs help with longer-term solutions to heating costs: by making repairs and improvements that make homes cheaper to heat, people's budgets can go farther and not rely as heavily on Fuel Assistance. Some examples include insulation, weatherstripping, air-sealing, and installing energy-efficient heating systems.

Community Resources & Advocacy

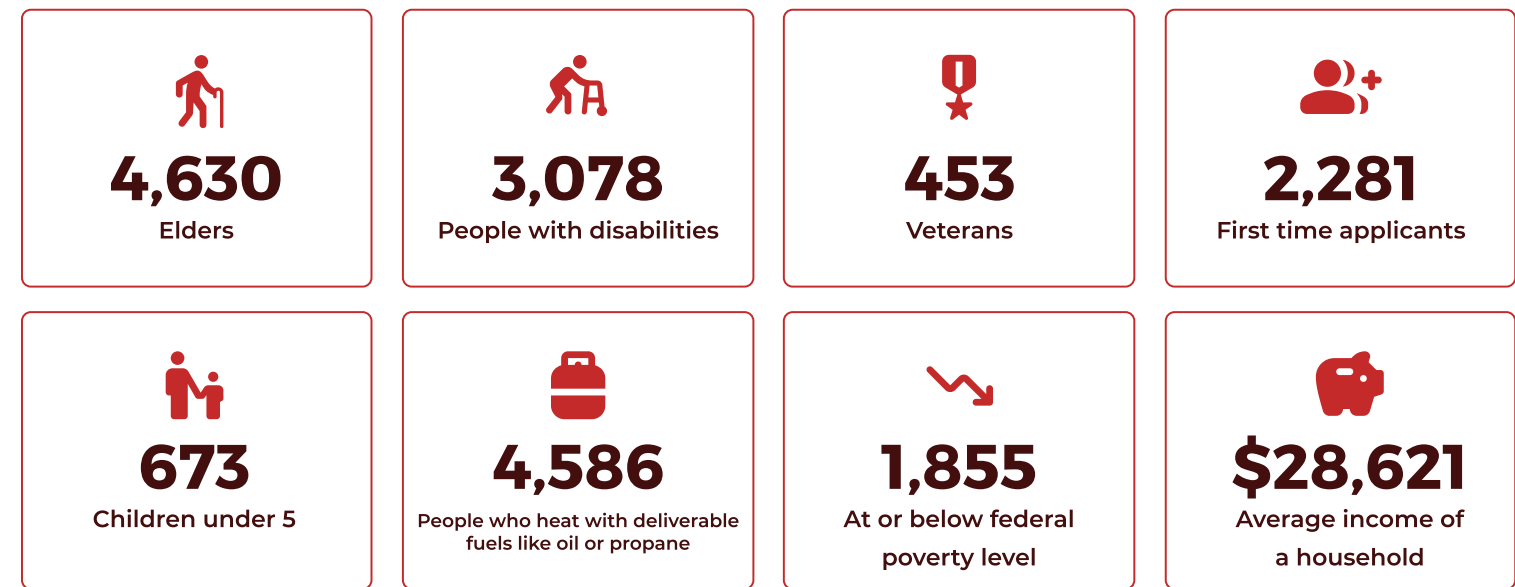
We also help keep people warm. CR&A can use Heat Up, or privately raised funds, to help pay people's heating bills.

Community Action has always provided me with the extra help I need to pay my heating costs. I live on a fixed income and my rent is high. I count on Community Action to keep me warm.

- From the Community Needs Assessment



Households that received Fuel Assistance included:



Fuel assistance has helped me with grocery costs through the winter. I don't have to chose between food and heat.

- From the Community Needs Assessment

Community Resources & Advocacy

\$48,709.98

Total Financial Assistance Given

Energy, Heating System & Home Repairs



310

Electric efficiency audits with free replacement LED bulbs installed



60%

Received an upgraded electrical appliance



218

Full scale weatherization



130

Installation of new traditional heating systems



153

Installation of new heat pumps



101

Installation of new heat pump hot water heaters

Weatherization & Home Repairs

Energy and home repairs provided \$6,764,209 in energy-saving and home improvement measures for homeowners, which spanned state grants, local grants, the Older Adult Home Repair Program funds, and other sources.

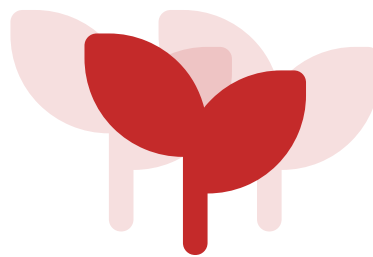
409

Households



\$6,764,209

Spent on energy, home repairs and heating systems



Our home repairs saved 1,028 Metric Tons of Carbon Dioxide from entering the atmosphere, which is like keeping 229 gasoline-powered passenger vehicles off the road for one year!



You guys were incredible when my boiler died. It was quick and the repairs were done within about a week, even though it was right before Christmas. I didn't have to pay for anything and I can't tell you how much I appreciate that.

- from the Community Needs Assessment

¿Termostato no confiable que te deja frío?
La ayuda de calefacción está aquí.



Community Action has had an invaluable impact on my life. This includes a new oil burner, a mini split, weatherization and fuel.

- from the Community Needs Assessment



Help your family stay warm this winter

Apply for free assistance now through April 2023
www.toapply.org/MassLIHEAP



We're going to come wrap a warm blanket around your house

- Peter Wingate, Energy & Home Repairs Manager

IT'S TIME FOR **HEAT UP!**

CLICK HERE TO JOIN

Greenfield Savings Bank | Florence Bank

PeoplesBank

IN KEEPING OUR COMMUNITY WARM

The Challenge

Our Community Needs Assessment shows that quality early education and care is unaffordable for many families and their children may not have access to the learning opportunities they need for healthy growth and development. All this learning happens in the context of relationships - for both children and parents! Families need communities of support as they raise their children and access to resources to meet their health, nutrition, and child care needs.

Learning needs span a lifetime - and where other, more traditional paths of learning and school don't always fit the bill, CAPV programs step in with opportunities for everyone to learn. So much of the learning at CAPV happens in community: peer educators supporting new parents, youth leadership development, and programs at the Family Center all offer different ways to learn, and cover important skills and topics that no one learns in school.

Programs

Youth & Workforce Development Programs

We offer opportunities for young people to build skills and take action on topics including racial and gender equity, houselessness, legislative advocacy, and supporting transition to adulthood. We provide educational support for young people to obtain their HiSET, vocational training and start college.

The Family Center

Over 126 young children (0-5) participated in playgroups with their parents and caregivers and built early literacy and social/emotional skills.

More than 237 caregivers participated in parent-child activities, family events, support groups and/or evidence-based parent education series all designed to build skills, connection and community.

We offer at least 27 programs each month. We offer at least 330 group activities and 120 parent education class sessions each year.

Healthy Families

In FY 23 we made 1027 home visits and partnered with 70 first time young families.

WIC

Our 7800+ annual appointments offer parents the chance to consult with nurses and nutritionists and get the latest information on childhood nutrition and development.

Head Start & Early Learning Programs

See the HEAD START & EARLY LEARNING annual report for detailed breakdowns on how we created communities of learning among children and parents this year.

In 2022-2023, Community Action Pioneer Valley's Head Start and Early Learning Programs (HS & ELP) provided services to 139 infants and toddlers and 7 pregnant women in Early Head Start from 133 families and 275 preschoolers in Head Start from 251 families.



My daughter comes home and tells us what she did and what she learned each day. She's definitely getting a better start than what I had as a kid growing up.

[I appreciate] How involved they are with my child, making accommodations to our needs and her needs. Especially when time gets tough.

My kid loves to go in to school every day and that alone proves to me what a great job everyone there is doing on making him feel comfortable.

- Head Start Parents



Staff member Tolley Jones leads a group at the Family Center.

The Challenge

One of the ways CAPV identifies problems is referencing our local CHIP - Community Health Improvement Plan. CHIP conducts studies and surveys similar to our Community Needs Assessment and is a valuable source of community information. This year, our local CHIP has identified **loneliness** as a critical area of focus to improve the community's overall health.

It's hard to quantify loneliness, and harder still to measure its opposite: belonging. The Surgeon General's report defines belonging as: A fundamental human need—the feeling of deep connection with social groups, physical places, and individual and collective experiences It also says:

“Social connectedness supports health in many different ways and is a factor that has historically been a strength of our rural community. However, local data seems to indicate that support networks that were frayed during the COVID-19 public health emergency have not recovered, and that recovery has been uneven and inequitable.”

CHIP's findings are backed up by the federal government.

Building connections and spaces of belonging is a core piece of many CAPV programs.



Programs

The Family Center

We have come back to pre-pandemic levels of in-person programming for families, including more whole family programs with activities for teens and older children.

Youth & Workforce Development Programs

Our programs use the online platform Discord to build community among youth and young adults working on different projects and connecting around shared interests.

We have been offering a drop-in space for LGBTQ+ youth to access hygiene supplies, basic needs, individual counseling, case management and community connection.

RSVP

The over 300 seniors who participate in RSVP-sponsored Healthy Bones & Balance exercise classes report feeling more active, more social, having hope, and a sense of purpose.

Head Start & Early Learning Programs

We offer opportunities for parents to connect with one another and have a voice in their children's learning communities via the Head Start Policy Council, plus monthly meetings hosted at each Head Start site.

Money Matters

VITA volunteers through Money Matters learn and train together before the tax season officially begins, and then see each other regularly throughout the season at weekly tax clinics. The opportunities to bond and form connections with one another are showcased at the end of the season at a celebration for all the volunteers.

H

North Orange Head Start has been of great assistance to my family and I am proud to be a part of their community...The teachers are great with the children... They really make you feel like you're a part of a family and that's huge when you know you can trust them to help educate your children

We are embraced, never judged, always held up, we are safe.

- Head Start Parents



Healthy Bones and Balance Leaders Dodi and Becky share a hug at their class in Hatfield.

RSVP / Health Bones & Balance

- 56 volunteers lead weekly classes for older adults at 27 community sites in Hampden, Hampshire, Franklin counties
- According to 289 participant surveys, 19% have attended for 10 years+, 9% are 90 years old or older
- 85% of participants made new friendships in the class or built on existing ones.



Executive Director Clare Higgins and District Attorney Dave Sullivan enjoy the RSVP Volunteer Appreciation event.

HOUSED

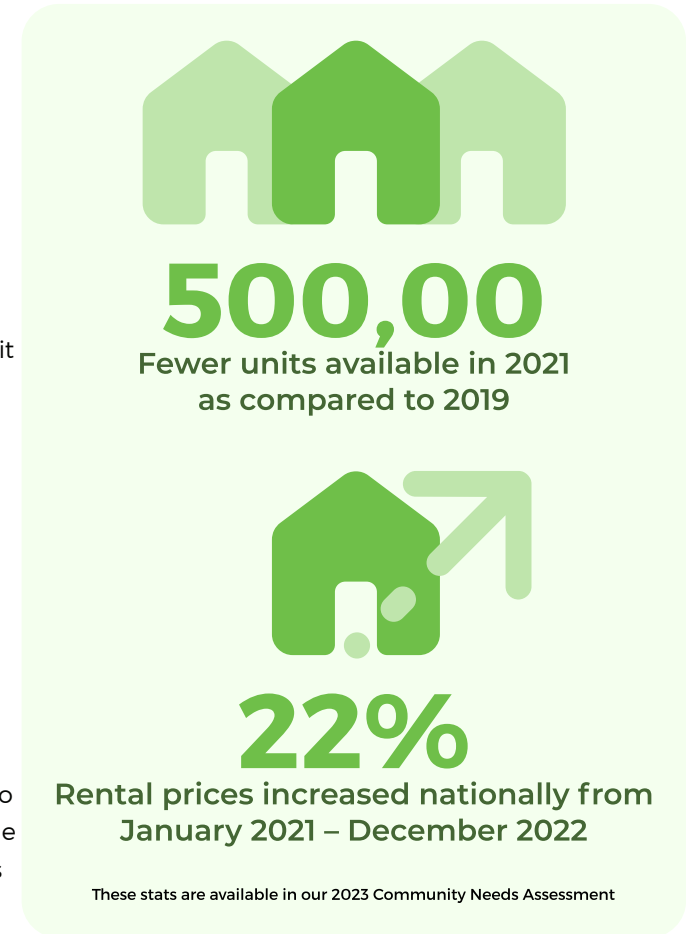
The Challenge

There has long been a housing crisis in the U.S. There simply is not enough "affordable housing" to meet the need.

Our Community Needs Assessment cites the National Low Income Housing Council's estimates:

- The U.S. has a shortage of more than 7.3 million rental homes affordable and available to extremely low-income renter households
- A worker needs to earn \$37.97/hour to afford a two-bedroom unit at fair market rates
- In each of the Western Mass. counties, 50% or more renters are cost-burdened (paying more than 30% of their income for housing)
- Another challenge for homeowners is that the housing stock in our area is far older, on average, than national averages, with around 50% of the housing in Franklin County and 43% in Hampshire County built before 1960.

Several CAPV programs are designed to help people stay in their existing housing. This is critical work, as our community partners who provide search and application assistance consistently report that the market's availability does not meet the need. Other CAPV programs and initiatives take a longer and systemic view. They support the work of our local housing and shelter partners by collecting data and offering space for collaboration.



Programs

Community Resources & Advocacy

We use our privately raised Heat Up funds to assist callers who have rent arrears and are facing eviction. CR&A staff also refer callers to other local programs, including the Rental Assistance for Families in Transition (RAFT) program.

RSVP

Our Healthy Bones & Balance exercise program focuses on functional strength and balance that reduces falls and allows people to live safely in their homes for as long as possible.



Future site of the City of Northampton Resilience Hub

The Three County Continuum of Care

- 177 people exited shelter to housing, and 50 people exited transitional housing to permanent housing (this includes both CoC and non-CoC funded housing).
- 12 people were referred Emergency Housing Vouchers, which are federally funded through ARPA and targeted individuals and families who are experiencing or at risk of homelessness, or fleeing domestic violence, dating violence, sexual assault, stalking, or human trafficking. 19 people found permanent housing with their vouchers
- Held trainings for 800 CoC partners and community members that focused on: Tenant's Rights and Responsibilities; an info session on Community Legal Aid; HUD's Equal Access Rule; Inclusive Language and pronoun use; Commercially Sexually Exploited Children; Coordinated Entry; HMIS use, privacy, and security; and 10 racial equity trainings that covered topics such as the history of white supremacy, understanding and overcoming trauma, deconstructing capitalism, building credit, real life scenarios and workplace strategies for racial healing, courageous conversations about race, and cultural humility.
- Received a grant from Massachusetts Housing and Shelter Alliance to build out online training platform so that providers all over Western MA have access to uniform knowledge and training



177
People exited shelter to housing



50
People exited transitional housing to permanent housing

Youth & Workforce Development Programs

Our Youth Action Board members have lived experience of houselessness or stand in solidarity with ending youth homelessness. We work to fight youth & young adult homelessness in our region and create youth-led projects and collaborate with housing providers.

Energy Programs & Home Repairs

Our Older Adult Home Modification Program (OAHMP) did projects in 58 homes, installing ramps, shower bars, hand railings and other home improvements to help seniors age in place. These projects totaled \$220,000.00, a critical investment in safe homes.

Head Start & Early Learning Programs

We served 18 Head Start and 22 Early Head Start children who were experiencing homelessness during the 2022-2023 school year.

Community Resources & Advocacy

32  **= \$36,928.15**

Households **Total Financial Assistance Given**

Received financial assistance from HEAT UP funds to prevent homelessness

The Resilience Hub Project

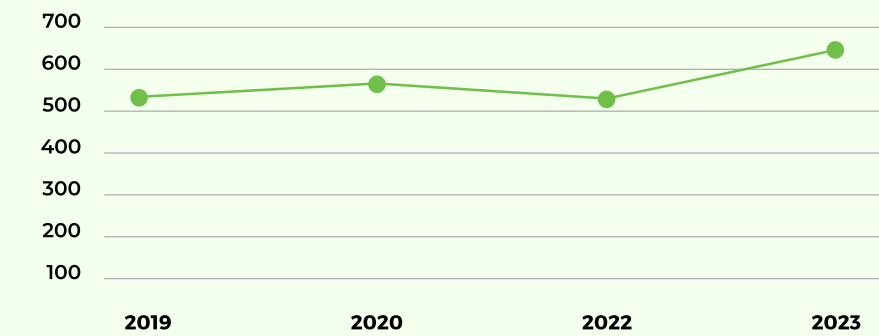
The Resilience Hub is a project of the city of Northampton. We are partnering with the city to support this project. We work with many partners to build relationships, understand what their needs are, and explore how we can create opportunities to bring together multiple providers so community members can more easily access services and resources in one place. The Hub team both amplifies the great work that's already happening in the community and strengthens those efforts by helping with that coordination.

Community Resources & Advocacy recently assisted a mother in paying arrears owed so she can now keep her Section 8 voucher!

Point in Time (PIT) Count

Number of families and individuals who were in shelter or on the streets in late January of each year. See the uptick between 2022-2023.

From this year's PIT Count:



167
Children or youth under age 25

1/4
Classified as chronically homeless

The Three-County Continuum of Care (CoC) organizes and publishes an annual Point in Time (PIT) Count of Franklin, Hampshire, and Berkshire County families and individuals who were in shelters or living on the streets on one mid-winter night each year. The PIT had been showing a steady decline since around 2015, but there was a notable uptick in the 2020 numbers, from 546 persons in 2019 to 591 persons in 2020. By 2022, this dropped back to 542 persons, but rose to 622 in winter of 2023. 167 of these were children or youth under age 25. About a quarter of the total are classified as chronically homeless.

The Young Parents Program and Healthy Families have both been amazing advocates for helping me get housing, finding resources that will help my family financially and checking in with me to make sure I was doing all right.

- Program Participant



OAHMP built this ramp so that the homeowner could safely stay in their home.

The Challenge

People want and need to work. That said, we've documented many barriers to getting and holding the kinds of jobs that bring financial stability and security. These barriers include practical things like transportation and childcare; job-specific skills, circumstantial barriers - like recent incarceration or criminal records - as well as the availability of these kinds of jobs in our region.

"Respondents to the Participant Survey ranked Jobs as a high priority need, and the Participant and Community surveys identified Child Care among their highest priorities."



Come Visit Community Action
Youth & Workforce Development Programs

Thursday, June 15th
4:00 - 6:00pm
326 Deerfield St.
Greenfield, MA

At The
WORKING FIELDS
A MISSION-DRIVEN STAFFING AGENCY
Open House
FREE FOOD. COMMUNITY. GOOD JOBS.

Youth & Workforce Development Programs Provide:

- Career Support
- Paid Internships
- Education/Training
- Support for Young Parents
- LGBTQIA+ Support
- Support for young adults interested in Improving their Community

And Much More!
Join us at the Open House to learn more!
Or contact us today!
Fill out the YWDP Interest Form with the QR code below, or Call/text us at 413-834-7993

The Challenge

Homelessness. Hunger. Health. No one person or organization can address huge challenges alone. Yet even in our unusually cooperative corner of Massachusetts, organizations devoted to this good work are often forced to operate as silos, separated by everything from legitimate privacy concerns to competitive funding models that pit us against one other.

For people seeking help, this lack of connection and coordination can mean having to do multiple rounds of lengthy, sometimes traumatic presentations: I need help. I lack what I need - money, resources, connections, skills - to get through this on my own. Here are the documents that prove it. Here are the documents I had to go through exhausting lengths to get to prove it. Is it enough? And how many times will I have to do this? Would it be easier to just give up?

CAPV has long recognized that our efforts to tackle big problems are more effective when we can work together - both individually and organizationally. Here are some of the ways we've reached out, formed connections, and strived to build a community that works together.

Programs

Community Engagement

CAPV continues to lead 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.

Other CAPV staff have taken community engagement leadership roles within the community:

Several CAPV staff are on the board of Hampshire County's Council Of Service Agencies (COSA), and a Family Center staff sits on multiple Franklin County committees committed to the work of supporting children and families

RSVP

We partner with 54 different local organizations to place volunteers across Franklin, Hampshire and Hampden counties.

The Resilience Hub Project

We are working to coordinate multiple services in one place, so our most vulnerable community members can save time, travel, and inconvenience. We have partnered with Manna Community Kitchen and St. John's Church, who have done incredible work to build a community space that people trust.

THE RESILIENCE HUB helped coordinate the establishment of a full medical team from the Hilltown Community Health Center at Manna this year, bringing critical medical care to a portion of the houseless community.

RSVP volunteers help in so many ways! Any time these volunteers give allows me to spend more time on recruitment, interviewing and problem-solving. I'd be lost without them.

- RSVP Site Partner

Programs

Head Start & Early Learning Programs

We provide high-quality early education and care that allows parents to hold jobs they wouldn't be able to otherwise hold.

Home Visitors and Family Advocates work with parents to pursue their employment goals through Family Partnership Plans established with every family based on their own priorities and hopes.

Young Parents Program

We partner with young families to access early education and care for their children, and meet their educational and employment goals to work towards self-sufficiency.

Youth & Workforce Development Programs

We provide career navigation for court-involved youth and young adults engaged with the Department of Youth Services throughout all four counties of Western Mass.

We piloted a new initiative creating three Peer Advocate positions, a mentored staff role for young people who have gained skills and experience through participation our programs. All group programming is co-facilitated by a Peer Advocate and a Leadership Development Specialist ensuring youth voice in all aspects of programming.

The Western Massachusetts Re-Entry Manufacturing Program served 15 people this year in its job readiness and foundational manufacturing skills programs.

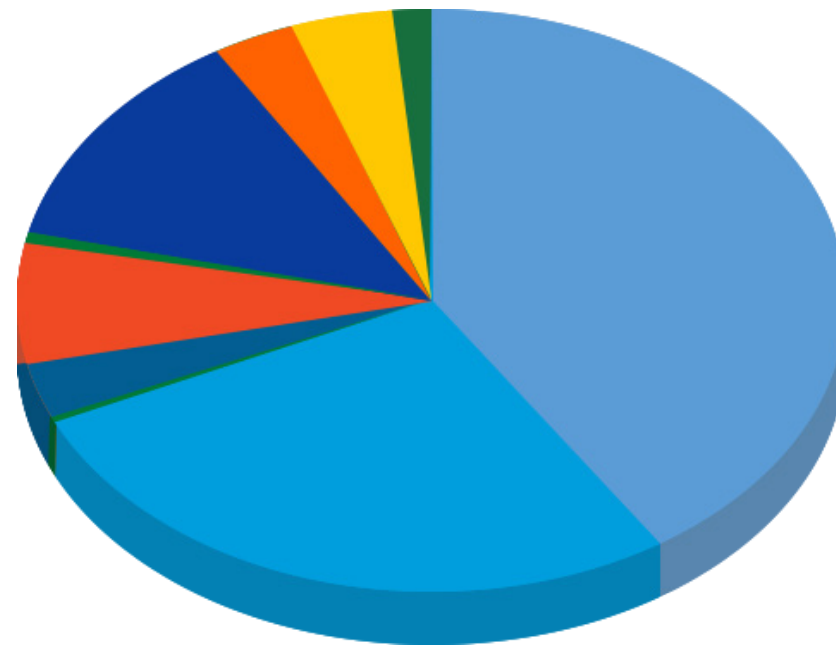
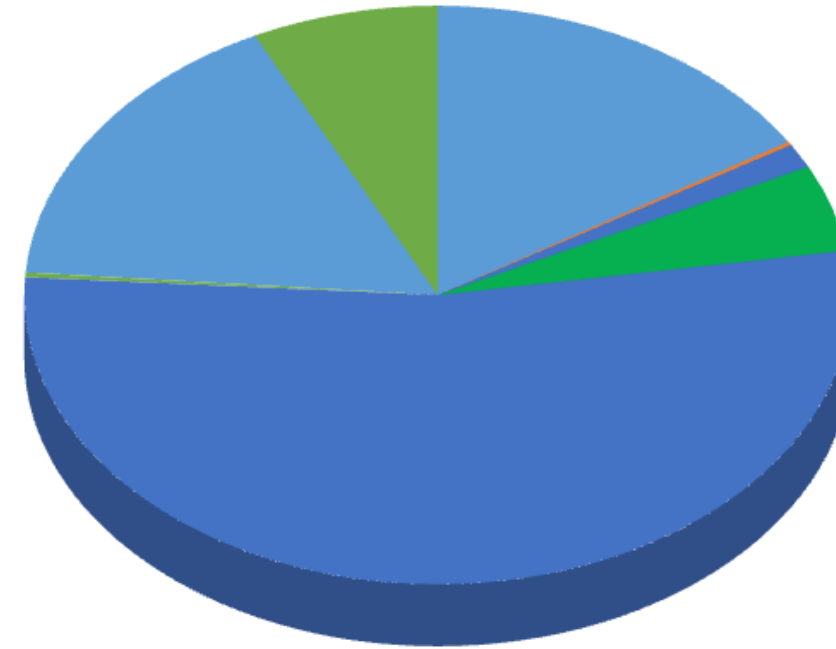
Head Start helped enable my pursuit of higher education, and is the primary setting where my kid sees other kids.

- Head Start Parent

FINANCIALS

**Community Action Pioneer Valley and Subsidiaries
Consolidated Statement of Activities For the Year Ended
September 30, 2023 with Comparative Totals for 2022**

	WITHOUT DONOR RESTRICTIONS	WITH DONOR RESTRICTIONS	2023	2022
REVENUE AND SUPPORT:				
Federal Contracts	\$25836446	\$ -	\$25,836,446	\$20,004,851
State Contracts	\$7,551,844	\$ -	\$7,551,843	\$15,923,931
Other Contracts & Grants	\$6,500,246	\$ -	\$6,500,246	\$3,860,421
In-Kind	\$3,023,750	\$ -	\$3,023,751	\$2,726,234
Donations	\$180,799	\$158,375	\$339,174	\$242,692
United Way	\$86,810	\$ -	\$86,810	\$93,721
Parent and Other Program Service Fees	\$352,254	\$ -	\$352,254	\$300,802
Employment Assistance Services	\$100,590	\$ -	\$100,590	\$542,148
Investment Income (Loss)	\$5,059	\$ -	\$5,059	\$5,521
Other Revenue	\$118,034	\$770	\$118,804	\$54,313
Net Assets Released From Restrictions	\$192,697	(192,697)	\$ -	\$ -
TOTAL REVENUE AND SUPPORT	\$43,948,529	(33,552)	43,914,977	\$43,754,634
EXPENSES:				
Program	\$40,499,754	\$ -	\$40,499,754	\$40,883,598
Administration	\$3,108,807	\$ -	\$3,108,807	\$2,901,257
Fundraising	\$19,793	\$ -	\$19,793	\$39,709
TOTAL EXPENSES	\$43,628,354	\$ -	\$43,628,354	\$43,824,564
CHANGE IN NET ASSETS FROM OPERATIONS	\$320,175	(33,552)	\$286,623	(69,930)
GAIN ON SALE	\$150,000	\$ -	\$150,000	\$ -
CHANGE IN NET ASSETS	\$470,175	(33,552)	\$436,623	(69,930)
NET ASSETS - BEGINNING OF YEAR	\$2,979,651	\$269,428	\$3,249,079	\$3,319,009
NET ASSETS - END OF YEAR	\$3,449,826	\$235,876	\$3,685,702	\$3,249,079



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**Some donors have asked to remain anonymous.*

FUNDERS

We gratefully acknowledge the support and partnership of the following organizations that contributed financially to our work in FY2023

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

- Office of Housing and Livable Communities
- Older Adult Home Modification Program
- Youth Homelessness Demonstration Program

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 Establishment Grant for the Affordable Care Act and Supplemental Nutrition Assistance Program (SNAP)
- Housing Preservation Grant

U.S. Department of Energy

- Weatherization Assistance Program, via Massachusetts Executive Office of Housing and Livable Communities

U.S. Department of Health and Human Services

- Administration for Children and Families, Office of Head Start
- Childcare and Development Block Grant, via the Massachusetts Department of Early Education and Care
- Heating Emergency Assistance Retrofit Task Weatherization Assistance Program (HEARTWAP), via Massachusetts Executive Office of Housing and Livable Communities
- Low Income Home Energy Assistance Program (LIHEAP), via Massachusetts Executive Office of Housing and Livable Communities
- Office of Community Services, Community Services Block Grant via Massachusetts Executive Office of Housing and Livable Communities
- Office of Community Services, CSBG Cares Act Rapid-Cycle Impact Grant
- Substance Abuse and Mental Health Services Administration STOP Act Grant, via Franklin Regional Council of Governments Partnership for Youth

U.S. Department of Housing and Urban Development

- Community Development Block Grants, via Massachusetts Executive Office of Housing and Livable Communities 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 Executive

U.S. Department of Labor

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

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

STATE AND LOCAL GOVERNMENT

Town of Conway, Guilford Trust

City of Northampton, American Rescue Plan Act (ARPA), Community Recovery Projects

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 Public Health

- Bureau of Community Health and Prevention, Social Services Organization Flexible Services Preparation Fund and Healthy
- Relationships grant via Safe Passage
- Bureau of Community Health and Prevention, Social Services Organization Flexible Services Preparation Fund and Healthy Relationships grant via Safe Passage
- Bureau of Substance Additiona Services (BSAS): Peer Ambassador Program via Franklin County Regional Council of Governments
- HIV/AIDS Bureau -- Boston Alliance of Gay, Lesbian, Bisexual, and Transgender Youth (BAGLY)
- Maternal and Child Health WIC (Women, Infants, and Children)
- New England Rural Health Association (NERHA) via Massachusetts CDC Disparities Grant
- 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 Prevention Grant
- Massachusetts Department of Children and Families, Massachusetts Family Resource Center
- MassHealth via Community Care Cooperative (C3) Accountable Care Organization
- MassHealth via Partners Healthcare

Massachusetts Executive Office of Housing and Livable Communities

- Community Services Block Grant
- Shelter Diversion Funds via Center for Human Development
- Shelter Diversion Funds via Service Net

Massachusetts Executive Office of Labor and Workforce Development

- Commonwealth Corporation, Re-entry Workforce Development Demonstration Program

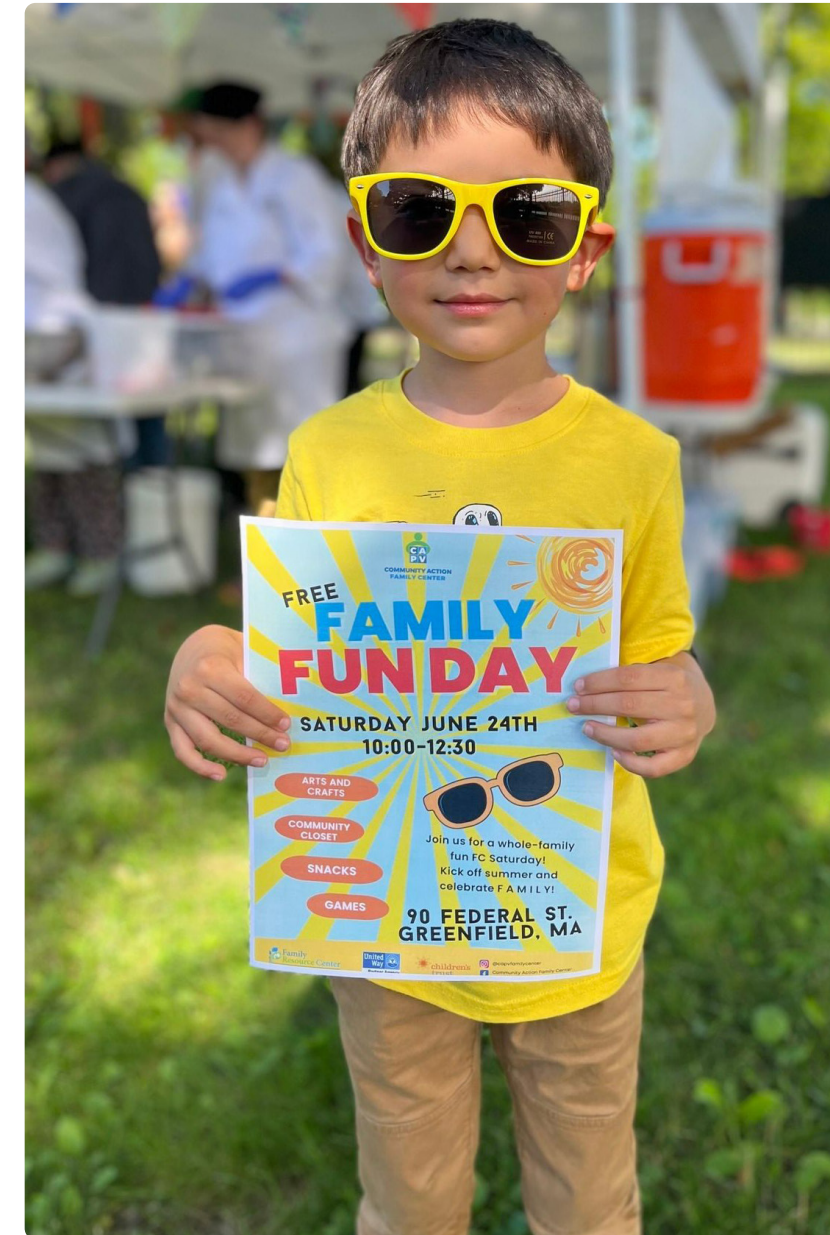
Massachusetts Office of the Attorney General

- Heating fuel assistance through the Massachusetts Association for Community Action

PRIVATE

- All Souls Church Unitarian Universalist, Greenfield
- 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
- Charles Hall Foundation, Bank of America Philanthropic Solutions
- Columbia Gas of America, via Greater Lawrence Community Action Council
- Community Foundation of Western Massachusetts
- Community Software Group
- Cooley Dickinson Healthcare
- Eversource, via Action for Boston Community Development
- Franklin County People's Fund
- Franklin County Regional Council of Governments
- Fred W. Wells Trust, Greenfield Savings Bank
- Greenfield Savings Bank
- Jane Sanders Fund for Women, Children and Families
- John Timothy and Kelsey Crowley Fund
- The M&T Charitable Foundation
- National Grid, via Action, Inc.
- Perpetual Trust, via Bank of America Philanthropic Solutions
- Shurtleff Children's Services
- SPIFFY Coalition, Collaborative for Educational Services
- TD Charitable Foundation
- United Way of the Franklin and Hampshire Region
- Walter Phillips Fund/Vanguard Charitable Fund

- Western Massachusetts Alliance for Digital Equity via Baystate Health
- Western Massachusetts Network to End Homelessness, via United Way of the Franklin and Hampshire Region



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RSPV staff and volunteers celebrate at the 2023 RSVP Appreciation Dinner.

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Alena Bartoli
HS&ELP Policy Council Chair
Hampshire County

Gabrielle Field
Franklin County

Lewis E. Metaxas
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Jennifer Moyston
Hampshire County

Natalie Spatcher
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Aster Sutton
At Large Hampshire County

Private Representatives:

Wendy Berg
Retired, Community Legal Aid

Barbara Black
Retired, Northampton Public Schools

Ellen Cain, Clerk
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Charity L. Day, President
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Chelsea Depault, Treasurer
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Nellie Taylor
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Public Representatives:

Robert F. Brainin
Just a Start
(for Representative Mindy Domb)

Lizbeth M. Del Toro-Mejias,
Vice President
Baystate Health
(for Representative Paul Mark)

John Hird
UMass Amherst
(for Senator Jo Comerford)

Anita McConnell
Retired, ServiceNet
(for Congressman Jim McGovern)

Rachel McMahon
Legislative Aide to MA Rep. Susannah Whipps
(for Representative Susannah Whipps)

Maria Moreno
Holyoke Community College
(for Representative Daniel Carey)

MAIN OFFICES

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