

CHALLENGE

ACTION FOR BOSTON COMMUNITY DEVELOPMENT
2016 ANNUAL REPORT

What happens
to a dream
deferred?
Does it dry up
Like a raisin
in the sun?

— Langston Hughes

abcd

Action for Boston Community Development, Inc.

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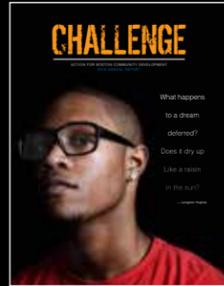
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THE CHALLENGE



The young man on the cover of this report is our youth, our strength, the reminder of our mission to create a better world. All of us — together — must rise to the challenge of building that world for all of our children and for all of those left behind, their dreams deferred or trampled.

Right now the poor, people of color, immigrants and many more in America are marginalized by an economic system laden with obstacles and lacking in opportunity, one that rewards the rich and creates an ever-widening gap between the haves and have-nots with a shrinking middle class.

The poor — from our inner-cities to the hills of Appalachia — often crushed by generational poverty — have little opportunity to raise themselves and their children into middle-class lives in an economy stacked against them.

Many who struggle economically today were left behind at the starting gates of life — in particular those whose roots go back to the original sin of slavery in America. They should be compensated through direct intervention, recognition of the capital lost through uncompensated labor and centuries of exclusion and discrimination.

Immigrants, working poor, the low-income/low-skilled of all colors and ethnicities, built America. Now they struggle for a hand-hold in society, working two to three jobs to stay afloat, going without health care, fearful of deportation.

The thoughtful and talented youngsters who created the mural below are striving to raise awareness of social wrongs. We applaud them. We must challenge ourselves — working with our elected officials and our public and private sector leadership — to come up with solutions that combat discrimination and lower the barriers to affordable housing, safe neighborhoods, excellent schools, job-training, educational opportunities and jobs.

We ask you to join with us to meet these challenges and create hope, opportunity and better lives for all of those combating poverty, racism and discrimination. It can be done! Thank you for your support.

John J. Drew, ABCD President/CEO



Summer jobs participants from the Roxbury Youth Program, sponsored by the Unitarian Universalist Urban Ministry, unveil their mural highlighting the power of community in support of the Black Lives Movement. (l-r) Kiara Pires, Zhanía Goode, Jalera Remy, Ionya Whyles, Mezki Ali, Andre Coker-Ryan and supervising the work, artist/educator Darrell Ann Gane-McCalla.

Photo by Don West

About ABCD

ABCD is a Massachusetts-based, non-profit human services organization providing low-income residents in the 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 long-established, proven programs and services. For more than 50 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. For more, please visit bostonabcd.org. For the web version of this annual report, go to abcd2105.org.

REPORT OF THE BOARD CHAIR



ABCD Board Chair **John P. McGahan** and First Vice Chair **Yvonne Jones** meet at ABCD's downtown offices prior to a meeting of the Board of Directors.

This year ABCD continued its significant and challenging work in Boston and beyond. I am proud to continue providing leadership to the ABCD Board of Directors along with First Vice Chair Yvonne Jones, whose dedication to ABCD and the community has been applauded for many years.

ABCD's role has expanded in recent years. In 2015, we became the official community action program for the Mystic Valley area, encompassing Malden, Everett, Melrose, Medford, Winchester, Woburn and Stoneham, and bringing Head Start, Fuel Assistance, Housing/Homelessness services, EITC, and more to those cities and towns. This year our Foster Grandparent program grew to include Cambridge, Somerville, Malden, Medford, Everett, Melrose and Stoneham.

ABCD also received the award to manage an expanded Combined Federal Campaign region that includes all of Massachusetts, Connecticut and Rhode Island. This region covers more than 100,000 federal employees and raises approximately \$2.8 million annually to benefit thousands of deserving charities. ABCD has managed the Eastern Massachusetts CFC for more than 20 years, as well as the Commonwealth of Massachusetts Employees Charitable Campaign (COMECC) and for many years the City of Boston Employees Charitable Campaign (COBECC). These campaigns facilitate charitable giving by government employees, aiding tens of thousands of non-profit organizations.

On a glorious May morning, ABCD honored Thelma Burns, our beloved and tireless board member, for her outstanding work in the community and for ABCD, naming an historic Roxbury building the Thelma D. Burns Building. It is the flagship of the new ABCD Roxbury-North Dorchester Campus which houses ABCD University High, Walnut Grove Head Start, Roxbury-North Dorchester Neighborhood Opportunity Center and more. This year also saw the expansion of Head Start, Foster Grandparents, Career Development and Youth programs with several significant grants and partnerships with Harvard School of Public Health and the U.S. Department of Labor.

Please enjoy this report with its photographs and stories that bring to life the heartwarming and important work of ABCD. I thank my fellow dedicated board members, the outstanding, hard-working ABCD staff members and the thousands of supporters who do so much every day for ABCD and our community.

John P. McGahan, Chair, Board of Directors

REPORT OF THE PRESIDENT/CEO & EXECUTIVE VICE PRESIDENT/COO



John Sasso, President, Advanced Strategies, and **Law Eisenberg**, Partner, Cosgrove, Eisenberg & Kiley, raise high well-deserved awards as more than 1,200 guests cheer their induction into the ABCD Hall of Fame at the annual ABCD Community Heroes Celebration. Among their many contributions to the community, Sasso and Eisenberg are the force for success behind ABCD's Field of Dreams fundraiser at Fenway Park each year. (l-r) **John P. McGahan**, ABCD Board Chair; **Sharon Scott-Chandler**, ABCD Executive Vice President/COO; **Sasso**; **Eisenberg**; **John J. Drew**, ABCD President/CEO.

At ABCD we continue to strive to make a difference for the children, youth, working families and seniors who struggle against poverty in the Boston area and several surrounding cities and towns. It has been a year of some excitement, many challenges and certain successes.

With the theme of "Challenge" guiding this report, we raise the critical issue of racial discrimination that continues to divide America and Americans, with inequality and lack of opportunity for people of color demonstrated by towering unemployment, unfair housing practices, high poverty, increased fear of police violence and more. Huge public policy issues on race are coming to a head. We must join together to give voice to the pain, injustice and pervasiveness of racial prejudice, look at the root causes and seek solutions.

We are working to combat poverty and discrimination in an America that now has more wealth and income inequality than any major developed country on earth. The gap between the very rich and everyone else is wider than at any time since the 1920s. The top tenth of one percent owns almost as much wealth as the bottom 90 percent. We have the highest child poverty rate of nearly any developed country on earth. In inner-city neighborhoods, unemployment remains in double digits.

Through the wide range of programs and initiatives described in this report, ABCD continues to provide pathways to better lives for the disenfranchised. We thank 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. All of you – working together – truly make the difference as ABCD strives to continue to meet the challenges inherent in combating poverty, to provide opportunities for those in need to pursue life goals and to put individuals and families on the road to stability and success.

John J. Drew
President/CEO

Sharon Scott-Chandler, Esq.
Executive Vice President/COO

NEW INITIATIVES

Mystic Valley Homeless Outreach Team helps homeless



ABCD's Homeless Outreach Team searches out those in dire need in the Mystic Valley area.

With ABCD's Housing and Homeless Services expanded to serve the Mystic Valley towns of Malden, Medford, Everett, Revere and Chelsea, there was a great need to provide services to homeless individuals living on the streets. ABCD received funding from HUD through the Massachusetts Department of Housing & Community Development to operate a Mobile Homeless Outreach Program. The Mobile Homeless Outreach Van is staffed by two outreach workers who provide vital services to the homeless including: water, blankets, hygiene kits, resources and referrals for food, health care, and help getting off the streets into shelter, a critical step toward permanent affordable housing.

ABCD Foster Grandparents now in seven more communities



Foster Grandmother **Azaline Brook** reads to Head Start children at the Frisoli Center, Cambridge.

ABCD is expanding the wealth of love and caring that Foster Grandparents bring to our children, families and communities to even more cities and towns. This year, ABCD, the longtime Foster Grandparent grantee in Boston and Quincy where 146 foster grandparents volunteer, received a new federal grant to also manage the program in Cambridge, Somerville, Malden, Medford, Everett, Melrose and Stoneham. The funding provides for 55 additional grandparents, bringing the total number of ABCD foster grandparents helping our children and families in Head Start, public schools and child care centers throughout our communities to 201 amazing volunteers!

Head Start teams up with Harvard to promote healthy lifestyles



Jamaica Plain Head Start children and parents display healthy apples during visit with grant team members **Kindra Lansburg**, ABCD; **Sonia Carter**, ABCD; and **Kirsten Davison**, Harvard T.H. Chan School of Public Health.

ABCD Head Start is proud to partner in a five-year Harvard T.H. Chan School of Public Health project to build self-advocacy and life skills in low-income parents and promote healthy diet, physical activity and sleep behaviors for children. Funded with a \$3 million National Institutes of Health grant, the project includes Head Start programs in Boston, Cambridge and Somerville. Head Start parents are key to the project, with involvement that facilitates development of their leadership and advocacy skills.

Pathways to Justice Initiative engages at-risk, court-involved youth



William Gross, Superintendent in Chief, Boston Police Department, meets with teenagers at ABCD Mattapan Family Service Center.

ABCD is launching a two-year, \$1 million Department of Labor-funded project to guide court-involved or at-risk youth into justice/service career paths that respond to their desire for excitement, belonging and community respect. The program will serve approximately 250 youth ages 16 to 21, drawn from high-crime, high-poverty neighborhoods along Boston's Blue Hill Avenue corridor. ABCD and key partners will provide work-readiness, career exploration and community-based work experiences with mentoring, case management and wrap-around supports.

ABCD's "GATE" project builds skilled workforce



ABCD continues its mission to provide education and skills leading to upwardly mobile careers.

Funded with a four-year Department of Labor grant of \$3.36 million and with seasoned workforce development partners, ABCD's "Generations Advancing Together through Education" initiative will provide a two-generation approach to building a skilled workforce in computer technology, financial services and health care. It links workforce development and child care systems and builds on successful training programs. "GATE" will "bundle" child care and training vouchers and work with child care providers to develop systems for providing care that covers parents working evening and night shifts.



Congressman **Michael Capuano**, ABCD Board Chair **John McGahan**, Mayor **Marty Walsh** and ABCD President/CEO **John J. Drew** meet on the new ABCD Roxbury/North Dorchester Campus in Grove Hall prior to dedication of the Thelma D. Burns Building, cornerstone of the campus.

On May 20, ABCD celebrated the grand opening of the three-building ABCD Roxbury-North Dorchester Campus, covering two acres of land in the Grove Hall neighborhood and encompassing the new Thelma D. Burns Building, ABCD Roxbury-North Dorchester Neighborhood Opportunity Center and Walnut Grove Head Start as well as green space and walkways.

Mayor Marty Walsh, Congressman Michael Capuano, famed activist/author Jonathan Kozol, Dr. Edward Benz Jr., President & CEO, Dana-Farber Cancer Institute, and several hundred more community/political/corporate supporters gathered to applaud the ABCD campus and dedicate its centerpiece building, an historic Roxbury landmark, to tireless community activist, advocate and volunteer Thelma D. Burns. The building houses ABCD University High School, offices and community conference space.

Thelma was honored for more than 50 years of community service, including 35 years on the ABCD Board of Directors. She served as METCO director for the Belmont Public Schools for 28 years and celebrated her 80th birthday this year.

“There is no one with a bigger heart and stronger dedication to aiding the community than Thelma,” said ABCD President/CEO John J. Drew. “She is the wind beneath the wings of ABCD programs that strive to lift up people and neighborhoods.”

ABCD and supporters cut the ribbon at the gala celebration of the Roxbury/North Dorchester Campus and dedication of the Thelma D. Burns Building on May 20. Front row (l-r) ABCD’s **Eric Mitchell**, Congressman **Michael Capuano**, activist-educator **Jonathan Kozol**, Mayor **Marty Walsh**, **Thelma Burns**, ABCD President/CEO **John J. Drew**, ABCD Board Chair **John McGahan**, Rep. **Gloria Fox**, Rep. **Byron Rushing**, Dr. **Edward J. Benz**, President & CEO, Dana-Farber Cancer Institute.



Two ABCD Head Start children join with 2,300 peers, parents, teachers and supporters on historic Boston Common on June 7 to celebrate the early education and care program that has served tens of thousands of Boston children from disadvantaged families for over 51 years.

Head Start and Children’s Services

ABCD’s Head Start and Early Head Start programs help more than 2,300 young children annually prepare for success in school and life by providing high-quality early education. Head Start serves 3-5-year-olds at 21 Boston, Malden and Everett sites; Early Head Start programs at 12 sites support infants, toddlers and three sites support pregnant mothers. ABCD also provides full-day, full-year services to parents to allow them to work or go to school. As a partner in the Massachusetts pre-K expansion, it serves a total of 120 children.

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 decision-making processes, advising Head Start policy, guiding programs, volunteering in the classroom and advocating for the needs of young children from low-income families.

Child Care Choices of Boston

Child Care Choices of Boston serves as the Child Care Resource & Referral agency for Boston, Brookline, Cambridge, Chelsea, 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 6,000 families and 1,400 child care providers in the service delivery area. CCCB distributes more than \$54 million in state-funded vouchers to more than 10,000 children, and this year nearly 700 children who had been on a wait list for subsidized care received vouchers.

The ABCD Head Start investment this year of \$39,400,366 provided teachers and staff for 2,340 young children, space for Head Start classrooms, 4,600 healthy meals every day, learning materials, equipment and professional development, and full-day, full-year care for 255 children.

Child Care Choices of Boston’s budget of \$58,167,747 provided: direct payments to 1,400 child care providers who delivered safe, nurturing child care for more than 10,000 children; essential information on child care options for 6,600 parents; training for hundreds of new child care providers.

TAXPAYERS GET \$8 BACK FOR EVERY \$1 SPENT ON HIGH-QUALITY EARLY EDUCATION PROGRAMS.



Boston City Councilor-at-Large **Ayanna Pressley** speaks out for ABCD Head Start, calling it the program that makes a difference for Boston’s low-income children and families.

ABCD is there...

Jaida's mom, Vanessa, went through some hard times. When Jaida was three-years-old, they were evicted from their apartment and moved in with a sister. Vanessa wanted a secure child care setting for Jaida, a place where she could learn and grow and feel safe. A friend recommended Head Start. Vanessa had grown up in Egleston Square and ABCD Jamaica Plain Head Start was right down the street.

"I went there and they said I qualified and they had a slot open," said Vanessa. "They said they would make it work. There was a home visit with Maria (Head Start Family Advocate) and she asked me about my goals...what I wanted for Jaida and for myself. I was going through such a hard time then and she made me feel secure. I told her I wanted my own place, I wanted stability for Jaida."

Maria also told Vanessa about the Head Start Parent Policy Council that helps provide governance for Head Start...how parents set policy for the organization and play a part in decision-making, from classroom activities to hiring of teachers and staff. They guide programs, volunteer in the classroom and advocate for children and families. "I jumped right in," said Vanessa. "I loved it!"

As a Head Start parent, Vanessa attended workshops and training sessions in finance, budgeting, parenting and more. "They gave me the tools to improve my life, to learn about myself and how to be successful as a person and a parent." She continued her work as a master HVAC technician and found an apartment they could afford.

This year Vanessa was elected Chair of the ABCD Head Start Parent Policy Council, a role she relishes. In November, at the ABCD Community Heroes Celebration, she will be honored for her contributions to Head Start and her community. "ABCD has made me a better person, a better mother, and a better member of the community," she said.

This year ABCD Head Start & Children's Services helped 2,300 children prepare for success in school and life through high-quality early education with an emphasis on comprehensive services and intensive parent engagement.

"I liked getting to Head Start and seeing my friends every day – Xianne – Rafael – Iliana...we would sit in circle with our teachers and talk and read stories and wait for breakfast. I REALLY liked learning how to make a volcano. I felt like a scientist! We used colored shaving cream and food coloring and we learned how to make play dough too. And we brushed our teeth every day. We learned letters and numbers. Here...I'll write my name for you! When I got to kindergarten I already knew my ABC's and how to count."

— Jaida Hackett, age 5



YOUTH PROGRAMS



Governor **Charlie Baker** greets graduates of ABCD Ostiguy High School prior to delivering the commencement address in June. Ostiguy High is a “recovery” high school serving 75 young people struggling to overcome substance abuse.

Three ABCD High Schools

Ostiguy High

“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.

Funded with a \$1 million grant from the federal Department of Labor, the ABCD Changing Tracks initiative is a community-based diversion program that seeks to significantly improve the life chances of youth of color in Boston affected by the juvenile justice system. Changing Tracks assists 125 juvenile justice-involved youth annually through the application of an intensive case management model helping participants access gainful employment, education resources and mentorship services. Training focuses on six high-demand industries: building trades, early care and education, culinary arts, hospitality, criminal justice and health care.

Dorchester Academy

In the 2015-16 school year, the new ABCD Dorchester Academy in Fields Corner served 150 students, implementing a variety of strategies to turn around a low-performing Boston Public School and give students the opportunity and inspiration to succeed in school and life.

Dorchester Academy is an innovative learning community operated in partnership with the Boston Public Schools. ABCD has implemented a “wrap-around” education-service model proven successful in serving disadvantaged students. The school provides a competency-based curriculum, a safe and supportive school environment and college and career opportunities. It is working toward a goal of increasing the graduation rate from 40 to 80 percent. Ninety-five percent of Dorchester Academy students are from low-income homes; 40 percent speak English as a Second Language.



Duvon Haughton, proud member of ABCD Dorchester Academy's first graduating class, displays his high school diploma.

HIGH SCHOOL GRADS EARN \$6,800 MORE PER YEAR AND COLLEGE GRADS EARN THREE TIMES MORE THAN A HIGH SCHOOL DROPOUT.



Thirty-one graduates of ABCD University High School stand tall as they pose for photos prior to their commencement ceremony.

University High

ABCD University High School (UHS) serves 85 students through a unique partnership between ABCD and Boston Public Schools- Boston Collaborative High School. This year the school relocated to the historic, newly renovated “Thelma Burns Building” at 575 Warren Street in Roxbury. The UHS Class of 2016 is the school's 20th graduating class!

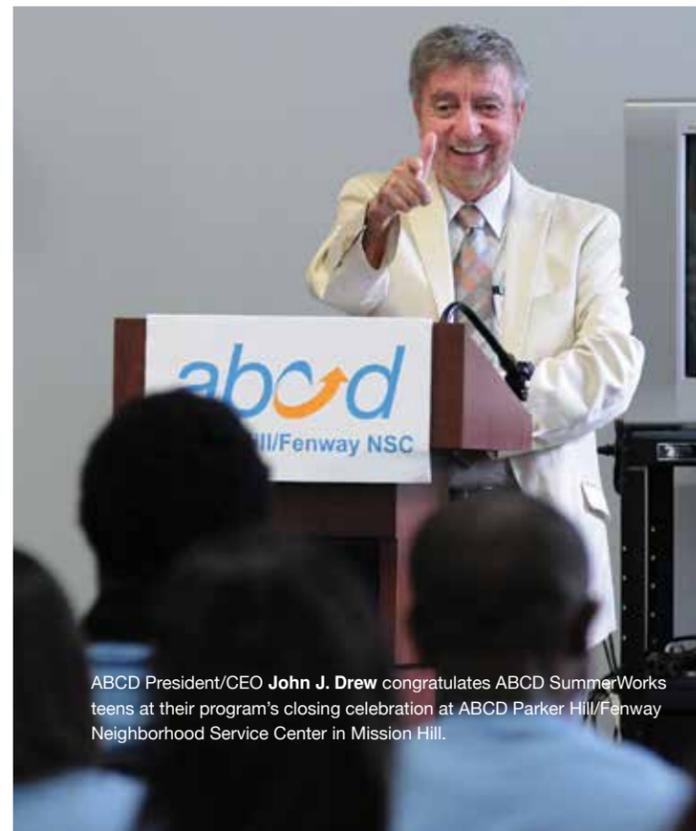
UHS provides Boston students with a dynamic opportunity to reengage in their learning through an accelerated educational pathway and earn their high school diploma. Eligible students are 16-22 years old who have fallen behind at least one grade level or left high school without completing their diploma requirements. UHS embraces experiential 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.

SummerWorks

ABCD's summer jobs program put 1,040 at-risk youth to work this summer in positions at more than 180 non-profit worksites including hospitals, libraries, child care centers, summer camps and government agencies. Tutoring, mentoring, financial literacy programs and career preparation are part of the summer experience.

In recent years, ABCD has found that the inner-city young people they serve face increasing risks to their well-being and safety. More than 10 percent of recent SummerWorks enrollees are homeless. Many hand their paychecks over to parents to help pay for rent, food and utilities. More than 3,000 youngsters applied for the 1,040 jobs available this year.

“A summer job for an inner-city teenager is an investment with a huge return,” said ABCD President/CEO John J. Drew. “Research shows that summer jobs open doors to success in school and life. More funding for summer jobs is desperately needed.”



ABCDC President/CEO **John J. Drew** congratulates ABCD SummerWorks teens at their program's closing celebration at ABCD Parker Hill/Fenway Neighborhood Service Center in Mission Hill.



ABCD "YEA!" youngsters raise their hands in a mock vote inside Boston City Hall Council Chambers, led by Councilor **Tito Jackson**, rear center.

Youth Engaged in Action – “YEA!”

Starting youth on the path to success and building opportunities for their future is what YEA! is all about. ABCD created “YEA!” in 2013 to provide 13-year-olds from inner-city neighborhoods with a meaningful summer experience. YEA! provides a fun, engaging option for young teens too old for camp but too young to work. The three-week program builds youngsters’ financial capability and civic engagement awareness as individuals and online cyber citizens. Teens also learn key job readiness skills and have priority admission to the sought-after ABCD SummerWorks jobs and education program.

Career Explorations

This program offers 60 older and out-of-school youth opportunities to explore careers in fields that include Culinary Arts, Early Childhood Education, Health, and Building Trades.

WorkSMART

ABCD’s WorkSMART program surrounds inner-city teens with the support systems to stay in school and graduate while providing work experience that motivates them to pursue higher education and careers. A partnership with the Boston Public Schools, WorkSMART offers year-round, 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. Parents and teachers are heavily involved in the program, and outreach includes connections with clergy, law enforcement, courts and community organizations.

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. ABCD is committed to seeing WorkSMART students through to high school graduation and beyond. This year ABCD launched a marketing campaign to raise funds to expand this essential program. WorkSMART received a \$25,000 grant from Liberty Mutual and was the recipient of \$100,000 raised at the ABCD Hoop Dreams basketball tournament at TD Garden.

ABCD’s Youth Programs investment this year is \$4,275,447, spent on wages for 1,040 SummerWorks and WorkSMART youth, an introduction to the world of work for 13-year-olds, teachers and counselors and space and resources for three high schools serving 250 students.

IN 2016, ABCD WORKSMART AND SUMMERWORKS BROUGHT MORE THAN \$1.3 MILLION TO BOSTON NEIGHBORHOODS THROUGH WAGES TO LOW-INCOME YOUTH.

FINANCIAL WELLNESS



Kristen McCosh, Commissioner for Persons with Disabilities, City of Boston, addresses advocates and volunteers at the Boston Tax Help Coalition’s tax season kick-off as Mayor **Marty Walsh**; **John Barros**, Economic Development Chief, City of Boston; and **John J. Drew**, ABCD President/CEO look on.

Part of the ABCD Financial Futures Initiative, 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 build their future. Participants engage in services to identify their current net worth, build an intentional savings and spending plan, engage in learning opportunities to build their financial capabilities, access resources that help save money and build financial assets to reach their goals for life.

Volunteer Income Tax Assistance Program; EITC, Child Tax Credit, Senior Circuit Breaker, Premium Tax Credit

The VITA program at ABCD trained over 200 tax volunteers this year. Working at sites in every neighborhood of Boston, they helped over 5,400 families and brought more than \$8.4 million into local households through federal tax refunds and key tax credits. The ABCD network of VITA sites specializes in finding tax credits that maximize refunds including the Earned Income Tax Credit, Child Tax Credits, Senior Circuit Breaker and the new Premium Tax Credit. With the help of over 100 volunteers, ABCD’s VITA program puts critical dollars into the hands of the taxpayers who need it most.

THIS YEAR THE ABCD-VITA PROGRAM BROUGHT \$8.4 MILLION INTO LOW AND MODERATE-INCOME HOUSEHOLDS AND THE LOCAL ECONOMY.

ABCD is there...

At age 14, Jaden Perry wanted a job. He is the oldest in a single-parent family with two younger sisters, ages 11 and 5. His mom works in child care. They are on a tight budget and he wants to pay for what he needs and help out at home.

"It's hard getting a job when you're 14," he said. "I emailed every place I could think of. No one responded. Then ABCD called me and sent me an application for WorkSMART. I filled it out and brought it downtown to the ABCD Youth Services offices. Just like that, I was placed in a job!"

Jaden participated in WorkSMART orientation and reported to his new job in the after-school program at ABCD Dorchester Neighborhood Service Center. He was one of three youth coordinators assisting DNSC staff with more than 20 school-age youngsters, helping them with homework, passing out snacks, providing activities every weekday from 3 – 6 p.m. He quickly learned to juggle school and work successfully.

"It was my first real job," he said. "I got a pay check every two weeks. It felt great!"

A 9th grader at City on the Hill Charter Public School in Roxbury, Jaden plans to go to college. Because of his success in WorkSMART, he received priority placement in the sought-after ABCD SummerWorks jobs/education program for young people ages 14 – 21. Last summer he was a SummerWorks counselor at Paige Academy in Roxbury from 11 a.m. to 4 p.m., Monday – Friday, working with toddlers ages 1 – 2 years old.

How did he like caring for such young children? "It was great!" he said. "They were excited to see me every day and I liked playing with them, teaching them new things."

Along with work experience, WorkSMART provides ongoing counseling, help with homework and workshops such as Financial Education. This year Jaden hopes to be placed in an office position. "I want to get a different kind of work experience," he said.

"What does ABCD mean to me? It means opportunity. WorkSMART was my first real job. I felt independent. I didn't have to ask my mom for money and depend on her for what I needed. I learned about the world of work."

— Jaden Perry, age 15

CAREER DEVELOPMENT



An ABCD Building Pathways student prepares for an apprenticeship in the building trades.

Learning Works, ABCD's adult workforce development center, offers education, training and support services for low-income adults.

Building Pathways

Building Pathways prepares and places men and women who were unemployed or earning minimum wage in union apprenticeships in the building trades – at union wages. As apprentice electricians, plumbers, bricklayers, carpenters, roofers and other construction trade specialists, they earn in the \$30 an hour range by the second year of apprenticeship and move up to \$33 to \$50 an hour when they become journeymen in their trade.

The program is a partnership with the Building & Construction Trades Council of the Metropolitan District and the Boston Housing Authority. The pre-apprenticeship program builds skills, confidence and employee support. In 2014–15, 49 of the 50 people enrolled graduated from the program and 22 of them now work in union apprenticeships.

Two DOL grants bring \$4.4 million to build lives, careers

This year ABCD received Department of Labor funding of \$3.36 million for a four-year "Generations Advancing Together through Education" (GATE) program and \$1 million for the two-year Pathways to Justice initiative. Read more in "New Initiatives" on page 5.

All-around Career Development!

ABCD programs and resources are committed to assisting those in need to achieve their full potential and climb the ladder of economic opportunity. From early childhood and school-age programs to youth programs to financial literacy and immigration services and health education and more – ABCD offers support that moves people forward in their lives and careers. Several times a year, ABCD works with Suffolk University to offer employees an outstanding management training program.

The "Career Development" investment this year was \$742,295, which was directed to teachers and counselors, classroom space, payments for college courses and learning materials that prepare students for new careers.

ABCD VOLUNTEER PROGRAM



"We've got your back!" Tufts Health Plan continued a generous tradition of providing useful gifts for students in ABCD high schools with a gift of back packs to 150-plus students at ABCD's Dorchester Academy. Joyfully displaying the donated packs are students, staff, teachers and Tufts representatives including: (l-r) **Alexia Layne-Lomon**, ABCD; **Melissa Sanjeh**, Headmaster, Dorchester Academy; **Devon Warren**, Dorchester Academy; **Johnny Williams**, Dorchester Academy; **Paige Herlihy**, Tufts Health Plan; **Thalia Cordon**, Tufts Health Plan; **Brandon Finegold**, Dorchester Academy; **Mark Isenburg**, ABCD.

Volunteering has always been a way of life at ABCD. Fifty-one committed volunteers fill seats on the ABCD Board of Directors and over 100 serve on 14 neighborhood boards. More than 150 volunteer Foster Grandparents spend 20 hours a week bringing love and support to children with special needs in schools, hospitals and child care centers.

Many more volunteers are found throughout ABCD. From college interns to corporate employees to enthusiastic retirees, a total of more than 2,000 volunteers meet needs in Head Start, Elder Services, Youth Programs, ESOL, immigration services, tax assistance, food pantries and more. They pitch in at special events such as Field of Dreams at Fenway Park, Hoop Dreams at TD Garden and the Community Heroes Celebration, welcoming celebrities and VIPs!

ABCD is so grateful for our volunteers — we couldn't do it without you! To volunteer please call Volunteer Coordinator Carmen Farias at 617-348-6591 or email volunteer@bostonabcd.org.



Sandy Matava, Clinical Assistant Professor and Director, Moakley Center for Public Management, Suffolk University, addresses **ABCD Board of Directors** and staff at Board Training at Hyatt Regency Boston on October 13. Matava is the former Commissioner, Massachusetts Department of Social Services.

Community Partnerships

Americorps	Cristo Rey Boston High School	Salem State University
Babson College	Deloitte	Simmons College
Bentley University	Dudley Promise Corps	Suffolk University
Boston College	Emmanuel College	Tufts University
Boston University	Harvard Kennedy School	University of Massachusetts Boston
Boston Arts Academy	Jumpstart	University of New England
Bridgewater State University	Northeastern University	Urban College of Boston
Brookline High School	Pegasystems	Wellesley College
Bunker Hill Community College	Roxbury Community College	Wentworth Institute of Technology
Capital One 360	Saint Joseph Preparatory High School	Wheelock College
Commonwealth High School		



HOUSING SERVICES & ASSISTANCE FOR THE HOMELESS

Volunteers and staff members from ABCD Allston-Brighton Neighborhood Opportunity Center's Mobile Food Pantry unload donated food provided to residents of Brighton motels that house more than 150 homeless families.

ABCD is committed to helping homeless households and those at risk of homelessness in the Boston, Malden, Everett and Chelsea 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.

Prevention programs

Skilled housing court advocates prevent evictions for more than 200 families each year by providing help in Boston Housing Court. In 2016, ABCD housing counselors worked with 210 households, providing assistance that ranged from eviction prevention to housing search services.



ABCD's Mystic Valley Homeless Outreach Team discovered people living under a bridge and is helping them get needed services.



ABCD and Commonwealth staff members, volunteers and homeless parents and children gather for a photo following a festive Thanksgiving dinner at Charlesview Community Center for more than 100 homeless families living in Brighton motels. Organized by ABCD, more than 150 tireless volunteers cooked and provided assistance. LeCordon Bleu Cooking School donated 20 turkeys! (l-r) **Kate Fahey**, ABCD; **Henryce Gumes**, ABCD; **Maya Johal**, LeCordon Bleu and colleague; **Michael Vance**, ABCD; **Ita Mullarkey**, MA Department of Housing & Community Development; **Josh Young**, ABCD; **Tabitha Gaston**, ABCD.

Emergency Housing

ABCD Scattered Site Shelter

The "scattered site" is a safe, supportive shelter where 35 homeless families placed by the Department of Housing and Community Development (DHCD) work to find permanent sustainable housing and move forward to a secure future. ABCD Case Coordinators' help families locate affordable housing; overcome barriers they may face in the application process and access needed resources as they rebuild their lives.

Allston-Brighton

This program provides supportive services and referrals to resources for 150 families and over 300 children living in hotels in the Allston-Brighton Area

Stabilization

These critical services ensure that once families are placed in their own homes, they remain secure. ABCD offers specialized stabilization services for chronically homeless and disabled individuals.

Elder Affordable Housing

Over the past several years, with a total of \$28.2 million in HUD 202 funding from the U.S. Department of Housing & Urban Development, ABCD has developed four elder housing complexes in low-income Boston neighborhoods. The four complexes provide a total of 206 units of elder affordable housing: 45 units in Mattapan, 71 units in the North End, 45 units in Dorchester and 40 units in Roxbury. Several of the units are dedicated to homeless seniors.

The ABCD Housing Services investment this year was \$1,660,953. Those dollars provided leases and operating expenses for 35 units of scattered site housing and services that helped more than 250 families find housing through housing search and eviction prevention.

"Human rights are not only violated by terrorism, repression or assassination, but also by unfair economic structures that create huge inequalities."

— Pope Francis

KEEPING A FAMILY IN THEIR HOME SAVES TAXPAYERS \$38,000 PER YEAR IN SHELTER COSTS.



Housing Services & Assistance to the Homeless

ABCD is there...

Mary Quirk never expected to be homeless. She never thought that at age 56 she and her 14-year-old grandson would be living in one room in a Brighton motel. She worked hard all her life. When her grandson needed her, she was there for him. .

Born and raised in Savin Hill, Dorchester, Mary lived in Boston most of her life. She's a staunch Patriots and Red Sox fan – and no wonder – Mary was BORN at Fenway Park, on January 26, 1960. Her mom, en route to St. Elizabeth's Hospital to deliver her sixth child, stopped on Yawkey Way for a hot dog. Mary came into the world under the grandstands of Fenway Park.

She went to Catholic schools, received her CNA and Home Health Aide certification from Cape Cod Community College, got married and had one daughter. After being attacked by a violent patient, she gave up her health care career. "But I always worked," said Mary, "... at Dunkin' Donuts, bakeries, Yankee Candle, Hilton Hotel's gift shop."

When her daughter's life took a rough turn, Mary received custody of James, her 5-year-old grandson who suffers from Asperger's Syndrome and PTSD. She watches over his health needs, provides unflagging emotional support and shepherds him through school at McKinley South End Academy. Soaring rents in Boston forced them into homelessness. Now Mary's health has deteriorated to the point where she cannot work. "It's tough living in one room, but ABCD helps us in so many ways," she said.

ABCD Motel Supports Program collaborates with the ABCD Allston-Brighton Neighborhood Opportunity Center to provide important services to motel residents including: the "Feastworthy" program providing three healthy meals daily that can be heated in a microwave oven – the only means of cooking available; ABCD coat drive that delivered a warm jacket for James last winter; story hours for children; referrals to Mass Health and other services; celebrations including an Independence Day barbecue at the park on the river, Thanksgiving dinner for hundreds of residents, an "Adopt-a-Family" holiday program, toy drive gifts, festivities hosted by volunteer organizations such as Harvard Business School; a collaboration with Boston Police Department Area D to offer children a "Shop with a Cop" outing to the Arsenal Mall in Watertown where police officers provide youngsters with \$50 each to buy needed goods and presents.

Mary works nonstop with housing counselors, searching for an apartment she can afford, dreaming of a home of their own for herself and her beloved grandson.

"ABCD treats me with nothing but respect... from the time I walked in the door here at the motel, everyone has provided all the help and support possible."

— Mary Quirk, age 56

ENERGY PROGRAMS



Fuel Assistance Outreach: **Kathy Tobin**, ABCD Energy Director, and **Dora Oquendo**, ABCD Fuel Assistance Administrative Support, braved the chill at Ruggles Station in Roxbury to spread the word regarding ABCD's Fuel Assistance Program services. With music/media backup from **102.5 IHeart RADIO**, they gave out ABCD t-shirts, bags and Fuel Assistance brochures and flyers and were treated to a host of ABCD stories from grateful commuters.

ABCD's energy programs 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.

Fuel Assistance

As another harsh winter descended, ABCD was designated by the Commonwealth as the official Low-income Home Energy Assistance Program provider for Malden, Everett, Medford, Melrose, Woburn, Winchester and Stoneham. Last year ABCD was asked to step in to serve these communities after their local organization experienced financial difficulties. ABCD has also continued to administer fuel assistance for low and moderate-income residents of Boston, Brookline and Newton, receiving a total of more than 26,000 applications from those three cities and towns and the expanded service area north of Boston in the 2015-16 winter.

January and February brought bitter cold to the region and low and moderate-income families struggled to heat their homes. Seniors suffered disproportionately, with no increase in their Social Security benefits this year.

In 2015-2016, the federal fuel assistance allocation provided a maximum benefit of \$1,050, down from \$1,385 in 2014. It was the second year without a state supplement for fuel aid. The maximum benefit filled an oil tank only 1½ times and Massachusetts fuel assistance customers were out of oil by Christmas. Gas and electric rates continued at high levels and, once again, families were forced to choose between heat, food and medicine.

Donations from The Boston Foundation, United Way, RBC Wealth Management and many caring individuals helped provide emergency assistance when fuel aid ran out. Utility partnerships allowed ABCD to help hundreds of low-income residents benefit from arrearage forgiveness and discounted rates.



Solar panels installed by ABCD on the roof of a public housing development for elderly and disabled residents in Jamaica Plain reduced the hot water bill by 40 percent. It was one of 18 major solar heating projects provided across Massachusetts by ABCD, Action, Inc. of Gloucester and several other partners.

Energy Conservation Programs

Since 1981, when ABCD began implementing weatherization and other energy-saving measures in low-income households, those programs have saved low-income consumers and the public more than \$175 million in energy costs.

ABCD's leadership in energy conservation for low-income households continues following award-winning achievements with partner Action, Inc. in a major utility initiative that brings energy efficiency improvements to hundreds of low-income housing developments in Massachusetts.

With funding of approximately \$30 million from Massachusetts utility companies and in partnership with Low-income Energy Affordability Network (LEAN), ABCD provides energy conservation services to more than 12,000 Massachusetts low-income, multi-family housing units annually. Services include heating replacements, electrical upgrades, refrigerator replacements, shell insulation and air sealing.

ABCD's traditional Weatherization program provides home weatherization services for approximately 1,000 families annually along with 250-plus heating system replacements.

With funding from the Massachusetts Clean Energy Center, ABCD and partners installed renewable technologies such as air source heat pumps and pellet boilers in single and multi-family housing.

The ABCD Energy Services investment this year was \$60,363,025. Through those funds, payments were made to more than 100 vendors to keep more than 18,900 households warm and multiple energy conservation programs were carried out.

"Treat the earth well. It was not given to you by your parents – it was loaned to you by your children."

— Native American proverb

ELDER SERVICES



Cathy McLeod, age 75, has been a Foster Grandmother at Community Action Agency of Somerville Head Start for 13 years! ABCD Foster Grandparents expanded its program this year to serve CAAS and several other cities and towns.

ABCD helps older Boston residents stay vibrant, secure and engaged, with the resources they need to enjoy optimum quality of life in their later years.

Foster Grandparents Expands!

This heartwarming intergenerational program gives new meaning to the words “mutually beneficial” as older, low-income volunteers work with children with special needs to the joy and benefit of all concerned. ABCD Foster Grandparents burst on the scene in 1965 and now the program oversees 201 “Foster Grannies” in Boston, Quincy, Cambridge, Somerville, Malden, Medford, Everett, Melrose and Stoneham. The senior volunteers assist children with special and or exceptional needs at Head Start, child care centers and public schools. They help young children prepare for school, work with them on literacy and mathematical skills and mentor young people from isolated cultures,

“You are never too old to set another goal or dream a new dream.”

— C.S. Lewis



Mayor Marty Walsh hugs **Loulee Morrison** at a visit to Head Start classrooms at the ABCD Mattapan Family Service Center. Loulee is one of 500 seniors served in the center’s active senior program which provides exercise classes, field trips and “brown bag” food donations. Loulee volunteers to help with “brown bag” which distributes more than 5,000 pounds of food annually.

This past summer ABCD Foster Grandparents rose to the challenge of serving several new cities and towns, significantly expanding its program and welcoming scores of seniors to share love and joy with children in need. On August 12, 2016, ABCD was awarded a new grant to meet needs for Foster Grandparents in Eastern Middlesex County, enabling 37 Foster Grandparents at 16 sites in Cambridge and Somerville to continue their valuable volunteer work with the children they have grown to love. ABCD is also adding Foster Grandparents in Malden, Medford, Everett, Melrose and Stoneham.

Food Dollars

Funded by the AARP Foundation, “Food Dollars” educates seniors on healthy eating and budget management, helps to reduce food insecurities and provides information and resources to elders on SNAP, food pantries and farmers markets. The program is provided in Boston, Everett and Malden.

Neighborhood-based Services

Several of 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.

The ABCD Elder Services investment this year was \$721,256. Those funds provided stipends for Foster Grandparents who contributed more than 140,000 hours to help more than 500 children, healthy aging services to more than 450 elders and walk-in assistance and companionship at 5 neighborhood centers.

HEALTH SERVICES



Young women of color are involved and inspired through ABCD Health Services' "Give Her a Mic" (GHAM) program supported by Boston Children's Hospital Community Partnership Fund. They work with female role models of color including local artists and business owners on GHAM workshops and community-wide events. **Irvienne Goldson**, Deputy Director, ABCD Health Services, (rear, 2nd from right) oversees the program.

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. ABCD health programs combine the best of current science with community-developed strategies to improve quality of life for those faced with economic hardship.

Family Planning Services

ABCD Family Planning clinical services are delivered in 51 primary care sites and reach more than 29,000 men, women and teens in Boston, Cambridge, Somerville, Quincy, Waltham, Everett, Malden, Revere and Chelsea. Services include contraceptive provision; pregnancy testing and counseling; assistance with achieving pregnancy; basic infertility, preconception-health, and sexually transmitted disease screening and treatment. These services are accessible, client-centered, effective, efficient, equitable and evidence-based.

Education and Outreach Programs provide sexual and reproductive health and wellness workshops in schools, community-based organizations and neighborhood events to link residents to services in the Family Planning Partnership.

The Professional Training Institute offers a comprehensive calendar of training opportunities in family planning, reproductive and sexual health for health professionals and community health workers. The Institute offers continuing education credits for professional medical staff and certifies family planning counselors.

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.

FC2 Female Condom Boston was launched with a small grant from the Female Health Company maker of the FC2 Female Condom to increase awareness of in the greater Boston community. The FC2 is the only female condom approved by the US FDA and available in the USA.

TEEN BIRTH RATES DECREASED IN BOSTON BY 29 PERCENT FROM 2009 TO 2012, AND CONTINUE TO FALL. IN 2014, THE MASSACHUSETTS TEEN BIRTH RATE REACHED ITS LOWEST LEVEL EVER RECORDED. MUCH OF THE CREDIT IS DUE TO ACCESS TO COMPREHENSIVE SEXUAL HEALTH EDUCATION, CONTRACEPTIVE SERVICES, PROACTIVE POLICY CHANGES AND COOPERATIVE EFFORTS OF COMMUNITY ORGANIZATIONS. YOUNG PEOPLE ARE AT THE FOREFRONT IN LEADING PUBLIC PREVENTION HEALTH EFFORTS.

Give Her a Mic (GHAM) is supported by Children's Hospital Community Partnership fund to work with female role models that includes local artists, business owners in Boston's communities of color to engage girls and young women of color ages 15-25 in the Give Her a Mic workshops and large community events.

Young Women's Health Leadership Academy is a public health training institute for girls and young women of color. It seeks to increase leadership skills, health literacy and awareness of career opportunities in health-related fields.

Sister2Sister is a one-to-one prevention program for young women 15-25 that uses video, brainstorming and skill-building activities to educate young women about sexual health and to reduce risk of sexually transmitted disease.

The ABCD Health Services investment this year was \$3,712,914, which provided access to Family Planning for more than 27,000 men and women, training and support for 52 clinics and health centers, health education for staff at partnering agencies, community-based health promotion and disease prevention for more than 6,000 at-risk young people.

ABCD SOLUTIONS SERIES



Chris Sieber, ABCD Vice President for Strategic Planning & Institutional Advancement, welcomes more than 100 guests to another provocative ABCD Solutions Series workshop: **"Housing Access Solutions we don't want to think about... THAT JUST MIGHT WORK."** Panelists include (l-r): **Karen Wiener**, Citizens' Housing and Planning Association (CHAPA); **Richard Taylor**, Center for Real Estate, Sawyer Business School, Suffolk University; **Angie Liou**, Asian Community Development Corporation; **Sheila Dillon**, Department of Neighborhood Development, City of Boston; **Chris Norris**, Metropolitan Boston Housing Partnership; **Greg Vasil**, CEO – Greater Boston Real Estate Board

The ABCD Solutions Series explores the dilemmas of economic opportunity as they intersect with federal, state and local policies and systems that impact the lives of men, women and children living in poverty. Key educators, activists, advocates and participants in the boiling-over cauldron of poverty-related issues join with members of standing-room-only crowds to flesh out strategies and, yes, solutions that constitute a step forward.

Notable this year was "Working and Still Poor: Is There a Ladder Up?" where front-line advocates noted that the traditional "solutions" of the social services toolbox such as tax credits and affordable higher education don't do enough and called for thinking outside the box to crack the calloused nut of poverty. How can hard-working poor people get past race, class and attitude to build a middle-class life?

ABCD Solutions Series 2016 also took an in-depth look at trauma - overt and subtle and insidious - and its impact on families and individuals living in poverty. The sessions included: "When no place feels safe: The effects of trauma on unaccompanied homeless youth;" "Mothering from prison: The impact of trauma on families;" and "Overcoming odds: Strategies that help undocumented immigrants build resilience to trauma."

This year's cutting-edge offerings followed much-applauded programs on health care, housing and homelessness, gentrification, incarceration, and more. Stay tuned for continued out-of-the-box thinking as we embrace the problems and possibilities of the 2017 political/economic/social era.

ABCD is there...

Maylin came to the United States from war-torn Nicaragua at age 11 with her mother, father and older brother. Her mom was a nurse in Nicaragua and her father supervised postal workers. They settled in Chelsea where she attended school and married early, dropping out of school at age 16 when her daughter was born. With assistance from Chelsea's community action program and ROCA, a community organization dedicated to helping at-risk youth, she worked part-time, cared for her daughter and went back to school for her GED.

When her marriage dissolved, Maylin fought to keep herself and her child housed and fed, always with her eyes on the prize of building a better life for herself and her family. Combating difficulties that included homelessness, abuse and health issues, she completed a Bertucci's chef-training program and moved to Everett. She worked as a cook, waitress and baker for Bertucci's and for Haley House Bakery Cafe in Boston's Back Bay, receiving accolades from supervisors and customers!

Today – with a five-year-old son and two grandchildren, Maylin battles illness while continuing to do everything possible to make life better for the children. Her 5-year-old son Mathew, outgoing, articulate and cheerful, loves sports and art. His kindergarten drawings were chosen to represent the classroom, reproduced on cups and other items. Displaying hands twisted at the knuckles, Maylin describes her struggle with rheumatoid arthritis, sciatica and fibromyalgia. But that does not stop her! "I've been out of work for awhile," she said. "But one of my former bosses called me yesterday. He's opening a new restaurant in Cambridge and wants me to cook for him! I will do it. I've always worked. I can't let illness keep me down."

ABCD's Mystic Valley Opportunity Center provides services to Maylin and thousands of other low-income families struggling to survive and build lives in the Mystic Valley area. Asked in 2015 by the state and federal governments to step in and provide a range of services, ABCD established the Opportunity Center and now provides thousands of residents with fuel assistance, housing services, Head Start, child care resources, EITC, SummerWorks and more.

"What would we do without ABCD? Because of ABCD's Mystic Valley Opportunity Center I can be warm in my house in winter... and my children and grandchildren are able to stay warm. The people who work at ABCD are dedicated, committed to helping others. Now that I am sick and can't work, they pay the fuel bill in winter. They provide food, clothing, gift cards on the holidays. I am very grateful. Soon I will be able to work again. I want to always work and better myself and give back."

— Maylin Bustamante

THE NEIGHBORHOOD NETWORK



ABCD neighborhood and program directors gather outside the Commonwealth's Saltonstall Building on Beacon Hill after testifying in support of Community Services Block Grant funding. (l-r) **Ivana Serret, Jasmin Johansen, Morgan Taylor, Sharon Scott Chandler, Yusuf Ali, Josh Young, Roxanne Reddington-Wilde, Lorena Lama, Bianny Suncar, Eric Mitchell, Kate Fahey, Amanda Hoover, Yuliya Lantsman, Theresa Fortillus, Amelia Youngstrom, Kera Ruffin, Thais Borges.**

A network of 14 neighborhood 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, Foster Grandparents, Health Services, Fuel Assistance, SummerWorks, and more.

The ABCD network provides low-income families with neighborhood-based access to citywide ABCD programs – including SummerWorks, Youth Engaged in Action (YEA!), Fuel Assistance, Head Start, Earned Income Tax Credit, Career Development, Adopt-A-Family, Toy Drive and more. Together, they help thousands of households annually to gain a foothold on the ladder of economic opportunity. Along with providing major outreach and cutting-edge programs, the neighborhood centers enable residents to apply close to home for key supports such as food stamps, MassHealth and other emergency benefits.

ABCD neighborhood centers are connected to the pulse of the community. They help ABCD identify emerging issues, build creative programs and tap into the talent in each of Boston's diverse neighborhoods. From citizenship education to foreclosure prevention, from drop-in senior centers to employment assistance for young families, neighborhood centers respond to the needs of low-income residents.

Adopt-A-Family/ABCD Toy Drive

This season ABCD collected and distributed more than 6,000 toys to low-income families through its network of neighborhood centers. Donations also came in at a fast pace for ABCD Adopt-A-Family, a program that matches families in need with donors during the holiday season. Gifts ranged from toys and warm winter clothing for children to food and household goods for families. Brand new bicycles, laptops, doll houses and gift cards for parents were some of the many generous gifts families in need received this holiday season. Over 60 families were adopted through ABCD Adopt-A-Family, with some donors sponsoring families through the entire winter season, others adopting several families at a time. ABCD staff members and volunteers fanned out across the city and suburbs to collect gifts from generous donors and get them to families in need in inner-city neighborhoods.



U.S. Senator **Elizabeth Warren** is greeted by ABCD President/CEO **John J. Drew** at an ABCD press conference protesting government shut-down.

Immigration Services

Increasing numbers of immigrants are seeking assistance at ABCD neighborhood centers and central programs. Many are eager to become citizens but the process is complicated and expensive. ABCD has mobilized a cadre of volunteer lawyers and partner institutions to offer immigrants assistance completing their applications for U.S. citizenship, help applying for fee waivers, assistance with medical exemptions and the opportunity to sign up for free civics and ESOL classes at ABCD. Once they are citizens, these new Americans are able to participate in civic engagement through voting, applying for government jobs and unifying family members by doing family petitions. ABCD regularly holds "Citizenship Days" at neighborhood sites with a cadre of expert volunteers assisting immigrants in filling out their applications for citizenship.

Civic Engagement

Through the ABCD Neighborhood Network, residents across Boston gain wider access to public decision making and exercise a stronger voice in their communities. Programs and initiatives that facilitate that process include: Legislative Open Houses that bring City Councilors as well as State Senators and Representatives to meetings with Head Start parents, senior gatherings and other neighborhood groups; Voter Registration and Early Voting providing empowerment and opportunity through the power to vote, in partnership with the Boston League of Women Voters and MassVOTE; Candidate Forums that put issues of poverty on the agenda for candidates for city and state offices at packed public forums held at ABCD's downtown headquarters as well as neighborhood sites.

ABCD's Neighborhood Programs investment is \$6,379,938. Those funds keep the doors open at 14 neighborhood service centers, leverage millions of dollars through hundreds of community partnerships, underwrite higher education for over 1,400 low-income students and providing one-on-one support in their own neighborhood for tens of thousands of Boston residents.

"I believe that here in America, our success should depend not on accident of birth, but on the strength of our work ethic and the scope of our dreams."

— Barack Obama

RESIDENTS WITH LIMITED ENGLISH LANGUAGE CAPABILITY EARN 25-40 PERCENT LESS THAN THOSE WHO HAVE MASTERED THE LANGUAGE.

ABCD OPPORTUNITY CENTERS

Allston-Brighton NOC

565 Washington Street
Brighton, MA 02135
(617) 903-3640
Kathryn Fahey, Operations Manager
Kylee North, Board Chairperson

Asian American Civic Association

87 Tyler Street
Boston, MA 02111
(617) 426-9492
Chau Ming Lee, Director
Mary Chin, Board Chairperson

Dorchester NSC

110 Claybourne Street
Dorchester, MA 02124
(617) 288-2700 ext. 230
Bianny Suncar, Operations Manager
Thelma Burns, Board Chairperson

East Boston APAC

21 Meridian Street
East Boston, MA 02128
(617) 567-8857 ext. 201
Lorena Lama, Operations Manager
Patricia Powers, Board Chairperson

Jamaica Plain APAC/Citywide Boston Hispanic Center

30 Bickford Street
Jamaica Plain, MA 02130
(617) 522-4250 ext. 201
Ivana Serret, Director
Thomas Webb, Board Chairperson

John F. Kennedy FSC

23A Moulton Street
Charlestown, MA 02129
(617) 241-8866
Terry Kennedy, Director
Eileen Ward, Board Chairperson

Mattapan FSC

535 River Street
Mattapan, MA 02126
(617) 298-2045 ext. 201
Jasmin Johansen, Director
Lincoln Larmond, Board Chairperson

Mystic Valley Opportunity Center

11 Dartmouth Street, Suite 104
Malden, MA 02148
(781) 321-2501
Aiesha Washington, Operations Manager

North End/West End NSC

1 Michelangelo Place
Boston, MA 02113
(617) 523-8125 ext. 201
Maria Stella-Gulla, Director
Daniel Wilson, Board Chairperson

Parker Hill/Fenway NSC

714 Parker Street
Roxbury, MA 02120
(617) 445-6000 ext. 227
Ivana Serret, Director
Joan Jackson-Shivers, Board Chairperson

Roxbury/N. Dorchester NOC

565 Warren Street
Roxbury, MA 02121
617-442-5900 ext. 201
Theresa Fortillus, Operations Manager
Mary Keith, Board Chairperson

South Boston APAC

424 West Broadway
South Boston, MA 02127
(617) 269-5160
Patricia Wright, Director
Marie Greig, Acting Board Chairperson

South End NSC

554 Columbus Avenue
Boston, MA 02118
(617) 267-7400 ext. 234
Durrell Harris, Operations Manager
Mary Manuel, Board Chairperson

ABCD South Side

19 Corinth Street
Roslindale, MA 02131
Ashy Hosseinmardy, Director
Amelia Youngstrom, Neighborhood Service Coordinator

*Area Planning Action Center (APAC); Neighborhood Operations Center (NOC); Neighborhood Service Center (NSC); Family Service Center (FSC)



RBC Wealth Management's "Keep Boston Warm" campaign visited ABCD again this year with truckloads of comforters, coats, boots and more for families and seniors in need, along with a generous contribution to ABCD Fuel Assistance. (l-r) **Bianny Suncar; Kathy Tobin; Elizabeth McCarthy; John J. Drew; Paul Leyden, RBC; Sharon Scott-Chandler; Alexia Layne-Lomon; Bill Young, RBC; Joanna Bishop, RBC; Amelia Aubourg; Makesha Uditnarain; Michael Vance; Victoria Frothingham; Angelina Camacho.**

FRONT DOOR



ABCD University High School summer workshop students display their brand new ABCD FRONT DOOR cards! (l-r) **Jonathan Rivera**, age 18; **Ronjay Beasley**, age 19; and **Trejon Mungo**, age 18.

5,000 ABCD membership cards in the community!

This year ABCD celebrates the first anniversary of Front Door, a cutting edge technology system offering an innovative approach to providing services via free community photo membership cards for ABCD customers. Five thousand members of the community now use ABCD Front Door cards to facilitate service provision in Boston, Malden, Medford and Everett.

The Front Door card provides a simpler, smoother and more individualized experience by maximizing resources for low-income households. The goal is to reduce the number of doorways a customer has to walk through to get services — one stop shopping!

Front Door offers a new model for integrated service delivery, a model that increases effectiveness and ultimately helps more customers become self-sufficient. In addition to providing community membership cards, Front Door staff are working to improve electronic referrals, eligibility screening and other functions that increase efficiency in delivering services and break down the silos separating programs.

The Front Door system was created in-house. Every ABCD program has its own secure and confidential database storing customer information. All databases feed into a data warehouse that combines all of the records to create a merged customer data profile which allows staff to see all of the services the customer is receiving throughout the agency. With all of the information in one place, staff members can see the "big picture" surrounding individual customers and help them more holistically.

ABCD is there...

When Carmencita Archelus and her two children walked into the ABCD Elm Hill Family Service Center in 2010, Joane Guzman became their case manager. Joane speaks Creole and could communicate with the family who had been evacuated from Haiti after the devastating 2010 earthquake.

Joane put 3-year-old Donalisa on the wait list for ABCD Head Start, made a referral to Cradles 2 Crayons for clothing, school supplies and other items for Donalisa and 9-year-old Donovan and took them to the food pantry to stock up on essentials. A referral was made to DTA to link the family with additional services. From there they were placed in a scattered site shelter and Joane accompanied Carmencita to the Boston Housing Authority to fill out paperwork for subsidized housing. Eventually a Section 8 certificate enabled the family to move into an apartment in Mattapan, where ABCD Fuel Assistance assists with payment of the heat and utility bills. ABCD continues to help the family with food pantry, holiday assistance, Thanksgiving baskets and Cradles 2 Crayons referrals.

Carmencita completed ESOL classes at Roxbury Community College and also received CNA certification, qualifying her to work in the medical industry. She has worked for Anodyne Health Care Services for six years, providing care to patients in their homes and at Lemuel Shattuck Hospital in Jamaica Plain. She continues to study at RCC, aiming for a nursing degree. "I am now in all-English classes," she says with pride.

Donalisa is now 8-years-old and in third grade at UP Academy in Dorchester, and Donovan, age 14, is a freshman at Cathedral High School. Both love school and are doing well. "We couldn't have done it without ABCD," said Carmencita. "Whenever I think of how they have helped me get a foothold in life, I just start to cry."



Carmencita's Front Door card symbolizes the ABCD doors that are always open to her and anyone in need – providing access to scores of programs staffed by dedicated employees with the capacity to provide direct assistance and make important referrals to meet almost any need. JOIN US and obtain an ABCD Front Door card. Governor Baker has one!

I had physical problems from the earthquake. I didn't speak the language. I had no job. My children and I were staying with a cousin in Dorchester. When the people at Codman Square Health Center told me about ABCD, I went there...to the Elm Hill Center, not knowing what to expect. Joane was my case manager. She said '...we can help you with this...and this...and this...and that!' I just cried."

— Carmencita Archelus

FUNDRAISING INITIATIVES AND



Jay Hooley, Chairman & CEO, State Street Corporation, is congratulated by ABCD President/CEO **John J. Drew** after receiving the Corporate Champion Award at the 2015 ABCD Community Heroes Celebration. State Street has supported ABCD SummerWorks for many years, focusing assistance on neighborhoods with high poverty rates and incidences of violence.

ABCD ROCKS BOSTON! Honors volunteers, supporters at gala Community Heroes Celebration

ABCD applauded 22 community volunteers and honored neighborhood activists and corporate supporters at a festive Community Heroes Celebration on November 6!

The 2016 CHC raised the rafters at Boston Marriott Copley Place as more than 1,000 guests celebrated Boston-area community heroes, heard Hollywood-based director/producer Gregory Allen Howard speak (“Ali” and “Remember the Titans”) and danced in the aisles and on stage with legendary band “Tavares” at night’s end. Jay Hooley, Chairman & Chief Executive Officer, State Street Corporation, received the Corporate Champion award, presented by an ABCD SummerWorks teenager who thanked State Street for its longtime, significant support of at-risk youth. ABCD Field of Dreams co-chairs John Sasso, Advanced Strategies, and Lew Eisenberg, Cosgrove, Eisenberg & Kiley, along with renowned METCO Executive Director Jean Maguire, were inducted into the ABCD Hall of Fame. Eighteen local community heroes received awards in a dynamic program under the playful direction of emcee Randy Price, Morning Anchor at WCVB-TV/Channel 5.



U.S. Senator **Edward Markey** addresses a cheering audience at the 2015 Community Heroes Celebration.

“Life’s most persistent and urgent question is, ‘What are you doing for others?’”

— Martin Luther King Jr.

SPECIAL EVENTS



TAVARES – five brothers from New Bedford formed the original 1970s band – and drove R&B listeners wild with “Heaven Must Be Missing an Angel” and “More Than a Woman” on the *Saturday Night Fever* soundtrack. With some new members, TAVARES rocked the night away for ABCD!



Master of Ceremonies **Randy Price**, Anchor, WCVB Channel 5 gave a new definition to enthusiasm!



Dr. **Jean McGuire**, legendary Executive Director of METCO, and **John Sasso**, President, Advanced Strategies, both ABCD Hall of Fame inductees, chat with Featured Speaker **Gregory Allen Howard** at the CHC reception.



Are we having fun yet? CHC honorees line up to be honored on stage for their outstanding community service! (l-r) **James Owens**, **Velma Dupont**, **Rachel Gardner**, **Pamela Donahue**, **Amy Lima**, **Magalis Troncosa Lama**.



Maria Stephanos, WCVB-TV Channel 5, emceeds as ABCD thanks the Boston Red Sox and many supporters who helped raise a record-breaking \$400,000 for ABCD youth programs at the 2016 ABCD Field of Dreams Softball Tournament. (l-r) **John J. Drew**; **Max Lane**, New England Patriots; **Maria Stephanos**; **Sam Kennedy**, Boston Red Sox President; **Sharon Scott-Chandler**, **Bob Elias**, **John Sasso**, FOD Co-Chair; **Mark Frevert**, Grand Circle Corporation (Presenting Sponsor); **Lew Eisenberg**, FOD Co-Chair; and **Amelia Aubourg**.

Field of Dreams

ABCD's 19th annual softball benefit at Fenway Park hit another home run for inner-city youth raising \$400,000 for the 2016 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 \$4.5 million has been raised at Field of Dreams.

ABCD extends its deepest appreciation to the Boston Red Sox ownership – John Henry, Tom Werner, Larry Lucchnio 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, and Sheri Rosenberg. From Channel 5 News we thank anchor Maria Stephanos. ABCD was honored to SW alum and former NFL Patriots player Max Lane along with Grand Circle Corporation's executive Mark Frevert. We thank our fabulous sponsors and in-kind supporters and all of the fantastic volunteers, who helped make the event a huge success.

Field of Dreams is made possible through the dedication of ABCD longtime friends and FOD Committee Chairmen Lew Eisenberg of Cosgrove, Eisenberg & Kiley, and John Sasso of Advanced Strategies.

Hoop Dreams

The 6th Annual Hoop Dreams basketball fundraiser at Boston's TD Garden brought in nearly \$100,000 as eight corporate teams battled it out on the famed parquet floor! Former Boston Celtics Head Coach "Doc" Rivers, now leading the LA Clippers, returned to Boston to co-chair the ABCD event with Boston Globe Sports Columnist Bob Ryan and Boston Celtics Coach Brad Stevens. The three celebrated sports legends posed for hundreds of photos with delighted fans, hosted an extraordinary sports Q&A and cheered on the teams with other celebrities including Governor Charlie Baker, Attorney General Maura Healey, TD Garden President Amy Latimer, Boston Public School Superintendent Tommy Chang, BPS Principal Leader Anthony Pope, sportswriter Jackie MacMullan, ABCD President/CEO John Drew and ABCD Executive Vice President Sharon Scott Chandler.



HOOP DREAMS 2016 benefits ABCD WorkSMART! *Front row (l-r)* **Sharon Scott-Chandler**, ABCD; **Daniel Koh**, City of Boston; Attorney General **Maura Healey**; Boston Globe columnist **Bob Ryan**; State Rep. **Kevin Honan**; **Moises Morales**, ABCD WorkSMART; *Back row (l-r)* **Bob Elias**, ABCD; **Brad Stevens**, Boston Celtics Head Coach; **Amy Latimer**, TD Garden President; **Steve Pagliuca**, Co-Chairman, Bain Capital & Co-Owner, Boston Celtics; **Jackie McMullen**, Sportswriter, ESPN; **Doc Rivers**, Head Coach, Los Angeles Clippers; **John J. Drew**, ABCD President/CEO.



ABCD Executive Vice President **Sharon Scott-Chandler** takes a selfie with celebrated LA Clippers Head Coach and Hoop Dreams Co-Chair **Doc Rivers**.



Geraghty Family/Mass Housing takes a jump shot against **Eaton Vance Corp.** on the famed TD Garden parquet.

ABCD is grateful to Brad, Doc and Bob; Amy Latimer, President, TD Garden; and the TD Garden operations team: Steve Nazro, Courtney Mercier, Brian Hayes, Annemarie Kennedy, Juliana Taymor and Tricia McCorkle. Thank you also to in-kind donors Garden Neighborhood Charities, Richie Zapata of Pizzeria Regina, Cumberland Farms, Whole Foods, Reebok, Sports Authority, the amazing, talented Five O'Clock Shadow and the spectacular Teen Phunk.

ABCD Business Advisory Council

The ABCD Business Advisory Council increases awareness in the business community of ABCD's key role in combating poverty and fostering economic development in Boston and beyond. BAC members played a key advisory and hands-on role in several ABCD special events. ABCD expresses its sincere appreciation for their dedication and significant assistance in enhancing ABCD's fundraising capability and success.

BAC members are: A. Sherrod Blakely, Paul Leyden, Pat Moscaritolo, Larry Moulter, Colette Phillips, John Riordan, Geri Denterlein, and Joe Dalton, BAC Chairperson.

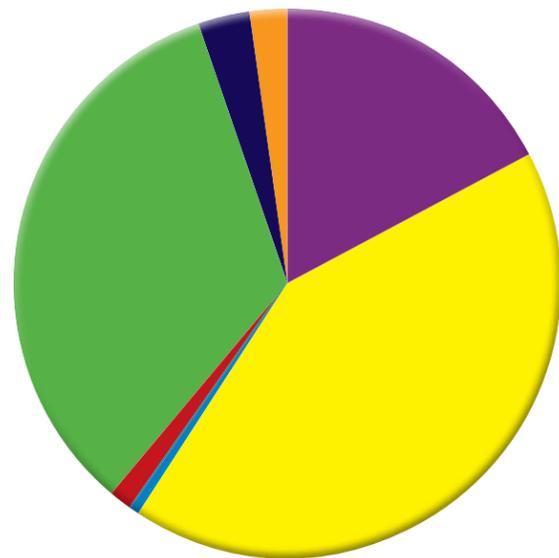
ABCD awarded regional management role for Combined Federal Campaign; Federal, State Fundraising Campaigns Benefit 3,000 Charities

In early 2016 ABCD received the award to manage an expanded Combined Federal Campaign region that includes all of Massachusetts, Connecticut and Rhode Island. This region covers roughly 100,000 federal employees and raises approximately \$2.8 million annually to benefit thousands of deserving charities.

The CFC is one of three major public sector payroll deduction fundraising campaigns that ABCD has managed for the past 20 years – Eastern Massachusetts CFC (now three-state regional campaign), Commonwealth of Massachusetts Employees Charitable Campaign (COMECC) and City of Boston Employees Charitable Campaign (COBECC). Working closely with federal, state and city governments, ABCD has provided management services including materials production, fiscal administration, marketing and special events coordination for the campaigns.

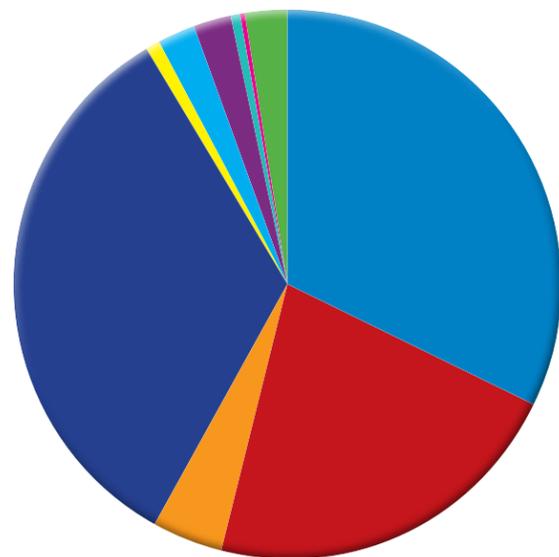
Prior to the new regional award, the campaigns reached out to more than 150,000 federal, state and city employees. In the 2015 campaigns, Eastern Massachusetts CFC raised \$1.17 million, and COMECC raised \$850,000, all to benefit the more than 3,000 local non-profit organizations that participate in the campaigns.

FINANCIAL REPORT FOR THE FISCAL YEAR ENDED AUGUST 31, 2015



Sources of Funds

Federal Funding - Direct	31,282,405
Federal Funding - Through State	75,814,708
Federal Funding - Through City	789,600
Federal Funding - Through Other	55,212
Commonwealth of Massachusetts	2,581,036
Other/Local grants	60,817,440
Other Revenue	5,429,992
Contributions	3,736,973
Total	180,507,366



Uses of Funds

Regional Child Care Resources & Referral	58,167,747
Head Start and Child Care Services	39,400,366
Community Services	7,252,972
Crisis Intervention / Energy	60,363,025
Housing and Homelessness	1,660,953
Health Programs	3,712,914
Youth Programs	4,275,447
Career Development	742,295
Intergenerational Programs	721,526
Other Programs	4,210,121
Total	180,507,366

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Top to bottom: Law firm **Verrill-Dana** aids ABCD Toy Drive; **Grand Circle Travel**, Presenting Sponsor, ABCD Field of Dreams, with their trophy; ABCD SummerWorks youth **Tykeil Banyan** presents award to Jay Hooley, Chairman & CEO, State Street Corp., for State Street's longtime support of low-income youth and neighborhoods; In presentation at ABCD headquarters, **National Grid Foundation** announces \$130,000 grant to **United Way Heating Assistance Programs**, including ABCD Fuel Assistance; Friends at ABCD Head Start.