

A N N U A L R E P O R T



R E I M A G I N I N G  
T H E  
F U T U R E | *abcd*





# REIMAGINING THE FUTURE

In many ways, the world was remade in the last few years. With dramatic new use of technology and remote services, ABCD seized the opportunity to become more responsive and more agile. We've re-designed programs, re-engaged our customers, and re-imagined **a more equitable future for all.**



# REFLECTING ON 2023

Thanks to your support,  
we made a dramatic  
difference in 2023. Here's  
what **real change** looks like.

## 99,352

LOW INCOME INDIVIDUALS WERE HELPED BY ABCD

## 10,319

PEOPLE LANDED A FIRST JOB, OR A BETTER JOB,  
THROUGH TRAINING AND CAREER SERVICES

## 614

FAMILIES WERE  
GIFTED WITH  
HOLIDAY TOYS

## 3,103

HOUSEHOLDS SAVED MONEY THROUGH FREE TAX ASSISTANCE

## 2,292

CHILDREN GOT A GREAT START IN LIFE THROUGH HEAD START  
(ENJOYING **985,560** NUTRITIOUS MEALS ALONG THE WAY)

## 31,557

HOUSEHOLDS KEPT WARM AND SAFE WITH HEATING ASSISTANCE. **899**  
RECEIVED APPLIANCE AUDITS AND REPLACEMENTS; **1,231** LOWERED THEIR  
ENERGY BILLS WITH WEATHERIZATION AND HEATING SYSTEM UPGRADES

## 1,253

FAMILIES RECEIVED HOLIDAY MEALS AND **146** FAMILIES  
PARTICIPATED IN THE ADOPT-A-FAMILY PROGRAM

## 4,024

PEOPLE FOUND THE HELP THEY NEEDED THROUGH ABCD CONNECT,  
OUR HUMAN SERVICES HOTLINE

## 5,350

FAMILIES FOUND SAFE, AFFORDABLE CHILDCARE  
THROUGH REFERRAL AND VOUCHER PROGRAMS

## 4,465

FAMILIES PUT HEALTHY FOOD ON THE TABLE THROUGH FOOD  
ACCESS CENTERS. **621** HOMEBOUND AND ELDER HOUSEHOLDS RECEIVED  
REGULAR DELIVERIES OF GOOD-FOR-YOU GROCERIES, **503** RECEIVED  
GROCERY GIFT CARDS, AND **1,984** SHOPPED AT FREE POP-UP FOOD MARKETS

## 232

IMMIGRANTS GOT HELP WITH  
US CITIZENSHIP APPLICA-  
TIONS; **76** OBTAINED US CITI-  
ZENSHIP AND **27** OBTAINED  
PERMANENT RESIDENCY

## 9 4 6

HOUSEHOLDS WERE SAFE  
AT HOME THANKS TO  
HOUSING SUPPORT,  
INCLUDING **218** WHICH  
RECEIVED EMERGENCY  
RENT PAYMENTS

## 232

PEOPLE LEARNED  
ENGLISH IN ESOL  
CLASSES

## 128

YOUTH ADVANCED THEIR  
EDUCATION IN ABCD'S ALTERNATIVE  
HIGH SCHOOLS, **568** YOUTH  
CONNECTED WITH SUMMER  
EMPLOYMENT, AND **152** GOT  
YEAR-ROUND JOBS

## 14,045

PEOPLE GOT HELP STAYING HEALTHY AND BUILDING HEALTHY  
FAMILIES THROUGH SEXUAL AND REPRODUCTIVE HEALTH CARE



## MESSAGE FROM ABCD LEADERSHIP.

Dear friend,

Welcome to our 2023 annual report. We are excited to share the expanding impact that Action for Boston Community Development – ABCD – had throughout the year. Working alongside you, we worked with families in our most disadvantaged communities to mitigate crisis, build stability, and promote economic mobility.

As we reimagine our work for the future, ABCD remains centered in the activism of its community action origins 60 years ago. We kick off 2024 with a refined mission statement which sums it up:

***ABCD builds pathways out of poverty in partnership with families and communities, so that everyone can thrive.***

On the following pages you'll see the broad spectrum of action through which we make that mission real. From better access to early education and care to digital literacy for seniors; from training for high-paying jobs in clean energy to survival services for immigrant families, ABCD brings skill and commitment to solving the tough problems. We can only do that thanks to you, and many other friends. In this report, you'll see some of the great partnerships and personalities which demonstrate the resilience, potential, and power in us all.

We hope you enjoy discovering more about our work and about how you can help. Please join us as we seek to **serve**, to **uplift**, and to **build equity for all!**

Sincerely,

A handwritten signature in black ink, reading "Sean K. Daughtry".

Sean K. Daughtry  
**CHAIR, ABCD BOARD OF DIRECTORS**

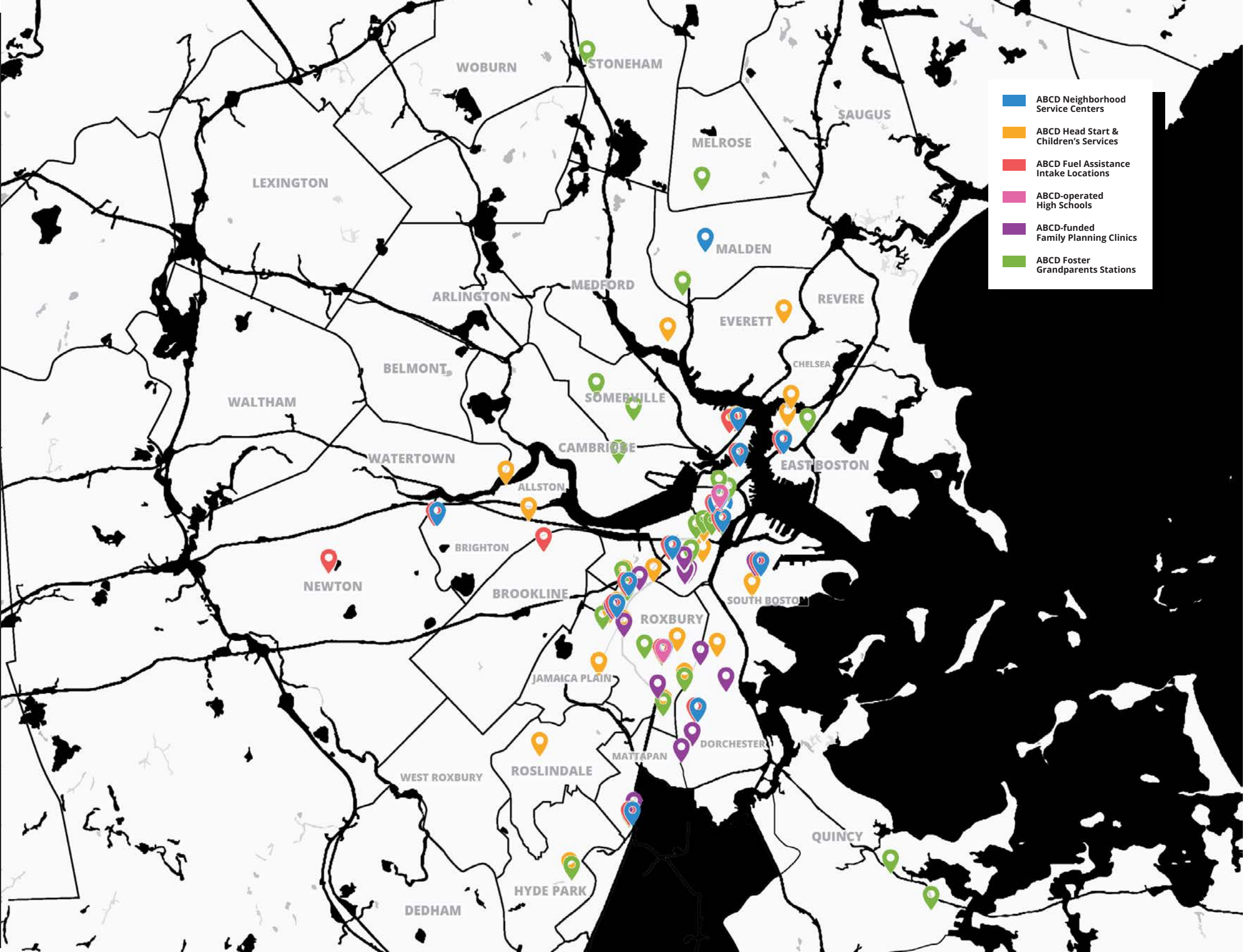
A handwritten signature in black ink, reading "Sharon Scott-Chandler".

Sharon Scott-Chandler, Esq.  
**ABCD PRESIDENT AND CEO**

# REACHING MORE TO DO MORE.

Each year, some 100,000 Greater Boston residents are touched by the work of more than 800 ABCD staff members.

- **ABCD operates 11 neighborhood centers directly** and partners with the Asian American Civic Association in Chinatown and the John F. Kennedy Center in Charlestown.
- **ABCD offers more than 75 programs and services** which grow and change over time to meet emerging needs.
- ABCD’s activities center on the communities of **Boston, Everett, Malden, and Medford**, but many programs reach a wider regional and statewide audience.







## RESOURCEFUL NEIGHBORHOOD CENTERS IN ACTION.

Neighborhood centers are the heart and soul of ABCD. They engage communities striving to build better lives. They respond to critical needs with a broad range of programs and services. We're thrilled to report that all services are once again available in-person – and that we are reaching customers at pre-pandemic levels.



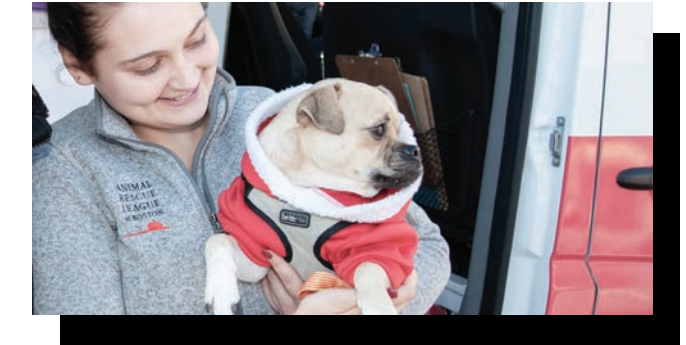
### UNITING OUR NEIGHBORHOODS

Neighborhood block parties were held across the city as one form of community engagement. For example, in the fall, more than **200 community members** celebrated Hispanic Heritage month with food and music – and learned about the resources of the Allston-Brighton Neighborhood Opportunity Center.



### BRINGING COMFORT AND HOPE

In partnership with local companies and countless donors, we distributed **663 backpacks** for back to school, **5,387 sleeves of diapers** throughout the year, and **1,695 winter coats** during our Winter Campaign.



### CARING FOR PETS

The **Wellness Waggin'** provided high quality, low-cost pet wellness delivered via a mobile veterinary unit outfitted with an exam room and a surgical suite, in partnership with the Animal Rescue League of Boston.

### Assessing community needs

During an ongoing Strategic Planning process, ABCD conducted a comprehensive community needs assessment. This brought together statistical data, focus groups, and a community survey of more than 1,400 low-income residents. Key findings include the following:

- Mental health and substance abuse issues have surged, particularly among youth, elders, and other vulnerable populations.
- The lingering impact of COVID-19 continues to deeply affect education, employment, and small enterprises in low-income communities.
- The immigration crisis in Greater Boston will require a long-term response that engages ABCD and the entire community.
- Lack of affordable housing has been exacerbated by rising living costs. This issue reverberates across all areas of need – making every other issue harder to address.

The report also highlighted resilience. The adaptation to pandemic crisis displayed by low-income communities demonstrates the will and creativity needed to move toward a more equitable future.



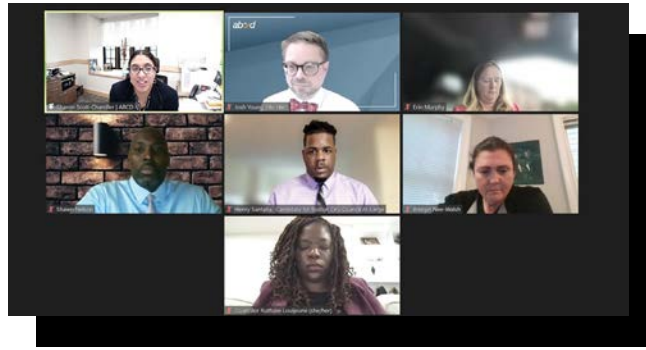
## REAFFIRMING OUR GOVERNMENT PARTNERSHIPS.

Partnering with the government on the local, state, and national level is essential to tackling the racial and socioeconomic disparities that plague our community. In 2023, there was an increase in need triggered by the ending of pandemic relief and an influx of immigrants requiring emergency assistance. To help our neighbors transition from poverty to stability and from stability to success, we held several events to foster strong relationships with government officials who can help lead positive community change.



### LEGISLATIVE BREAKFAST

For the first time in three years, we were able to host our annual Legislative Breakfast in person. Co-hosted by State **Rep. Paul J. Donato**, Second Division Chair, and State **Rep. David Biele**, Boston Delegation Chair, this event facilitates dialogue between our elected officials and ABCD leadership, board members, and program directors.



### AT-LARGE BOSTON CITY COUNCIL CANDIDATE VIRTUAL FORUM

To help voters make informed decisions at the ballot box, ABCD hosted a virtual forum with At-Large Boston City Council candidates to discuss the most pressing issues facing the city.



### LEGISLATORS VISIT ABCD HEAD START CENTERS

**State Reps Kate Donaghue, Chair Denise Garlick, Joseph McGonagle,** and **Chris Worrell**, all members of the House Education Committee, toured ABCD Head Start centers in Everett and Dorchester in October to learn more about program successes and opportunities.



### OFFICIALS VISIT ABCD

Dr. Lanikque Howard, Director of the Office of Community Services within the U.S. Department of Health & Human Services' (HHS) Administration for Children & Families, met with ABCD leadership to discuss community needs and updates to the various U.S. HHS programs ABCD administers, including LIHEAP, LIHWAP, and CSBG.

ABCD also hosted Massachusetts Secretary of Labor & Workforce Development Lauren E. Jones and shared the broad range of services we offer to low-income Greater Boston residents.



### MA LEGISLATURE PRIORITIZES CRITICAL COMMUNITY NEEDS

State Senate and House allies successfully advocated for and secured earmarks for ABCD in the Fiscal Year 2024 state budget, which includes ABCD's Mobile Homeless Outreach Team, the ABCD North End/West End Neighborhood Service Center, and ABCD's Title X Family Planning programs.



### MA HOUSING SECRETARY TOURS ENERGY EFFICIENCY UPGRADES AT MODEL RESIDENCE

In December, Housing Secretary Edward M. Augustus of the Massachusetts Executive Office of Housing and Livable Communities toured a multi-unit residence for seniors and residents living with disabilities that illustrated the groundbreaking energy efficiency and climate equity work ABCD's Climate Equity & Impact team manages statewide.





## CRISIS INTERVENTION.

For people facing hunger, housing issues, and a multitude of other challenges, ABCD is a lifeline. While there was demand for food throughout Greater Boston, our team noticed the greatest need in East Boston, Mattapan, and South Boston. There was a significant increase in visitors to our five Food Access Centers this year, and our Food Delivery Program and Mobile Food Pop-Ups continued to bring food to where it's needed most. In 2023, we also worked with our partners to improve access to more fresh food and culturally attuned groceries like collard greens and plantains.

With rent costs and mortgage rates skyrocketing, many community members turned to ABCD for Residential Assistance for Families in Transition (RAFT) funds, City of Boston Rental Relief, emergency housing vouchers, and housing workshops. Our Mobile Homeless Outreach (MHOT) team also worked **to reach our most vulnerable residents.**



## EMERGENCY SUPPORTS TO IMMIGRANTS.

Thousands of individuals and families from various countries have arrived in Massachusetts seeking food, shelter, and safety. Many are waiting for work permits from the federal government and until they receive them, they are unable to earn an income to provide for their families. Working alongside the state government and other community organizations, ABCD has helped provide much-needed resources to these families.

Specifically, in December 2023, ABCD supported over 50 individuals from 15 families who were placed in the temporary state-run overnight emergency shelter in downtown Boston. Families spent their daytime hours on Saturday and Sunday at ABCD, enjoying warm, culturally appropriate meals prepared by generous donors, as well as a wide variety of activities for children, including a music class facilitated by New England Conservatory, a Head Start program partner.







**FOOD DELIVERIES  
HELP HER MANAGE  
DURING HEALTH CRISIS.**

Imagine receiving a dire diagnosis and having to undergo brain surgery. Imagine learning soon after that you need open heart surgery. These are the extraordinary hurdles that 47-year-old **Juneesha Deleon** has faced. Unable to work while she regains her health, this Hyde Park resident found herself in need of assistance.

ABCD’s food delivery program, run in partnership with Stop & Shop’s Peapod service, has made all the difference. It supplements the Supplemental Nutrition Assistance Program (SNAP) benefits she receives. “My groceries are gone by the 15th of the month. Thank God I received enough nutritious food from ABCD to stretch to the first of the month. I’m so grateful,” Juneesha said.

“With everything that’s going on, you just want to have food in your refrigerator, you just want to have your lights on. Anything else I can deal with,” she said. Learn more about the program at [bostonabcd.org/fooddelivery](https://bostonabcd.org/fooddelivery).

**HELPING FOSTER YOUTH IN TRANSITION**

Young people who’ve aged out of the foster care system are often left without a safe and secure place to stay. To help meet this need, thanks to support from the Boston Mayor’s Office of Housing, in partnership with the Massachusetts Department of Children & Families and the Boston Housing Authority, ABCD continues to provide housing search, counseling, and stabilization services to youth aged 18 to 24.

**SUPPORTING STABLE HOUSING**

Finding and sustaining affordable housing is one of the biggest challenges in greater Boston. Through our offices in Boston and Malden, ABCD supports individuals and families in their search and works to prevent them from becoming unhoused by providing housing counseling, workshops, financial assistance and information. In FY 2023, \$780,691 was awarded in rental and utility assistance for residents in need.

**FORECLOSURE PREVENTION PROGRAM**

When Boston residents are at risk of losing their home, our team provides much-needed mediation, advocacy, financial education and resources. Thanks to additional funding from the American Rescue Plan Act and the Coronavirus Relief Fund, ABCD provided 72 clients with funds to pay off a portion of their mortgage and utility bills to help them achieve greater financial stability.

**Thank you** to our funders: City of Boston, the Boston Foundation, City of Medford, Cambridge Community Foundation, Everett Citizens Foundation, City of Everett, City of Malden

**1 in 3 people in MA report running out of food or not having enough money to get more food every month according to a 2023 report from the Greater Boston Food Bank**

**FUTURE FORWARD**

**COMMUNITY FRIDGE**

**BUILT IN 2023, THE NEW COMMUNITY FRIDGE IN DORCHESTER IS AN OASIS OF SUPPORT FOR LOW-INCOME RESIDENTS WHO NEED FOOD ASSISTANCE. THE FRIDGE IS AVAILABLE 24 HOURS A DAY, 365 DAYS A YEAR FOR COMMUNITY MEMBERS TO DONATE DRY GOODS AND FRESH AND FROZEN ITEMS, AS WELL AS TAKE ANY ITEMS THAT WOULD BE USEFUL FOR THEIR FAMILIES. THE SLOGAN FOR THE COMMUNITY FRIDGE IS, “GIVE WHAT YOU CAN, TAKE WHAT YOU NEED.”**

**JOANNA RUHL, COMMUNITY FRIDGE VOLUNTEER ORGANIZER AND 2023 ABCD COMMUNITY HERO, SAYS, “IT’S HARD TO OVERSTATE THE AMOUNT OF FEAR AND UNCERTAINTY THAT COMES WITH NOT KNOWING WHERE YOUR NEXT MEAL IS GOING TO COME FROM. SO TO TRY TO ALLEVIATE THAT BURDEN FOR FOLKS IS REALLY IMPORTANT.”**



## ENERGY/CLIMATE EQUITY & IMPACT.

### FUEL ASSISTANCE

During the 2022-2023 winter heating season, ABCD provided home heating assistance to 29,963 households for the federal Low Income Home Energy Assistance Program (LIHEAP). During the start of the 2023-2024 season, we received 4,000 calls each month, signaling an increased need for fuel assistance.

### UTILITY BILL ADVOCACY

ABCD provides counseling, orientation, and education regarding utility consumer rights and available protections, as well as helping to facilitate enrollment in Arrearage Management Programs. LIHEAP is a primary qualifier for those payment plans, which can provide up to 100% arrearage forgiveness when completed.

### WATER ASSISTANCE

ABCD continued to help income-qualifying households that were in arrears to pay for their water and sewer bills through the federal Low Income Household Water Assistance Program (LIHWAP) funded through the American Rescue Plan.

### IMPROVING CLIMATE EQUITY

Our team provides lower income households statewide with heating system and appliance repairs and clean energy replacements, weatherization, lighting, and more. Beyond saving millions of dollars a year, these conservation efforts also reduce greenhouse gas emissions. In line with federal and state efforts to reduce fossil fuel use and move toward electrification, the ABCD Climate Equity & Impact team is increasingly involved with whole-house heat pump conversions to help reduce clients' energy costs and carbon footprint.

### FIRST-OF-ITS-KIND "POWER GRID" PARTNERSHIP

Through a \$50 million grant from the U.S. Department of Energy to enhance the U.S. power grid's ability to deliver affordable, clean energy to lower income homeowners in MA, Generac Grid Services is collaborating with ABCD and others to enhance and install whole-home energy solutions such as Wi-Fi thermostats and batteries.

4,000

CALLS A MONTH TO OUR CLIENT SERVICE CENTER, WHICH HELPS LOW-INCOME RESIDENTS ACCESS UTILITY ASSISTANCE, MORE THAN DOUBLING 2022 VOLUME (STATEWIDE WITH COMMUNITY ACTION PARTNERS)

SOME  
500  
PROJECTS AT 350  
MULTIFAMILY SITES

SOME  
120  
PROJECTS AT 54 HOUSING AUTHORITIES  
BOSTON: 170 PROJECTS AT 120  
MULTIFAMILY SITES

674  
HOUSEHOLDS HAD HEAT PUMPS  
INSTALLED AT 20 MULTIFAMILY SITES

40%  
OF ABCD CLIMATE EQUITY &  
IMPACT MULTIFAMILY  
PROJECTS ARE IN  
PUBLIC HOUSING



### GREEN APPLIANCES: PILOT PROGRAM

A BREAKTHROUGH INITIATIVE TO REDUCE THE USE OF FOSSIL FUELS IN SINGLE-FAMILY HOMES FOR LOW- AND MIDDLE-INCOME HOUSEHOLDS, WE REPLACE APPLIANCES, WITH A PARTICULAR FOCUS ON REPLACING GAS STOVES WITH ELECTRIC INDUCTION STOVES. OUR HOLISTIC APPROACH ENCOMPASSES A HOME ENERGY EFFICIENCY AUDIT, WEATHERIZATION, AND HEATING SYSTEM UPGRADES. ALONG WITH HELPING THE ENVIRONMENT, THE WORK IMPROVES RESIDENTS' HEALTH AND SAFETY.





# CHILDREN AND FAMILY DEVELOPMENT.

With a skyrocketing cost of living and an increasing workforce crisis nationwide, low-income families and the early education and care field are facing many challenges. The ABCD Head Start & Children's Services team works tirelessly to ensure that children and families receive the highest quality care and comprehensive services designed to improve their overall wellbeing.



## HEAD START & EARLY HEAD START

It's more than early childhood education. It's a proven comprehensive family development program focusing on school readiness, physical and mental health, nutrition, and intentional family engagement from the time children are infants – when the brain develops most rapidly – through age 5.

## RECOGNIZING OUR STAFF'S HARD WORK

The early education and care field continues to face a staffing shortage, driven largely by low wages nationwide. Wherever possible, our team found ways to leverage funding to increase compensation.

## CHILDCARE CHOICES OF BOSTON (CCCB)

For over three decades, ABCD has played the pivotal role of helping families find, access and pay for quality child care so they can work or attend school. This year launched new approaches to these services funded by the Department of Early Education and Care. We are pleased to partner with Quincy Community Action's Community Care for Kids to broaden our reach across Greater Boston. In addition, the state prioritized serving homeless families and parents working in early childhood education.

A Child Care Resource & Referral agency, in 2023 CCCB provided approximately \$86 million in state-funded child care financial assistance to more than 8,200 children and their families in Arlington, Boston, Brookline, Cambridge, Chelsea, Revere, Somerville, and Winthrop.

## DEVELOPING NEW PARTNERSHIPS

As more organizations realize families need child care financial assistance, they are partnering with CCCB to support their employees and students. In 2023, ABCD collaborated with Bunker Hill Community College to refer families and make payments to providers on their behalf.

## Head Start families are thriving

In our Family Engagement Outcomes Assessment, parents reported that they:

- Are more likely to visit libraries, museums, community events and learning centers more frequently as a family
- Are more likely to engage in outdoor activities regularly
- Feel more connected to other parents
- Feel they receive more social and emotional support from family, friends, their community and the program
- Feel more prepared for their child's transition to the next educational setting



## YOUTH DEVELOPMENT & EDUCATION.

Whether it's earning a high school diploma or discovering a new career path, our team helps young people prepare for the future they envision. This year, we strengthened our partnerships with Roxbury Community College, the NBA Foundation, and other organizations to help youth gain a wide range of experiences from learning about smart building technology to exploring jobs in the financial sector. By providing students with wraparound services, we helped ensure they had the support they need to thrive.



### WILLIAM J. OSTIGUY RECOVERY HIGH SCHOOL

Operating in partnership with Boston Public Schools and the Gavin Foundation, ABCD's Ostiguy High School serves young people impacted by substance use and abuse. Beyond the walls of Ostiguy High School, the team works directly with students through the Prevention Project, which provides evidence-based education, prevention, early intervention services, and access to pro-social enrichment activities.

Building on that program's success, Ostiguy High shifted its model in 2023 to serve students at earlier stages of their relationship to drugs and alcohol. As a result, there are more pathways for students to get the resources and education they need.

We also implemented the science-based intervention iDecide (Drug Education Curriculum: Intervention, Diversion, and Empowerment) to reach out to students throughout the district who have violated their school's substance use policy.



### UNIVERSITY HIGH SCHOOL

Designed for students who have struggled in traditional settings, University High School – which ABCD operates in partnership with Boston Public Schools – provides a place where young people can earn their diploma and get on the path to success. In school year 2022-2023, we saw increased enrollment with 89 students studying at UHS.



### HELPING YOUTH ON THE PATH TO CAREER SUCCESS

**CAREER EXPLORATIONS** offers older and out-of-school youth living in Metro North communities the opportunity to explore careers through training and work experience. In 2023, they participated in training for information technology, (IT), human services, the building trades, culinary, early childhood education, and home health careers.

**SUMMERWORKS** places under-resourced Boston and Medford youth in paid positions at nonprofit employer sites and offers mentoring and career skills workshops. Last summer, we supported nearly 600 youth through jobs, referrals and advice.

**YEA! (YOUTH ENGAGED IN ACTION)**, supported in part by Capital One and Junior Achievement, provides a meaningful summer experience for income-eligible 13-year-olds. This year, students learned about financial literacy, civic engagement, food insecurity, job readiness, and cyber citizenry.

**LEVEL UP** is designed to help young adults living in Boston find, prepare for, and enter the career they want. The program provides tuition assistance, a paid internship, and childcare assistance to participants while they complete their degree at a local college.

**WORKSMART** offers eligible Boston high school students academic support, career-readiness, mentoring, and supervised paid internships. From September to June, 100 youth participated in the program.



### NBA Foundation awards grant to ABCD's WorkSMART youth program

**This year, we were honored to be one of 12 organizations included in a \$4.8 million NBA Foundation grant to advance economic empowerment in the Black community over the next three years. ABCD will provide more than 450 low-income Boston youth skills development, hands-on work experience, tutoring, mentoring, wraparound support services, and a paycheck to help them achieve academically and plan for future career.**

### Solveathon with the NBA Foundation and MIT Solve

**The NBA Foundation partnered with MIT Solve to host an inaugural Solveathon for five Boston-based Foundation grantees including ABCD. The event challenged these youth to design and pitch innovative solutions to business problems the NBA faces daily.**



## ELDER ENGAGEMENT.

### *Intergenerational programming enriches everyone.*

Our Elder Services team helps thousands of seniors live active, meaningful lives. In addition, our neighborhood network of services include weekly exercise classes, educational classes, recreational activities and group outings, Senior Brown Bag lunches, and food and nutrition programming.

Not only do we reach out to seniors in need of assistance, we also actively engage elders from all walks of life who are interested in giving back and building community. There's no substitute for human-to-human connection, and in 2023, we were thankful to welcome the majority of our volunteers back into the classroom and we saw an influx of seniors who want to get involved with ABCD.

### **PARTNERING WITH BOSTON YOUTH**

Through Boston College's PULSE Program for Service Learning, college students and elders came together as conversation partners. They reached out to Foster Grandparents to check in, provide training on topics relating to aging and child development, iPad and tech trainings and more.

In addition, Chinese-speaking elders were conversation partners for Northeastern students who were enrolled in advanced Chinese language, film, and culture courses. Typically, they've met over WeChat or Zoom, but in 2023, our seniors had the opportunity to meet with students in person.

### **IMPROVING DIGITAL ACCESS FOR SENIORS**

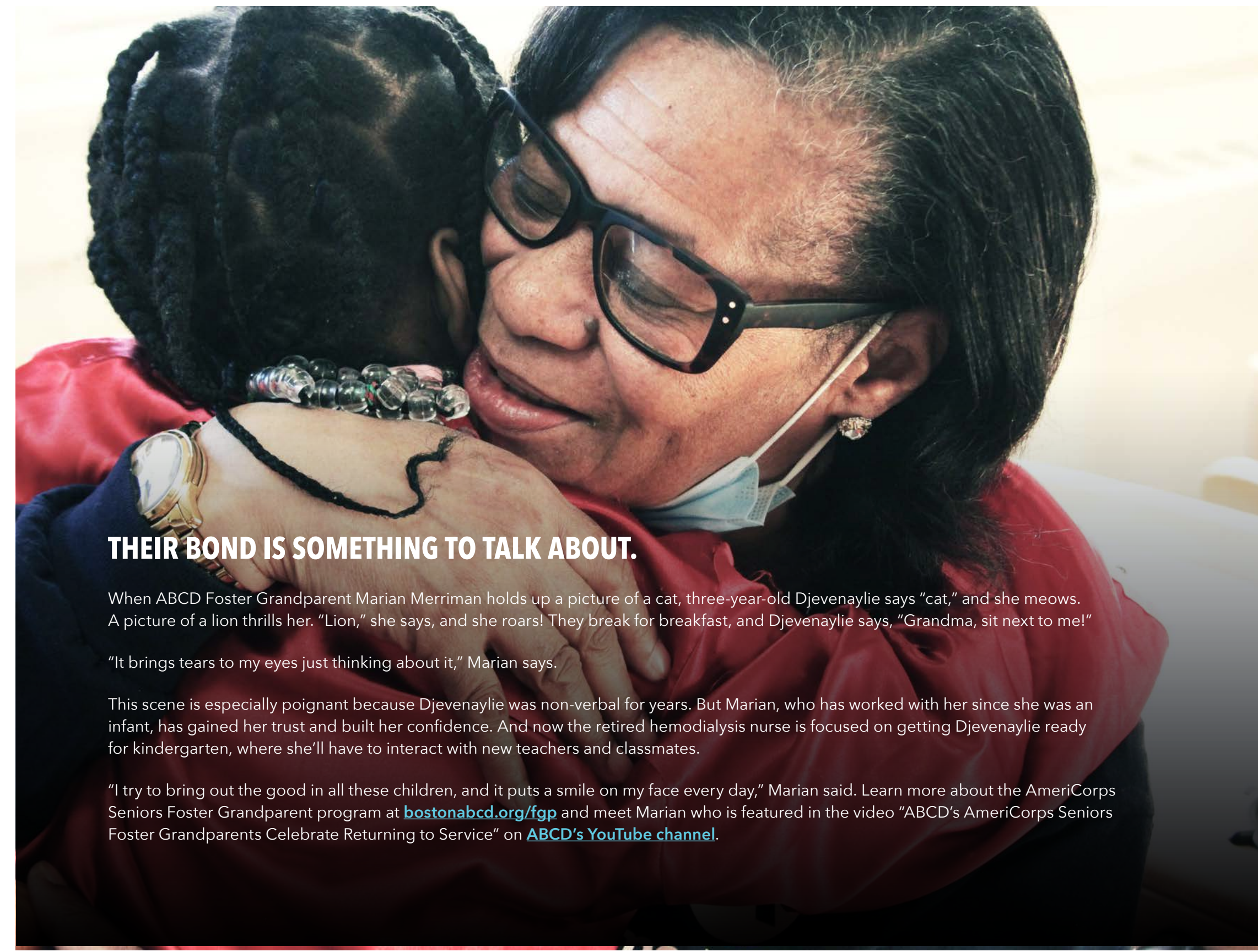
Thanks to support from the American Connection Corps, this year a Digital Inclusion Coordinator began working with ABCD to help ensure elders and other underserved populations have equitable access to digital technologies, services, and opportunities. In partnership with Tech Goes Home®, we also helped seniors access fundamental digital skills training.

# 72,473

HOURS VOLUNTEERED BY ELDERS

# 409

ELDERS SERVED BY OUR  
SENIOR BROWN BAG PROGRAM



## THEIR BOND IS SOMETHING TO TALK ABOUT.

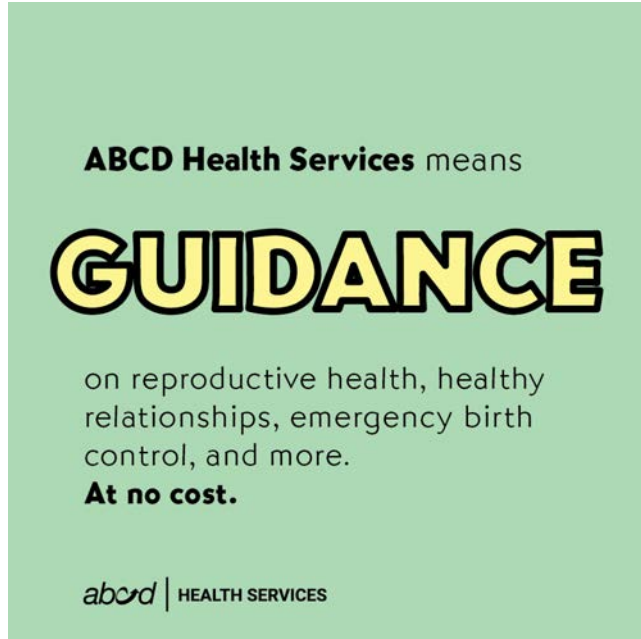
When ABCD Foster Grandparent Marian Merriman holds up a picture of a cat, three-year-old Djevenaylie says “cat,” and she meows. A picture of a lion thrills her. “Lion,” she says, and she roars! They break for breakfast, and Djevenaylie says, “Grandma, sit next to me!”

“It brings tears to my eyes just thinking about it,” Marian says.

This scene is especially poignant because Djevenaylie was non-verbal for years. But Marian, who has worked with her since she was an infant, has gained her trust and built her confidence. And now the retired hemodialysis nurse is focused on getting Djevenaylie ready for kindergarten, where she'll have to interact with new teachers and classmates.

“I try to bring out the good in all these children, and it puts a smile on my face every day,” Marian said. Learn more about the AmeriCorps Seniors Foster Grandparent program at [bostonabcd.org/fgp](https://bostonabcd.org/fgp) and meet Marian who is featured in the video “ABCD's AmeriCorps Seniors Foster Grandparents Celebrate Returning to Service” on [ABCD's YouTube channel](#).





## HEALTH & WELLBEING.

Through good work, partnership, and advocacy we were able to restore some Title X federal funds. These resources, combined with the state’s earmark, have allowed us to continue to provide birth control, comprehensive sexually transmitted disease testing, and disease prevention programs while advancing public health. From helping teens who want confidential visits to serving LGBTQ+/non-binary people, we are committed to improving health equity.

Thanks to several long-standing partnerships and some new ones, our neighborhood network of healthcare provider partners was key to service delivery. From traditional hospital-based sites to community health centers to school-based sites, we partnered with a multitude of organizations – including the Department of Youth Services – to better support our community’s needs across a broad geographic area. Outreach included health education, financial literacy, and guidance on healthy relationships, and our **ABCD Family Planning Training Institute** continued to refine our training on family planning, reproductive health and sexuality education for health care providers, counselors, educators, and community health workers.

### SPREADING THE WORD ABOUT FAMILY PLANNING PROGRAMS

This summer, we developed a bilingual marketing campaign featuring website content, advertising, and social media to help raise awareness about our no-cost family planning, reproductive, and sexual health services.

This successful effort aligned with increased visits to our programs, notably:

- Children’s Hospital’s Young Parent Program reported that their **numbers doubled** between July and August
- Dimock’s Pediatric department saw a **20% jump in summer and early fall**
- Martha Eliot Health Center reported that their **numbers doubled** between July and August

### Helping youth stay safe

We provide youth and young adults with a wide range of programs to help them make informed, healthy decisions about their sexual health. Learn more at [bostonabcd.org/health](https://bostonabcd.org/health).



# WEALTH-BUILDING.

Financial independence is often out of reach for low-income residents in our community. To help them get on the path to prosperity, we provide no-cost tax prep and financial check-ups, and ESOL, immigration and other services. Notably, our career development programs have added training for higher paying jobs that can lead to financial security and prosperity.

## IMMIGRATION PROGRAM

This year, our immigration program helped people with a variety of requests including applications for naturalization, Certificates of Citizenship, Green Card renewals and replacements, and Naturalization Certificate replacements. Notably, we reached our goal of 80 naturalization applications with funding support from the Citizenship for New Americans Program through the U.S. Office for Refugees and Immigrants.



**ENGLISH FLUENCY OPENS DOORS TO ECONOMIC MOBILITY**  
OUR ENGLISH FOR SPEAKERS OF OTHER LANGUAGES (ESOL) PROGRAMS IN MATTAPAN, PARKER HILL/FENWAY, AND ROSLINDALE HELPED MANY STUDENTS RAPIDLY ACQUIRE LITERACY SKILLS. BEYOND PROVIDING ENGLISH EDUCATION, TEACHERS ARE ALSO A VITAL LIFELINE CONNECTING STUDENTS WITH MUCH-NEEDED HOUSING SUPPORT, FOOD, AND OTHER ESSENTIALS. OVER THE PAST YEAR, WE'VE EXPANDED THE PROGRAM BY ADDING MORE STAFF AND INSTRUCTORS.

**\$5,395,219**  
TOTAL FEDERAL AND STATE REFUNDS

### Helping our neighbors file their taxes

Our team of IRS-certified ABCD volunteers working at 11 of our neighborhood sites and two satellite locations helped to prepare and submit tax returns for Greater Boston residents.

**20%**  
OF FILERS RECEIVED  
EITHER EITC OR CTC

**3,103**  
TAX RETURNS COMPLETED





ABCD is integral to the SHINE Initiative, in partnership with RARE. By empowering underserved communities to take part in sustainable energy initiatives, the project strengthens their connection to the region's energy landscape while helping to meet societal, federal, state, and municipal climate objectives. Both the federal and Massachusetts governments have expressed interest in this partnership model to engage communities, train residents as solar technicians, drive interest in community solar and build the energy resilience of vulnerable communities.



# CAREER DEVELOPMENT.

We meet people where they are and help them at every step of their employment journey. Over the last year, we’ve intensified our efforts to connect individuals with training, job placement, and other career development opportunities. Notably, we expanded our partnerships to help people train for high tech and green jobs.

**MASSACHUSETTS BIOTECHNOLOGY EDUCATION FOUNDATION (MASSBIOED) INITIATIVE**

ABCD has partnered with MassBioEd to bring community attention to MassBioEd’s Life Sciences Career Hub. An expansion of our existing collaboration on MassBio’s job training program, Bioversity, we provide individuals, especially young adults who lack a college degree, with the skills to enter the life sciences field and build a fulfilling career.

**NEW PARTNERSHIP WITH SOLAR HELPING IGNITE NEIGHBORHOOD ECONOMIES (SHINE)**

This year, ABCD is partnering with RARE – an international conservation organization specializing in social change for the environment – to launch the SHINE initiative in partnership with other local organizations to help bring new green job opportunities to underserved communities.

**FIRST STEPS INTO CHILDCARE**

Our longest-running job training program, First Steps into Childcare gives enrollees the opportunity to learn and earn at early childhood education centers. They also take early education college courses and, upon completion of the program, have the opportunity to apply for a position at ABCD Head Start and other local programs. Over the last several months, we expanded the program’s footprint to serve individuals from Greater Boston. Additionally, with funding from the City of Boston and in partnership with the CAYL Institute, we will prepare an additional 72 individuals to enter the early childhood education and care workforce.

**STRENGTHENING OUR PARTNERSHIP WITH BEST HOSPITALITY**

With grants from the City of Boston’s Neighborhood Jobs Trust and Commonwealth Corporation, we are collaborating with the BEST Hospitality program to provide our wraparound services to their participants who are training for careers in the hospitality industry.



**BRIDGES RETURNING CITIZENS CENTER (BRCC)**

THIS PROGRAM HELPS INDIVIDUALS WHO WERE RECENTLY RELEASED FROM INCARCERATION FIND JOBS, TRAINING OPPORTUNITIES, OTHER EMPLOYMENT SERVICES, AND CAREER COACHING. BOLSTERED BY STRONG PARTNERSHIPS WITH THE MIDDLESEX COUNTY SHERIFF’S OFFICE, THE SUFFOLK COUNTY SHERIFF’S DEPARTMENT, THE DEPARTMENT OF CORRECTIONS, AND OTHERS, THIS PROGRAM HAD TREMENDOUS SUCCESS THIS YEAR AND WILL BE EXPANDING ITS REACH IN BOSTON.



**MASSHIRE BOSTON CAREER CENTER**

BASED ON ABCD’S SUCCESSFUL MANAGEMENT OF THE MASSHIRE METRO NORTH CAREER CENTER, THE MASSHIRE BOSTON WORKFORCE BOARD HAS SELECTED ABCD TO BE ONE OF THE OPERATORS OF THE MASSHIRE BOSTON CAREER CENTER BEGINNING ON JULY 1, 2024. THE CENTER WILL FACILITATE ACCESS BY OFFERING A NEIGHBORHOOD-BASED SYSTEM OF CAREER SERVICES. IT WILL ALSO PROVIDE ACCESS TO WRAPAROUND SERVICES AND WILL SERVE AS ANOTHER LOCATION FOR THE BRIDGES RETURNING CITIZENS CENTER.



## NEW LIFE, **REAL** PROMISE.

Jay's\* new life took shape in November 2023 when a solar energy company invited him to train for a remote sales position. Shortly before, Jay had met with the **BRIDGES Returning Citizens Center (BRCC)** team located at the MassHire Metro North Career Center, operated by ABCD, and had taken their advice to heart. Warm and gregarious, his interpersonal skills made him a natural for a sales role, and BRCC Program Manager Ben Sherman suggested that he focus on high growth industries.

Jay's fresh start follows over a decade of incarceration, a sentence he began serving when he was a teenager.

He was candid about his criminal history, and the employer was willing to give him an opportunity. He so impressed the hiring team that he was named a training team leader.

Grateful for the career coaching and range of supports that BRCC provided, Jay praised his employer's open-mindedness. "Even though I'm a hard worker and motivated, I was still scared that I would end up washing dishes for the rest of my life. And now I feel like a real person, like everyone else." Learn more about the **BRIDGES** program at [masshiremncareers.com/returning-citizens-resources](https://masshiremncareers.com/returning-citizens-resources).



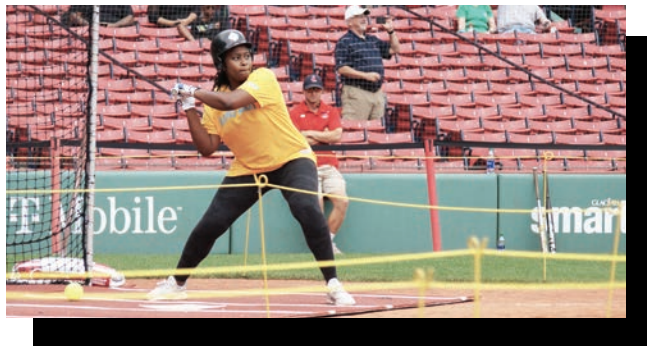
"I feel like a real person, like everyone else."

\* To protect our client's privacy, we are not using his real name



## RESOUNDING SUPPORT.

We are incredibly grateful to the many friends who donated \$3,387,941 in 2023 to fuel our mission to serve low-income residents in the Greater Boston area.



### FIELD OF DREAMS

The iconic annual fundraiser returned to Fenway Park on June 30. Thanks to donors' generosity and the Boston Red Sox, Field of Dreams raised more than \$150,000 for ABCD SummerWorks.



### HOOP DREAMS

On September 26, this action-packed fundraising basketball tournament returned to TD Garden with co-hosts Boston Celtics President Brad Stevens and Boston Globe columnist Bob Ryan. Together, we raised \$50,000 to help support ABCD's youth programs.



### BUONA SERA: AN EVENING WITH FRIENDS

To support senior programming, the ABCD North End/West End Neighborhood Service Center hosted their annual fundraiser at various local restaurants donating meals, which raised \$50,000. We were honored to host several celebrity guests. Watch the video at ABCD's [YouTube channel](#).



## SPECIAL EVENTS

### COMMUNITY HEROES CELEBRATION

Hosted by NBC 10's Glenn Jones, the gala honored the hard work and leadership of community heroes in Greater Boston and over 60 years of community action. This year, MSNBC's Lawrence O'Donnell and State Representative Justin J. Pearson of the "Tennessee Three" participated in an [inspiring keynote conversation](#) about preventing gun violence tragedies and the power of positive change.



### BLACK HISTORY MONTH

In celebration of **Black History Month**, ABCD President and CEO Sharon Scott-Chandler welcomed a panel of experts: City of Boston Chief of Economic Opportunity and Inclusion **Segun Idowu**; Accordia Partners Vice President of Diversity, Equity and Inclusion **Jill Lacey Griffin** and ABCD Vice President of Workforce Development and Alternative Education **Ron Marlow** for a community discussion about Boston's racial wealth gap. Paris Alston, co-host of GBH News *Morning Edition*, served as moderator.



CONTRIBUTIONS AND IN-KIND CONTRIBUTIONS TO ABCD IN FY-23 TOTALED

\$3,387,941





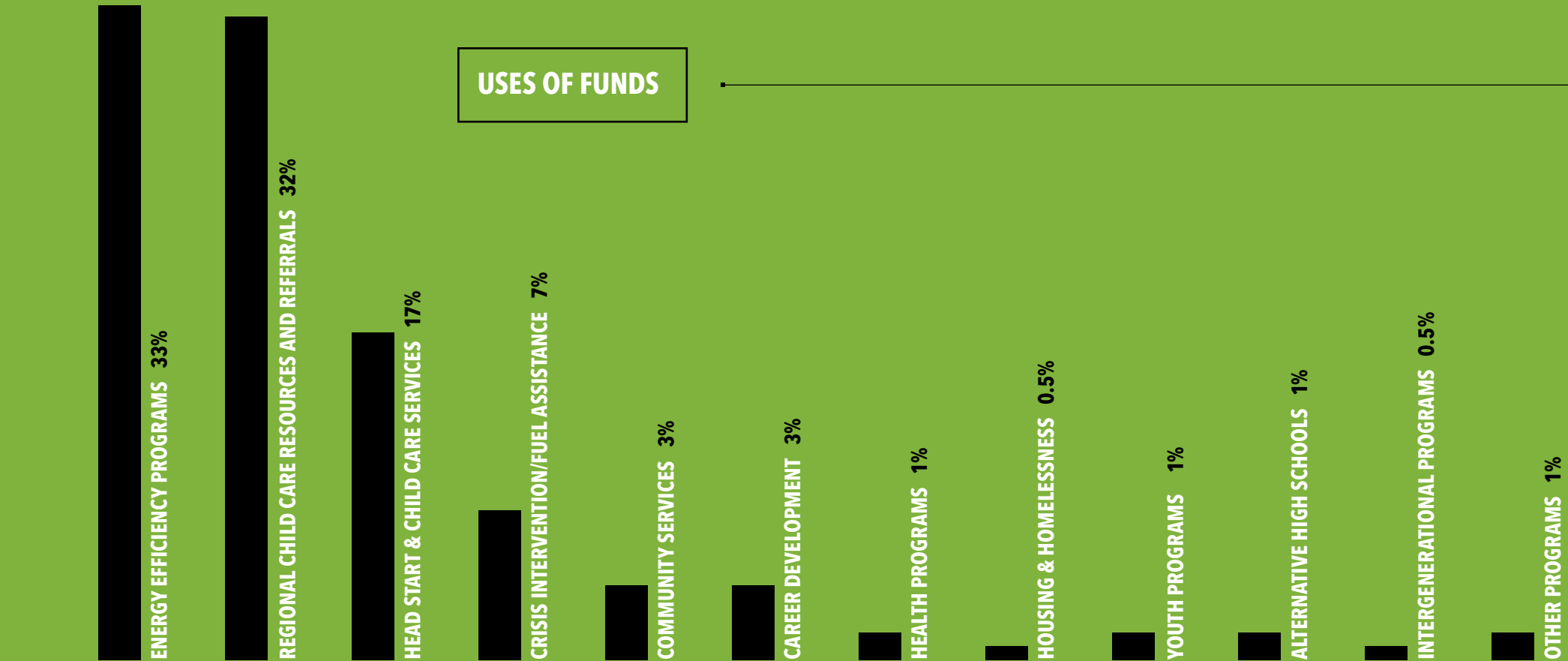
FINANCIALS.

ABCD FUNDING COMES FROM A VARIETY OF SOURCES INCLUDING:

- Grants and allocations from the federal government – some awarded directly to ABCD and others flowing through the State and City to ABCD programs
- Funding from the Commonwealth of Massachusetts, City of Boston and utility companies
- Private Foundation grants
- Individual and corporate donations

98%  
OF ABCD REVENUE IN  
FY-23 WAS DEDICATED TO  
PROGRAM EXPENSES

PAYMENTS MADE ON BEHALF OF  
PROGRAM PARTICIPANTS WERE  
68.5%  
OF TOTAL REVENUE



TOTAL REVENUE FOR FISCAL YEAR 2023 WAS

\$279,883,522

The Annual Report features accomplishments made in calendar 2023; however, the financial report reflects ABCD's fiscal year which ended August 31, 2023.



# BOARD OF DIRECTORS.

The heart of our organization, the ABCD Board of Directors helps us shape our strategic vision and respond to the needs of the most underserved and at-risk people in Boston and the Mystic Valley region. This diverse board represents public, private, and neighborhood sectors, with the neighborhood sector making up the majority. This is a list of members who were active in calendar year 2023.

## OFFICERS

Chair | **Sean K. Daughtry** • Vice-Chair | **Nancy Dickerson** • Vice-Chair | **Marie Greig** • Vice-Chair | **Edward Katz** • Vice-Chair | **Rev. Dr. Florence King**  
Vice Chair | **James Owens, Jr.** • Treasurer | **Patricia Washington** • Assistant Treasurer | **Candice Caines-Francis** • Clerk – **Julia Hardy Cofield, Esq.**  
President and CEO | **Sharon Scott-Chandler, Esq.**



## NEIGHBORHOOD SECTOR

**Patricia McShane** | Allston/Brighton • **Edward Katz** | Charlestown • **Sarita Owens** | Dorchester • **Michelle Sanchez, Ed.D.** | Dorchester  
**Yvonne L. Jones** | Dorchester • **Rita Covan-Reid** | East Boston • **Patricia Powers** | East Boston • **Thomas Webb** | Jamaica Plain • **Judy Ward** | Jamaica Plain  
**Lincoln Larmond** | Mattapan • **Marguerite Mars** | Mystic Valley • **Marian O’Neil** | North End/West End • **Maria Ramos** | Parker Hill/Fenway  
**Matilda Drayton** | Parker Hill/Fenway • **Connie Forbes** | Roxbury/North Dorchester • **James Owens, Jr.** | Roxbury/North Dorchester  
**Mary Keith** | Roxbury/North Dorchester • **Marlena Nania** | South Boston • **Marie Greig** | South Boston • **Kathleen Flynn** | South Boston  
**Mary Manuel** | South End • **Dareline Jackson** | South End • **Fatima Villarreal** | Head Start Policy Council • **Caitlin Callahan** | Urban College of Boston

## PRIVATE SECTOR

**Patricia Washington** | Greater Boston Chamber of Commerce • **Cokiena Fuller** | NAACP Boston Chapter • **Collique Williams** | Greater Boston Labor Council-AFL-CIO • **Marian Walsh, Esq.** | Operation A.B.L.E. • **Kristen Rupert** | Associated Industries of Massachusetts • **Nancy Dickerson** | BMA TenPoint • **Samuel DePina** | Boston Public Schools • **George Montgomery** | La Alianza Hispana • **Eileen Dern, RN** | MelroseWalefield Healthcare

## PUBLIC SECTOR

**Jean M. Babcock** | Senator Lydia Edwards • **Lynnette Sumpter** | Representative Chynah Tyler • **Joyce Dennis** | Senator Nick Collins • **Julia Hardy Cofield, Esq.** | Senator Michael Rush • **Candice Caines-Francis** | Representative Aaron Michlewitz • **Alejandro Camarena** | Representative Kevin Honan  
**Aneesh Sahni** – Representative Adrian Madaro • **Angela Williams-Mitchell** | Councilor Tania Fernandes Anderson • **Shaikh Hasib** | Councilor at-Large Michael Flaherty • **Rodline Louijeune, Esq.** | Councilor at-Large Ruthzee Louijeune • **John P. McGahan** | Councilor Frank Baker • **Mary Chin** | Councilor at-Large Erin Murphy • **Sean Daughtry** | Representative Christopher Worrell • **Linda Monteiro** | Senator Liz Miranda • **Rev. Dr. Florence King** | Representative Paul Donato • **Faarooq Sahabdeen** | Councilor Ricardo Arroyo • **Julisa Curet-Rodriquez** | Councilor at-Large Julia Mejia



2023 DONOR LIST

RECOGNIZING OUR AMAZING DONORS.

Your generosity enables ABCD to empower under-resourced residents to transition from poverty to stability.

The donor list in this report covers calendar year 2023. We are deeply grateful to the many donors who make our work possible. For a complete list, visit [bostonabcd.org/donors](https://bostonabcd.org/donors).

\$100,000+

Boston Foundation  
Liberty Mutual Foundation  
Slalom LLC  
State Street Bank

\$50,000 TO \$99,999

Klarman Family Foundation  
Cabot Family Charitable Trust  
Cambridge Savings Bank  
Franklin Square House Foundation

\$25,000 TO \$49,999

Boston Private Industry Council  
Cambridge Public Health Commission  
Community Energy Service, Inc.  
MASSCAP  
National Philanthropic Trust  
One World Boston  
The Rabbi Abraham Halbfinger and Charlesview  
Charitable Fund at Charlesview Inc  
The United Way of Massachusetts

\$10,000 TO \$24,999

Advanced Windows, Inc.  
Anonymous (1)  
Blue Cross Blue Shield  
Boston Global Investors  
Brian Blachard  
Cambridge Community Foundation  
Children’s Hospital Ophthalmology Foundation  
CLEAResult  
Dedham Savings Community Foundation  
DMB Financial, LLC  
Donna M. Coard  
Ebenezer Baptist Church  
ENGIE North America  
First Church in Malden Congregational  
Four Corners Development Corporation  
Hemenway & Barnes LLP  
Jann Tenebaum  
Linde Family Foundation  
Michael H. Douvadjian  
Ropes & Gray, LLC  
The SWAN Society  
TJX Foundation, Inc.  
Vertex Pharmaceuticals  
Wynn Resorts

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ACT Leasing  
Alan R. Korpi  
Anonymous (2)  
AvalonBay Communities, Inc.  
Boston Society of New Jerusalem  
DiPietro Heating and Cooling  
Fluid Industrial Associates, Inc.  
Frederick E. Weber Charities Corp  
Gavin Foundation, Inc.  
HUB International New England, LLC  
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John Moriarty & Associates, Inc.  
Joliet Foundation  
M&T Charitable Foundation  
Nutter, McClennen & Fish LLP  
PPI Benefit Solutions  
Pyramid Advisors, LP  
RBC Foundation  
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Rich May, P.C.  
Robert Moeser  
The Architectural Team, Inc.  
Urban College of Boston

\$2,500 TO \$4,999

Amy Pearlman  
Atlantic Charter Insurance Company  
Building Impact  
Cencora  
Cronin Development  
David Giunta  
Eagle Bank  
Gem Plumbing & Heating Co., Inc.  
Girard Heating & Air Conditioning, Inc  
K.J. Miller Mechanical, Inc.  
Kaitlin McCarthy  
Mass General Brigham  
Peabody Properties  
Rockland Trust  
SalemFive  
The Varano Group  
Tufts University  
W.B. Mason  
WJS Mechanical Corp.

\$1,000 TO \$2,499

Andrew James Lawson Foundation  
Arlmont Fuel Corporation  
BC Plumbing & Heating, LLC  
C2S Energy LLC  
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Daniel Farley  
Debra Lussier  
Erin Doyle  
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Finegold Alexander Architects Inc  
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Ruth M. Charney  
Tara Fisher  
Taylor Hart  
The Derek and Megan Lietz Donor Advised Fund  
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Thomas R. Hiller  
Volunteers of America  
Wegmans Chestnut Hill  
White Birch Communications Group, LLC  
Yonatan Levy





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