



ACTION FOR BOSTON COMMUNITY DEVELOPMENT

ANNUAL REPORT 2024



TRANSFORMATION STARTS HERE



It's *not* just a winter coat – it's **warmth and comfort**.
It's *not* just a summer job – it's a launchpad to **career success**. It's *not* just preschool – it's a **head start on life**. Over the last year, ABCD has helped many individuals and communities take positive steps forward.
But we didn't do it alone. With the support of our partners and community, we've provided more than resources; we've provided pathways to real change.

TRANSFORMATION STARTS HERE.

abcd 2024

HARDSHIP TO HOPE

In 2024, we provided tangible support to help people make a measurable difference in their lives.

98,210 low-income individuals were helped by ABCD

929,660 nutritious meals were served to ABCD Head Start students. In addition, 2,828 families put healthy food on the table through food access centers.

13,684 people got help staying healthy and building healthy families through sexual and reproductive healthcare



32,011 individuals kept warm and safe with heating assistance

2,162 children got a great start in life through Head Start

6,204 families found safe, affordable childcare through referral and voucher programs

MESSAGE FROM ABCD LEADERSHIP



Dear Friends, Partners, and Community Members,

As we reflect on 2024, we're reminded that transformation is driven by choice, commitment, and community. This year marks the 60th anniversary of the Economic Opportunity Act, which created Community Action Agencies like ABCD. Six decades later, our mission is more essential than ever.

In a year challenged by inflation, rising housing costs, and food insecurity, ABCD impacted 98,210 low-income individuals:

- **Head Start prepared 2,162 children** for lifelong learning, while providing nearly one million meals.
- **Energy assistance kept 32,011 individuals safe**, preventing over 10,390 no-heat incidents.
- **Climate Equity & Impact** ensured that over half of our clean energy projects benefited environmental justice communities.

Behind every number is a changed life — a parent returning to work thanks to affordable childcare, a senior choosing heat without sacrificing medicine, or a young adult starting a promising career.

We continue this work amid economic inequality, political polarization, and threats to critical programs like Head Start and LIHEAP. These times call not for temporary fixes, but lasting solutions. ABCD is agile and meets evolving needs.

We're also empowered by strong partnerships. Government agencies, elected officials, corporate and foundation donors, and generous individuals all amplify our efforts. A special thanks goes to our 800+ staff whose dedication makes our work possible.

As we move forward, we invite you to deepen your engagement. Whether through advocacy, support, or spreading awareness, your involvement matters. Together, we can ensure everyone has the opportunity not just to survive, but to thrive.

Transformation starts with us.

With gratitude and determination,

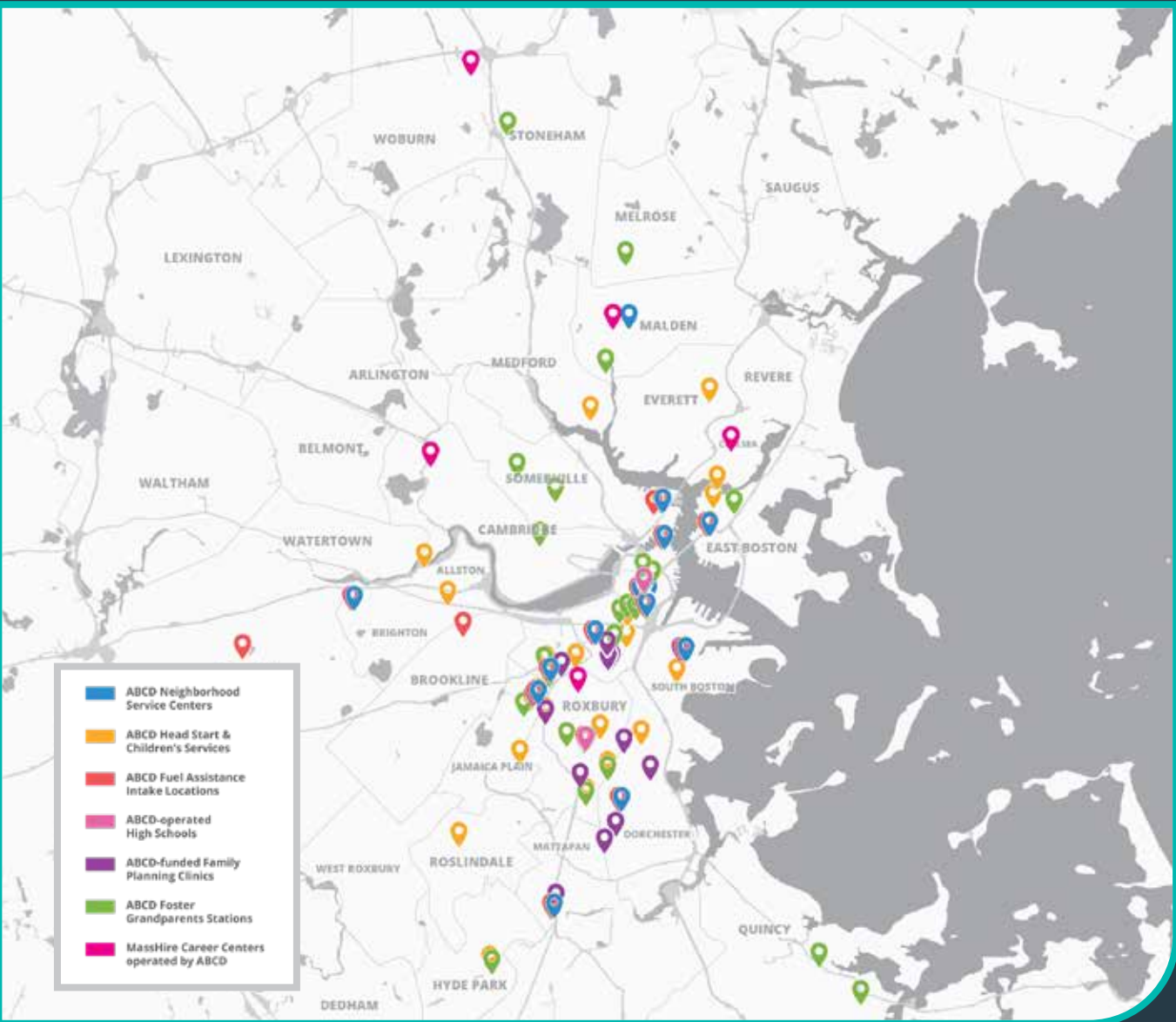
SEAN K. DAUGHTRY
CHAIR, BOARD OF DIRECTORS 2024

SHARON SCOTT-CHANDLER, ESQ.
PRESIDENT AND CEO

WHERE CHANGE BEGINS

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

- ABCD operates 14 neighborhood centers directly and partners with the Asian American Civic Association in Chinatown and John F. Kennedy Center in Charlestown.
- We provide more than 75 programs and services which grow and change over time to meet emerging needs.
- Our activities center on the communities of Boston, Everett, Malden, and Medford, but many programs reach residents throughout the region and statewide.



TRANSFORMATION STARTS HERE

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NEIGHBORHOOD OPPORTUNITY CENTERS

Transforming communities from the inside

The heart and soul of ABCD, our neighborhood centers engage people who are striving to build better lives. By responding to critical needs with a broad range of programs and services, our neighborhood centers are making an impact every day.

HELPING MAKE THE MBTA MORE ACCESSIBLE

In September, Governor Healey launched the **MBTA'S Income-Eligible Reduced Fares Program**, which increases access to buses, subways, commuter rail, ferries, and paratransit by providing a 50% discount to residents aged 18-64 who are enrolled in SNAP, TAFDC, EAEDC, or MassHealth.

ABCD was honored to be selected as one of two providers helping implement this important program. Every ABCD neighborhood opportunity center and sister Community Action Agencies statewide are assisting with applications. In 2024, we served more than 917 T-riders since the program's inception.



NEIGHBORHOOD OPPORTUNITY CENTERS INNOVATE AND EXPAND

From providing food to facilitating senior outreach, ABCD's Neighborhood Centers are integral to our operations – and to our community. Here are just a few of their many highlights over the past year:

- ▶ The **Roslindale Neighborhood Service Center** relocated across the street and uses the larger space to expand their services, including a monthly Brown Bag program.
- ▶ In collaboration with Heart of a Giant, the **Roxbury/ North Dorchester Neighborhood Service Center** has initiated free blood pressure screenings and educational sessions on the last Saturday of each month.
- ▶ The **South End Neighborhood Service Center** provides groceries and fresh produce to more than 350 clients a month.
- ▶ To support and connect with our seniors, the **North End/ West End Neighborhood Service Center** began hosting Artful Meditation Workshops blending meditation, stretching and crafts.
- ▶ The **Allston/Brighton Neighborhood Opportunity Center** collaborated with the City of Boston Office of Food Justice and Vital CxNs to survey clients about how current food systems are working—and how they can be improved.
- ▶ The **Dorchester Neighborhood Service Center** cut the ribbon on the new Community Fridge Project, which provides perishable, frozen, dry and canned food items, and accepts donations from the community.



Kathy Vo, Director of **ABCD's ABDC Dorchester and Roslindale Neighborhood Service Centers**, received the *2024 Empowered and Dedicated to Edify the Nation (EDEN) Award* for her work helping individuals and families break the homelessness cycle.



GOVERNMENT PARTNERSHIPS

Joining forces to make an impact

Collaborating with government at the local, state, and national levels is pivotal to addressing the challenges affecting our communities. To support our neighbors in moving from poverty to stability and ultimately to success, we organized several events to build strong connections with government leaders who can drive meaningful change.

LEGISLATIVE BREAKFAST

Co-hosted by **Rep. Paul J. Donato** and **Rep. David Biele**, the Legislative Breakfast facilitated dialogue between our elected officials and ABCD's community leaders, board members and program directors. We were honored to welcome legislators and staff from about 20 offices as well as representation from five Boston City Council offices.



ABCD Legislative Breakfast co-hosts Representative Paul Donato & Representative David Biele, as well as Representative James (Jay) Livingstone, Boston City Council President Ruthzee Louijeune, City Councilor Liz Breadon PT, DPT, and ABCD board members and staff.

ROUNDTABLE WITH U.S. SECRETARY OF THE TREASURY

ABCD President and CEO Sharon Scott-Chandler joined an esteemed group of leaders at a roundtable discussion with then-**U.S. Secretary of the Treasury Janet Yellen**. Roxbury Community College hosted the forum to share important efforts to promote clean energy and energy efficiency in Massachusetts.



CONGRESSWOMAN PRESSLEY VISITS ABCD HEAD START

Congresswoman Ayanna Pressley (MA-07), Co-Founder of the Stop Project 2025 Task Force, met with **ABCD Jamaica Plain Head Start & Children's Services** parents and staff to highlight the threat of Project 2025 to early education in Massachusetts and across the country.



ABCD GOES TO WASHINGTON

In March, staff and board members attended the annual **National Community Action Foundation (NCAF) Conference**, which celebrated the *60th Anniversary of the Economic Opportunity Act*. The Act sparked the work of Community Action Agencies like ABCD that are working to fight poverty and uplift communities.



SENATORS ANNOUNCE EARLY EDUCATION BILL AT ABCD MALDEN HEAD START

Massachusetts Senate President Karen Spilka, **Education Committee Co-chair Senator Jason Lewis**, as well as other Senate members visited the ABCD Malden Head Start to announce the introduction of a bill aimed at expanding access to early childhood education. The Senate passed the bill, and now it awaits passage in the House.



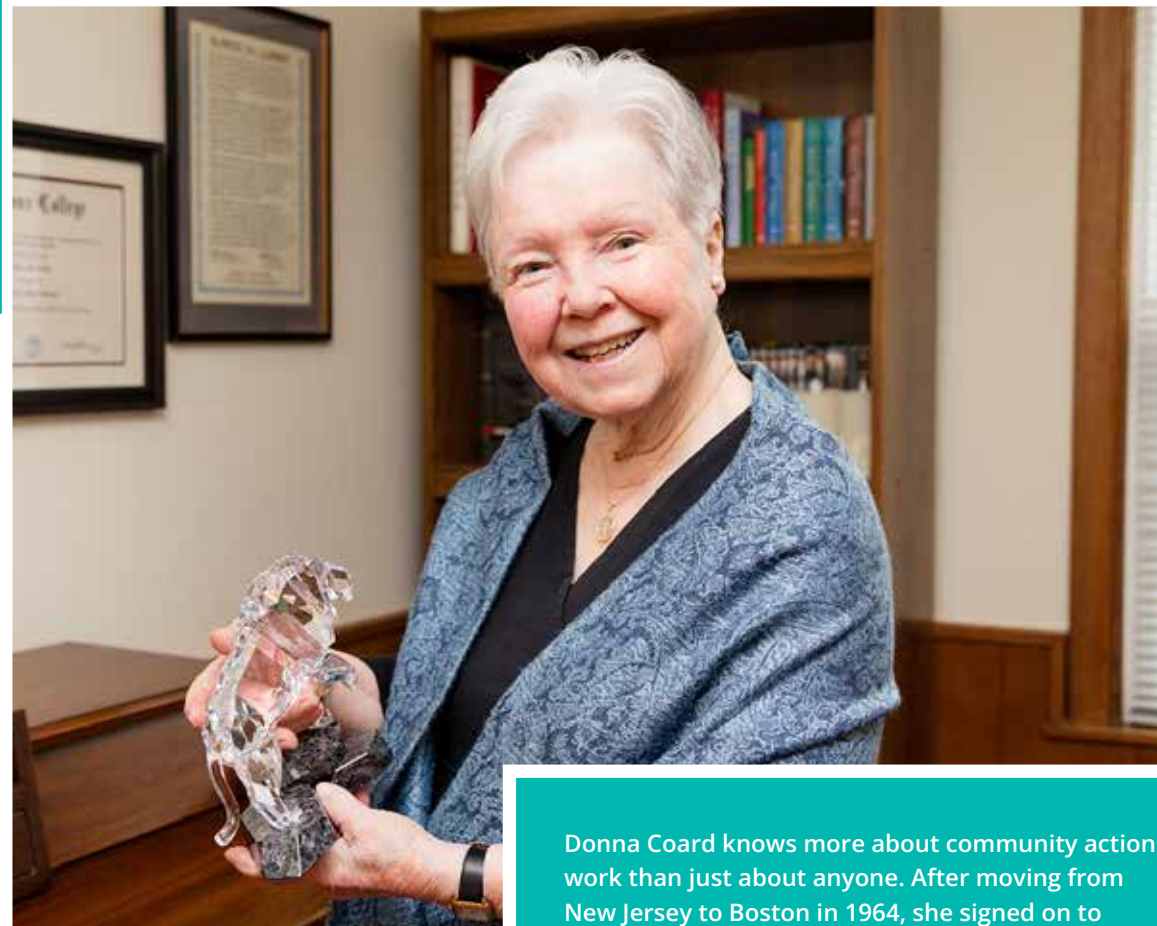
Former ABCD President and CEO Robert Coard was inducted into NCAF's inaugural *Community Action Hall of Fame*, along with nine other distinguished Community Action leaders. President and CEO Sharon Scott-Chandler accepted the award on behalf of Mr. Coard's wife and family during a very inspiring ceremony.



Joshua Young, VP of ABCD Legislative Affairs, received the National Community Action Partnership's *National Advocacy Award*.

FEATURE STORY:

A LEGACY OF LEADERSHIP AND LOVE: DONNA COARD



DONNA COARD

Donna Coard knows more about community action work than just about anyone. After moving from New Jersey to Boston in 1964, she signed on to work at ABCD, a “start-up” whose employees at the time totaled fewer than ten. Operating without the institutional knowledge or resources we take for granted today, Coard and her colleagues set about working to build one of the first official federally-designated antipoverty agencies and Boston’s first Community Action Agency from the ground up.

A LEGACY OF LEADERSHIP AND LOVE: DONNA COARD



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When you’ve got something good, YOU FIGHT FOR IT.

Over the course of several years since 1962, the ABCD team was able to make significant strides in bringing fragmented movements operating on a neighborhood level together to create a comprehensive antipoverty coalition. Donna herself was part of the core team that helped the organization become a catalyst for change, frequently meeting with community leaders to listen to their needs and share ABCD’s vision. Decades later, the results are visible for all to see; working in partnership with neighborhood volunteers and the Harvard T.H. Chan School of Public Health, Coard was instrumental in the founding of the Martha Eliot Health Center in Jamaica Plain in 1967.



In 1966, Donna, who at the time was leading ABCD’s field operations division, began working with Robert Coard, an urban planner who was then Deputy CEO of Planning. Faced with the imposing task of managing the conflicting interests and visions of various factions during the 60s and 70s, Robert proved himself to be an adept mediator. “He was the kind of person who was able to cut through the noise,” Donna recalls. She also notes that he was a true people person, always willing to sit down with someone and listen to their concerns: “He loved people, whether it was a large group, a small group, or one person.”

Robert would go on to become President of ABCD in 1968, and Robert and Donna would marry in 1976. Although Donna left ABCD after seven years to work for the Executive Office of Human Services, she credits the organization for shaping her values and her understanding of the world. She has continued to support ABCD’s growth and impact, a vision she shared with her beloved husband, who died in 2009. “Sixty years later, ABCD is still my favorite place in the world,” she says. Her conviction is as strong as ever. “We can’t lose this,” she says. “When you’ve got something good, you fight for it.”

CRISIS INTERVENTION

Transitioning from challenge to change

With inflation, food prices, and housing costs on the rise, many people in Greater Boston are at risk of hunger and homelessness. In the face of these challenges, ABCD is working to provide greater food access and housing assistance to residents in need. Beyond tactical support, our team takes a long-term view by providing a range of supports including early education, workforce development, financial literacy, and, referrals to partner programs.

MOBILE FOOD POP-UPS AND DELIVERY PROGRAMS FACILITATE GREATER ACCESS



To help fight food insecurity, ABCD hosts our **Mobile Food Pop-Ups**, at the Mattapan Family Service Center, Mary Ellen McCormick housing development, Tenant Task Force Building, and East Boston Area Planning Action Council. Through the program, which is supported by Community Development Block Grant funds and Cambridge Savings Bank, participants receive fresh, healthy, locally sourced, culturally relevant foods.



In partnership with *Stop & Shop PeaPod*, **ABCD's Food Delivery** program also provided 300 monthly deliveries of groceries to elders, those with disabilities, and others facing mobility challenges along with food insecurity. We also received funding from the Local Enterprise Assistance Fund (LEAF), which supplied 800 frozen prepared meals from **Merengue Restaurant** to food delivery clients through Project Dash, a social impact program offered by **Door Dash**.

30 NORTHAMPTON COLLABORATIVE FOOD HUB OFFICIALLY OPENS

This 26,000 square foot warehouse located on Northampton Street in Boston is the hub of a food distribution coalition whose goal is to maximize and share resources while distributing large amounts of food throughout the City of Boston each week. The coalition's members include **ABCD**, the **City of Boston's Office of Food Justice**, **YMCA**, **Neighborhood Food Action Collaborative**, and **City Fresh Foods**.



HOUSING OUTREACH AND SUPPORT

We work to prevent homelessness by providing **housing counseling**, **referrals**, and **workshops**, offering foreclosure prevention services and facilitating rental, mortgage, and utility bill assistance to residents of Boston, Everett, Malden, and Medford.

Our **Mobile Homeless Outreach team** provides clothing, food, and other essentials to unhoused people in the Mystic Valley cities of Everett, Malden, and Medford.



SUPPORTING THE FOSTER YOUTH TO INDEPENDENCE INITIATIVE

In 2024, Massachusetts was awarded 52 *Foster Youth to Independence* vouchers from the **U.S. Department of Housing and Urban Development** to help young adults find stable housing. ABCD, in partnership with local organizations like **More than Words**, has been actively helping youth access this critical support.



1,038 households served in Boston, Malden, Medford, and Everett

HOME ENERGY

Offering immediate assistance and long-term solutions

FUEL ASSISTANCE

Extreme weather conditions combined with high energy prices created a perfect storm for low-income families in Massachusetts. To help meet the need, ABCD's **Home Energy Assistance Program (HEAP)** provided home heating assistance to **32,011 individuals in 2024**. Notably, we prevented 10,390 incidents of no heat and restored heat for 780 households. On average, we received 360 calls a day for help.

Thanks to an increase in charitable donations and grants, we were able to expand our Emergency Fuel Assistance program to help more households facing financial hardship. In addition, we increased accessibility by utilizing technology.



UTILITY BILL ADVOCACY

ABCD provided counseling, orientation, and education regarding utility consumer rights and available protections, and facilitated enrollment in **Arrearage Management** programs.



JOHN WELLS RETIRES



For more than 40 years, **John Wells, VP Real Estate and Energy Services**, has been a vital member of the ABCD team. He played an integral role in designing, implementing and managing programs that make a direct impact on people's quality of life. The driving force behind LEAN, he helped bring clean energy to low-income families across Massachusetts. On behalf of everyone whose life he has touched, we thank John for his decades of service.

CLIMATE EQUITY & IMPACT

Reinventing sustainability for a more equitable future

At the forefront of energy equity and environmental justice, our team dramatically scaled programs across the state – helping more income-eligible families access clean energy resources. Our Client Services Center enabled us to support our customers well and undertake a wide range of projects from complete building energy efficiency and decarbonization retrofits to heating assistance and weatherization.

A PRESCRIPTION FOR CLEAN POWER

ABCD Energy Services partnered with Boston Medical Center (BMC) to support the rollout of its "Clean Power Prescription Program." In this pilot program, BMC used its renewable energy to help up to 80 vulnerable households reduce their utility bills. These households received monthly energy credits derived from a solar array BMC installed on the roof of its administrative building at 960 Mass Avenue, with help from ABCD.

CLEAN ENERGY COLLABORATION

The Climate Equity & Impact team organized its first networking event, hosting energy efficiency vendors, workforce development professionals, funders and training organizations for the low-income energy sector. In small group sessions, they discussed ways to develop a robust network of resources to equitably support, expand and diversify the sector.

LEADING EQUITY THROUGH MASS SAVE

The Massachusetts Department of Energy Resources unanimously approved the new three-year Mass Save Energy Efficiency Program plan for 2025-2027 to serve more moderate- and low-income customers than it ever has before. ABCD will co-lead this effort with its CAA partners, bringing clean, efficient energy to those who are underserved.

54% of ABCD Climate Equity & Impact multifamily projects are in environmental justice communities

53% of resulting energy savings realized by environmental justice communities

52% of ABCD Climate Equity & Impact projects are in public or nonprofit housing



Governor Healey appointed ABCD's President and CEO Sharon Scott-Chandler to the Office of Energy Transformation Advisory Board. She will bring ABCD's unique perspective to the state level conversation about transitioning from fossil fuels to clean energy.

The **American Council for an Energy-Efficient Economy (ACEEE)** named the **Low-Income Energy Affordability Network (LEAN)** as one of its "Leaders of the Pack 2024." As a founding member and co-chair of the LEAN (Low-Income Energy Affordability Network) coalition, ABCD helped create a first-in-the-nation model of public utility support for low-income household energy upgrades.

FEATURE STORY:

PERSEVERANCE AND TEAMWORK BRING THE HEAT: MARIAN YOUNG



Marian Young, an older homeowner living in Dorchester, first started having trouble with her utilities back in 2010. She couldn't cover the bills, and at last, her gas service was shut off. Then, in 2020, the oil furnace providing heat to all three units in her triple-decker failed. She couldn't afford to replace it, and she turned to space heaters.

MARIAN YOUNG & GRANDDAUGHTER MELANIE

PERSEVERANCE AND TEAMWORK BRING THE HEAT: MARIAN YOUNG



Soon, that posed another problem. Using space heaters was not only a safety concern but also made Marian's electric bill skyrocket. She fell behind and received notice that her electricity would be shut off.

That's when the **Massachusetts Executive Office of Housing and Livable Communities** referred her to ABCD for help.



Immediately, ABCD began working with Marian's granddaughter to gather relevant documents, get her electricity turned back on, and, through the **Home Energy Assistance Program**, ABCD prevented the termination of Marian's electricity; ABCD's Climate Equity & Impact department also made some long-overdue weatherization and heating system upgrades.

In July, Marian's granddaughter reached out again: Marian's homeowner's insurance provider had threatened to cancel her policy because the house had fallen into disrepair. ABCD stepped in and sent a letter to the provider promising to make repairs in her building in partnership with the **City of Boston's Senior Home Repair Program**.

ABCD then turned to addressing the final issue: fixing the heat. While installing a new gas heating system was feasible, ABCD made the case to have Marian's old gas debt forgiven, clearing her to enroll in new coverage and opening the door to installing a new system. ABCD's multifaceted problem-solving approach enables neighbors like Marian to create a safe, healthy, and energy-efficient home.

CHILDREN AND FAMILY DEVELOPMENT

Nurturing the youngest
among us



HEAD START & EARLY HEAD START

When early education and care teachers and staff are supported, children and families are supported. That translates to meaningful impact today and in the long-term. Specifically, **ABCD Head Start & Children's Services** has continued to address the nationwide early education staffing shortage through increased investment in wages, staff wellness, and creating a workplace that honors our staff's hard work and dedication to children and families. Through these ongoing efforts, **in 2024 we retained 91% of staff, an all-time high over the past six years.** Driven by increased competitive wages; in 2024 we saw a 46% increase in the number of staff hired over 2023. Realizing these goals contributed to a stable and high-quality workforce.

Through 2029, we will focus on our programmatic goals that focus on supporting the mental health and wellness of all children, families, and staff; enhancing and modernizing family engagement as well as their connections to peers and community; re-envisioning our approach to professional development, and continuing our work to build a workplace environment that attracts and retains highly qualified staff.

ENGAGING OUR ELECTED OFFICIALS

In March 2024 **Massachusetts Senate President Karen Spilka** chose our **Malden Head Start** center to announce a state budget investment in early education and care. In addition to outlining the importance of investing in the early education system in Massachusetts, she read a story to children.

In the fall and winter months of 2024 ABCD Head Start & Children's Services hosted legislators in our centers. **Senators William Brownsberger, Sal DiDomenico, Liz Miranda, Pat Jehlen, Representatives Judith Garcia, Chynah Tyler,** as well as **Congresswomen Katherine Clark and Ayanna Pressley** read to children, engaged in classroom activities, and held discussions with parents and staff.

CHILDCARE CHOICES OF BOSTON (CCCB)



For over three decades as the region's childcare resource and referral agency, CCCB has helped families find, access and pay for quality childcare so they can work or attend school. In 2024, CCCB served more children and helped more families access affordable childcare and additional support including career resources. Specifically, we **served 9,914 children in 6,945 families.** In addition, we expanded our partnership with **Bunker Hill Community College** to offer grant-funded financial assistance and community-based childcare placement to 22 families with 26 children, enabling parents to finish their degrees.



ABCD and its President and CEO **Sharon Scott-Chandler** made the **2024 Boston Globe/Women's Edge Top 100 Women-Led Businesses** in Massachusetts list.



FEATURE STORY:

FROM PARENT TO TEACHER: ALEXANDRA CORTORREAL ROSARIO



In July 2022, Alexandra Cortorreal Rosario moved from the Dominican Republic to Boston's South End to be closer to her family, leaving her home and her job as a teacher behind.

ALEXANDRA CORTORREAL ROSARIO

FROM PARENT TO TEACHER: ALEXANDRA CORTORREAL ROSARIO



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*I'm so happy with ABCD because they gave me the **OPPORTUNITY TO CONTINUE TO DO WHAT I LOVE.***

She enrolled her daughter in ABCD Head Start, and when her daughter's teacher learned about her background, she suggested that Alexandra apply to First Steps into Childcare, an ABCD program that allows qualifying participants to receive free early education training and certification. Alexandra immediately jumped on the opportunity and signed up.



After completing the **First Steps** program, Alexandra enrolled in courses at the **Urban College of Boston**, eventually obtaining her CDA certification. Combined with a successful verification of her bachelor's degree from the Dominican Republic, her credentials set her up to be hired by ABCD Head Start as a teacher. She recently completed her first year at our South End Head Start.

Alexandra, whose long-term goal is to become a licensed school therapist, credits ABCD for giving her the tools to reach her potential and for helping her to become acclimated to the US education system. "I'm so happy with ABCD because they gave me the opportunity to continue to do what I love," she says.

YOUTH DEVELOPMENT AND EDUCATION

Shaping tomorrow's leaders

A high school education. A new career opportunity. A compassionate mentor. Our team connects young people with the resources and support to help them prepare for the future they envision. This year, we strengthened our public and private sector partnerships to help youth access a wide range of experiences and get the support they need to transform their lives.

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LOVE IS THE POWER THAT SUSTAINS US. YOU DON'T GET HERE ALONE. YOU GET HERE BECAUSE OF LOVE — the kind of love that doesn't just support but fights for you. Some of you had family members who never stopped believing in you. Some of you had teachers, mentors, or friends who refused to let you give up. And some of you had to learn to love yourself enough to keep going even when the world made you feel invisible.

— Sherann Jackson-Alkins,
Principal, University High School



UNIVERSITY HIGH SCHOOL

Designed for students whose needs are not met 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.

STUDENTS FOCUS ON WELLNESS

As part of **ABCD's Commonwealth Restorative Justice Community Grant** work, University High School created the **Light Saver Initiative** — a week-long student-centered experience that included whole body wellness, mindfulness and meditation, mental health and mindset for wellness, restorative mediation, and restorative discipline.

The experience also featured **African Explosion**, an event led by Sir Taylor, a self-defined peacemaker and an original member of the Jesse White Tumblers in Chicago — a training program that provides a positive alternative for urban youth ages 6 to 16. As a form of service, UHS students hosted ABCD's Walnut Grove Head Start students as well as an evening cultural dance hosted by Sir Taylor and a community dinner.



◀ TWO SCHOOLS, ONE BUILDING

Both University High School and Ostiguy High School are now located at ABCD's Thelma D. Burns Building in Dorchester — providing greater opportunities for collaboration among students and staff.

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 misuse. 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.

Students benefited from the core curriculum as well as from impactful experiences such as talking with **State Representative Christopher Worrell** about the role of legislation in government.



REMEMBERING HAROLD MEZOFF

The ABCD community suffered a profound loss with the passing of **Harold Mezoff** on May 6, 2024. Harold retired in 2023 as **Vice President of Administration and Human Resources** after nearly 60 years with ABCD. Education was important to him, and he would champion the Urban College of Boston, which grew from an ABCD program into an independent accredited college, and the establishment of ABCD's alternative high schools, Ostiguy High and University High. Donations in his memory can be made to the **Harold Mezoff Scholarship Fund** at bostonabcd.org/donate.

HELPING YOUTH ON THE PATH TO SUCCESS

SUPPORTING YOUTH THROUGH TRANSFORMATIVE SERVICES

- CAREER ASSESSMENT AND EXPLORATION
- DIGITAL LITERACY SKILLS
- SUPPORT SERVICES
- OCCUPATIONAL SKILLS TRAINING
- TUTORING AND MENTORING
- LEADERSHIP DEVELOPMENT
- ENTREPRENEURSHIP
- FINANCIAL LITERACY
- JOB SHADOWING
- PAID WORK EXPERIENCES



MASSHIRE METRO NORTH YOUNG ADULT CAREER CENTER

The **MassHire Metro North Young Adult Career Center** provides participants with a wide range of opportunities including career building, skills training, and more. By consolidating these services under the career center, participants have access to an even broader spectrum of programs such as tours at **The Loop Lab** and **Boston Career Institute**, assistance with completing the HiSet, and training ranging from Class A CDL to Healthcare to IT.



SUMMERWORKS

SUMMERWORKS places under-resourced Boston youth in paid positions at nonprofit employer sites and offers mentoring and career skills workshops. Last summer, we supported nearly 300 youth through jobs, referrals, and guidance.

YEA! (YOUTH ENGAGED IN ACTION)

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

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

WORKSMART offers Boston students academic support, career readiness, mentoring, and supervised paid internships. We deepened our engagement with a college field trip, career chats with professionals, and partnerships with other youth-serving organizations. For example, working with the Tenants Development Association in Boston's South End, we offered WorkSMART to youth residents and provided wraparound services.



FEATURE STORY:

YOUTH EMPOWERMENT ACROSS GENERATIONS: EJ WARREN AND ED GUERRERO



When EJ Warren first landed a youth mentoring internship at the Shelburne Community Center in Roxbury back in 2006, he had no idea that one day he would end up leading his own youth empowerment organization. Now, twenty years later, Warren manages **Project Direct**, a Roxbury-based nonprofit that provides Boston youth with comprehensive career development, financial literacy, and life skills training in partnership with ABCD..

ED GUERRERO & EJ WARREN



YOUTH EMPOWERMENT ACROSS GENERATIONS: EJ WARREN AND ED GUERRERO



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*ABCD is one of the
GREATEST RESOURCES
we have.*

Ed Guerrero, a junior at John D. O'Bryant High School, initially learned about Project Direct when he was accepted to ABCD's WorkSMART program in 2022. After being placed at Project Direct, it didn't take long for Warren to recognize Guerrero's passion for learning: Guerrero is enrolled in the STEM program at John D. O'Bryant and is interested in pursuing a career in mechanical engineering or architecture. Since then, Guerrero has been involved in almost every facet of Project Direct, from interning at various businesses and worksites, to mentoring younger participants, to providing administrative support. "EJ is really good at figuring out what people's strengths are," says Guerrero.



Project Direct has had a strong partnership with ABCD since Warren first founded the organization. Inspired by his experience mentoring youth, Warren decided to start his own youth empowerment organization. "I remember meeting with ABCD when I first had the idea," he recalls. "They helped me get things started."

Moving forward, Warren feels passionate about continuing to provide young people with the skills and resources to be successful in both their personal and professional lives, and he credits ABCD as one of his most valuable partners. "ABCD is one of the greatest resources we have," he says. "I'm looking forward to continuing to partner with ABCD for as long as I'm doing this work." Guerrero, who will be returning to

Project Direct this summer, feels the same. "ABCD helps us prepare for the real world," he says.

GRATEFUL FOR OUR PARTNERSHIPS

We were honored to work with these organizations and many more over the past year.



NBA FOUNDATION

Through an NBA Foundation grant to advance economic empowerment in the Black community, low-income Boston youth gained skills development, hands-on work experience, tutoring, mentoring, wraparound support services, and a paycheck to help them achieve academically and plan for a career.

DEPARTMENT OF YOUTH SERVICES

With the support of a grant from the Department of Youth Services, court-involved youth under age 18 were able to enroll in any ABCD youth program they chose.

LOCAL FARMS

ABCD's Food Insecurity Program proudly partnered with local farms through the Boston Food Hub and other regional suppliers to provide fresh, culturally relevant produce at its mobile food pop-ups and pantries. By sourcing directly from New England growers, ABCD supported local agriculture while ensuring families and seniors across Boston had reliable access to healthy, nutritious food.

UNITED WAY OF MASSACHUSETTS BAY

ABCD's collaboration with the United Way of Massachusetts Bay strengthened financial empowerment and community capacity across Greater Boston. Through initiatives such as Boston Builds Credit, the partnership expanded access to financial education and economic mobility for low-income residents. As part of United Way's cohort of grantees, ABCD also engaged in shared learning to enhance program innovation and impact across its network.

EASTERN BANK

Eastern Bank Foundation continued to partner with ABCD to strengthen financial capacity and champion housing security. The foundation's commitment to engaging with community members, improving systems, and partnering on solutions aligns with the ABCD mission. This investment in communities fosters meaningful progress toward closing the opportunity gap.

STATE STREET CORPORATION

State Street's collaboration with ABCD exemplifies corporate citizenship in action. Through volunteerism and philanthropy, State Street employees have supported youth programs, food insecurity initiatives, and seasonal drives that directly benefit families served by ABCD. Their partnership amplifies ABCD's mission to provide pathways to education, employment, and financial security for individuals striving to build better futures.

CITY OF BOSTON: YOUTH INITIATIVE

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BOSTON PUBLIC SCHOOLS

ABCD and Boston Public Schools worked closely to ensure equitable access to education and family resources. In alignment with BPS's expanded investment in universal pre-K and inclusion programs, ABCD collaborated to connect families with early education, after-school enrichment, and essential supports—strengthening both student learning outcomes and community well-being.

ANIMAL RESCUE LEAGUE OF BOSTON

In partnership with the Animal Rescue League of Boston, ABCD integrated animal welfare and community care, particularly through neighborhood-based food insecurity programs. The collaboration brought pet food and related resources to ABCD's mobile food pop-ups and community hubs—helping families care for their pets while meeting their own nutritional needs and reinforcing ABCD's holistic approach to serving households in need.

FEATURE STORY:

PUSHING THE BOUNDARIES OF CORPORATE CITIZENSHIP: STATE STREET



ABCD is only as strong as its partners. Working alongside a network of community leaders, colleagues, elected officials, and corporate sponsors is critical to ensuring that ABCD can be as effective as possible across all of our programs.

JOAN CHRISTEL, PRESIDENT OF STATE STREET FOUNDATION

State Street has been one of ABCD's most important corporate partners for over two decades. The company's philanthropic arm, **State Street Foundation**, has donated more than \$3 million to ABCD since the partnership began, with the company's corporate side contributing an additional \$219,000. This investment has supported the SummerWorks program, the Community Heroes Celebration, Field of Dreams, and Hoop Dreams.

For State Street, this partnership with ABCD is part of a larger corporate citizenship practice that plays a critical role in how the company defines its values. "Caring for our colleagues, clients, and communities is a major part of our corporate identity," says Joan Christel, President of State Street Foundation. "As a corporation and a member of the community, we have certain responsibilities."

PUSHING THE BOUNDARIES OF CORPORATE CITIZENSHIP: STATE STREET



”

*Promoting economic opportunity is at the **HEART OF OUR WORK.***

In recent years, State Street has invested heavily in the education sector, including providing support to seven early college programs in Boston alone. This support extends to ABCD as well: State Street is one of the primary funders of ABCD's SummerWorks program, which aims to set up Boston youth for success in the professional world. "Promoting economic opportunity is at the heart of our work," Christel says. "That's where we see incredible alignment with ABCD's mission."



In addition, ABCD participated in the State Street Hackathon, where corporate executives volunteer to provide insight and recommendations to optimize ABCD's IT infrastructure.

While the corporate citizenship landscape is constantly evolving, Christel points out that as one of the oldest banks in America, State Street has weathered big changes before. "We've been a part of this community for a very long time," she says. "I see us remaining committed to making sure that the community is strong, even if the approach changes."

Thank you, State Street!



SENIOR ENGAGEMENT

Fostering connections across generations

When elders live active, meaningful lives, our whole community benefits. Our Elder Services team supports seniors with everything from weekly exercise classes to Senior Brown Bag lunches. Beyond helping elders who need assistance, we also actively engage seniors from all walks of life who are interested in giving back and building community.

”

THEY MAKE A HUGE DIFFERENCE IN THE CLASSROOM, GIVING LOVE AND HELP TO OUR LITTLE ONES WHO NEED IT MOST!

– Kim Wheldon, ABCD
Jamaica Plain Head Start



THE TRANSFORMATIVE IMPACT OF FOSTER GRANDPARENTS

More than 120 volunteers from age 55 to 90 shared their compassion and wisdom with children facing extraordinary challenges including poverty, learning disabilities, and even homelessness through the **Foster Grandparents program**. In addition to supporting literacy and math skills, Foster Grandparents have a significant impact on children's social-emotional development. At the same time, Foster Grandparents feel the value of putting their talents to good use, expanding their circle of friends, and making a real difference in children's lives.

336 early education students mentored by Foster Grandparents (1,077 indirectly supported)

96% of Foster Grandparents feel that their life has been improved because of the program



SUPPORTING YOUNG CHILDREN (AND THE PROGRAMS THEY ARE IN)

For more than 25 years, the **Infants & Other People Inc. Daycare Program** has partnered with ABCD to give children as young as two months old the comfort and support that a Foster Grandparent can bring. In 2024, they had **ABCD Foster Grandparents in every classroom**.



IMPROVING DIGITAL ACCESS AND TRAINING FOR SENIORS

Thanks to support from two American Connection Corps digital inclusion coordinators, ABCD helped to ensure that elders had equitable access to digital technologies, services, and opportunities.

In addition, students from **Boston College's PULSE Program** for Service Learning worked with the digital inclusion coordinators to assist with Foster Grandparents' tech training as well as to facilitate meetings and provide training on topics relating to aging, child development, and more.



HEALTH AND WELL-BEING

Promoting healthier lives

ABCD collaborates with community health centers, school-based health centers, and hospital primary care programs to support comprehensive family planning and sexual health counseling, education and medical care for thousands of Greater Boston residents. In 2024, we continued our focus on the most pressing community health challenges such as the significant increase in congenital syphilis cases, which can result in stillbirths. We partnered with Tapestry Health to conduct mobile syphilis testing and education to raise awareness of the infection's impact on public health.

We also provided valuable training on family planning, reproductive health, sexuality education, harm reduction, and HIV for healthcare providers, counselors, educators and community health workers through the **ABCD Family Planning Training Institute**.



PREVENTING THE SPREAD OF STIs

In October, new **TestandGo® Kiosks** were installed outside of three ABCD neighborhood service centers, enabling easier access to reproductive health products, referrals, and STI testing. Products and testing are free, discreet, convenient, and available 24/7.

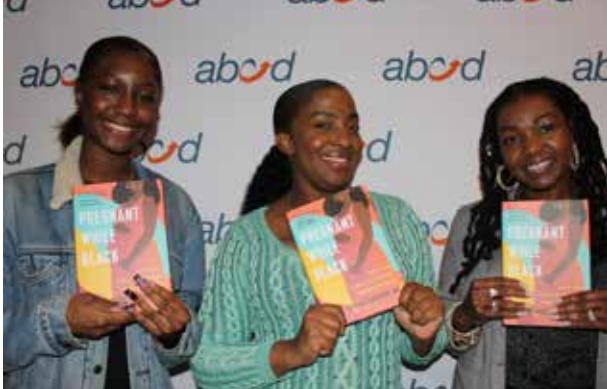


SPREADING THE WORD ON JAVA WITH JIMMY

In 2024, ABCD launched a new partnership with **James Hills** to raise awareness of critical health issues – and ABCD programs that can help – on his podcast, *“Java with Jimmy.”* Kicking off with a community gathering at The Mix in Dorchester, monthly interviews featured Health Services Director **Maureen Scott** and medical professionals in our partner network including **Dr. Jennifer VanderWeele**, a family medicine provider, at the Codman Square Health Center, and **Ketura’h Edwards-Robinson**, NP, and **Rachel Preiss**, NP, from *The Dimock Center*.

HELPING YOUTH STAY SAFE

We provided youth and young adults with a wide range of programs to help them make informed, healthy decisions about their sexual health. In 2024, these collaborations included young adults at *Bridge Over Troubled Water’s* single parents program, *St. Mary’s Home for Women and Children*, and *Liberty Village (The Home for Little Wanderers)*. In addition, we conducted our **Healthy Love** program with students at *Codman Academy*, *Ostiguy High School*, and *Albert D. Holland High School of Technology*.



BIRTHING JUSTICE

In honor of **Black Maternal Health Week**, ABCD sponsored a screening of the film *Birthing Justice* at the historic Strand Theatre, followed by a panel discussion with local leaders and public health advocates. The event focused on the health disparities that Black women often experience when navigating the reproductive and maternal healthcare systems.



FINANCIAL WELL-BEING

Creating pathways to prosperity

For many in our community, financial security feels out of reach. We’re working to change that. With free tax prep, financial check-ups, ESOL, immigration support, and other services, we’re helping low-income residents build a stronger future. To help them earn a living wage, our career development programs provide training in a wide range of industries.

PROVIDING IMMIGRATION ASSISTANCE

Our immigration program saw increased demand for assistance with a variety of requests including applications for naturalization, Certificates of Citizenship, Green Card renewals and replacements, and Naturalization Certificate replacements.



EXPANDING ESOL EFFORTS

With funding from the Department of Elementary and Secondary Education, ABCD was able to expand ESOL instruction to new locations and new students. In fact, 355 people were served by June 2024 — an increase from 182 in 2023. In addition, through collaboration with the **MassHire Metro North Career Center** and **First Steps into Childcare**, we embed ESOL education into job training. By facilitating English literacy, we’re helping break down this important barrier to employment.

168 people showed significant English gains by June 2024 – up from 69 the year before: **a 140% increase.**



HELPING OUR NEIGHBORS FILE THEIR TAXES

Through the **Volunteer Income Tax Assistance (VITA)** program, our team of IRS-certified ABCD volunteers working at 11 of our neighborhood sites and two satellite locations helped submit tax returns for Greater Boston residents.



\$7,187,102

Total federal and state refunds

3,609

Tax returns completed

42%

of filers received either an Earned Income Tax Credit or Child Tax Credit

FEATURE STORY:

FINDING MEANING IN GIVING: SETH FICHTELBERG



Seth Fichtelberg first heard about the IRS's Volunteer Income Tax Assistance (VITA) program back in 2013 while studying accounting and information systems at Boston College. When one of his professors mentioned that they served as the liaison between BC's Carroll School of Management and VITA, Fichtelberg decided to lend his skills to helping Massachusetts residents file their taxes. Now, almost 12 years later, he's once again volunteering for VITA, this time at the ABCD Roxbury/North Dorchester Neighborhood Opportunity Center.



SETH FICHTELBERG

FINDING MEANING IN GIVING: SETH FICHTELBERG



Despite Direct File being available to many Massachusetts residents, Fichtelberg is adamant that receiving personalized service is critical for many of his clients. "At our site, many of those who walk in the door are repeat clients of either the tax prep service or one of the other ABCD services," he says. "Having some familiarity with our clients' living situations helps us apply the complex rules for things like filing status or Earned Income Tax Credit eligibility."

”

*This work is **MORE PERSONALLY AND PROFESSIONALLY FULFILLING** than anything I've done for pay.*



Now a veteran of the VITA world, Fichtelberg feels just as passionate about his work now as when he started, citing its direct and tangible impact. "At the end of an hour-long appointment, I get to stand up, look the client in the eye, shake their hand, and tell them that they will receive hundreds or even thousands of dollars," he says. "This work is more personally and professionally fulfilling than anything I've done for pay."

CAREER DEVELOPMENT

Changing the future – one person at a time

Our career development services are essential to low-income residents who want to build a better life for themselves and their families. Over the last year, we’ve expanded our reach with new Career Centers, training programs, and partnerships to help open doors for the people we serve.



MASSHIRE EXPANDS

To better serve the community, ABCD expanded into new locations for the **MassHire Metro North Career Centers** in Malden and Woburn. In addition, we became a **MassHire Boston ABCD Career Center** operator in July. Through these career centers, we connect job seekers and businesses as well as provide many other resources including:

- ▶ Attire through our expanded partnership with **Tailored for Success**
- ▶ Digital literacy services, internet access, and more with the support of our **Digital Navigators** and **Tech Goes Home**
- ▶ Connections to a variety of other services with the guidance of our Support Services Navigators

In the first six months of operation, the new **MassHire Boston ABCD Career Center** served 1,486 job seekers and 73 local businesses



The **Metro North Career Center** received the **Silver Award for the Jobs for Veterans Services Grant** program in recognition of the quality services, integration and engagement related to work with veterans.



More than 200 jobseekers and 16 businesses attended our ABCD Job Fair at Roxbury Community College (Reggie Lewis Center).



Our Boots2Suits event – held in collaboration with Tailored for Success and the Off Base Transition Training group – welcomed veterans for free job search workshops, interview clothes, and LinkedIn headshots.

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 partner early education programs.

Thanks to partnerships with the **City of Boston**, the **CAYL Institute**, and the **Good Jobs Metro Boston Coalition**, we’ve been able to help more people grow their career in early childhood education.



116 people got jobs with the help of First Steps into Childcare.

BRIDGES RETURNING CITIZENS CENTER EXPANDS

Thanks to significant funding from the State Executive Office of Public Safety and Security, the Scarlet Feather Fund, and the City of Boston’s Office of Returning Citizens, the **Bridges Returning Citizens Center** was able to support more individuals who were recently released from incarceration. The center and its staff not only help them find jobs, training opportunities, and career coaching but also help people decrease isolation and reintegrate back into society.





EVENTS

Creating a lasting impact

We are incredibly grateful to the many friends who donated more than **\$4,868,398** in 2024 to fuel our mission to serve low-income residents in the Greater Boston area.



BOB ELIAS: 50+ YEARS OF COMMITMENT AND CREATIVITY

After more than 50 years of commitment and creativity, **Bob Elias** retired as *director of Government and Industrial Relations*. Bob understood people and built relationships that lasted for decades. Adept at attracting renowned individuals to speak and entertain at ABCD functions – everyone from James Baldwin to Audra McDonald – he was also the catalyst behind what would become iconic ABCD events: Field of Dreams, Hoop Dreams, and the Community Heroes Celebration. ABCD extends its warmest thanks and wishes to Bob for a fulfilling next chapter.



FIELD OF
DREAMS



HOOP
DREAMS



COMMUNITY HEROES
CELEBRATION



BUONA
SERA



BLACK HISTORY
MONTH

SIGNATURE ABCD EVENTS

Where Boston Comes Together to Give Back.

FIELD OF DREAMS

On May 19, ABCD celebrated its 25th annual **Field of Dreams** event benefiting **SummerWorks**. More than 400 sponsors, participants, and family members gathered at Fenway Park to support their teams and help raise funds. A special thank you to the **Boston Red Sox** and the 2024 sponsors, which included **Amazon, Ropes & Gray**, and **TJX Corporation**.

HOOP DREAMS

Gov. Maura Healey and **Lt. Gov. Kim Driscoll** kicked off our basketball benefit at TD Garden by shooting hoops and offering celebratory remarks to the teams which included **Vertex Pharmaceuticals, No Books No Ball**, and two women's teams from the **Honan League** – a first for Hoop Dreams. Co-hosted by **Boston Celtics President of Basketball Operations Brad Stevens** and *renowned sports columnist and author* **Bob Ryan**, this iconic event raised funds to support ABCD's youth programs.

COMMUNITY HEROES CELEBRATION

Hosted by **NBC 10's Glenn Jones**, the gala honored the hard work and leadership of community heroes in Greater Boston. This year, **Sen. Ed Markey** and Brockton native and R&B hit-maker **Noel Gourdin** joined in celebrating 19 exceptional honorees.

BUONA SERA

To support senior programming, the **ABCD North End/West End Neighborhood Service Center** hosted its annual fundraiser at favorite restaurants, all of which donated meals. Local celebrities led the sparkling dinner conversations and helped to raise nearly \$30,000.

CELEBRATING BLACK HISTORY MONTH

City Councilor Brian Worrell, ABCD President and CEO Sharon Scott-Chandler, and Board members **Yvonne Jones** and **Joyce Dennis** joined community members in celebrating Black History Month at ABCD's Thelma D. Burns Building. With entertainment from local singers and authors, the event sparked connection and inspiration.



FINANCIALS

Stewarding resources for long-term success

NOTE
The Annual Report features accomplishments made in calendar 2024; however, the financial report reflects ABCD's fiscal year which ended August 31, 2024.

ABCD FINANCIAL REPORT: FY24

- **99%** of ABCD revenue in FY24 was program specific.
- Payments made on behalf of program participants were **53%** of total revenue.
- In-kind & Cash Contributions: **\$4,868,398**
- Administrative costs for ABCD FY24 made up **2.1%** of total costs.

ABCD FUNDING COMES FROM A VARIETY OF SOURCES INCLUDING:

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

FUNDING/EXPENDITURES

- **Over 97%** of ABCD funds go directly to community programs.

■ Energy Assistance & Efficiency Programs	\$158,262,544	
■ Regional Child Care Resources and Referrals	\$113,044,675	
■ Head Start & Child Care Services	\$48,986,026	
■ Community Services	\$30,145,247	
■ Crisis Intervention	\$15,072,623	
■ Career Development	\$11,304,467	

Energy Efficiency leads the way — showing ABCD's deep commitment to helping households lower costs, improve sustainability, and achieve long-term financial stability.

Child and family services dominate — with major investments in early education and child care access that strengthen families and set children up for success.

Balanced approach to crisis response and mobility — funding for crisis assistance, career development, and community services demonstrates ABCD's dual focus on *immediate relief* and *pathways to independence*.

Holistic investment across life stages — vital allocations to health, youth, housing, and intergenerational programs reflect ABCD's comprehensive, wraparound model.

TOTAL REVENUE

💰 Total revenue for Fiscal Year 2024 was **\$376,815,582**.



BOARD OF DIRECTORS

Leading with compassion and purpose

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 51-member board represents public, private, and neighborhood sectors, with the neighborhood sector making up the majority of board members. *This is a list of board members who were active in the calendar year 2024.*

BOARD OFFICERS

Board Chair Sean K. Daughtry	Vice-Chairs Marie Greig James Owens, Jr. Nancy Dickerson	Treasurer Patricia Washington	President and CEO Sharon Scott-Chandler, Esq.
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■ This donors list covers September 1, 2024 – December 31, 2024

\$100,000+

Boston Charitable Trust Fund
Scarlet Feather Fund
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United Way of Massachusetts Bay and Merrimack Valley

\$50,000 TO \$99,999

Dr. Paul and Mrs. Catherine Buttenwieser
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