



COMMUNITY ACTION, INC.

ANNUAL REPORT 2025



SERVING
GREATER HAVERHILL &
THE SEACOAST AREA

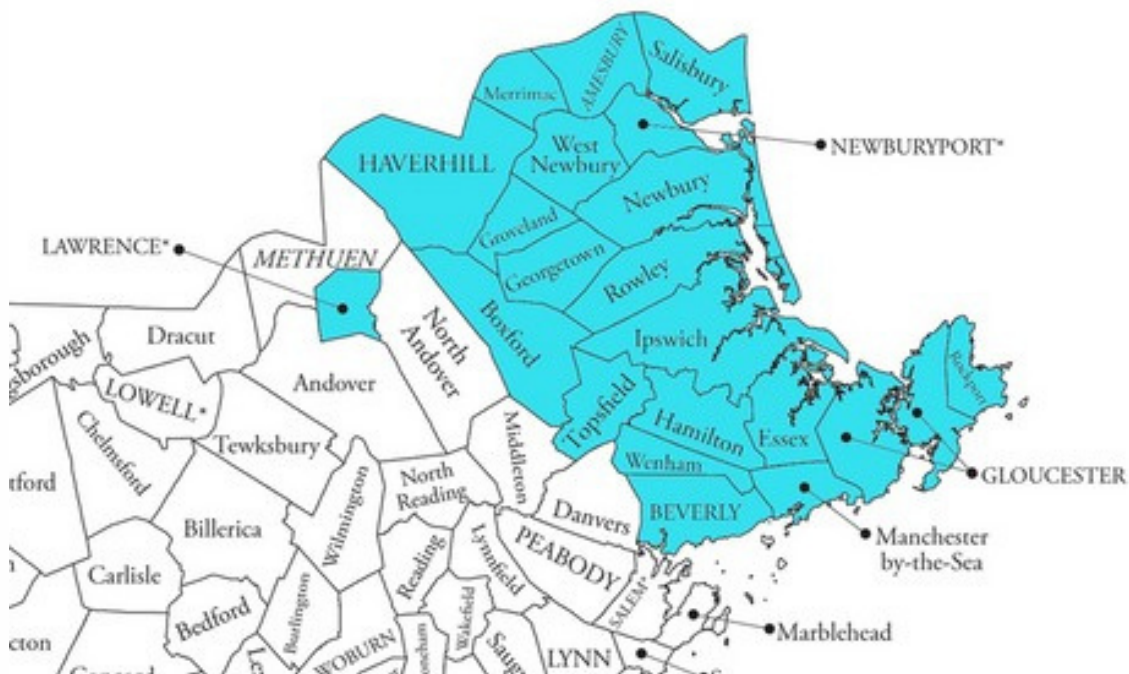


978-373-1971



www.CAIHaverhill.org

COMMUNITY ACTION, INC.



CAI's service area includes the following cities and towns in Massachusetts: Amesbury, Boxford, Georgetown, Groveland, Haverhill, Merrimac, Newbury, Newburyport, Rowley, Salisbury, and West Newbury.

Some CAI programs also serve Beverly, Essex, Gloucester, Hamilton, Ipswich, Lawrence, Manchester-by-the-Sea, Methuen, Rockport, Topsfield and Wenham.

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STRATEGIC PLAN 2024-2026

To better understand community needs, Community Action, Inc. (CAI) engages in a community-wide assessment every three years to determine what services, programs, and deliverables are a priority for residents. The top three community needs identified in the 2023 community needs survey were: affordable housing, childcare, and the ability to pay bills. More than one-third of respondents also noted afterschool/summer programs, mental health services, access to food, and jobs as other key community concerns. These are similar rankings compared to the 2020 needs assessment. CAI used the results from the 2023 survey to finalize our 2024-2026 Strategic Plan, which is a continuation of our goals related to affordable housing, employment, and food and nutrition security.

AFFORDABLE HOUSING

CAI will continue to educate, increase awareness, and enable low-income families to acquire safe, affordable housing with complementary supports in our service area. CAI offers classes and workshops around budgeting and financial literacy to improve the financial standing of low-income individuals, families, and communities.

EMPLOYMENT

CAI will endeavor to improve low-income families' ability to improve their financial circumstances with meaningful, well-compensated employment. The goal is to coach and support clients with necessary tools, skill-building, and confidence to achieve their life goals.

FOOD & NUTRITION SECURITY

CAI seeks to expand community awareness of available food resources, as well as offer assistance completing applications for government funded nutrition programs, encourage consistent redemption of SNAP and WIC food benefits, and provide nutrition education.

CAI BOARD OF DIRECTORS



Public Representatives

Diane Adebayo
Patti Gleason (Assistant Clerk/Secretary)
Alison Lindstrom
Nomsa Ncube
Brienne Walsh
Cornelia Walsh

Community Representatives

Jadra Biggs (Head Start PC Rep.)
Jean Costello
Anne Dunn
Signe Frick
Elizabeth Mingo (Head Start PC Rep., Alt.)
Mike Morales
Marie Seekell (Clerk / Secretary)

Private Representatives

Douglas Dawes (Vice Chairperson)
Claire Koffman
Harry Korslund (Treasurer)
Caitlin Masys
Debra Notargiacomo
Lucinda Nolet (Chairperson)
Kathleen Shaw



Head Start

Head Start is the most successful, longest running, national school readiness program in the United States. Children who attend Head Start participate in a variety of educational activities, receive nutritious meals and are supported in a safe and engaging learning environment. They also receive free developmental and behavioral screenings.

Head Start teachers offer children positive and loving guidance, acceptance, individualization, and the opportunity to learn and experience success. Head Start children socialize with others, increase their vocabulary and language arts, solve math and science problems, improve their listening skills, and have experiences that foster self-confidence.

IMPACT SNAPSHOT

270

Families
Served

307

Children
Enrolled

222

Developmental
Screenings

225

Social
Emotional
Screenings

191

Vision
Screenings



Family Child Care

The Family Child Care (FCC) program is a network of EEC licensed Child Care Educators who offer care and education in a family home setting. Family Child Care Educators who are part of this network provide the following:

- Developmentally appropriate materials and experiences.
- Welcoming and positive atmosphere designed to encourage self-confidence, independence and intellectual curiosity.
- Services that provide flexible care options for continuing education and working parents.

FCC staff is committed to assisting participating educators to provide high quality professional early care and education services that meet the social, emotional and developmental needs of children. The support provided includes technical and educational visits to the family childcare homes by FCC staff. Staff also engage with parents and caregivers to offer community resources, as needed.

IMPACT SNAPSHOT

179

CHILDREN
SERVED

30+

EDUCATOR
HOMES





WIC

Women, Infants, and Children

The Women, Infants and Children Nutrition Program provides services that support the health and nutrition needs of pregnant individuals and children under the age of five. These services include:

- Benefits for nutritious foods and infant formula
- Personalized nutrition consultations
- Referrals for medical and dental care, health insurance, childcare, housing, fuel assistance, and other community services
- Breastfeeding support and access to Peer Breastfeeding Counselors
- Nutrition and health workshops on a variety of topics including meal planning, maintaining a healthy weight, picky eaters, caring for a new baby, and shopping on a budget
- Immunization screenings
- Farmers Market benefits to purchase fresh fruits and vegetables during the summer, in collaboration with the USDA.

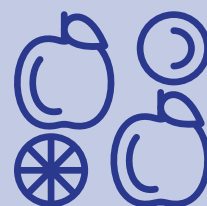
IMPACT SNAPSHOT

3500+

WOMEN &
CHILDREN SERVED

120+

ONLINE NUTRITION
CLASSES COMPLETED





Adult Learning Center of Greater Haverhill

The Adult Learning Center at Community Action, Inc. helps adult learners further educational and career goals. We offer two distinct programs: ESOL (English for Speakers of Other Languages) for English language learners and High School Equivalency (GED/HSE) courses for adults seeking a high school equivalency credential.

We provide students with a well-rounded, holistic education in areas including, English language acquisition, digital literacy, workforce preparation and career exploration, transition to college, critical reading and writing skills, STEM, and civics. We also offer individualized advising support to help students overcome barriers to success. In general, we empower students with the skills needed to navigate twenty-first century life and to thrive in future endeavors.

IMPACT SNAPSHOT

108

HSE
STUDENTS

122

ESOL
STUDENTS

15

PASSED
HSE EXAM

9

VOCATIONAL
TRAINING



Make It Haverhill

Make It Haverhill's mission is to sew the fabric of a resilient community by meeting people where they are and equipping them with the tools, education, and confidence to build lasting financial stability.

Workforce Development:

Make It Haverhill connects residents to stable employment through a growing range of workforce programs. We currently offer CompTIA A+ IT Certification Training for residents pursuing entry-level technology careers, with additional training pathways in development. Quarterly job fairs connect job seekers directly to local employers, and Job Readiness Workshops build the resume writing, interview, financial literacy, and workplace skills needed to get hired and stay hired.

Digital Literacy and Equity:

We meet residents where they are with flexible, bilingual digital literacy training at beginner and intermediate levels, offered in English and Spanish. Beyond the classroom, we provide hands-on tech support for computers, smartphones, and online tools, free public computer access, and short-term device lending for residents who need technology to train, work, or access essential services.

English Classes:

Our English programs are designed to be accessible and welcoming. Walk-In English Classes offer flexible, volunteer-led instruction for everyday and workplace communication.

IMPACT SNAPSHOT

465

JOB SEEKERS
SERVED

208

ESOL
STUDENTS

69

DIGITAL LITERACY
STUDENTS

282

VOLUNTEER
HOURS



COMMUNITY SERVICES

Drop-In Center

The Drop-In Center (DIC) serves as Haverhill's oldest and only drop-in day program for individuals dealing with, or at risk of, homelessness. As a year-round day shelter, the DIC is a safe haven, providing a range of services and assistance including:

- Breakfast available Monday - Friday and "to-go" lunch
- Clothing and hygiene products
- Case management and benefits advocacy
- Referrals to community resources

Haverhill Office

The Haverhill Office provides a range of services; with an emphasis on housing, homeless prevention, food and nutrition assistance, utility mediation, benefit advocacy, and landlord/tenants' rights and responsibilities. The Haverhill Office serves residents of Haverhill, Boxford, Groveland, Georgetown and Rowley.

Amesbury Center

The Amesbury Center works with clients to access resources and support self-sufficiency goals. Clients receive assistance to access benefits and resources to foster greater financial security. Assistance with budget planning and landlord/tenant concerns is also provided. The Amesbury Center serves residents of Amesbury, Merrimac, Newburyport, Newbury, West Newbury and Salisbury.

IMPACT SNAPSHOT

495+

INDIVIDUALS
SERVED MEALS

300+

RECEIVED
CLOTHING
ASSISTANCE

400+

RECEIVED
HOUSING
ASSISTANCE

600+

RECEIVED
FOOD
SUPPORTS

350+

RECEIVED
UTILITY
ASSISTANCE



Energy Programs

The energy program staff administer the HEAP and HEARTWAP programs and provide application access in Haverhill, Amesbury and Newburyport. CAI also participates in an Oil Co-Op program that allows clients to purchase oil at a discounted price. Eligibility for heating assistance and heating system assistance is based on household size and income.

Home Energy Assistance Program (HEAP)

HEAP, also known as Fuel Assistance, helps income-eligible households pay a portion of their heating bills or 30% of their rent if the heat is included. The program operates from November 1 to April 30.

Additional Energy Supports

- The HEARTWAP program provides heating system repair and replacement services to eligible low-income homeowners. The program serves as an emergency intervention service to provide assistance to low-income homeowners having problems with the operation of their primary heating system. This program operates year-round.
- The Weatherization Assistance Program provides up to \$7500 in added insulation, and general plugging of air leaks to homes and apartments for households eligible for HEAP.

IMPACT SNAPSHOT

3,384

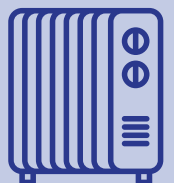
RECEIVED UTILITY
PAYMENTS

260+

INDIVIDUALS
AVOIDED UTILITY
SHUT OFF

290+

HEATING SYSTEM
REPAIRS OR
REPLACEMENTS





HOUSING & DEVELOPMENT

First Time Home Buyer Program

Education classes are offered to residents interested in learning how to purchase their first home. The classes are offered over 3 nights for a total of 9 hours. The program is certified by the Massachusetts Citizens Housing and Planning Association (CHAPA) and Mass Housing. It includes training on a variety of topics related to home ownership including:

- obtaining a mortgage
- budgeting & credit
- housing search & appraisals
- condominium purchase
- legal issues & insurance
- housing law & tax advantages
- home inspection

Presidential Gardens Neighborhood Association

Presidential Gardens is a 200-unit, subsidized rental development that offers one, two and three-bedroom apartments. In 1990 with strong assistance from CAI, the Presidential Gardens' tenants formed their own non-profit corporation, The Presidential Gardens Neighborhood Association (PGNA). The PGNA purchased the property from the former owners and preserved the property as an affordable rental neighborhood. The PGNA has secured \$15 million over the past 30 years to renovate the neglected units into safe, modern, apartments with a new community center, laundry rooms and playgrounds.

Today Community Action, Inc. is working with the PGNA Board of Directors to construct 42 new one-bedroom and three-bedroom apartments. This project is currently in the planning stage.

IMPACT SNAPSHOT

67

FIRST TIME HOME
BUYER CERTIFICATES

14

FIRST TIME
HOME BUYERS

110+

RECEIVED FOOD
SUPPORTS

25+

YOUTH IN
PROGRAMS



Community Action, Inc. Locations

MAIN OFFICE

3 Washington Square
Haverhill, MA 01830
Main: 978-373-1971
WIC: 978-374-2191

*Central Administration,
Community Services,
Education & Training,
Energy Programs,
Family Child Care, Housing
Development, & WIC*

AMESBURY CENTER

44a Friend Street
Amesbury, MA 01913
Main: 978-388-2570

DROP-IN CENTER

16 Ashland Street
Haverhill, MA 01830
Main: 978-241-9621

FOX CENTER -

Head Start

75 Elm Street
Haverhill, MA 01830
Main: 978-372-5052

MAKE IT HAVERHILL

301 Washington Street
Haverhill, MA 01832
Main: 978-377-0187

SEACOAST CENTER -

Head Start

447 Merrimac Street
Newburyport, MA 01950
Main: 978-499-8357



3 Washington Square
Haverhill, MA 01830



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