



**GLCAC 2021
ANNUAL REPORT
and FISCAL YEAR
2023 CALENDAR**





OPPORTUNITY AND EMPOWERMENT FOR THE COMMUNITY

We hope this 2021 annual report and 12-month calendar provides you insight into the dynamic services provided by GLCAC to individuals and families.

As the pandemic continued, GLCAC adjusted services to keep staff and clients safe, while still meeting critical needs. Yet, we did not stand still. We forged ahead in life-changing ways.

We substantially completed construction on an affordable housing development on 370 Essex Street to add 39 high-quality, affordable rental units to the city's housing stock. The demand remains high, and we continue to look for opportunities to meet it.

To better assist the immigrant population, we added two immigration attorneys to provide low-income clients with more comprehensive services – at no charge.

We revamped our adult education classes and increased the job prospects and income potential of our students. Like many of our programs, adult education offered hybrid in-person and remote services.

These growth areas, combined with our regular suite of services, aim to comprehensively meet the needs of clients who are diligently working to lift themselves from poverty.

As in 2021 and the past, GLCAC looks to a future of providing opportunity and empowerment to our community.

Thank you for your unwavering support.

Johan Lopez, Board President
Evelyn Friedman, CEO and Executive Director



**28,914 INDIVIDUALS
RECEIVED AT LEAST ONE SERVICE
FROM OUR 15 PROGRAMS.**



**While our core service area is
Lawrence, Methuen, North Andover
and Andover, several programs
extend services across the Merrimack
Valley and the North Shore.**



OUR SERVICES



Energy Services

- LIHEAP Fuel Assistance
- Energy Conservation Programs

Health and Nutrition Services

- Health Care Navigator
- Lawrence Women, Infants and Children (WIC)
- Merrimack Valley Lead Poisoning Prevention Program

Early Learning Services

- Coordinated Family and Community Engagement
- Head Start
- Child Care Center

Adult Education

- English for Speakers of Other Languages (ESOL)
- Workforce Development

Community Services

- Community Service Center
- Housing Assistance
- Immigration
- Michael B. Christensen Community and Family Support Center (CFSC)
- Volunteer Income Tax Assistance (VITA) and Financial Resources



JULY 2022

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NOTES

AUGUST 2022

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MORE THAN ABCs

Early childhood education prepares children to excel in kindergarten. Our Head Start and Child Care Center facilities are nationally accredited. Our certified teachers go beyond the ABCs to include science, technology, engineering, and math into the curriculum.

With their children safely in affordable preschool, parents are free to work and pursue their own education. This leads to an increase in household income and improved financial stability.

In 2021, the pandemic continued to present challenges, but the preschools safely reopened with proper protocols. Even guest readers, including Congresswoman Lori Trahan, returned to the classrooms.



EDUCATION

MOST CLIENTS HAVE AT LEAST A HIGH SCHOOL DIPLOMA



33% 0-12th Grade Non-Graduate



28% High School Graduate of Equivalency



4% Some College



4.7% 2- or 4-Year College Degree or Other Post-Secondary Education



FAMILY TYPE

MOST CLIENTS LIVE IN A HOUSEHOLD LED BY A SINGLE MOTHER.

32% Single Parent: Female

21% Two Adults, No Children

21% Single Person

12% Other

11% Two Parent Household

3% Single Parent: Male

739 PRESCHOOLERS DEMONSTRATED IMPROVED SCHOOL READINESS SKILLS AND LITERACY.



48 EARLY HEAD START
459 HEAD START
232 CHILD CARE CENTER



COMING SOON:

IN 2021, WE ASSEMBLED THE FINANCING AND PLANNED TO BREAK GROUND ON A \$7.1 MILLION CHILD CARE CENTER IN EARLY 2022. THE NEW SCHOOL WILL INCREASE SEATS FOR PRESCHOOLERS BY 25%.

A HEAD START HOMECOMING

Head Start educator Michie Collins poked her head in the office door. “Come eat lunch,” she said, to the IT support technician fixing a computer, inviting him to a special staff luncheon at GLCAC’s Head Start center in Methuen.

“I think my mother said I attended Head Start,” replied Michael, the support tech.

Really? How old are you? What center did you attend? A teacher for 30 years, Michie had lots of questions. For answers, Michael Facetimed his mother, who instantly recognized Michie as her son’s teacher.

Michie remembers a quiet 4-year-old eager to learn. Today, she sees a young man with a promising career and a bright future.

“Michael is a role model for the parents to see what’s possible for their children,” Michie says.

Michael completed Head Start and excelled in Lawrence schools, graduating from Greater Lawrence Technical School. The first in his family to attend college, Michael graduated from UMass-Dartmouth’s Class in 2021 and started working for an IT support company serving GLCAC.

“I enjoy working here at GLCAC and Head Start,” Michael says. “It feels like home. Everyone is really nice and kind.”



SEPTEMBER 2022

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OCTOBER IS HEAD START AWARENESS MONTH
*NATIONAL LEAD POISONING PREVENTION WEEK



COMMUNITY SERVICE

The Community Service Center is the first stop for many clients. Here we assess their needs, create a comprehensive plan, and refer them to programs inside and outside of GLCAC.

Our programs help individuals with low literacy levels accomplish complicated tasks, such as seeking United States citizenship, finding an apartment, and filing income tax returns. We also work to keep families safe and together by providing housing assistance, recovery support groups, and parental counseling.

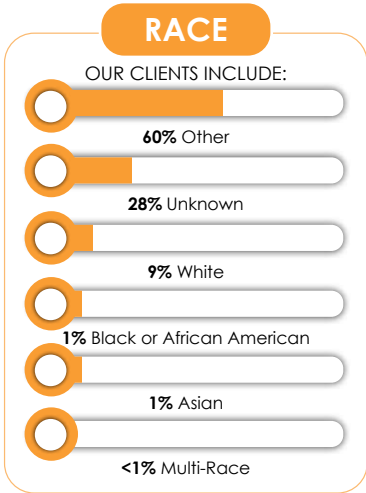
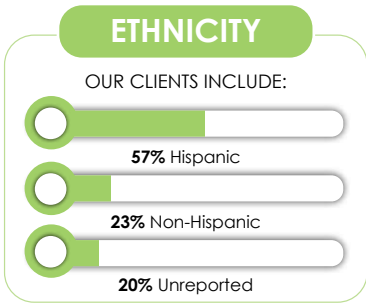
3,123 YOUTH, AGES 14-24, WHO ARE NEITHER WORKING NOR IN SCHOOL, ASSISTED BY GLCAC PROGRAMS.



330 PERSONAL TAX RETURNS FILED VIA THE VOLUNTEER INCOME TAX ASSISTANCE PROGRAM.



313 CASES OF EMERGENCY CLOTHING ASSISTANCE PROVIDED.



We wish you the happiest of holiday seasons!

A special thanks to the many generous people and groups who support our programs, including the Exchange Clubs of the Merrimack Valley, the Needham Exchange Club, and the New England Exchange Club Foundation.





PROVIDING THE PATH TO CITIZENSHIP

Congratulations to Flor whose hard work and dedication resulted in her achieving United States citizenship.

At 73, Flor is the full-time caregiver for her husband who is disabled. Nonetheless, a determined Flor found the time to consult with our Immigration Services Program, gather the required documents, work with us on her citizenship application, and study to pass the 100-question citizenship test.

Flor is an example of the hundreds of immigrants served annually by the Immigration Services Program. Recently expanded, the program provided 1,380 different services to 813 individuals from 730 households in 2021.

Adding two staff attorneys has increased the capacity to provide comprehensive immigration services including for asylum seekers, unaccompanied minors and domestic violence victims. The program is free to qualifying individuals, saving them thousands in legal fees.



1,380
IMMIGRATION SERVICES WERE PROVIDED TO 813 INDIVIDUALS.

NOVEMBER 2022

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DECEMBER 2022

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PROMOTING GOOD HEALTH

Illness and hunger trap people in poverty. GLCAC gives food to families and guides them to get health insurance. In a city with a low vaccination rate, we educated the public, clients and staff on the benefits and where to find free clinics.



GLCAC hosted U.S. Rep. Lori Trahan and Health and Human Services Secretary Mary Lou Sudders in July 2021 to promote savings on monthly health insurance premiums in the American Rescue Plan.

9,010
INDIVIDUALS WERE COUNSELED
ON HEALTH INSURANCE OPTIONS
AND 1,014 WERE HELPED TO
ENROLL IN COVERAGE.



88
HOMES WERE INSPECTED AND
LEAD HAZARDS WERE FOUND AND
REPAIRED AT 44 OF THEM.



WIC's outreach staff attend community health fairs and events to promote WIC, not only to mothers, but to fathers, grandparents, foster parents and guardians who may apply for WIC for their children.



1,440
PEOPLE, ON AVERAGE, EAT HEALTHY
FOOD EACH MONTH DISTRIBUTED AT
GLCAC'S WEEKLY FOOD PANTRY –
110,510 POUNDS OF FOOD PER YEAR.



A PERSONAL TOUCH MAKES THE DIFFERENCE

As a mother of three young boys and WIC's nutrition assistant, Jess speaks from experience when advising new and expecting moms about the importance of breastfeeding, making healthy food choices, and learning to handle a picky eater.

"It's that peer-to-peer, mother-to-mother relationship and encouragement for nutrition that really makes a difference," Jess said. "We build connections and people listen to us."

Her career journey started as a WIC client when she spoke to support groups and took a position as a part-time peer counselor – a WIC parent who has breast fed for six months and has a passion for educating and supporting families. She departed GLCAC in 2018 for higher-paying positions in finance and then the medical supply industry. Neither job was fulfilling.

"I was not making a difference," she said. "I was really missing the personal touch of making a difference in someone's mind, heart and home."

In 2021, she returned as a full-time nutrition assistant.

"I took the job with a happy heart," Jess said.



10,353
 INFANTS, CHILDREN AND MOMS RECEIVED
 NUTRITIONAL SERVICES THROUGH THE
 LAWRENCE WOMEN, INFANTS AND CHILDREN
 PROGRAM.

JANUARY 2023

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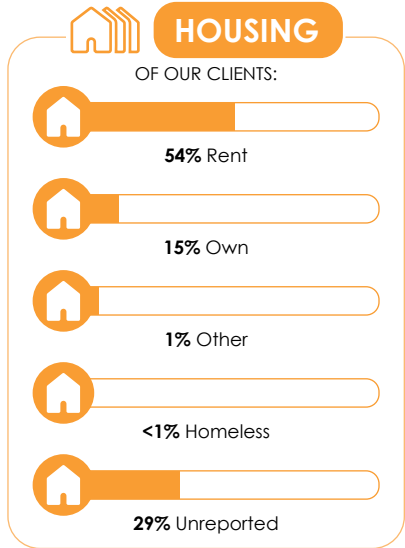
FEBRUARY 2023

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INVESTING IN QUALITY, AFFORDABLE HOUSING

The shortage of quality, affordable housing is a persistent problem in Greater Lawrence. To address the need, GLCAC expanded the Housing Assistance program to seven employees, and in 2021, held a lottery to fill 39 new affordable apartments in our redevelopment at 370-376 Essex Street.



58
HOMELESS PEOPLE
PLACED IN SAFE,
TEMPORARY SHELTER.



7,581
HOUSEHOLDS
RECEIVED HEATING
ASSISTANCE.

318
PEOPLE HELPED TO
AVOID EVICTION.



1,176
HOMES WARMER FROM ENERGY-
EFFICIENCY IMPROVEMENTS and 310
FROM REPAIRS OR REPLACEMENT OF
BROKEN HEATING SYSTEMS.





STABLE HOUSING CAN 'BREAK THE CHAIN OF CHAOS'

Struggling with mental illness, the pandemic and family conflicts, Shahira found herself homeless. With two children, 3 and 15, she contacted us for help.

"I wanted to break the chain of chaos that I grew up with," she said. "I didn't want that for my kids."

GLCAC case workers provided emotional support while helping her secure emergency temporary housing, first at a hotel and then a shelter. They provided gift cards and diapers to help get her on her feet and encouraged her to apply for the housing lottery at the new low-income housing complex the agency was building in downtown Lawrence.

She won the lottery and qualified to move into a brand new, two-bedroom apartment at 370 Essex St. that is close to her work at a cafe, the bus, family and classes she is taking to become a medical assistant.

"Going through GLCAC, you get the help you need and feel like you can do it if you put the work in," she said. "I'm so grateful I got that steppingstone. Sometimes, that's all you need."

"I still have a lot of work to do, but I want to show everyone that I've got this," she said.



MARCH 2023

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MARCH IS NATIONAL NUTRITION MONTH

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APRIL 2023

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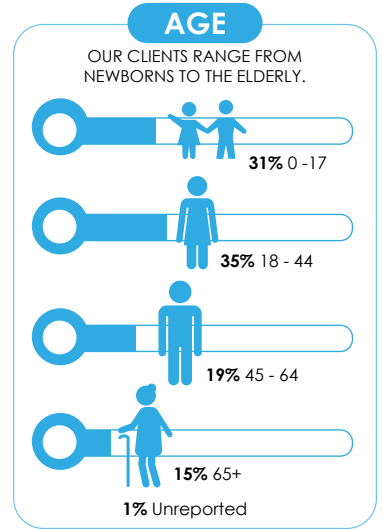


BUILDING CAREER SKILLS

The Workforce Development and Adult Education programs teach adults the communications and job skills needed to start a career. Many courses are hybrid, offering both in-person and remote learning.



The inaugural Personal Care Attendant course produced three graduates on their way to health care careers.



23
ATTENDED BASIC
EDUCATION CLASSES.



38
RECEIVED FINANCIAL
SKILLS TRAINING.

107
ADULTS ENROLLED IN
ENGLISH LANGUAGE
COURSES.





ADULT EDUCATION CHANGES LIVES

An immigrant from the Dominican Republic, Yulissa knew she needed to learn English to find a job beyond a factory floor or hair salon.

"It was difficult because when you come to this country and don't speak English, you can't understand what other people say," she said.

Speaking only Spanish, the married mother of three sons enrolled in our English for Speakers of Other Languages classes. A year later, in 2021, her English had progressed to the point she qualified for a seat in the personal care attendant class to start training for a health care career.

"My English is not good, but I understand everything people want to tell me, and I can communicate. I'm trying, and I learn every day and practice my English every day. I know I'm going to be better in the future," Yulissa said.

While she studies, Yulissa also works as a receptionist in our Community Services Center, greeting clients, many immigrants who like her face the language barrier. This job allows her to spend more time with her family, earn a better income, and feel better about herself.

"This job changed my life."



MAY 2023

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* NATIONAL TEACHER APPRECIATION WEEK						
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28	29	30	31	MAY IS NATIONAL COMMUNITY ACTION MONTH.		

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JUNE 2023

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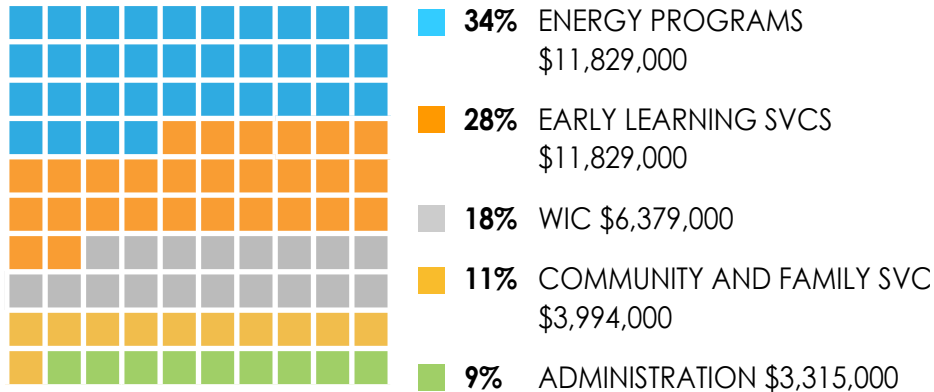


Alvaro Perez

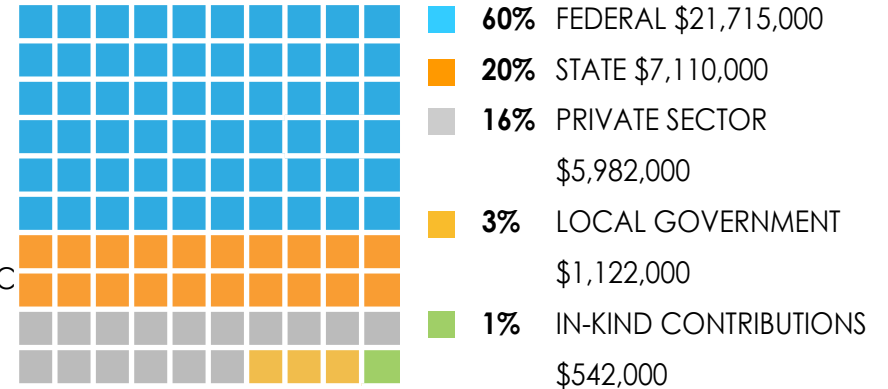


Johana Santos

USE OF FUNDS



SOURCES OF FUNDS





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GLCAC is grateful to the supporters who make it possible for the organization to advance the mission of lifting families and children from poverty.

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*The Greater Lawrence
Community Action Council, Inc.
creates opportunities by collaborating with
our community and empowering individuals
to achieve their goals.*



Greater Lawrence Community Action Council, Inc.

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