



Annual Report

Reflection

2022-2023

Growing Opportunities

This year was a remarkable chapter of growth for Making Opportunity Count. We not only expanded our workforce through embracing longstanding programs but also launched pivotal initiatives that stood with our state during times of crisis, and leaned into new opportunities for youth. We have broadened our impact, reaching more communities and enriching more lives than ever before.

Our progress is a testament to the collective efforts of our dedicated staff, committed funders, and community partners. Together, we are crafting a future filled with opportunity and driven by the spirit of collaboration and care.



Opportunity

A woman is sitting on a couch, reading a book to a young child. The child is holding a stuffed animal. The scene is dimly lit, suggesting an evening or indoor setting with soft lighting. The woman is wearing a grey top and a patterned cardigan. The child is wearing a dark shirt. The background shows a couch with pillows and a window with curtains.

Program Highlight **Fuel Assistance**

In our first full year as a regional provider of the Fuel Assistance program, following a successful pilot season, we reached new heights in service and efficiency. We proudly served a record number of clients, ensuring that families across our region could stay warm and secure, regardless of their economic circumstances. To enhance our delivery, we implemented cutting-edge systems that streamlined our processes, making our services not only faster but also more responsive to the immediate needs of our clients. This milestone represents our unwavering commitment to adapt and innovate, ensuring that we meet the challenges of today while preparing for the opportunities of tomorrow.

support

A photograph of a man and a young child looking out a window. The man is on the right, and the child is on the left, both looking towards the left. The image is overlaid with a dark blue gradient. In the top left corner, there are yellow and dark blue geometric shapes. The text 'Program Highlight' is in orange script, and 'Family Shelter Services' is in white bold sans-serif font.

Program Highlight
**Family Shelter
Services**

In response to the state's emergency call to action amidst a peak in the homelessness crisis, including a significant influx of migrants, our agency rose to the challenge with unprecedented urgency and compassion. During FY2022-23, we opened seven family shelters to provide immediate refuge and support to families in dire need.

Collaborating with countless community partners, we ensured that these families had not just a place to stay, but access to a comprehensive suite of programs and services designed to offer stability, hope, and a pathway forward.

This effort underscores our commitment to acting swiftly and thoughtfully in times of crisis, embodying our core mission to serve and uplift the most vulnerable among us.

compassion



Program Highlight **Strong Communities**

This year marked a significant milestone with the securing of state funds for our Strong Communities Initiative, aimed at preventing youth violence. This initiative found a perfect synergy with our Youth Innovation Center, which was poised to open its doors but had not yet secured the necessary funding for crucial staff positions. With this new financial support, we were able to staff the center adequately, commence operations, and launch an array of impactful programs. These include creative workforce development, peer mentorship, bystander intervention training, and more. This funding not only catalyzed the opening of the Youth Innovation Center but also empowered us to equip our youth with the skills and support needed to build safer, stronger communities.

community

Program Highlight

Reproductive Health



This year, we proudly expanded our services into new clinical territory with the opening of a dedicated space for our Reproductive Health Services. This move builds on our decades-long partnership with the state, through which we have provided reproductive education. Recognizing the critical gap in sexual and reproductive health care in North Central Massachusetts, we welcomed the opportunity to offer comprehensive, accessible services in this underserved area.

Our new clinic represents a significant step forward in meeting the health needs of our community, offering a range of essential services from STI testing and treatment to various birth control options. This initiative not only enhances our capacity to support the well-being of our community but also underscores our commitment to filling crucial health service gaps with expertise and compassion.

care

Every Step *of the way*

593 patients

looking to strengthen their mental health received support through The Counseling Center at M.O.C.

28,122 individuals

received services from M.O.C. programs to help reach their goals

1,362 parents & children

impacted by homelessness were provided emergency temporary shelter through our new emergency shelter program

17,861 families

of the 28,122 individuals received services from M.O.C. programs to help reach their goals

186,879 meals

were served to 1,213 elders through elder nutrition services.

90 mothers

and children impacted by homelessness were moved into stable housing through Transitions at Devens

22 youth

increased job skills & earnings through summer youth works

24 adults

were supported along their path to employment through job search, application assistance, and ongoing case management around overcoming barriers to finding and maintaining a job

45 parents

were supported as their child(ren)'s "first teacher" through specialized home visits, play groups, and parent education about child growth & development.

681 children

improved their cognitive, social, and emotional development through child care & head start

116 returns

In 2023 as a result, a total of \$239,999 federal refunds came back to the region, of which \$54,093 was Earned Income Tax Credits (EITC).

102 individuals

received case management and support from CARE Services

30 MassHealth

members were supported through housing search and placement, landlord/tenant mediation, home repairs, case management, and referrals through a special partnership with the Accountable Care Organization, C3.

286 residents

were able to remain stably housed through financial assistance from local, state and federal sources

13,653 residents

were supported in keeping their homes heated through fuel assistance

1,200 family members

received case management, information & referral and parenting education through the Family Resource Center.

7,465 women

infants & children improved their health and nutrition through the North Central WIC program

49 individuals

with chronic illness and/or disability & their families maintained stable housing through payment assistance & case management services

822 homes

became more energy efficient through the weatherization, utility conservation, and/or heating system repair/replacement programs

19,219 hours

donated by community members to further overall mission and programmatic goals

142 individuals

participated in financial education classes and counseling with the goal of increasing savings, improving their credit and/or reducing debt

25 youth

were engaged in neighborhood-based afterschool enrichment programming

45 parents

struggling with opiate use disorders participated in a home visiting intervention, including peer support, to maintain sobriety and improve their home environments for their children

212 residents

avoided a utility shut-off through financial assistance from local, state and federal sources

impact

Client Demographics

28,122

Total Number Individuals Served FY2023

42.8%

Number/Percent Families Living at or Below 100% Poverty in FY2023

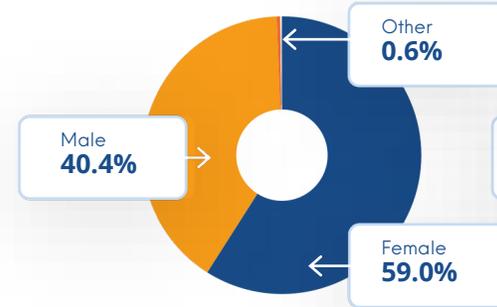
17,861

Total Number Families Served FY2023

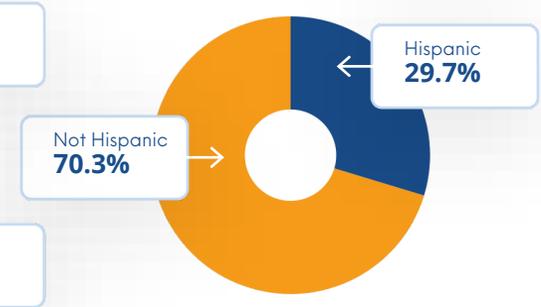
84.1%

Number/Percent Families Living at or Below 200% Poverty In FY2023

Gender

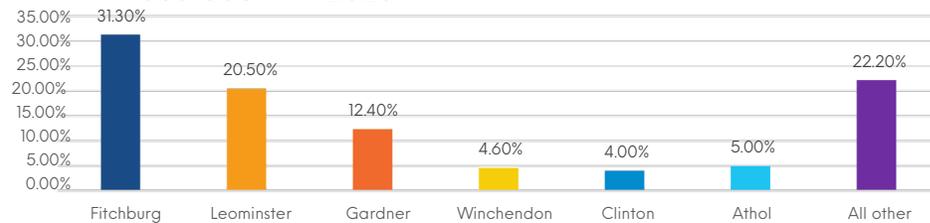


Ethnicity

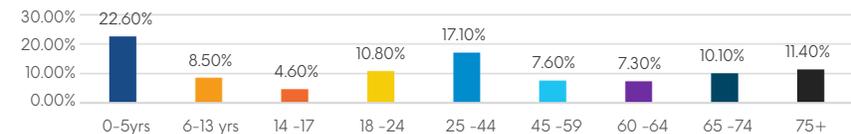


Number Residents Living in Top 6 Communities

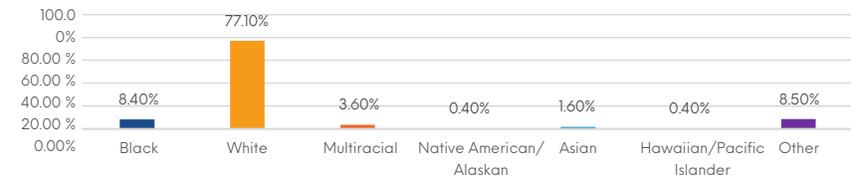
% of Total Residents Served w/ Residence Recorded in FY2023



Age

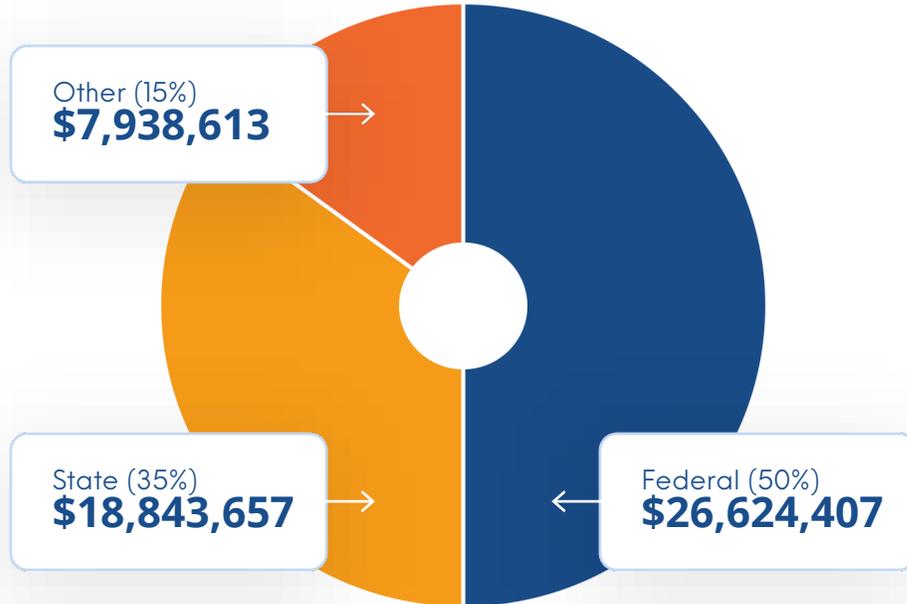


Race



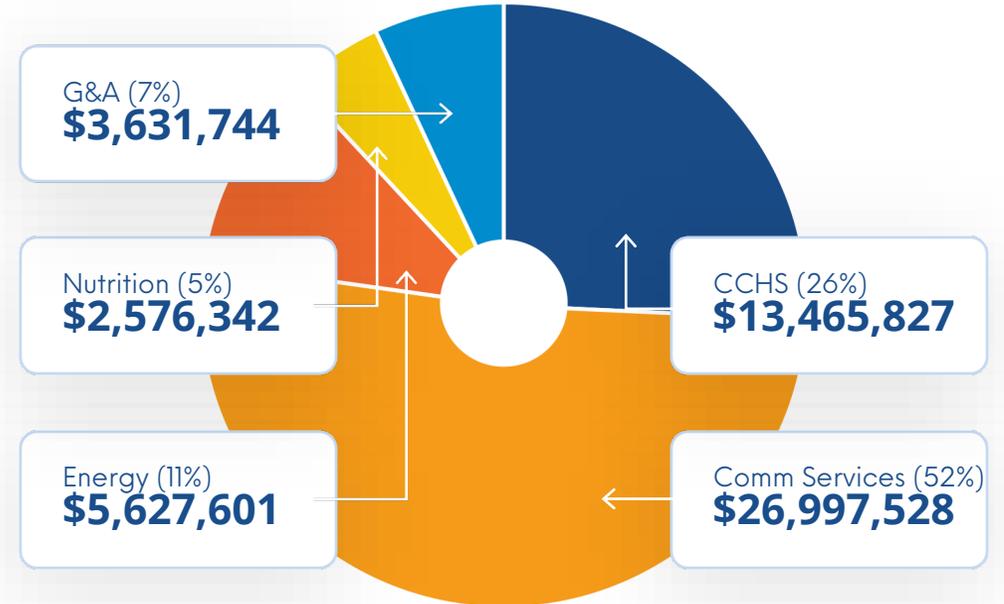
Financial Reports

FY23 \$53,406,676



Source of Funds

FY23 \$52,299,042



Use of Funds