CSBG Community Action Plan

SHI
Self Help, Inc.

Fiscal Year: 2026, Period: 2, Version: 1
Status: Reviewed - Accepted
Submitted by: on 5/5/2026 2:49 PM
Reviewed by: Liana Pasialis on 6/29/2026 2:23 PM
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Budget Statistics

Budget	Federal 2025	Federal 2026
Agency CSBG $:	$514,489.00	$511,409.00
Allocated $:	$0.00	$0.00
Admin $:	$0.00	$0.00
Unallocated $:	$514,489.00	$511,409.00
Admin %:		

Program: MBTA Low Income Fare Program

Program Manager: Leslie Dunn/Pam Knight

Program Description: The MBTA's income-eligible reduced fare program offers reduced fares to riders between the ages of 18 – 64 who are enrolled in an approved state assistance program. Program participants can demonstrate eligibility via existing enrollment in programs with a cutoff of 200 percent of the federal poverty level (or lower), including Supplemental Nutrition Assistance Program (SNAP), Transitional Assistance for Families and Dependent Children (TAFDC), Emergency Aid to the Elderly, Disabled & Children (EAEDC), MassHealth CarePlus, MassHealth Family Assistance, MassHealth Limited, MassHealth Standard, and MASSGrant. SHI will be assisting eligible applicants complete the MBTA IERF Application.

FY26 PERIOD 2 UPDATE:

SHI has started to fully roll out this program and doing outreach to staff/programs and the community. We have community events coming up in Spring/summer and hope to get more residents enrolled in the program

Budget Details

CSBG Expenditure Domain:

Budget	Federal 2025	Federal 2026
Program Total $:	$0.00	$0.00

Is there a related Need, Goal/Strategy Statement in your agency's Organization Information for this Program? Yes

Need, Goal/Strategy Statements

Domain	Need, Goal/Strategy Statement
Services Supporting Multiple Domains	Individual or Family Level Need: NEED: Individuals and families need resources and support to be able to afford basic living expenses like food and heat/utilities. GOAL: Self Help Inc. will provide resources and support to help individuals and families afford basic living expenses.

Individual and Family National Performance Indicators (NPIs)

Individual and Family Services

Services Supporting Multiple DomainsServices	Unduplicated Number of Individuals Served
Transportation Services	
7d. Transportation Services (e.g. bus passes, bus transport, support for auto purchase or repair; including emergency services)	21

Program: Coordinated Family and Community Engagement

Program Manager: Leslie Dunn/Michele Raynard

Program Description: The goal of the Coordinated Family and Community Engagement (CFCE) program is to provide families with children 0-6 with access to locally available comprehensive services and supports that engage and strengthen families, in order to promote optimal child development and bolster school readiness. The program looks to increase parent engagement in their child's learning, reduce parental isolation, and to promote knowledge of parenting through skill development and education. The CFCE parent-child playgroups are also geared toward ensuring children who are not in the mixed delivery system, are ready for Kindergarten. The CFCE program offers families free parent-child community based playgroups, literacy groups, STEM/STEAM groups, individual referrals, parent consultation/parenting resources, parent workshops, Ages and Stages Developmental Screenings, and home visits to help improve family functioning. In addition, CFCE promotes wellness by providing information and referrals around mental health support and offering parent training around child mental health and wellness.

FY26 Updates:

_ State CFCE funding was again level funded for FY 26. CFCCE will continue to run programs to meet the goals of the grant and SHI Strategic Plan.

-CFCE will be partnering with the Boston Children's Museum, to run 2 CFCE Early Math Playgroups. The Children's Museum provides all materials and training to run the programs.

FY 26 Period 2 Updates:

CFCE continues to run on a limited budget, due to no increases in the last 10 years. In fy 26 we hired a new specialist, and have added more programming for families in the community. The ages served for the program is now 6yrs and under, so we have lost some home school families that historically have participated as a supplement to their home schooling. WE have added some infant groups as this population has increased this year.

Budget Details

CSBG Expenditure Domain: Education and Cognitive Development

Budget	Federal 2025	Federal 2026
Program Total $:	$0.00	$0.00

Is there a related Need, Goal/Strategy Statement in your agency's Organization Information for this Program? Yes

Need, Goal/Strategy Statements

Domain	Need, Goal/Strategy Statement
Health and Social/Behavioral Development (includes nutrition)	Individual or Family Level Need: NEED: Individuals and families need access to affordable, accessible mental health care. GOAL: Self Help Inc. will provide referrals and support to help individuals and families access affordable, accessible mental health care.

Domain	Need, Goal/Strategy Statement
Services Supporting Multiple Domains	Individual or Family Level Need: NEED: Families need affordable childcare and support services to enable caregivers to work. GOAL: Self Help Inc. will provide families with affordable childcare and support services enabling caregivers to work.

Program: Coordinated Family and Community Engagement

Individual and Family National Performance Indicators (NPIs)

Education and Cognitive Development	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
2a. The number of children (0 to 5) who demonstrated improved emergent literacy skills.	1000	1004	350	272	27.092%	77.714%

Health and Social/Behavioral Development	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
5d. The number of individuals who improved skills related to the adult role of parents/ caregivers.	750	607	675	577	95.058%	85.481%

Individual and Family Services

Education and Cognitive DevelopmentServices	Unduplicated Number of Individuals Served
Child/Young Adult Education Programs	
2c. Other Early Childhood (0 5 yr. old) Education	1004
Adult Education Programs	
2w. Parenting Supports (may be a part of the early childhood programs identified above)	607

Health and Social/Behavioral DevelopmentServices	Unduplicated Number of Individuals Served
Health Services, Screening and Assessments	
5c. Developmental Delay Screening	56

Services Supporting Multiple DomainsServices	Unduplicated Number of Individuals Served
Referrals	
7c. Referrals	18

Program: Early Head Start

Program Manager: Sherri Dipippio

Program Description: FY 25 Updates:

The Self Help Inc. Early Head Start program received the notice of award from the Office of Head Start in November 2023 for forty-eight (48) funded slots.

Forty slots (40) in home based programing and eight (8) spots in a new Toddler Classroom. Construction on the Toddler classroom at the Self Help Inc. Shelton location was completed in March 2025. Two new Self Help Inc EHS staff members, a Lead Toddler Teacher and a Assistant Toddler Teacher were hired and joined the EHS Team. Eight (8)children were enrolled in the classroom in April 2025.

Additionally, the program renovated and created a new Socialization room for the home based families bi-weekly playgroup complete with new educational materials and a comfortable space for babies and adults to connect. A new eight (8) passenger van was also purchased to support families with limited access to transportation to attend Socialization group.

The program currently purchased equipment for a Toddler playground. We anticipate playground construction to be completed by the summer 2025.

Relevant Objectives from 2024-2026 CARSP:

• Operate the Early Head Start program, providing , providing home-based support to children under three and their caregivers to help with parent-child interactions, daily routines, and household materials

-New for FY 25, the EHS program will be opening a new EHS classroom at the Shelter HS site. The classroom will serve 8 toddlers.

FY26 Updates:

In FY26 Early Head Start will focus on being fully staffed and fully enrolled in both the center-based and home visiting options. The program will identify and implement recruiting strategies to increase enrollment and services of prenatal women. With the goal of enrolling at least 5 pregnant women.

The program will also focus on training and implementing both the CLASS Observation Tool and the Pyramid Observational Social Emotional observational tool for Infants and Toddlers in the Toddler classroom to be more in-line with the Head Start classrooms.

FY26 Period 2 Update:

This year the EHS program has been focused on recruiting and hiring qualified staff for the program. A new Education Specialist/Coach joined the EHS Team. The Team continues to search for two additional classroom teacher positions to replace staff who left the Agency. Additionally, the Team had two other individuals, a home visitor and the Family Engagement Coordinator on medical leave. EHS continues to recruit and enroll families for both service delivery options maintaining a robust waitlist for the Toddler Classroom as well as home based services. The program continues to host socialization group for parents twice a month and has implemented Class Dojo for our home based families to get regular communication regarding Socialization happenings and program updates. Our Toddler playground was completed and licensed in early spring. The toddlers have enjoyed being outside enjoying the spring weather! The program participated in the MASS CAP diaper program providing diapers for several families and participated in our annual partnership with Gift for Kids to provide almost 100 individuals with toys, clothing, and gift cards for groceries and other essentials.

EHS continues to look forward to partnering with Head Start and offering increased opportunities for our EHS families to participate in parent groups throughout the year. We also will work to have a robust EHS parent committee and increased representation on Policy Council. Our Education and Mental Health Specialist will engage in training for Infant/Toddler CLASS and the Infant/Toddler Pyramid model to access and implement best practices program wide.

Budget Details

CSBG Expenditure Domain: Education and Cognitive Development

Budget	Federal 2025	Federal 2026
Program Total $:	$0.00	$0.00

Program: Early Head Start

Need, Goal/Strategy Statements

Domain	Need, Goal/Strategy Statement
Services Supporting Multiple Domains	Individual or Family Level Need: NEED: Families need affordable childcare and support services to enable caregivers to work. GOAL: Self Help Inc. will provide families with affordable childcare and support services enabling caregivers to work.

Individual and Family National Performance Indicators (NPIs)

Education and Cognitive Development	**Target Participants Served** in programs(s) (#)	**I.) Number of Participants Served** in programs(s) (#)	**II.) Target (#)**	**III.) Actual Results (#)**	**IV.) Percentage Achieving Outcome** [III/I = IV] [% auto calculated]	**V.) Performance Target Accuracy** [III/II = V] [% auto calculated]
2a. The number of children (0 to 5) who demonstrated improved emergent literacy skills.	53	49	53	41	83.673%	77.358%
2b. The number of children (0 to 5) who demonstrated skills for school readiness.	53	49	53	41	83.673%	77.358%
2e. The number of parents/caregivers who improved their home environments.	67	52	67	40	76.923%	59.701%

Health and Social/Behavioral Development	**Target Participants Served** in programs(s) (#)	**I.) Number of Participants Served** in programs(s) (#)	**II.) Target (#)**	**III.) Actual Results (#)**	**IV.) Percentage Achieving Outcome** [III/I = IV] [% auto calculated]	**V.) Performance Target Accuracy** [III/II = V] [% auto calculated]
5b. The number of individuals who demonstrated improved physical health and well-being.	120	101	120	82	81.188%	68.333%

Individual and Family Services

Education and Cognitive DevelopmentServices	**Unduplicated Number of Individuals Served**
Child/Young Adult Education Programs	
2a. Early Head Start	49
Home Visits	
2cc. Home Visits	101
Adult Education Programs	
2w. Parenting Supports (may be a part of the early childhood programs identified above)	52

Health and Social/Behavioral DevelopmentServices	**Unduplicated Number of Individuals Served**
Health Services, Screening and Assessments	
5c. Developmental Delay Screening	16
5d. Vision Screening	29

Program: Head Start

Program Manager: Chris McLain (acting Director)

Program Description: The Head Start program of Self Help, Inc. is a comprehensive early childhood education, health, nutrition, and family services program focused primarily on low income, pre-school children ages 2.9-5, and their families. Self Help Head Start provides high quality education, a USDA sponsored nutrition program, developmental/behavioral and health/dental screenings, physical health and wellness activities for children and caregivers, nutrition classes for caregivers including healthy food to take home, a child development certificate class for parents/ caregivers, and home visits to help improve home environments.

Relevant Objectives from 2024-2026 CARSP:

- Provide food assistance through the Head Start program (Fair Foods, Food Stabilization Grant and excess food from USDA Food service that will go home with families)

- Operate the Head Start program, providing early education and care to area children.

- Provide caregiver employment supports through Head Start and MASSHIRE/Massasoit Apprentice program to provide apprentice placement at Head Start while taking classes to gain their CDA Certification, and starting a new 5 person cohort in FY 24. In addition, each year HS holds a career fair onsite for all families.

- Operate Head Start program, employing a full-time behavioral health manager, two licensed social workers, and 18 family advocates to help children and families address issues related to health, mental health and substance use. They also provide a 7week Positive Solutions class for caregivers.

-HS will continue to utilize several Foundation/Grant funding streams to offset family expenses for car seats, clothing (socks, sneakers, underwear, costs, etc); as well as assist with funding for families with emergency needs (housing, electric, fire, etc)

-HS also utilizes elderly community readers to come and read to children, which not only positively impacts children but also reduces isolation for the elder and increase community connections.

Relevant Objectives from 2024-2026 CARSP:

• Operate Head Start program, employing a full-time behavioral health manager, two licensed social workers, and 18 family advocates to help children and families address issues related to health, mental health and substance use

• Provide food assistance through the Head Start program

-In partnership with Massasoit Community College and MassHire, Self Help Head Start will offer apprenticeships to select individuals taking relevant college coursework work in early childhood education. Participants will receive ongoing coaching and support from a consultant and upon completion will receive their Child Development Associate credential and be eligible for Early Education and Care Certification

FY26 Updates:

Self Help Inc. Head Start has entered into a second partnership for a pilot The Apprenticeship Pilot Program. Self Help Inc. Head Start is in the second phase of our partnership of the pilot Apprenticeship Program, which is a collaboration between MassHire, Greater Brockton Career Center, and the EEC Career Pathways Grant of Massasoit. Four staff from the Head Start Program who are at the entry level of their teaching careers will shortly be completing their fourth and final course at Massasoit Community College. The grant provided four Early Childhood Education courses with the end goal of the students earning their Child Development Associate (CDA) credential. Two of the Float or Assistant Teachers are bilingual with English as their secondary language. Also, Self Help Inc. Head Start hired a master's level Apprenticeship Coach, Lenore Erwin to provide training and guidance with the four students to fulfill the grant collaboration and she is currently in the process of compiling final reports. The grant provides four Early Childhood Education courses with the end goal of the students earning their Child Development Associate (CDA) credential. Brockton Public Schools Partnership: Self Help Inc. Head Start has recently collaborated with the Brockton Public Schools with a CPPI grant. All our children with IEP's are receiving their services at Head Start. We have an itinerant special education teacher and speech therapist stationed at our preschool Head Start site in Brockton. This is a wonderful opportunity for our children and families. Less transitions for children so they don't have to take a bus to PS then a bus back to Head Start. They just stay right at Head Start. Site Transitions: We will be downsizing from six preschool sites to four as we have lost access to our former Whitman & Stoughton preschool sites. Children from those two sites will be attending preschool at our twenty-four classroom site in Brockton.

FY26 Period 2 Updates:

We are pleased to share several positive developments in our Head Start program. Following a thorough and collaborative selection process involving upper management, Head Start staff, and Policy Council members, we are excited to announce that Angela Engle has accepted the position of Head Start Director. Angela brings more than 35 years of experience leading Head Start and Early Head Start programs and managing multiple facilities. The Board of Directors has already approved the hire, and we look forward to final approval from the Policy Council and HHS. Her leadership will be a tremendous asset moving forward.

Program: Head Start

We are also proud to report strong compliance outcomes. The agency successfully completed its yearly mandated audit with a clean report and no findings. In addition, we completed our EEC Audit, which was also successful and found the program to be in full compliance with no findings. To support staff morale and program spirit, we launched a new Employee of the Month program recognizing two outstanding staff members each month (one from the Shelton center and one from off-site locations), with our first recipients being Aliyah Muhammad (Shelton) and Deb Monteiro (off-sites). We also established a new Fun Club Committee chaired by Jen Ryan, which is actively planning themed days, special events, and engaging activities for children, families, and staff. These accomplishments reflect our continued commitment to quality, compliance, and a positive program environment.

Budget Details

CSBG Expenditure Domain: Education and Cognitive Development

Budget	Federal 2025	Federal 2026
Program Total $:	$0.00	$0.00

Is there a related Need, Goal/Strategy Statement in your agency's Organization Information for this Program? Yes

Need, Goal/Strategy Statements

Domain	Need, Goal/Strategy Statement
Health and Social/Behavioral Development (includes nutrition)	Individual or Family Level Need: NEED: Individuals and families need access to affordable, accessible health care, including services and support for mental health, substance use disorders, and COVID-19. GOAL: Self Help Inc. will provide referrals and support to help individuals and families access affordable, accessible health care, including services and support for mental health, substance use disorders, and COVID-19.

Domain	Need, Goal/Strategy Statement
Services Supporting Multiple Domains	Individual or Family Level Need: NEED: Families need affordable childcare and support services to enable caregivers to work. GOAL: Self Help Inc. will provide families with affordable childcare and support services enabling caregivers to work.

Individual and Family National Performance Indicators (NPIs)

Education and Cognitive Development	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
2b. The number of children (0 to 5) who demonstrated skills for school readiness.	695	636	695	636	100%	91.511%
2c.1. The number of children and youth who demonstrated improved positive approaches toward learning, including improved attention skills. (auto total). Early Childhood Education (ages 0-5)	695	636	695	636	100%	91.511%
2e. The number of parents/caregivers who improved their home environments.	950	864	950	864	100%	90.947%
2h. The number of individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills.	25	0	25	0	0%	0%

Program: Head Start

Health and Social/Behavioral Development	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
5b. The number of individuals who demonstrated improved physical health and well-being.	695	636	695	636	100%	91.511%
5z. The number of individuals or households: **The number of individuals with increased food access.**	2600	2332	2600	2332	100%	89.692%

Civic Engagement and Community Involvement	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
6a. The number of Community Action program participants who increased skills, knowledge, and abilities to enable them to work with Community Action to improve conditions in the community.	18	16	18	16	100%	88.889%
6a.1. The number of Community Action program participants who increased skills, knowledge, and abilities to enable them to work with Community Action to improve conditions in the community. the number of Community Action program participants who improved their leadership skills.	18	16	18	16	100%	88.889%
6a.2. The number of Community Action program participants who increased skills, knowledge, and abilities to enable them to work with Community Action to improve conditions in the community. the number of Community Action program participants who improved their social networks.	18		18			

Services Supporting Multiple Domains	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
7z. The number of individuals or households: **Number of individuals who received bundled services and achieved one or more outcomes.**	1532	1237	1532	1237	100%	80.744%

Individual and Family Services

Education and Cognitive DevelopmentServices	Unduplicated Number of Individuals Served
Child/Young Adult Education Programs	
2b. Head Start	636

Program: Head Start

Education and Cognitive DevelopmentServices	Unduplicated Number of Individuals Served
Adult Education Programs	
2w. Parenting Supports (may be a part of the early childhood programs identified above)	602

Health and Social/Behavioral DevelopmentServices	Unduplicated Number of Individuals Served
Health Services, Screening and Assessments	
5c. Developmental Delay Screening	636
Dental Services, Screenings and Exams	
5dd. Child Dental Screenings/Exams	560
Nutrition and Food/Meals	
5jj. Food Distribution (Food Bags/Boxes, Food Share Program, Bags of Groceries)	380
Family Skills Development	
5mm. Parenting Classes	162
Wellness Education	
5p. Wellness Classes (stress reduction, medication management, mindfulness, etc.)	6
Mental/Behavioral Health	
5u. Mental Health Assessments	732

Civic Engagement and Community InvolvementServices	Unduplicated Number of Individuals Served
Civic Engagement and Community Involvement	
6b. Leadership Training	12

Program: Parent-Child+

Program Manager: Gina McGarrigle

Program Description: With EEC grant funding, in January 2020 SHI implemented the high-risk home visiting program ParentChild+, which works with parents and their two- and three-year-old children in one-on-one home visits. SHI has contracted with two trained community-based Early Learning Specialists to visit each family's home twice a week for 30 minutes to help the family learn creative ways to read and play with their child, learn about literacy and child development, for a minimum of 23 weeks per year. Families are provided a free high-quality book or educational toy each week, receiving at least 46 new books and toys during participation. The goal of the program is to help families be their child's first and best teacher and to prepare the child for school success.

Relevant Objectives from 2024-2026 CARSP:

- Operate the ParentChild+ Home Visiting program, providing support services to families and children around literacy development and school readiness.

-Enroll families in to the SHI/MASSCAP Diaper Pilot

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Relevant Objectives from 2024-2026 CARSP:

• Operate the ParentChild+ program, providing support services to families and children

-In 2024 this program will expand to serve 23 communities.

FY26 Updates:

-Level funded for FY26 and staff will continue to run the Early Literacy Home visiting program

FY26 Period 2 Updates: Program continues to be level funded, despite increased costs to run it. FY 26 we are serving 13 children in the program and continuing with the home based Early Literacy model

Budget Details

CSBG Expenditure Domain: Education and Cognitive Development

Budget	Federal 2025	Federal 2026
Program Total $:	$0.00	$0.00

Is there a related Need, Goal/Strategy Statement in your agency's Organization Information for this Program? Yes

Need, Goal/Strategy Statements

Domain	Need, Goal/Strategy Statement
Services Supporting Multiple Domains	Individual or Family Level Need: NEED: Families need affordable childcare and support services to enable caregivers to work. GOAL: Self Help Inc. will provide families with affordable childcare and support services enabling caregivers to work.

Individual and Family National Performance Indicators (NPIs)

Education and Cognitive Development	**Target Participants Served** in programs(s) (#)	**I.) Number of Participants Served** in programs(s) (#)	**II.) Target (#)**	**III.) Actual Results (#)**	**IV.) Percentage Achieving Outcome** [III/I = IV] [% auto calculated]	**V.) Performance Target Accuracy** [III/II = V] [% auto calculated]
2b. The number of children (0 to 5) who demonstrated skills for school readiness.	13	13	13	13	100%	100%

Program: Parent-Child+

Education and Cognitive Development	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
2e. The number of parents/caregivers who improved their home environments.	24	24	24	24	100%	100%

Individual and Family Services

Education and Cognitive DevelopmentServices	Unduplicated Number of Individuals Served
Child/Young Adult Education Programs	
2c. Other Early Childhood (0 5 yr. old) Education	13
School Supplies	
2k. School Supplies	13

Health and Social/Behavioral DevelopmentServices	Unduplicated Number of Individuals Served
Family Skills Development	
5kk. Family Mentoring Sessions	24

Program: Food Assistance

Program Manager: Leslie Dunn

Program Description: Self Help has offered food assistance throughout our service area in a number of ways, including operating a food pantry, distributing/delivering food and grocery store gift cards through various SHI programs for all ages from children to seniors, offering application assistance for the Supplemental Nutrition Assistance Program (SNAP), and providing support to other area food banks particularly during the COVID-19 pandemic. For many years the agency operated the Attleboro Food Pantry but during FY22 we temporarily shut down that site in order to plan strategically alongside area partners to effectively and efficiently meet the food assistance needs of the region. Prior to and during the closure, Self Help has increased the amount of food assistance available directly through its other programs, as well as to other area providers. For the purposes of reporting, "increased food access" refers to direct provision of food whereas "improved food security" refers to receipt of SNAP benefits.

Relevant Objectives from 2024-2026 CARSP:

- Strengthen partnerships with other area food providers

-Re-Open Attleboro Food Pantry

- Provide food assistance through the Head Start program/Attleboro/Brockton Sites

- Provide assistance with SNAP (Supplemental Nutrition Assistance Program) applications

FY26 Updates:

-The initial funding for the Food Stabilization Grant (through MASSCAP-CDBG) came to end. However there is new funding that we will be able to access for FY 26. We will continue to partner with the Canton Food bank, this year assisting them with funding for food purchases to serve the increased demand they are facing.

-SHI will work to increase our SNAP applications and focus on Outreach and follow up.

-SHI will also continue to offer some Emergency Food cards to assist families in need

FY26 Period 2 Updates: All funding for the Food Stabalization program ended in MArch 2026. SHI received a food assistance grant of $20,000 in the fall of 2025 and we will be continuing to assist families with emergecny food needs through food gift cards and our emergency food distribution.

Budget Details

CSBG Expenditure Domain: Health and Social/Behavioral Development (includes nutrition)

Budget	Federal 2025	Federal 2026
Program Total $:	$0.00	$0.00

Is there a related Need, Goal/Strategy Statement in your agency's Organization Information for this Program? Yes

Need, Goal/Strategy Statements

Domain	Need, Goal/Strategy Statement
Services Supporting Multiple Domains	Individual or Family Level Need: NEED: Individuals and families need financial assistance and support to be able to afford basic living expenses like food and heat/ utilities. GOAL: Self Help Inc. will provide financial assistance and support to help individuals and families afford basic living expenses like food and heat/utilities.

Program: Food Assistance

Individual and Family National Performance Indicators (NPIs)

Health and Social/Behavioral Development	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
5z. The number of individuals or households: **The number of individuals with increased food access.**	250	239	250	239	100%	95.600%
5z. The number of individuals or households: **The number of individuals with improved food security.**	50	17	45	17	100%	37.778%

Individual and Family Services

Income and Asset BuildingServices	Unduplicated Number of Individuals Served
Benefit Coordination and Advocacy	
3l. SNAP Benefits	17

Health and Social/Behavioral DevelopmentServices	Unduplicated Number of Individuals Served
Nutrition and Food/Meals	
5jj. Food Distribution (Food Bags/Boxes, Food Share Program, Bags of Groceries)	239
Emergency Hygiene Assistance	
5nn. Kits/boxes	170

Program: Energy Programs

Program Manager: Fran Reid (Fuel), Jason Preuss (Energy)

Program Description: The Energy Programs of Self Help, Inc. are designed to provide relief to households most vulnerable to high home heating costs. The Fuel Assistance/LIHEAP Program helps low-income families and individuals pay for and lower the cost of heating their home in winter. The Energy Conservation Program helps stretch your energy dollars by providing free upgrades for insulation and weatherization, as well as heating system repairs and energy efficient replacements for income eligible households. SHI has also receive COVID Safe Cooling funding for the last several years to assist eligible Brockton Resident with AC units/Fans. Additionally this grant also assists with some funding for heating costs to Brockton families who may be slightly over-income, have expended their fuel benefit, or are in a fuel emergency.

Relevant Objectives from 2024-2026 CARSP:

- Operate the Fuel Assistance and Energy Conservation programs to help households save on home heating and utilities costs

-Operate Cooling Grant June-October to assist eligible Brockton clients with energy efficient AC/Fans who are at high risk for heat related illness and emergency funding for heating needs.

FY26 Updates:

CONSERVATION DEPT: In the upcoming year, we're expecting about a 60% reduction in funding. At this time we're optimistic will have have HWAP funding, but until it's approved by the government, nothing is certain.

Additionally, the Updated utility guidance may affect our ability to be able to provide service based on past guidelines, it is unclear at this point exactly how that will affect the number served

HEAP: HEAP Goals for FY 26 include: expanding outreach efforts by creating a flyer that can be placed in locations with a high concentration of low-income families, such as laundromats and supermarkets. HEAP also intends to send mailings to pediatric offices within the catchment area. In addition, they have been coordinating with National Grid at community events to ensure clients have every opportunity to apply for the program. Strengthening their presence in the community remains a priority. As of submission of this CAP, HEAP doers not yet have a budget, but hopeful for level funding.

FY26 Period 2 Updates:

Conservation Department: Conservation is continuing to work on spending out our HWAP grant, and we did receive extra money this year compared to years past, which is beneficial for our clients to be able to extend emergency heating system services beyond the emergency heating season deadlines. Conservatio is also doing our best to work within the constraint of the budgets that we've been provided. Based on that information in the volume of work that we're doing, we're currently wait listing all clients whose primary funding source is Eversource gas of Massachusetts as we've developed enough work to satisfy our allocated amount this calendar year. It is anticipated that they may be oing the same thing with National Grid electric customers in the near future. With living within budgets, there has been some attrition in staffing mainly due to retirement, and not needing to backfill the position. There is currently a bill it's going through the state house in Senate that may wind up affecting future funding of the programs, it's anticipated that there may be some type of an outcome there and how it may affect our program by late summer early fall

HEAP DEPARTMENT: The HEAP program has made several meaningful improvements to better serve clients. The team has expanded its language capacity by hiring multiple bilingual staff, including Spanish- and Cape Verdean-speaking employees, as well as one staff member who is trilingual in Portuguese and Cape Verdean. These additions have strengthened communication and accessibility for a diverse client base.

The introduction of "Walk-In Wednesdays" for application assistance has been highly successful, increasing access and convenience for clients seeking support. In addition, more clients are now using the online client portal to submit applications and documentation, streamlining the process and making it more user-friendly.

The program has also welcomed a new bilingual receptionist who has proven to be a tremendous asset. Her welcoming and helpful approach has significantly improved the client experience and contributed to increased foot traffic.

Budget Details

CSBG Expenditure Domain: Housing

Budget	Federal 2025	Federal 2026
Program Total $:	$0.00	$0.00

Program: Energy Programs

Need, Goal/Strategy Statements

Domain	Need, Goal/Strategy Statement
Housing	Individual or Family Level Need: NEED: Individuals and families need financial assistance and support to maintain safe, affordable housing and avoid eviction/ foreclosure and housing insecurity. GOAL: Self Help Inc. will provide financial assistance and support to help individuals and families maintain safe, affordable housing.

Domain	Need, Goal/Strategy Statement
Services Supporting Multiple Domains	Individual or Family Level Need: NEED: Individuals and families need financial assistance and support to be able to afford basic living expenses like food and heat/ utilities. GOAL: Self Help Inc. will provide financial assistance and support to help individuals and families afford basic living expenses like food and heat/utilities.

Individual and Family National Performance Indicators (NPIs)

Housing	**Target Participants Served** in programs(s) (#)	**I.) Number of Participants Served** in programs(s) (#)	**II.) Target (#)**	**III.) Actual Results (#)**	**IV.) Percentage Achieving Outcome** [III/I = IV] [% auto calculated]	**V.) Performance Target Accuracy** [III/II = V] [% auto calculated]
4h. The number of households with improved energy efficiency and/or energy burden reduction in their homes.	900	461	750	461	100%	61.467%
4z. The number of individuals or households: **Number of individuals whose energy service was restored after disconnection.**	200	179	200	179	100%	89.500%
4z. The number of individuals or households: **Number of individuals whose inoperable home energy equipment was repaired or replaced.**	2800	1589	2800	1589	100%	56.750%
4z. The number of individuals or households: **Number of individuals who avoided a utility shut-off.**	5000	4695	5000	4695	100%	93.900%

Individual and Family Services

HousingServices	Unduplicated Number of Individuals Served
Utility Payment Assistance	
4i. Utility Payments (LIHEAP includes Emergency Utility Payments)	15990
Weatherization Services	
4t. Energy Efficiency Improvements (e.g. insullation, air sealing, furnace repair, etc.)	2421

Program: VITA Program

Program Manager: Leslie Dunn/Nora Tarr

Program Description: The Volunteer Income Tax Assistance (VITA) program is a seasonal program that offers free tax preparation assistance during the tax season to qualified participants including those meeting income guidelines, persons with disabilities, and limited English-speaking taxpayers. VITA is staffed by IRS-certified volunteers providing free basic and advanced income tax return preparation with electronic filing.

Relevant Objectives from 2024-2026 CARSP:

- Serve as a VITA site and help participants access tax credits and refunds

FY26 Updates:

-SHI will continue to provide full in person tax prep, as well as drop off services, and some remote taxes for the 2025 Tax Year.

-We will focus on recruiting volunteers early in FY 26 and then training them all in the fall of 2025.

FY26 Updates Period 2:

-SHI was able to provide full in person, remote and drop off tax services this year. We also were able to recruit 2 new volunteers this year through Bridgewater state college and referrals from MASSCAP.

Budget Details

CSBG Expenditure Domain: Income, Infrastructure, and Asset Building

Budget	Federal 2025	Federal 2026
Program Total $:	$0.00	$0.00

Is there a related Need, Goal/Strategy Statement in your agency's Organization Information for this Program? Yes

Need, Goal/Strategy Statements

Domain	Need, Goal/Strategy Statement
Services Supporting Multiple Domains	Individual or Family Level Need: NEED: Individuals and families need financial assistance and support to be able to afford basic living expenses like food and heat/ utilities. GOAL: Self Help Inc. will provide financial assistance and support to help individuals and families afford basic living expenses like food and heat/utilities.

Individual and Family National Performance Indicators (NPIs)

Income and Asset Building	**Target Participants Served** in programs(s) (#)	**I.) Number of Participants Served** in programs(s) (#)	**II.) Target (#)**	**III.) Actual Results (#)**	**IV.) Percentage Achieving Outcome** [III/I = IV] [% auto calculated]	**V.) Performance Target Accuracy** [III/II = V] [% auto calculated]
3d. The number of individuals who increased their savings.	200	156	175	148	94.872%	84.571%
3z. The number of individuals or households: **The number of individuals who increased their income due to a tax credit.**	200	156	102	98	62.821%	96.078%

Program: VITA Program

Individual and Family Services

Income and Asset BuildingServices	Unduplicated Number of Individuals Served
Asset Building	
3o. VITA, EITC, or Other Tax Preparation programs	156

Program: Hand-in-Hand Case Management

Program Manager: Kathie Gale/Leslie Dunn

Program Description: In FY20 SHI leveraged a CDBG Grant from the Brockton Redevelopment Authority to provide case management services to Brockton elders and was able to expand the program to serve surrounding communities. Hand-in-Hand primarily serves elders who are home-bound and experiencing social isolation. Services are provided by a case manager at the client's home, in an easily accessible community space, at the office and/or virtually. The case manager conducts Family Strengths and Needs Assessments with participants and provides assistance that may include referrals, assistance completing applications for additional services such as SNAP and health insurance, accompanying clients to appointments, advocacy, organizational help, and socialization activities.

Relevant Objectives from 2024-2026 CARSP:

- Operate the Hand-in-Hand Case Management program, providing seniors with SHINE health insurance counseling services, MassHealth application assistance, and referrals related to health and mental health

- Operate and expand the Hand-in-Hand Case Management program, connecting seniors with integrated services, supports and referrals

-SHI will be one of the beneficiaries of the "Festival of Trees" fundraising event from the Easton Charitable Trust. Some of the funding will be used to assist Hand-In-Hand clients with prescription costs, rental assistance, and other emergency needs (as funding is available)

FY26 Updates:

-The hand-In-hand program will continue to receive some funding from the City of Brockton to provide case management services to the elderly and disabled.

-SHI admin funding provides the remaining funds for use across all communities we serve.

-The Case manager will again partner with Brockton COA and Easton COA to assist with SHINE counseling and getting elders enrolled in Medicare and/or MASS Health in October.

FY26 Period 2 Updates:

SHI was approved again in FY26 to receive funding from Brockton Redevelopment, however due to issues at the federal level the cities HUD application was just approved, but shi has not yet received the funding. The program continues to run with funding from SHI admin, and the case manager continues to assist residents with information/referrals, SHINE counseling and case management to our elderly and disbaled communityu members.

Budget Details

CSBG Expenditure Domain: Services Supporting Multiple Domains

Budget	Federal 2025	Federal 2026
Program Total $:	$0.00	$0.00

Is there a related Need, Goal/Strategy Statement in your agency's Organization Information for this Program? Yes

Need, Goal/Strategy Statements

Domain	Need, Goal/Strategy Statement
Services Supporting Multiple Domains	Individual or Family Level Need: NEED: Seniors need expanded support services to meet basic needs and maintain their ability to live independently. GOAL: Self Help Inc. will offer support services that help seniors meet basic needs and maintain their ability to live independently.

Program: Hand-in-Hand Case Management

Individual and Family National Performance Indicators (NPIs)

Health and Social/Behavioral Development	Target Participants Served in programs(s) (#)	I.) Number of Participants Served in programs(s) (#)	II.) Target (#)	III.) Actual Results (#)	IV.) Percentage Achieving Outcome [III/I = IV] [% auto calculated]	V.) Performance Target Accuracy [III/II = V] [% auto calculated]
5b. The number of individuals who demonstrated improved physical health and well-being.	250	218	245	216	99.083%	88.163%
5f. The number of seniors (65+) who maintained an independent living situation.	185	157	180	155	98.726%	86.111%
5g. The number of individuals with disabilities who maintained an independent living situation.	75	64	75	64	100%	85.333%
5z. The number of individuals or households: **Number of individuals who obtained health insurance.**	200	129	150	129	100%	86.00%

Individual and Family Services

Health and Social/Behavioral DevelopmentServices	Unduplicated Number of Individuals Served
Health Services, Screening and Assessments	
5j. Health Insurance Options Counseling	129

Services Supporting Multiple DomainsServices	Unduplicated Number of Individuals Served
Case Management	
7a. Case Management	218
Referrals	
7c. Referrals	63

Other: Agency Capacity Improvement

Agency Contact: Leslie Dunn

Description:
CSBG provides critical administrative support for Self Help and during FY26 will be used to continue with capacity support and improvements to enable the agency to address the agency, individual/family, and community level needs identified in the 2024-2026 CARSP. And as we complete the FY 27-29 CARSP, we will continue to work on our needs identified in the FY24-26 CARSP, until we have complied and analyzed all of the new data
Administrative efforts/functions supported in part through CSBG include strategic planning, program development, outcome measurement and reporting, ROMA, data systems, grants and fundraising, community outreach, marketing/communications, community relations and partnership building, human resources, fiscal management, and organizational and programmatic direction and oversight. In addition to the programs outlined previously in this Community Action Plan, CSBG provides support to enable the development of new programming and initiatives to meet the needs within our community and our agency.

The 2024-2026 CARSP identified the following agency-level goals, and SHI will continue to improve and expand on these goals and update once the 2024-2026 CARSP is finalized:
- Increase staff capacity
- Increase community presence
- Improve internal and external communications
- Integrate services and improve referral system
- Develop and strengthen partnerships, especially around key need areas including housing and workforce development
- Increase resource development
- Engage in regular ongoing discussions with major community providers/partners
- Strengthen partnership with MassHire around workforce development
- Enhance the succession plan to include all key positions, with emergency/short-term and long-term vacancy planning
- Planning and Development staff to increase focus on resource development, including grant writing and fundraising

In addition, the 2024-2026 CARSP outlined goals specific to the top individual/family and community need areas identified, including.
Living Expenses:
Self Help Inc. will provide resources and support to help individuals and families afford basic living expenses.
Health and Wellness:
- Develop and strengthen partnerships with area health and mental health providers

Seniors:
- Self Help Inc. will directly provide and engage in partnerships to support provision of resources, support, and integrated services that enable elders to age at home with dignity.
- Seek funding and support to assist seniors with home maintenance and repair
- Partner with sister Community Action Agency, Citizens for Citizens Inc., on senior jobs initiative to hire seniors in Self Help Inc. programs

Mental Health:
- Self Help Inc. will provide referrals and support to help individuals and families access affordable, accessible mental health care.

Childcare & Parenting Supports:
- Self Help Inc. will provide families with affordable childcare and support services.

Employment Supports:
- Self Help Inc. will directly develop and provide and/or develop and strengthen partnerships that support the provision of employment services and support.

In FY 25 we were able to hire a new Human Resource Director. She has brought with her many years of experience and extensive knowledge and expertise in HR. She has begun transitioning the agency to a full electronic HR and payroll system. She has been able to switch the agency to Paylocity which provides so many more resources, reporting and data insights then we previously had with our old system (ADP). She has moved all recruitment and onboarding to Paylocity as well and streamlining and providing benefit enrollment electronically as well. Paylocity also has many features including Staff resources, community boards, staff recognitions/awards and workflows. She has had our Personnel Policies completely overhauled by an attorney and we have also added some new employee benefits through this process. We are very excited and are looking forward as new features in Paylocity are added in FY 26.
With uncertainty with Federal Budget allocations, and a reduction in the CSBG state line item, we have put on hold re-hiring our Community Outreach Coordinator (who resigned in March 2025), until we have a better sense of funding across all agency programs. We have not had any devasting cuts as of yet, but we are hoping that with our current Leadership team, we will be able to effectively address any changes as they come.
Additional program specific updates can be found under each program

Other: Agency Capacity Improvement

Progress: FY 26 Updates Period 2:

• The Development Department continues to pursue additional funding opportunities to help SHI address ongoing and emerging community needs. SHI received a special grant from United Way to support food access following the October 2025 government shutdown and the pause in SNAP benefits. This funding has enabled, and will continue to enable, SHI to assist clients with emergency food needs not covered by other funding streams. Efforts to secure additional unrestricted funding will continue.

• SHI hired a new Human Resources Director in February 2025. She has updated personnel policies, streamlined the onboarding process, and implemented Paylocity as the agency's new payroll provider. This system has also allowed SHI to transition to electronic benefits enrollment, improving efficiency and accessibility for staff.

• SHI is working to increase the capacity of its Fiscal Department by hiring a Staff Accountant. This role will be integral to the team, working under the Controller to maintain the general ledger in accordance with generally accepted accounting principles (GAAP) and to ensure strong internal controls for accurate and complete financial reporting.

• SHI participated in MASSCAP's Diaper Pilot Project from FY24 through FY26, enrolling 100 children to receive monthly diaper and wipe supplies. Programs across SHI helped identify high-need families for enrollment. In addition to receiving supplies, participating families contributed to surveys and focus groups to help measure program impact. Although funding ended in April 2026, it is anticipated to resume through September 30, 2026. This initiative has been an incredible support to families as the cost of basic needs continues to rise.

• SHI hired a new Community Outreach Coordinator in January 2026, following a vacancy since October 2024. She provides information and referrals, case management, and community outreach. Her addition strengthens SHI's ability to connect with and support community members.

• SHI continues to partner with MassHire on the Early Childhood Education Career Program, which aims to increase workforce capacity by providing training opportunities through the SHI Head Start program.

Budget Details

CSBG Expenditure Domain: Agency Capacity Building

Budget	Federal 2025	Federal 2026
Program Total $:	$0.00	$0.00

Is there a related Need, Goal/Strategy Statement in your agency's Organization Information for this Other? Yes

Need, Goal/Strategy Statements

Domain	Need, Goal/Strategy Statement
Agency Capacity Building	Agency Level Need: NEEDS/GOALS/STRATEGIES: -Increase staff capacity -Increase community presence -Improve internal and external communications -Integrate services and improve referral system -Develop and strengthen partnerships, especially around key need areas including housing and workforce development -Enhance succession planning and emergency preparedness -Increase resource development -Increase focus and engagement around diversity, equity, and inclusion