

Dear Friend,

I find the holiday season an appropriate time to write to you about something that is often overlooked, ignored or just not given the prominence it should be given in our sometime cynical and pessimistic view of our community.

That something I speak of is my enormous pride in and respect for the 500 employees of our Agency. I say that to you not because of the valuable supports they provide to the community each and every day but because of their incredible giving and caring nature. The community may not be aware of the many things that are done by our Agency employees for the Greater Fall River community, but it is surely quite impressive!

Each year we conduct an agency-wide campaign to benefit The United Way of Greater Fall River. This year, our employees generously donated more than \$22,500 to the 2012 campaign. In addition, we boast 15 Lantern Society members, which designate people who donate more than \$600 a year. The only business that is listed as having more donors is Citizens-Union Savings Bank, now known as BayCoast Bank.

This year, employees of the Agency worked in various capacities to help us put together and distribute 188 Thanksgiving Baskets to families in need in our community. This surpassed our total last year by more than 70 Thanksgiving Baskets.

Last year we started a voluntary Giving Tree program as a way for interested staff to purchase a Christmas gift for a needy child or family. That effort snowballed and more than 225 gifts were purchased. We have just begun our program this year and are already ahead of the pace we set last year.

During the year, staff at the Agency started a volunteer program to help the city with a variety of clean-up efforts. Agency staff under the name of "People Helping People" worked on clean up campaigns organized by the City of Fall River and the local United Way, willingly giving of their time and energy to help clean up our city.

These efforts are not the only contributions our employees make; there are many employees who volunteer for local organizations and boards, serve as mentors in the SMILES Program, or offer their time to provide additional help and support to our many consumers. These are truly amazing individuals!

I wanted everyone to know of this. I am so proud of the people who work here and the way that they continually give of their time and resources, both of which are often limited.

Fall River should be proud that we have so many caring people in our community who do so much without even the slightest need for acknowledgement.

With sincere appreciation,

Robert Canuel

Robert Canuel, President and CEO