

THE FINANCIAL YEAR 2011\*

SOURCES OF FUNDS

Program revenue & other support		
Federal Funding-Direct	\$	2,545,680.20
Federal Funding-Other Pass-Thru	\$	8,990.00
Department of Education	\$	133,621.88
Dept. of Early Ed. & Care - State	\$	153,026.51
Dept. of Early Ed. & Care - Federal Funds	\$	62,838.51
Dept. HSNB & Community DEV	\$	18,445,262.33
EEC The Children's Trust Fund	\$	234,565.42
City of Worcester - State	\$	772,000.89
City of Worcester - Federal	\$	550,399.28
State Revenues - Other	\$	5,111.55
Local Government	\$	7,000.00
Private Grants	\$	7,223.50
Earned Revenues Fees	\$	1,267,079.59
Other		
Foundations Trusts	\$	52,487.71
United Way	\$	159,544.28
Individuals	\$	9,441.16
Board Members	\$	4,986.25
Corporations	\$	52,506.66
In-kind Contributions	\$	444,063.83
Interest Income CD 6305	\$	5.90
Total Operating Revenue	\$	24,915,835.45

USES OF FUNDS

Fuel Assistance	\$	13,038,730.64
Weatherization	\$	4,750,685.09
Head Start	\$	3,117,852.73
Summer Jobs	\$	738,601.30
Education, Training & Jobs	\$	388,461.53
Community Partnership for Children	\$	78,917.88
Community Connections	\$	375,419.76
Healthy Families	\$	240,706.81
Head Start Meals	\$	205,538.04
Utility Programs	\$	1,023,766.95
Other Programs	\$	107,477.78
Fund Raising	\$	20,802.63
CSBG	\$	624,554.51
Total Use of Funds	\$	24,711,515.65

EXCESS OF SOURCE OVER USE OF FUNDS	\$	204,319.80
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\*Unaudited Financial Statement

ANNUAL APPEAL 2010-2011



Supporting Members

**\$1-\$99**  
Frances M. Anthes & Charles J. Washburn  
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Judith Whittle

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Michael & Joyce Keegan  
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Jill C. & Paul M. Dagilis  
Nypro Foundation  
Deborah Penta  
Spencer Savings Bank  
UniBank  
William Van Dam

Matching Gifts Program

Unum

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Fuel

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Bethlehem Covenant Church  
Citizens Committee to Elect Timothy Murray  
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MASSCAP/Citizens Energy  
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Community Support Fund  
New York Times/Telegram & Gazette  
Quinsigamond United Methodist Church  
Stoddard Charitable Trust  
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Worcester Chamber of Commerce Referral Program Business Partners

GED/JEC

National Grid  
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Head Start

Cormier Jewelers

Healthy Families

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Committee to Elect Joseph D. Early, Jr.  
Greater Worcester Community Foundation - Eliza D. & Cora J. Dodge Fund  
Heartland Automotive/Jiffy Lube  
Heery International, Inc.  
Market Basket  
Jaime Olander  
Jean Perkins  
Uno Restaurants, LLC

IDA

William Carrick  
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Webster Five Foundation

Summer Youth Employment

Green Hill Park Coalition  
Milford National Bank  
Price Chopper  
Stop & Shop  
Target  
Worcester Regional Transit Authority (WRTA)

Theresa Spiro Scholarship Fund

Deborah Penta

Other Donations

George I. Alden Trust  
Auburn Chamber of Commerce  
BJ's Wholesale Club  
Fresh Way Pizza  
Honey Dew Donuts  
RMP/Melvin

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Worcester, MA 01608

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A Year of Thanks



WORCESTER COMMUNITY ACTION COUNCIL, INC.

2011 ANNUAL REPORT



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### EDUCATION TEAM

WCAC's Jobs and Education Team collectively have more than 140 years of experience working with young people.

## PROGRAM OUTCOMES

### Asset Development

**Individual Asset Development Account** - 13 people enrolled; 2 purchased homes; 11 reached savings goals and are improving credit scores.

**Earned Income Tax Program** - 1,676 income tax returns were prepared for free by volunteers at WCAC-coordinated sites; \$2,674,566 were returned through the Earned Income Tax Credit, Child Tax Credit, Education Credit, and Elderly Tax Credit.

### Nutrition

**Supplemental Nutrition Assistance Program (SNAP) (formerly Food Stamps)** - 246 eligible families applied for SNAP benefits.

### Youth Education/Employment

**Project Excel and WINGS** - GED - 69 students ages 16 - 24 enrolled; 45 obtained GEDs; 20 achieved academic gains; 23 entered advanced training or college; 32 secured employment; 9 enrolled in JEC, and 8 completed the program.

**Job & Education Center (JEC)** - 50 youth served; 13 secured employment; 17 worked in WCAC's summer jobs program; 8 entered higher education. 21 Start Our Success students received pre-employment training.

**YouthWorks Summer Employment** - 1,362 youth applied to the YouthWorks program; 526 youth and 101 MCAS students secured summer employment; 74 employers provided employment; 11 youth were hired part- and full-time at the end of the summer; 25 "Park Steward" youth cleaned Worcester's public spaces and 42 Basic Skills high school students received paid internships and case management services.

### Energy Assistance

**Fuel Assistance or LIHEAP (Low-Income Home Energy Assistance Program)** - 16,750 low-income households applied for emergency fuel assistance benefits, and 15,295 were served; 3,632 were new applications; 8,355 low-income Worcester households were served; 2,313 low-income households received one-time emergency services.

**Weatherization** - 388 housing units were weatherized.

**Appliance Management Program** - 488 audits were completed; 245 refrigerators were replaced.

**Heating Emergency Assistance Retrofit Task Program** - 381 heating systems were replaced with Energy Star-

equivalent models; 1,516 systems were evaluated, cleaned, tuned, and repaired.

**Moderate-Risk Deleading Training** - 52 individuals enrolled in the Deleading Training and are certified to make their home/property lead safe.

### Youth & Family Development

**Head Start** - 227 children were enrolled in Head Start classes; 15 Head Start parents and community members attended GED classes; 163 parents participated in Head Start Policy Council and parent meetings.

**Early Head Start** - 60 children were served in a home-based model for families.

**Healthy Families of Southern Worcester County** - 83 teen families were engaged in parent-child activities/home visits to improve parenting skills; 1,581 home visits were completed; 59% of home visits had a father present – among the highest percentage for any MA Healthy Families program.

**South County Community Partnership** - 154 parents attended literacy events; 14 parents attended education workshops; 24 child care centers, agencies, and school districts provided services, information, and referrals; 872 families (1,398 children) visited the Southbridge Family Center for drop-in preschool, socialization, and information.

**Worcester Community Connections Resource & Referral Center** - 1,162 families were served by the Resource & Referral Center; 181 families joined intensive parent groups to increase nurturing skills.

**Housing Assistance** - 219 families received housing assistance on tenant rights and responsibilities.

### Agency-Wide Outcomes

384 outreach events promoted the agency's mission, programs, and services; 7,814 individuals and families received information; 24,422 visitors in 55 languages viewed the WCAC website - 69.18% were new visits; 7,589 pieces of marketing materials were distributed; staff attended 218 trainings to increase professional development. Over 300+ new winter coats were collected for the 3rd Annual National Grid "Clothe-A-Child" coat drive for children in WCAC's programs. Mittens, hats, coats, and blankets were donated by various organizations and agencies.

## IN-KIND DONORS

AllCom Credit Union  
American Consumer Credit Counseling  
The Bagel Inn  
Bancroft School  
Baystate Savings Bank  
Big Bunny Market  
BJ's Wholesale Club  
Jason Boucher  
Boys & Girls Club of Worcester  
Roberta Brien & family  
Campaigns That Win  
Center for Women and Enterprise  
Center of Hope  
Central MA Regional Planning Commission (CMRPC)  
Chartwells Catering Service  
City of Worcester, Human Resources  
City of Worcester, Office of the City Manager  
City of Worcester, Youth Opportunities Office  
CJ Printing  
Colleges of Worcester Consortium  
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Danielle Dustman, Realtor, Keller Williams  
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Workforce Central  
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More than 70 Summer Jobs for Youth Employers  
Anonymous Donors

## BOARD HERO

DEBORAH PENTA

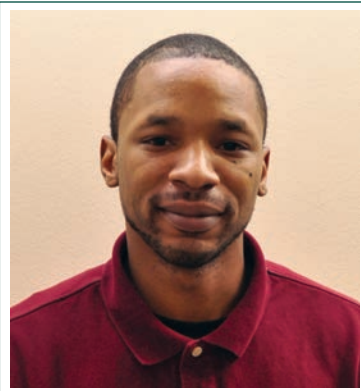


WCAC is fortunate to have a very engaged board, and Deborah Penta is a director who epitomizes the "pay it forward" strategy that is associated with the Agency. She and her company, PENTA Communications, Inc., have donated thousands of hours designing and maintaining the WCAC website and creating marketing materials including annual reports, event invitations, and public relations ephemera. Her leadership as Board Chairwoman over the past three years has helped

WCAC to celebrate the successful job, education, and weatherization programs brought about through federal stimulus funds, as well as to stay the course during the recent federal funding uncertainties. Deborah is a true leader who is dedicated to the "show, don't tell" strategy. She involves her family in the annual "Clothe-A-Child" coat drive, is the first to donate to the annual campaign, and leads by example with passion, commitment, and contagiously positive energy.

## CUSTOMER SUCCESS

CALVIN BRADSHAW



Calvin Bradshaw, who is 26 years old, enrolled in WCAC's summer jobs weatherization program in 2009. Little did he know he was about to change his life.

As part of a group of 11 young men and women, Calvin participated in a pilot program under

the direction of WCAC's energy team to learn green job skills and perform weatherization activities. These young adults received two weeks of pre-employment training, with a heavy emphasis on weatherization audits. A local contractor volunteered his time to offer hands-on demonstrations on caulking windows and blown-in insulation. While the rest of the group worked under the direction of the Main South CDC, Calvin shadowed the

WCAC energy auditors and accompanied them on many quality control site inspections to learn how to implement a thorough energy audit. Calvin and the other young people also attended the Moderate-Risk Deleading Training and received their certificates. At the end of the summer jobs program, Calvin enrolled in WCAC's GED classes, where he studied for two months and achieved his certificate. WCAC then hired him part-time to work with the energy team. In 2010, Calvin enrolled in Quinsigamond Community College (QCC), and through the WCAC's Senator Edward M. Kennedy Scholarship program, he was awarded a laptop computer for his school work. "I wanted to better myself," Calvin said. "I wanted a career path in the criminal justice field, and I'm leaning toward being a police officer." So far, Calvin has taken 8 courses at QCC, recently took and scored an 89 (70 is a passing grade) on the police officer civil service exam, and will be on the list for two years.

"WCAC is the best place I've ever worked. I learned a lot, and I grew a lot. People believe in me... that I can do something good and positive. The best thing is to help other people, and I like to help my co-workers. Making other people happy makes me happy, too."



## MESSAGE FROM THE EXECUTIVE DIRECTOR & THE CHAIR OF THE BOARD

JILL C. DAGILIS & DEBORAH PENTA



Thank you! Such a simple message, yet so important to say. This year we celebrated the generous spirit of our partners, donors, volunteers, and staff by showing our appreciation in many ways in our "Year of Thanks."

During this very busy year, WCAC developed a new strategic plan and a streamlined mission statement - helping people move to economic self-sufficiency through programs, partnerships, and advocacy. We are excited about the future as WCAC programs focus on education, employment, energy, and asset development - core pathways to independence. We are proud to be reaching and serving 72,000 people annually throughout Central and Southern Worcester County with great dedication from our staff and volunteer teams. Leading the agency through turbulent fiscal and peak service demand times takes great resilience and responsive approaches. Many thanks to all for a great job accomplished!

We offer a special thanks to Board Chairwoman Deborah Penta for her 3-year term as an exemplary leader and generous donor. She truly models the way for others and has been a tireless champion for WCAC in every way possible.

- Jill Dagilis



It has been an honor and privilege to serve as Chair for the past three years. Many thanks to our dynamic Executive Director Jill Dagilis, our engaged Board of Directors, and dedicated WCAC staff for helping the Agency thrive and make a significant and positive daily impact to improve the lives for so many people in Worcester County.

The past three years have been filled with growth, challenges, and opportunities for the Agency as it raises the bar to the highest standards of best practices. Helping people in need in our Community is and will continue to be our most important priority through program excellence and outreach. It has been a pleasure working with an organization so dedicated and committed to helping people find their way to a better life through education and personal economic recovery.

In February, I'm looking forward to "passing the torch" to Bill Van Dam, chair-elect, who brings a wealth of experience, a new leadership style, and a sincere commitment to the Agency's good work!

- Deborah Penta, Board Chair '08-'11

## BOARD OF DIRECTORS

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