

# WORCESTER



# ACTION COUNCIL, INC.

Embracing Change: Ready for the Future  
Annual Report 2013

# A MESSAGE FROM THE EXECUTIVE DIRECTOR



## & CHAIR OF THE BOARD



Embracing Change, Ready for the Future was Worcester Community Action Council's theme for 2013. We are pleased to note, we met these priorities head on successfully and effectively.

Amazingly, more people sought the services offered by the agency than in our 48-year history with over 75,000 served and supported. In the face of federal sequestration budget cuts and the government shut down, our Board of Directors and staff embraced the change and uncertainty while realigning staff and programs to help clients move from emergency situations to economic self sufficiency within our education, employment, energy and asset development programs.

Change presented itself with staff and board transitions too. The most notable was the retirement of Priscilla Holmes, Deputy Director, who moved to a more relaxing chapter of her life, following 23 years of great dedication to WCAC. During her tenure, Priscilla helped lead the agency, motivate staff, and care for our clients. Priscilla, we salute and thank you immensely and wish you the very best.

With a constant eye on all budget matters, WCAC consolidated the Head Start sites from 5 to 3. This change brought much efficiency and, admittedly, some challenges. Nonetheless, our staff and volunteers rose to the occasion to position the program for a strong, steady future.

As we look ahead, we have begun to lay the foundation for our future through our next strategic planning process. "Future Focused," our 2014 theme, will have the entire agency dedicated to funding and operational efficiencies, responsive services, and creative partnerships, as we turn a corner and head toward 2015 and our 50th anniversary.

We are deeply indebted to the incredible staff and volunteers who are at the ground level of this important economic self-sufficiency work we do. Please enjoy reading about the many accomplishments of 2013; they are pretty expansive and impressive. On behalf of Worcester Community Action Council, we are grateful for our many partners, funders, and supporters, because our work is strong, steady, and future focused, thanks to our work with all of you.

Respectfully,  
Jill C. Dagilis  
Executive Director

William Van Dam  
Board Chair



## BOARD OF DIRECTORS



William A. Van Dam, Chairman  
Steven Joseph, Vice Chair  
Michael Keegan, Treasurer, Chair  
Audit + Finance Committee  
Donald Xenos, Assistant Treasurer  
Barbara G. Haller, Clerk  
Joanne Gravell, Assistant Clerk  
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Kathleen G. Johnson, Chair  
Personnel Committee

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Dale Allen  
Yary Jaen  
Noreen Johnson-Smith  
Howard Letendre  
Susan Mais  
Ryan Marshall  
Anh Sawyer  
Mark Gustafson  
TaChalla Gibeau  
Gladys Rodriguez-Parker  
Peter Martin  
Robert Jennings

# PROGRAM OUTCOMES



## BOARD SPOTLIGHT: BOARD MEMBER MARK GUSTAFSON

"Giving back is one way I can say thank you for everything I've gotten," remarks 26-year-old Mark Gustafson, a homeowner in Spencer and Master Electrician at Wyman Gordon. Married to his high school sweetheart, Nichole, and the father of 5 children ranging from 8 years to 8 months old, Mark chairs Worcester Community Action Council's Head Start Policy Council in Southbridge and serves as a new Director of the Board for Worcester Community Action Council. "Unfortunately, if you are not part of Head Start, you don't know the difference it can make." Nichole and Mark's children attend or have attended WCAC's Head Start program. The two oldest children, now in public school, are reading at higher grade levels and master schoolwork beyond their grade. Mark and Nichole believe that attending Head Start/Early Head Start—a pre-school program—prepared their children for public school—academically and socially. Mark volunteered as a member of the Head Start Policy Council when they needed a co-chair, and after running three or four meetings, the Council appointed him Chair. Now in his third and last year with the Policy Council, he was recently nominated and appointed to the WCAC Board and offers his expertise on Head Start to his fellow members. He has volunteered to serve on the Audit/Finance and Energy Committees of the Board. Mark is familiar with other WCAC programs; several years ago, he needed help to heat his home and applied for and received fuel assistance that kept his family warm during the winter. Mark and his family are grateful to WCAC for its programs and give back in ways that make a difference. "I want to say thank you!"

2,868 home visits were completed and 55% of participants with a high school diploma/GED were enrolled in higher education  
10 teen parents received a GED or high school diploma

Housing  
68 families transitioned from foreclosure to stable housing

Asset Development  
Earned Income Tax Credit Program  
1,779 income tax returns were prepared free by volunteers  
\$1,503,487 in tax credits were returned to consumers

ENERGY ASSISTANCE  
Fuel Assistance  
15,797 households received fuel assistance benefits  
3,013 new households applied for benefits

Weatherization  
343 homes were weatherized

Appliance Management Program  
665 energy audits were completed  
394 refrigerators were replaced with energy-efficient models

Heating Emergency Assistance  
Retrofit Task Program  
271 heating systems were replaced with Energy Star-equivalent models  
905 heating systems were evaluated, cleaned, tuned, and repaired

Moderate-Risk Deleading Training  
43 people became certified to make their home or property lead safe

NUTRITION  
Supplemental Nutrition Assistance Program (SNAP)  
184 households applied for SNAP benefits

YOUTH EDUCATION & EMPLOYMENT  
Project Excel & WINGS  
40 youth received their GED  
46 youth increased work readiness skills

Job & Education Center  
30 youth graduated from work readiness training  
14 youth obtained permanent jobs  
51 youth attended group mental health counseling to improve social and emotional skills

Start Our Success: Community Safety Initiative  
20 youth obtained a job and received case management services

YouthWorks  
347 youth obtained a summer job  
44 employer partners provided jobs  
25 youth were hired permanently by Employers

FAMILY DEVELOPMENT  
Head Start  
226 children were enrolled in Head Start classes  
187 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  
123 teen families were engaged in parent-child activities to improve parenting skills



## In-Kind Donations

AllCom Credit Union  
 Amethyst Point  
 Dale Allen  
 Carmen Altiery  
 Tina Andino  
 Demario Andrews  
 Bancroft School  
 Becker College  
 Robert Borski  
 Jason Bouchard  
 Bowditch & Marinelli  
 Boys + Girls Club of Webster-Dudley  
 Boys + Girls Club of Worcester  
 Hadley Camilus  
 Central MA WIB  
 Chandler Street Business School/ CBA  
 Chartwells Catering  
 Al Chavis  
 City of Worcester - Human Resources  
 City of Worcester, Youth Opportunities  
 Cleverex

Commerce Bank  
 Community Realty  
 Cornerstone Corp @ Lincoln Village  
 Corporate Training  
 Curry Printing  
 Jill Dagilis  
 Steven & Michele Desmarais  
 Dexter-Russell  
 Dress for Success Worcester  
 Edward M Kennedy Community Health Center  
 Carol Esparza  
 Maurice Fitzgerald  
 Friendly House  
 Yolanda Garcia  
 Joanne Gravell  
 Guertin Graphics  
 Barbara Hassan  
 Yary Jaen  
 Robert Jennings  
 Steven Joseph  
 Barbara Kalher

Michael Keegan  
 Howie Letendre  
 Linda Libera  
 Liberty Movers  
 Lincoln Village  
 Jilary Llanos  
 Debbie Loewe  
 Lutheran Rehabilitation Center  
 Melissa Madera  
 Main South CDC  
 Mark Mainella  
 Massport  
 Mastermans  
 Donna McGrath  
 Mary McNulty  
 MCPHS University  
 Wendy Michaels  
 MOMS Club of Sturbridge Area  
 Michelle Moniz  
 Brendon Moran  
 Christine Neslusan  
 Oak Hill CDC  
 Deborah Penta  
 Alan Peppel  
 Pernet Family Health Ctr  
 Erica Perreira  
 Pho Hein Temple  
 Plumley Village  
 Plumley Village Volunteers  
 Quinsigamond Community College  
 REC/YouthGrow  
 Kerry Remington  
 Robbins Garden Center  
 Joseph Rovezzi  
 Michael Roy  
 Donna Rudek  
 Rutland Public Library  
 Salon 647  
 Seven Hills Foundation  
 Shaw's  
 Troy Siebels

Southbridge Savings Bank  
 Sovereign Bank  
 Spencer Public Schools  
 Spencer Public Library  
 Sturbridge Council on Aging  
 T+G  
 The Vacuum Store  
 Town of Southbridge  
 Tufts Veterinary @ Tech School  
 UMass Memorial Hospital  
 UMass Memorial Medical Center  
 United Way of Central Massachusetts  
 Unum  
 Wegman's  
 Adam White  
 Jen Wood  
 Worcester Community Action Council  
 Volunteers  
 Worcester Public Library  
 Worcester State University volunteers  
 Workforce Central  
 WRTA  
 YOU, Inc  
 YOU, Inc. Together For Kids  
 Cindy Young  
 Youth Opportunities Office  
 YouthNet  
 YWCA/Daybreak





# ANNUAL APPEAL 2012-2013



## Supporting Members \$1-\$99

Frances Anthes  
 Rich & Wendy Ardizzone  
 Susan Arsenault  
 Rosalind Baker  
 Cheryl Berthiaume  
 Robert Blackman  
 Mary E. Blunt  
 Calvin Bradshaw  
 Karen L. Carlson  
 Linda Cavaoli & John Medbury  
 Andrew J. Colburn  
 Daniel de la Torre  
 Henry B. Dewey  
 Gerald Donnelly, Hassett & Donnelly  
 Attorneys at Law  
 Kathleen Dow  
 Elizabeth Doyle  
 Monica Elefterian & Mark G. Wagner,  
 In memory of Cindy Boyd  
 Steven D. Fischer  
 Ann L. Flynn  
 Barbara Guthrie  
 Christean Hughes  
 Industrial Cleaning Products, Inc.  
 Yary Jaen  
 Noreen Johnson Smith  
 Helen Kantor  
 Andrew Kwablah  
 Grazyna LaFrance  
 Rod Lee, Inside Worcester  
 Melissa Madera  
 Magay & Barron Opticians  
 Margaret Malumphy  
 Thomas Manning  
 David McCulloch  
 Michelle Morrissey  
 Dr. & Mrs. Leonard & Maxine Morse  
 Nault Architects  
 Charlotte Operach  
 Edna Ortiz  
 Brenda Paradis  
 Peerless Financial Solutions, Inc.  
 Susan J. Perschbacher  
 Yung M. Phan  
 Amanda Porter  
 Annette A. Rafferty in honor of Jill Dagilis  
 Joyce Rowell  
 Jaime & Ryan Sens, Z Café  
 Miriam Shea  
 Ken Swanstrom & Donna Bunker-Swanstrom  
 Linda Taylor  
 George Tetler  
 My T. To  
 Alan Tubman  
 Evelyn Velez  
 Wanda Wachira  
 Susan W. Ziegler  
 3 Anonymous

## Founding Members \$100-\$299

Avidia Bank  
 Linda Barrett  
 Myrna Benson  
 Kerry A. Brennan  
 Norman Bitsoli  
 MacKenzie F. Buice  
 James & Paula Buonomo  
 Elizabeth Campanale  
 Kip Child  
 Honorable John J. Conte  
 Cryogenic Institute of New England, Inc.  
 Zachary Daniels, Central One Federal Credit Union  
 Dix Davis  
 Steven Desmarais  
 Laura Fasshauer  
 Francis A. Ford & Shirley A. Doyle  
 Drive-In Self-Storage  
 Paul Duquette, A. Duquette & Son, Inc.  
 Committee to Elect Joseph D. Early, Jr.  
 EcoTec, Inc.  
 Ahmad & Nuzhat Faruqui  
 Allen W. Fletcher  
 David R. & Rosalie A. Grenon  
 Barbara G. Haller  
 Maryanne Hammon  
 Judith K. Hanlon  
 Harvard Pilgrim Health Care  
 Barbara Hassan  
 Holden Discount Oil  
 Priscilla Holmes  
 Robert Jennings  
 Steven G. Joseph  
 Kathleen Kane, The Springfield Group  
 Thomas H. & Elinor B. Keil  
 Rev. Paul D. Kennedy, D.D., D.H.L.  
 Ellen J. Keohane  
 Charlotte & Ben Klein  
 Robert LaFlamme, Crowley Fuel Co., Inc.  
 Mark Lapan  
 Thuha Le  
 Leominster Credit Union  
 Howard Letendre  
 Ann T. Lisi  
 Lynch Package Store  
 F.W. Madigan Co., Inc.  
 Main South Community Development Corporation  
 Ryan Marshall  
 Peter Martin  
 Ben Masterman, Masterman's  
 Millbury Federal Credit Union  
 Millbury Savings Bank  
 Robert E. Morrison  
 Mayra Nieves  
 Beryl Notargiacomo  
 Michael A. Pagano, Lamoureux, Pagano,  
 & Associates  
 Fr. Dean Paleologos  
 Tammy Parella

Tony & Sally Pini  
 Polar Beverages  
 Paul J. & Anne M. Powers  
 Michelle Ramirez  
 Resourcesoft, Inc.  
 Lester & Joan Sadowsky Family Charitable  
 Foundation  
 Savers Bank  
 J. Robert Seder  
 Dayton Semerjian, CA Technologies  
 Jonathan & Lisa Sigel  
 Antonio & Phyllis Simas  
 Dr. Dorothea R. Simmons  
 Susan Stone  
 United Bank  
 Katlyn Watson  
 Webster First Federal Credit Union  
 Worcester Regional Transit Authority  
 Donald Xenos  
 1 Anonymous

## Champions \$300-\$599

Lois Adams  
 William R. Carrick, In memory of  
 Janet Alden Carrick  
 Daniel Dennis & Company, LLP  
 FLEXcon  
 Joanne Gravell  
 Ideal Home Improvements, Inc.  
 Kathleen G. Johnson  
 Mary Herlihy Knittle  
 Kenneth P. Martinetty  
 Norland Martinez  
 Donna J. McGrath  
 MCPHS University  
 Deborah Penta

## Heroes \$600-\$999

Jack & Robin Foley  
 Michael & Joyce Keegan  
 Judith Whittle

## Leaders \$1,000-9,999

Action for Boston Community Development  
 Clark C. Burritt  
 Jill C. & Paul M. Dagilis  
 Mirick O'Connell  
 National Grid Community Giving  
 Judith Schwartz, To the Point, In memory  
 of Aggie Potter  
 William A. Van Dam

*Every effort has been made to ensure  
 the accuracy of these lists.  
 Please let us know if we have made an error.  
 Thank you.*

# PRIVATE DONATIONS



## Action Heroes Sponsors

AllCom Credit Union

Benefit Development Group

Cole Painting

Dexter Russell

Fallon Community Health Plan

Grafton Suburban

Harvard Pilgrim

Mutual of America

National Grid

NSTAR

Polar Beverages

Protector Group

Quinsigamond Community College

St. Gobain

UMass Medical School

Worcester Business Development

## Fuel Assistance

City of Worcester's Administrative  
Officers' Association

Greater Worcester Community  
Foundation

Mirick O'Connell Attorneys at Law

National Grid/United Way of Central MA  
Community Support Fund

New York Times/Worcester Telegram  
+ Gazette Fuel for Charity

Quinsigamond Village Clergy  
Association

UMass Memorial Hospital  
employees  
UniBank

## GED/Job and Education Center (JEC)

Becker College

BJ's Foundation

Bowditch + Marinelli

Catholic Campaign for Human De-  
velopment

Community Realty

Guertin's Graphics

LUK, Inc.

Pernet Family Health Service

Seven Hills Foundation

Spencer Bank

Staples

UMass Medical Center

United Way of Central MA

Webster 5 Foundation

YOU, Inc.

## Matching Gifts

Unum

FLEXcon

## Head Start/Early Head Start and Healthy Families of Southern Worcester

George W. Wells  
Foundation  
Wegman's

## Technology Stoddard Foundation

## Coat Drive

Dr. Satya Mitra

NSTAR

Sovereign Bank

# OUTREACH EVENTS 2013

WCAC reached over 122,000  
people to inform them of the  
agency's services through  
presentations, newspaper ads  
and stories, the local community  
channel, cable TV and radio  
spotlights.

Over 21, 277 new visitors  
explored the WCAC website



# FINANCIALS 2013\*



## SOURCES OF FUNDS

### Program Revenue & Other Support

Federal Funding-Direct	
\$2,516,414.65	
Federal Funding- Other Pass-Thru	\$4,581.00
Attorney General	\$56,755.09
Dept. HSNB & Community DEV	\$11,143,887.00
Dept. of Homeland Security	\$18,524.00
City of Worcester- State	\$468,978.58
City of Worcester-Federal	\$97,259.87
Dept. of Education	\$138,379.37
Dept. of Early Ed. & Care-State	\$180,061.91
EEC The Children's Trust Fund	\$200,035.88
Dept. of Public Health	\$350,398.79
Private Grants	\$66,198.12
Foundation Trusts	\$27,500.00
United Way	\$217,799.86
Individuals	\$13,616.90
Board Members	\$5,057.00
Corporations	\$69,999.10
Earned Revenue Fees	\$3,340,117.23
In-Kind Contributions	\$785,529.11
In-Kind Contributions- Non GAAP	\$51,270.20
Other Income	\$3,175.98

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Total Operating Revenue	\$19,773,539.64
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## USES OF FUNDS

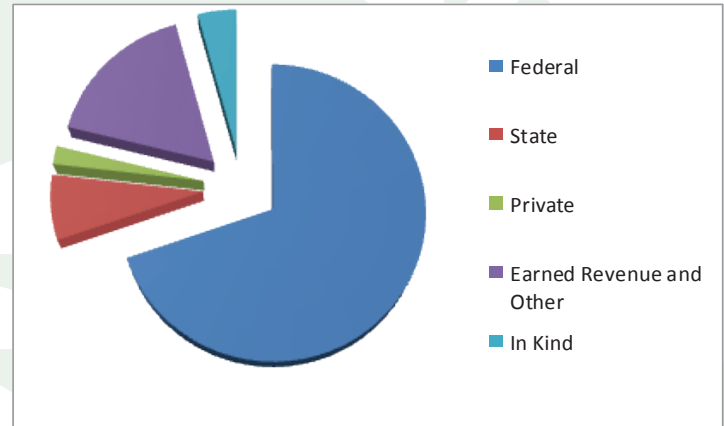
Fuel Assistance	\$10,078,592.49
Weatherization	\$618,468.15
Head Start	\$3,283,449.07
Summer Jobs	\$545,403.28
Education, Training, & Jobs	\$390,940.23
Healthy Families	\$552,425.12
Head Start Meals	\$150,325.00
Utility Programs	\$3,165,888.76
Other Programs	\$258,931.50
Fundraising	\$33,129.38
CSBG Programs + Admin	\$525,652.83

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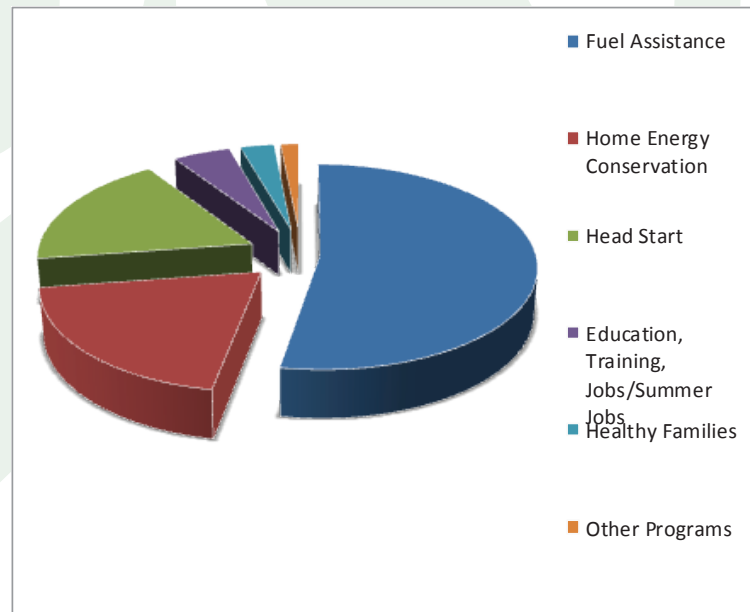
Total Use of Funds	\$19,603,205.81
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Excess of Source Over Use of Funds	\$170,333.83
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## SOURCES OF FUNDS FY2013



## EXPENDITURES BY PROGRAM FY2013



*\*Unaudited Financial Statement  
WCAC's fiscal year is October 1 to September 30.*

**Worcester Community Action Council, Inc.  
Denholm Building  
484 Main Street, Suite 200  
Worcester, MA 01608**

**Non-profit  
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**Worcester Community Action Council Inc.'s (WCAC)  
mission is “helping people move to economic self-sufficiency through  
programs, partnerships, and advocacy.”**



**THE ANTIPOVERTY AGENCY FOR CENTRAL MASSACHUSETTS  
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