



A Year of Energy



Annual Report

Worcester Community Action Council, Inc.



It has been an amazing year of **energy** and **growth** at WCAC! We are on track to achieve our goals within five strategic areas—Education, Employment, Energy, Asset Development, and organizational Capacity Building—to help people move to self-sufficiency. These strategies ultimately support the economic agenda in the region and the state.

It took an energetic staff, team and board leadership to deliver 20 high-demand programs to more than 72,000 people in 37 communities! Thank you all. I am pleased to report that our budget doubled since 2006 from \$13 million to over \$25 million this year. Our energy programs are expanding; following three record-break-

ing years, we expect more than 16,000 households to apply for fuel assistance—an indication that the economy continues to bear down heavily on the ability to pay for everyday bills such as food and fuel.

WCAC supports the national agenda through the American Reinvestment and Recovery Act (ARRA). The agency received over \$11.3M in federal stimulus funds for education, jobs, energy, and asset development programs. Combined with state resources, WCAC administered a \$1.4M ARRA summer jobs program for nearly 1,000 youth in this region. Our Job and Education Center opened in October to help 100 young adults with pre-employment, educational advancements,

and job placements. The weatherization program is receiving \$8.3M over a three-year period to enhance energy efficiency in homes in this region, and \$465,000 in Head Start ARRA funds for program expansion, staff development, and wages.

Over 20 partnerships are energized and growing! WCAC was invited to join two important energy collaboratives this year: the State Energy Sector Partnership comprised of the Department of Higher Education and Labor and Workforce Development to collaborate with regional leaders and support regional education and training, along with the Institute for Energy and Sustainability—a group focused on developing Central Massachusetts as a green energy sector.

We look forward to welcoming District Attorney Joseph Early, Jr., along with Dale Allen, Vice President Community Engagement/QCC who will serve as the designee for Senator Michael Moore—both in public sector seats; Steven Joseph, UNUM Senior Vice President, Individual Disability Business Operations, to represent the private sector; and Michele Mann for Head Start Policy Council in the year ahead.

In 2010, we will celebrate WCAC's 45th anniversary, observe the agency's great work over time and honor our dedicated staff, volunteers, and partners. Our program will include a tribute to one of our long-time heroes, Senator Edward M. Kennedy, a man who supported community action work and stood ever-ready to speak on behalf of those who had little

means, were less fortunate or downtrodden. During this gala event on April 28, 2010 at Mechanics Hall, we will look intently toward our future. It is bright, filled with promise, possibilities, and pathways to self-sufficiency, and all of this, we know, will be fueled with great energy. I hope you will join us!

Jill Dagilis

Captions for photos on front cover from top to bottom: A Healthy Families child at a pumpkin picking outing; A HEARTWAP customer with new heating system; third Annual Action Heroes Event: Dr. Melinda Boone, Superintendent WPS & Keynote Speaker and Jill C. Dagilis, Executive Director, WCAC.

Annual Report generously designed by PENTA Communications, Inc.

A Message from the Board Chairwoman, Deborah Penta



I am deeply honored to serve as the Chairwoman of the Worcester Community Action Council. Over the past year, the Agency experienced significant fiscal growth, combined with a surge of positive and forward momentum towards its mission. In the past year, the Agency served more individuals and families in its 44-year history and enjoyed many significant accomplishments that have benefited over 72,000 individuals and families of our Community. Our supporters, funders, partners, and donors, along with the extraordinary work of WCAC employees, made it possible for the Agency to achieve record-breaking assistance in a myriad of areas during the worst economic crisis since the Great Depression.

We are fortunate to have such an extraordinary staff at the Worcester Community Action Council and an engaged Board of Directors, deeply committed to the Agency's goals. With the Agency's programs and in the best interest of helping more people in need every year, WCAC continues to be the "go to" Agency for Worcester and South County.

The Agency has made significant progress in accomplishing many of the key initiatives outlined in its strategic plan. With a very clear and consistent focus on WCAC programs, the Agency strengthened existing programs, eliminated programs that were inefficient, and opened its doors to host new programs. It received over

A Message from the Board Chairwoman, Deborah Penta

\$11.3 million in Federal Stimulus Funding which nearly doubled the size of our organization in a relatively short span of time. This created great opportunity along with its share of challenges to ensure smooth operations and the effective execution of each and every service area.

I would like to commend the WCAC executive management team comprised of Executive Director Jill Dagilis, Deputy Director Priscilla Holmes, Organizational Development Administrator Donna McGrath, Director of Energy Mark Sanborn, Director of Finance and Administration Janet Lee, Director of Early Childhood and Family Service Programs Joyce Rowell, and Human Resources Administrator Kerry Brennan. In addition, we are deeply grateful to all of the 135 employees who work at WCAC and continue to hold the Agency's mission in the forefront of their actions every hour of their work day. WCAC's clients are the beneficiaries of their outstanding dedication.

Special thanks to our program funders including the Department of Housing and Community Development's Community Service Block Grant for supporting our community and for helping us ensure accountability of success in all of our endeavors. We are also grateful to our state and local legislators who work tirelessly on behalf of their constituents, keeping the best interest of our customers at heart. Without their support, we would not have served so many people in need in 2009.

As we enter a new year, we are looking forward to celebrating the Agency's 45th

anniversary in 2010. Without the leadership and hard work of all of those who made a difference for the Agency over the past 44 years, we would not be in a position to celebrate such an outstanding future. All along the journey to our 45th year, the Agency has had many supporters, board members, management executives, employees, partners, advisors, and friends. At our 45th anniversary, we will celebrate this long journey and craft our vision for an exciting future.

We look forward to another year of celebration, energy, growth and to a future that continues to be more and more hopeful for all of those we have the privilege of serving.

Deborah Penta

Officers

Deborah Penta, *Chairwoman*
William A. Van Dam, *Vice-Chair*
Michael Keegan, *Treasurer*
Jack Foley, *Assistant Treasurer*
Barbara G. Haller, *City Councilor, Clerk*
Melissa Madera, *Asst. Clerk*

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Scott Bleau
Paula J. Buonomo, *for Congressman James P. McGovern*
Nancy Concemi
Todd Costa
Linda Duggan
Kathleen G. Johnson, *for City Manager Michael V. O'Brien*
James A. Kersten, *for Rep. Vincent A. Pedone**
Susan A. Lidonde
Kenneth W. Michaud
Winifred A. Octave
Jean Perkins
Yung Phan
Jacob A. Sanders, *for Rep. Robert P. Spellane**
Jonathan R. Sigel, Esquire

*resigned



Opposite Page; Top: FY09 Annual Meeting: Senator Michael O. Moore, Deborah Penta, Board Chair and Jack Foley, Treasurer of the Board of Directors;
Bottom: WCCC Parent Center staff and volunteers.



Nancy Concemi

Nancy Concemi, National Grid Manager at the Customer Contact Center in Northborough, joined the WCAC board in October 2008 and immediately jumped onto the fundraising subcommittee. She quickly galvanized a working team to spearhead National Grid's "Clothe a Child" coat drive for WCAC's Head Start/Early Head Start, Healthy Families of Southern Worcester County, and Worcester Community Connections children. In addition to Nancy's overwhelming personal donation of 50 new coats, the National Grid Team collected new winter coats for the children, gift-wrapped each coat, and delivered them to WCAC by a National Grid bus! The families and children received the coats right after

Thanksgiving when the temperature dropped below freezing. WCAC is so grateful for the extraordinary support, generosity, and hard work of one of its newest board members. Thank you, Nancy!



Barbara Haller

Barbara Haller, WCAC Board Member and District 4 Worcester City Councilor, also serves as Clerk of the Board. She has been an outspoken advocate of supportive partnerships, as well as safety, health, and education for all Worcester residents. As a board member since February 2006, Barbara has been "hands-on"--Barbara participated in Head Start's PRISM (Program Review Instrument for Systems Monitoring) evaluation, attends all board trainings including budgeting, and stepped up to set a new standard as chair and for the work of the Board's Program subcommittee. We look to Barbara to co-present agency events such as the annual Action Heroes, which is held each May, because of her warm style,

great humor, and entertaining stage presence. Her strong leadership skills and time commitment make Barbara one of the Board's most engaging ambassadors.

Opposite Page; Top: 2009 GED Graduates: Jamill Jones and Kenneth Panek. Bottom: UNUM-sponsored GED Graduation Ceremony at Tuckerman Hall.



A WCAC staff member for 10 years, Mayra Nieves is described by co-workers and volunteers as “caring, dedicated, empathetic, and strong.” Mayra is the Agency’s expert on nutrition assistance, an intake specialist for the Earned Income Tax Credit (EITC) program, and a highly-respected Parent Advocate in the Worcester Community Connections Coalition (WCCC) Program. Mayra has helped hundreds of low-income, at-risk, and under-served families in Worcester access hard-to-reach community resources.

Mayra is the sole worker for the Supplemental Nutrition Assistance Program—SNAP (formerly Food Stamps)—at WCAC. In 2009, she served over 421 families. She was recently promoted to working full-time for WCAC in that capacity. Mayra was noted as being one of the most knowledgeable and skilled food stamp workers in the state by Project Bread in Boston—a former funding source for WCAC’s SNAP program. Anne Bureau, Director of WCCC said, “Despite many changes in program demands over the years, she has always maintained her positive attitude, calmness, adaptability, and excellent client-service skills.”

Mayra began her involvement with WCAC as a volunteer and before settling into her current role, Mayra held various advocacy positions. The ability to come to work everyday and help clients through a crisis or with daily needs continues to motivate Mayra. “I make sure clients get everything they need when they are here. I provide them with resources for housing, advocacy, shelters, food pantries, and food stamps. I am very happy to be here,” she said.

Mayra conducted extensive community outreach efforts, as well as participated on several committees to improve the lives of Worcester residents. When Lakeside Housing Development residents needed a stronger voice and greater access to community resources, she assisted in the organization of the Lakeside Interagency Task Force. Mayra also coordinated a program called “Paint the Future” in collaboration with Worcester Shines to beautify the Lakeside area by painting murals over graffiti. She is extremely proud that, to this day, there has not been any graffiti over their efforts. She was also a member of the founding committee for the WCCC Parent Center that opened in February 2008.

Staff, Coalition Members, and Agency customers sincerely enjoy working with Mayra who always places clients’ needs as her number one priority. One Parent Center Volunteer describes Mayra as, “...sensitive to the needs of families. She makes you feel comfortable—not bad for trying to get services. She even takes the extra step to help you get the other services you need besides food stamps.” Mayra is truly one of WCAC’s shining stars!

A Great Opportunity for Capital Action! Donations received in FY 09

Scott Bleau
Mark Carron
Kilburn L. and Judy M. Child
Daniel de la Torre
The Fletcher Foundation
David C. and Kathleen M. Frechette
Greater Worcester Community Foundation
Heery International
Ann Lisi and Joel Greene

Kenneth W. Michaud
James O’Day, State Representative
Deborah Penta
Jean F. Perkins
Hon. James F. Queenan
The Lester and Joan Sadowsky
Family Charitable Foundation
Christopher Safford



**Ribbon Cutting Ceremony
10/14/2008 & Office Renovations**

Z Café
Atlas Distributing, Inc.
Eric's LaPatisserie
Banana Joe's Farm Stand & Deli
Starbucks Coffee
Halloween Outlet
Howe's Farm & Garden
Best Buy Store
Percy's TV and Appliance
Lowe's Home Improvement

Energy Press Conference 10/21/2008
Events Central LLC

Family Literacy Fair 11/22/2008

Big Bunny Market
Dunkin Donuts
Southbridge Public Schools

United Way Campaign November 2008

Shaw's Supermarket
CVS

**Programs Coat Drive
November 2008**

Nancy Concemi
Deborah Penta
Worcester Regional Transit Authority
National Grid

Annual Meeting 12/16/2008

Worcester Regional Transit Authority
Olympic Trophy
(2) Anonymous

**Shoe Drive for Children
December 2008**

WCAC Employees
Sport Stuff
Dale Allen

**Communities Count! WIA
Weatherization Summer Youth
Employment Services**

The National Association of
Women in Construction
Energy All Stars
Industrial Protection Products, Inc.
Consigli Construction Co. Inc.
(2) Anonymous

Fuel & Energy Programs

SJ4 Services Inc.
National Grid Electric
NSTAR Electric & Gas

GED Programs

UNUM
The Bagel Inn
Enterprise Cleaning Corporation
American Red Cross
Rutland Public Library
Dress for Success
Bonardi's Formalwear
TJ Maxx
ETS Staffing
UPS
Masterman's
Friendly House
Wyshmoor Interiors

**Collegiate Success Institute of
Worcester (CSI Worcester)**

Anna Maria College
Assumption College
College of the Holy Cross
Worcester State College
The Hanover Insurance
Group, Inc.
EBS Foran Insurance and Advisory
Services
Morgan Stanley Smith Barney
UNUM

**Action Heroes Awards Event
05/06/2009**

Massachusetts College of Pharmacy and
Health Sciences
Worcester Telegram & Gazette
PENTA Communications, Inc.
The Perfect Package
Worcester Showcase North
Worcester Tornadoes
PR Restaurants, LLC
Mass Liquors
Trader Joe's
Higgins Armory Museum
Viva Bene Ristorante
Niche Hospitality Group
Northworks Bar & Grille
Friendly's Ice Cream Shop
Papa Gino's
The Wine Vine
Energy Federation Incorporated
C.C. Lowell
Holmes & Shusas Florist, Inc.
86 Winter American Bistro
Mr. Jason Boucher,
Think About It!
Worcester Women Infants and Children
Bancroft School

**Community Baby Shower
05/14/2009**

Harrington Memorial Hospital
Kennedy Donovan Center-
Early Intervention Program &
Early Intervention Partnership
Program
Community Health Network Area 5
(CHNA)
South Central WIC
Y.O.U. Inc. Pregnant and
Parenting Teen Program
Millbury Babies R'Us
MOMs Club of Sturbridge
Catholic Charities
In Balance Massage
South County Pediatrics
Department of Revenue-
Worcester County Fathers &
Family Network
Jacob Edwards Library
The Early Childhood Council
YMCA
Network Health
La Leche League of Sturbridge
Young Parents Program-
Corporation for Public Management
Boston Medical Center
Healthnet Plan
Maternal Goddess Doula Services

Continued on following page...

Additional Donors

PENTA Communications, Inc.
Smith & Jones Marketing
Granite Press, Inc.
Worcester Telegram & Gazette
Matthew P. Paquette
United Way of Central Massachusetts
Assumption College
Bay Path College
Innovative Business Partners
The Law Firm of Ryan & Feanza
Nicolas Gregory-Bernstein, volunteer
agency photographer
Tom Tom Inc.
Jill C. Dagilis
Priscilla Holmes
The Center Bar & Grille
Outback Steakhouse
Big Y World Class Supermarket
Harper's Payroll Service
Southbridge Title I Program
Jack & Jill Preschool
Webster Child Care Collaborative
Oxford Public Library



*Opposite Page; Top: Healthy Families participants at a pumpkin picking outing.
Bottom: 2009 National Philanthropy Day, Boston, MA (From left to right) Priscilla Holmes, Deputy Director; Paul Fontaine, Liberty Movers; Deb Delorey, Delorey Contract Interiors ; Fran Madigan, F.W. Madigan, Inc.; Jill Dagilis, Executive Director; Steve Pratt, F.W. Madigan, Inc.; Janet Lee, Director of Administration and Finance; and Mark Sanborn, Director of Energy Resources.*

Asset Development

Individual Development Account

10 income-eligible participants enrolled in Individual Development Account (IDA)
6 participants saved \$1,333
2 participants purchased homes
8 continue to save

Earned Income Tax Credit Program (EITC)

210 Income Tax Returns were prepared free of charge by volunteer tax preparers
\$236,340 was returned to WCAC clients

\$121,535 in additional refunds were returned to WCAC clients through the Earned Income Credit
\$30,243 was returned through the Child Tax Credit

Nutrition

SNAP—Supplemental Nutrition Assistance Program (formerly known as Food Stamp Outreach Program)

421 local families applied for supplemental nutrition assistance benefits

Education

Project Excel - GED

40 students enrolled in GED classes
18 achieved their GED
17 achieved a significant academic gain
21 secured a full-or part-time job
7 are continuing on to higher education

WINGS - GED

22 students enrolled in GED classes and pre-employment training
17 obtained their GED
7 secured employment
18 enrolled in higher education
1 graduated with honors from Salter College
1 student received a certificate from the Red Cross Mega Program and is employed by UMASS as a phlebotomist.
250 applied to and tested for the WINGS and Project Excel GED programs
22 received CPR Certification
8 service projects and training programs were completed

Start Our Success

30 highly at-risk participants were enrolled
11 secured employment
3 received GED
4 went on to higher education
13 local businesses and organizations stepped forward to give the young adults a “second chance”

Energy Assistance

Fuel Assistance or LIHEAP

(Low-Income Home Energy Assistance Program)
14,838 low-income households applied for emergency fuel assistance benefits
4,958 were new applicants
7,656 low-income households were served in the City of Worcester
1,785 low-income households received one-time emergency payments to vendors

Additional Fuel Assistance

964 households were served through other programs
150 households were served through Distrigas- Citizens Gas Heat Program
86 households in the Blackstone Valley communities were served through UniBank funds
135 households received Citizens Energy Oil from MASSCAP funding
49 additional households were served through MASSCAP funding
107 households facing utility shut off service or in need of emergency oil delivery received assistance from the FEMA's Food and Shelter program
186 households in need of emergency assistance were served through American Recovery and Reinvestment Act (ARRA) FEMA funding

Weatherization

255 homes were insulated

Appliance Management Program

350 audits were completed
241 refrigerators were replaced
25% was saved on energy costs

Heating Emergency Assistance Retrofit Task Program

180 heating systems were replaced with Energy Star-equivalent models
978 systems were evaluated, cleaned, tuned, and repaired

Arrearage Management Program

559 clients were enrolled in the Arrearage Management Program
448 clients enrolled in the National Grid Program
105 enrolled in the NSTAR Program
6 enrolled in the Keyspan Program
1,000 clients enrolled in other programs including Joe 4 Oil, Distrigas, MASSCAP, FEMA, and WCAC's Budget Counseling

Lead Abatement

191 individuals participated in Moderate-Risk Deleading training
191 individuals are certified to make their home or property lead safe

Continued of following page...

Youth and Family Development

Head Start

- 249 children were enrolled in Head Start classes
- 25 Head Start parents and community members attended ESL classes
- 25 parents regularly attended GED classes
- 20 parents participated in the Head Start Policy Council

Early Head Start

- 107 children were served in a home-based model for families

Healthy Families of Southern Worcester County

- 85 teen families or approximately 200 individuals (mothers, children, and fathers) were engaged in parent-child activities and home visits to improve parenting skills
- 809 home visits were completed by the Healthy Families Team
- 30% of home visits had a father present – the highest percentage for any Healthy Families program in Massachusetts
- 100% of Healthy Families benchmarks for supervision, documentation, and training were obtained

Oxford Webster and Southbridge Community Partnerships for Children

- 23 children were served
- 19 single-parent households were provided with childcare subsidies

- 1 two-parent household was provided childcare subsidies
- 12 working households were provided childcare subsidies
- 4 disabled households were provided childcare subsidies
- 1 custodial grandparent household was provided childcare subsidies
- 1 parent attended school
- 2 parents are seeking employment

Basic Skills

- 35 high school students were provided paid internships and case management services

Community Mediation Center

- 493 customers were served by the Community Mediation Center
- 320 referrals were screened
- 164 court (contracts, landlord/tenant, consumer, personal disputes) were mediated
- 10 non-court (family, divorce, probate, custody) cases were mediated
- 80 juvenile cases were served
- 15 new volunteer mediators were trained
- 8 attorneys volunteered to provide mediation

Worcester Community Connections Parent Center

- 888 families have been served by the Parent Center
- 9 parent-volunteers consistently provided advocacy, support and referral services
- \$10,000 in grant funding was secured to support the work of the center

YouthWorks Summer Employment

- 329 youth secured summer employment and were provided with pre-employment skills training
- 92 MCAS students enrolled in the program
- 47 employers provided employment opportunities
- 43 youth were hired for part-time and full-time employment
- 900 youth applied to YouthWorks Summer Employment
- 600 young people walked in over the summer months
- 2,500 walk-ins for educational and employment assistance
- 30 youth were served through the Youth Works Year-Round Program
- 29 youth secured employment through the YouthWorks Year-Round Program

Workforce Investment Act Summer Youth Employment Services

- 519 WIA-eligible youth and young adults were placed in employment:
 - 346 in Worcester County
 - 71 in Blackstone Valley
 - 102 in South County
- 123 employers provided employment opportunities:
 - 62 in Worcester
 - 32 in Blackstone Valley
 - 29 in South County

Agency Wide Outcomes

Outreach

- 345 outreach events occurred to promote the agency's mission, programs and services
- 16,830 individuals and families received information from outreach efforts
- 31,649 marketing materials were distributed to increase community awareness and client knowledge

Staff Development

- 113 training opportunities were attended by staff to increase professional development

Partnerships, Outreach, and Advocacy

While many of our programs and services have definitive outcomes, WCAC staff and the Board of Directors, as marketing “ambassadors,” are members of numerous boards, committees, and working groups at the state, regional, and local levels. These partnerships include the City of Worcester, Worcester Public Schools, the Rennie Center, Central MA Regional Employment Board, Workforce Central Career Center, Regional Chambers of Commerce, non-profit affiliate organizations, MASSCAP, United Way of Central Massachusetts, Center of Hope, FDIC’s (Federal Deposit Insurance Corporation) Economic Inclusion Council, local finan-

cial institutions and credit unions along with the State Energy Sector Partnership, Worcester Business Development Council, Worcester Public Library, Older Women’s League, Female Leadership Interest Council, Early Education and Care, Worcester Lead Action Collaborative, Massachusetts Directors’ Energy Association, Blackstone Valley Education Foundation, Youth Advisory Committee, and numerous hunger and homeless collaboratives. These participatory memberships allow WCAC staff to educate and further inform over 4,000 individuals and groups about WCAC’s mission, programs, legislative issues, and client needs.



National Grid spearheaded the FY09 Clothe A Child Coat Drive: Head Start children modeling their new winter coats.



Priscilla Holmes is the essence of Worcester Community Action Council and truly exudes through her words, deeds, and actions, the mission of Community Action Agencies nationwide. Priscilla recently celebrated a 20-year tenure at Worcester Community Action Council with a rich track record that extends well before her service at WCAC and includes extensive work in workforce development, education, and life-skills training for scores of low income residents. Her belief in equal rights, social justice, and respect for all permeates every assignment and role she takes on. Her duties as Deputy Director include assisting the Executive Director in administering the \$25 million WCAC anti-poverty agency for Central Massachusetts and South County. In her work at WCAC, Priscilla is known as a consummate professional who consistently demonstrates her keen leadership, decision-making and team building skills--most recently as Di-

rector of Programs. She inspires and challenges her staff who describe her as “intelligent, articulate, open-minded, and a really terrific boss.”

She is a strong, steady, reliable partner who provides sound advice and is a great “team player.” She understands how seemingly small decisions and details from service delivery and programs fit into the larger picture of systems change, policy development and long-term community impact.

Priscilla is a diplomat and readily gives credit to staff and volunteers for their work and successes. She is also ever-humble, but proudly notes her best work: *“I am most proud of my two daughters who work hard to make the world a better place...and two beautiful granddaughters, Molly and Payton, who make my world a terrific place.”*



“WCAC saved my life and my children’s lives. WCAC prevents people from falling on their faces....it gives them strength to walk again,” exclaims Winnie Octave, board member and Worcester Community Connections Coalition (WCCC) Parent Center volunteer. Over a 10-year period, Winnie has traveled a winding path from being unemployed to entering a Bioengineering Life Sciences program at Worcester Polytechnic Institute this fall through President Obama’s College Scholarship Program For the Single Working Mom.

After moving to Worcester from New Jersey with her three children in 1995, Winnie secured a job with Ellis & Ellis. When the business closed in 1999, she was referred to

WCAC by Workforce Central Career Center. Here she received pre-employment training to include Microsoft Office computer skills, mock interviewing, how to dress professionally, how to work as a team player, and she met with business representatives who interviewed candidates upon successful completion of the program. In 2000, Winnie was hired full time by Chapter 13 Trustee—a private company providing bankruptcy services--and at the same time, she was invited to join the WCAC Board of Directors.

Winnie learned about the First-Time Homeownership Program from WCAC staff, and she purchased a spacious home through the East Side Community Development Corporation.

Winnie beams when she recounts all of her awards: in 2003, she was congratulated by Congressman Jim McGovern on receiving the WCAC Warm Friends Award. Later that year, as a committed WCAC board member, she was invited by Senator Edward M. Kennedy to testify before the Senate Subcommittee Hearing in Washington, D.C. on the importance of continued federal Community Services Block Grant (CSBG) funding to community action agencies. CSBG supports children and families. Winnie had the distinct pleasure of meeting with the Senator one-on-one: “We sat on a bench in the hallway; just me and the Senator talking about children....he was real!” During her visit in Washington, she met Hillary Clinton and supported her efforts to increase wages. Winnie was honored with the MASSCAP Self-Sufficiency Award for working in the community, taking care of children, having a full-time job, and purchasing a first-time home.

Nine years ago, Winnie, along with many parent volunteers, advocated for a drop-in center within WCAC’s WCCC that would provide referrals and support to local parents and families. In 2008, the WCCC Parent Center was established at WCAC and, since its inception, has served hundreds of parents and families and continues to be an invaluable community resource.

“WCAC is the husband I don’t have, and all the support I have been given is like little gifts,” she says. “I’m happy to do whatever I can...I believe that I must always give back. It’s the best way to enjoy

life. WCAC gave so much....and still gives so much to me.” Winnie will talk to anyone or any group about the help she has received from WCAC. She was asked to serve as the keynote speaker for WCAC’s first GED graduation in June, sponsored by UNUM, which was held at Tuckerman Hall. She addressed a large audience of students and families about the importance of education and perseverance.

Winnie is a single mother of three children: her oldest son is 28 and has served 10 years in the Marines, her 20-year-old daughter is enrolled in the UMass Amherst nursing program, and this past summer, her 14-year-old son got his first paid job through WCAC’s state-funded Youth-Works program—a seven-week employment initiative for eligible 14-21 year-old young people in Worcester. He saved his money for Kimball Union Academy in New Hampshire, where he was accepted with a full scholarship this past fall.

Winnie’s parting words for everyone—“Broaden your territory! Get to know people, ask questions, and life becomes much better! React to life and life will react to you!”

Youth Employment Partners

WCAC was fortunate to have received \$1.4M in federal Workforce Investment Act (WIA) Summer Youth Employment Services stimulus funding to serve over 500 income-limited young people ages 16-24 in Worcester and the surrounding communities, as well as the Blackstone Valley and South County Corridors. At the same time, WCAC was awarded the state YouthWorks Summer Jobs Program grant to serve over 400 youth ages 14-21 in Worcester. Almost 1,000 young people were placed in summer jobs this past summer!

We are thankful to over 158 employers who provided meaningful employment to these young people over a seven-week period.



Communities Count! Workforce Investment Act (WIA) Summer Youth Employment Services Weatherization Team.

State and Federal Summer Jobs for Youth Employers:

Abbott Animal Hospital
Ahearn Equipment
AllCare Medical Supply
Alternatives Unlimited
All Manners of Banners
Applied Plastic Technology
Assumption College
Auburn Youth Center
Bancroft Memorial Library
Bay Path Regional School
Betty's Donuts
Blackstone Public Library
Blackstone Valley Chamber of Commerce
Blackstone Valley Limousine Service
Blackstone Valley Tourism Association
Blackstone Valley Recycling Center
Blanchard Means Foundation
Boys & Girls Club
Capstone Contracting
Carpenters Local 107
Center of Hope
Central Mass Area Health Education Center
Central Mass Center for Healthy Communities
Central Mass Housing Alliance
Central Massachusetts Regional Employment Board
Centros Las Americas
Charlton Street School
City of Worcester
Clark University
Common Pathways
Community Harvest Project
Dismas House
District Attorney's Office
Dodge Park Rest Home
East Brookfield Library
East Coast Auto Works

Edu-Care Oxford Public Schools
ETS Staffing
Friendly House
Girls Inc.
Goretti's Supermarket
Grafton Historical Society
Grafton Memorial Senior High School
GraftonTimes.com
Green Island Neighborhood Center
Guild of St. Agnes
Hannaford Supermarket
Hayward Landing Apartments
Henry Lee Willis Community Center
HS & T Group
IBEW Local 96
Imperial Distributors Inc.
Inquiry Systems, Inc.
Jacob Edwards Library
Loved Consignment Boutique
Lutheran Social Services of New England
Lydia Taft House
Main South CDC
Martin Luther King Business Empowerment Center
Massachusetts Rehabilitation Commission
Metso Automation Inc.
Milford Area Chamber of Commerce
Milford High School
Milford Public Library
Milford Youth Center
Millbury Jr. Sr. High School
Muffin Man Inc.
Prematech Advanced Ceramics
Reed Machinery Inc.
Nativity School
Navigator Publishing
Nazareth Home for Boys
Neighborworks Homeownership Center of Worcester
New World Stoneworks LLC

North Brookfield Public Schools
Oxford High School
Oxford Public Library
Oxford Superintendent's Office
Pernet Family Health Service, Inc.
Pioneer Valley Day Habilitation
Pleasant Street Neighborhood Center
Plumley Village
Polar Beverages Inc.
Precision Tape and Label
Preservation Worcester
Pride Productions
Quaboag Regional High School
Quinebaug River Day Habilitation
Quinsigamond Community College
Radius Health Care Center
Rainbow Child Daycare
Rehabilitative Resources Inc.
Robin Lemier Certified Child Care Provider
Rockdale Commons
RRI Day Habilitation
Salvation Army
Schiller Bros. Earth and Moving Construction
Seven Hills Foundation
Shepherd Hill Regional High School
Southeast Asian Coalition
Spencer Library
Spencer Town Hall
St. Bernard's Catholic Church
St. Casimir's Alternative School
Saint-Gobain Performance Plastics
Saint Vincent Hospital
Southbridge Public Schools
Southbridge High School
Southbridge Day Habilitation
South Worcester Neighborhood Improvement Center
Starry Night Café
Sturbridge Town Hall

Susan J. Champeny
Tanorama
Technology Container Corp.
Temple Emanuel
The Daniels Farmstead Foundation
Town of Grafton
Town of Oxford DPW
Town of Southbridge
Town of Webster
Treasures Upscale Thrift Store
Uxbridge Public Schools
Webster Public Schools
Webster Square Daycare
Webster/Dudley Boys & Girls Club
Wells Jr. High School
West Street School
Whitinsville Social Library
Worcester Business Journal
Worcester Community Action Council, Inc.
Worcester Comprehensive Child Care Center Services
Worcester County Sheriff's Office
Worcester Probate Court
Worcester Public Library
Worcester Public Schools
Worcester Roots Project
Worcester State College
Worcester Technical High School
Worcester Youth Center
Worcester Polytechnic Institute
Wright Line LLC
YMCA Central Branch
YMCA Greendale Branch/Camp Harrington
Y.O.U., Inc.
YouthGROW
YouthNet
YWCA of Central Massachusetts



James Booker is the dedicated, quiet, and easy-going unsung volunteer hero at WCAC. James has been a volunteer in the Fuel Assistance Program since his retirement from NSTAR in 2007. James began his 33-year career at NSTAR as a meter reader; from there he transitioned to dispatch and finally to the distribution department, from which he retired.

During his leisure time, James' wife, Linda Booker, WCAC's Assistant Director of Fuel Assistance, had other plans for him. She expressed the need for additional help within the department. After working for over 30 years, it was not in James' nature to be inactive, so he enthusiastically began volunteering 3-4 days per week! James jokes that he sometimes feels like a full-time employee rather than a volunteer, because he is at WCAC so often!

One long-term staff member describes James as "...the best volunteer I have ever worked with. He is here every day. He is a

terrific man and is very conscientious about his work."

James is always willing to take on any assignment that will assist the fuel staff and the department. From stuffing envelopes with benefit notifications to opening thousands of pieces of fuel mail, James is hard-working and thoughtful in his efforts. He is never afraid to ask questions and never minds when his "office" or assignments change. He is flexible, pleasant, and always eager to help.

Volunteering at WCAC has been a very different and interesting experience for James from his time working at NSTAR. "You meet a lot of different people. You get to learn a lot about people and you realize that a lot of people need help," smiles James. His words to live by are worth noting, "You have to plan. You have to have an education and some luck to go with it!" James has been lucky, but WCAC has been even luckier to have such an outstanding volunteer.



2009 Action Heroes Event

Dr. Melinda Boone, WPS Superintendent and Keynote Speaker, Ms. Jill C. Dagilis, Executive Director

The Third Annual Action Heroes celebration in May was held at the Massachusetts College of Pharmacy and Health Sciences to honor the following recipients:

John Laracy, The Bagel Inn. In 2007, John Laracy said he would be happy to help WCAC's GED students, when he learned that these young people often went without food. Since that time, he has donated approximately 50-75 bagels weekly to feed over 40 hungry GED students.

Nancy Concemi, National Grid, Northborough, WCAC Board Member and National Grid Manager at the Customer Contact Center in Northborough, volunteered to spearhead a coat drive to collect new coats for children and young parents in WCAC programs. National Grid donated 106 new winter coats valued at \$3,780.

Rod Lee, Telegram & Gazette, The Buzz and D.B.A. Rod Lee has provided outstanding media coverage of WCAC and

its programs over the past two years. He attends all of the Agency's events and is interested in educating the community about WCAC's services and good work. Rod has been a true "pay it forward" supporter to the Agency.

Joseph Cloutre, Innovative Business Partners. An IBP staff member contacted the Southbridge Head Start Director to learn about their needs. President/CEO Joseph E. Cloutre, his wife, and his staff then delivered donated books, cassettes, cassette/CD players, listening stations, a television, DVD player, and classroom and craft supplies to WCAC's Head Start.

Debbie C. Guiney, President & CEO and Michael Carroll, Vice President, Marketing & Retail Operations, AllCom Credit Union. For the past two years, Mike Carroll has presented credit repair and credit score workshops to WCAC's IDA Program participants. AllCom was also the first financial institution to step forward and commit to \$1,000 per year for three years to support the IDA Program.

WCCC Parent Center Volunteers. WCAC's Worcester Community Connections Coalition Parent Center is a central place for Worcester parents to get support and guidance from other parents on how to access social services. Many of these volunteers have accompanied parents to "difficult" appointments in the community, including hearings at Worcester Probate Court. Through their efforts, 477 families have been served to date.

GED

MASSCAP Directors' Association
Roman Catholic Bishop of Worcester

Individual Development Account

Massachusetts College of Pharmacy and Health Sciences
F.W. Madigan Company, Inc.
AllCom Credit Union
Darlene K. Cortes
Grafton Suburban Credit Union
Webster Five Foundation
Worcester Rotary Service Fund

Budget & Credit Repair

NSTAR Gift Fund

2009 Action Heroes

UNUM
Accounting Management Solutions
NSTAR
Mirick O'Connell
F.W. Madigan Company, Inc.
UMass Memorial Health Care, Inc.
Imperial Distributors
Energy Federation Incorporated
Sovereign Bank
Benefit Development Group
Protector Insurance Group
Clark University

Fuel Assistance

UniBank
United Way 211 Community Support Fund – George I. Alden Trust
United Way 211 Community Support Fund – Hoche Scofield
United Way 211 Community Support Fund – Generous Donors
Douglas Festival Committee
St. Mary Stewardship Ministry
St. Matthew's Parish
Worcester Telegram & Gazette – Fuel for Charity
MASSCAP – Citizens Energy Oil Heat Fund
Town of Oxford
Quinsigamond Village Clergy Association
Citizens Energy Corporation

Head Start

Education Development Center
Napa County Schools
Millbury Cultural Council
Spencer Cultural Council
Oxford Cultural Council

Summer Jobs

Ruth and Warren Ellsworth Foundation
United Way of Central Massachusetts

Other Contributions

Anonymous
Commonwealth of Massachusetts Employee Campaign

2008-2009 Annual Campaign Contributors

Leaders (\$1000-\$9999)

Action for Boston Community Development
Stephen Almagno
Bay State Savings Bank
Deborah Penta
1 Anonymous Donor

Heroes (\$600-\$999)

Jill C. and Paul M. Dagilis
Michael E. Keegan
Joseph R. Sierra

Champions (\$300-\$599)

Commonwealth National Bank
Jack Foley
Donna J. McGrath
Judith Whittle
Worcester Credit Union

Founding Members (\$100-\$299)

Lois Adams
Linda M. Barrett
Norman Bitsoli
Jeffrey & Pamela Brown
Paula J. Buonomo
William R. Carrick
Honorable John J. Conte
James F. Cosgrove
Daniel Dennis & Company
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Kathleen G. Johnson
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Charlotte and Ben Klein
Donald and Janet Lee
Ann Lisi and Joel Greene
Susan M. Mailman
Masterman's
Congressman James P. McGovern
Nault Architects, Inc.
Meghan Orio-Dunne
Anthony C. and Sally J. Pini
Protector Group Insurance
Mr. and Mrs. David R. Rowell
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Jonathan R. and Lisa S. Sigel
Antonio and Phyllis Simas
William F. Sullivan
William and Anne Van Dam
5 Anonymous Donors

2008-2009 Annual Campaign Contributors

Supporting Members (\$1-\$99)

Dale H. Allen
Linda M. Andersen
John and Kay Bassett
Barbara F. Breen
Lisa L. Brown
Anne Bureau
Charles R. and Deborah D. Cary
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86 Winter American Bistro
Randy S. Feldman, Esquire
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Kenneth Swanstrom & Donna Bunker-
Swanstrom
Robert A. Tangney, Jr.
Matthew Wally
Mary Whitehead Santos
Sharon Woodbury
Susan W. Ziegler, AFLAC
7 Anonymous Donors

SOURCES OF FUNDS

Commonwealth of Massachusetts

Department of Housing and Community Development	\$17,859,869.94
Dept. of Labor - ARRA	\$1,263,724.67
Dept. of Early Education & Care	\$336,653.76
EEC/The Children's Trust Fund	\$263,363.61
Dept. of Education	\$151,957.65
Massachusetts Attorney General	\$57,862.12
Dept. of Social Services	\$12,597.03

Federal

Dept. of Health & Human Services	\$2,195,595.11
Dept. of Homeland Security	\$31,696.29
Dept. of Homeland Security ARRA	\$28,585.00

Local Government	\$1,214,579.01
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Other

Utilities	\$913,701.95
In-Kind Contributions	\$401,866.80
United Way	\$82,428.56
Private Grants	\$63,111.51
Donations - Corporations	\$213,582.93
Donations - Individuals	\$13,893.75
Donations - Foundations/Trusts	\$136,283.95
Fundraising/Events	\$15,295.00
Other Income	\$6,872.06
Interest Income WCAC - 3802	\$868.42
Interest Income CD - 6305	\$526.54

Total Sources of Funds	\$25,264,915.66
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USES OF FUNDS

ARRA CSBG Programs	\$17,431.27
ARRA Fuel Assistance	\$28,585.00
ARRA Head Start	\$2,841.13
ARRA Summer	\$1,263,724.67
ARRA Weatherization	\$52,694.05
Collegiate Success Institute: Worcester	\$44,333.32
Community Connections	\$142,224.87
Community Partnerships	\$228,804.51
Community Safety Initiative	\$185,340.99
CSBG Operations	\$509,382.63
EITC	\$24,381.05
Fuel Assistance	\$15,237,683.56
GED	\$1,590.00
Head Start	\$2,952,818.89
Healthy Families	\$263,363.61
HEARTWAP	\$913,584.97
Individual Development Accounts	\$43,899.29
Mediation Center	\$114,431.12
Project Excel	\$54,107.04
Project Bread	\$12,017.85
Summer Youth Employment Program	\$717,421.00
Training & Education Programs	\$27,655.00
Utilities	\$838,164.39
Weatherization	\$1,310,438.04
WIA Basic Skills	\$74,646.10
WINGS	\$97,974.64
Other Expense	\$105,376.67

Total Use of Funds	\$25,264,915.66
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*This statement is unaudited

WCAC's fiscal year is October 1 to September 30. Note that the FY08-09 capital campaign was carried over into the first quarter of the FY09. Every effort has been made to ensure the accuracy of these lists. Please let us know if we have made an error. Thank you.



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