

WORCESTER COMMUNITY ACTION COUNCIL, INC.

ANNUAL REPORT

2010



CELEBRATING 45 YEARS





Deborah Penta, Board Chairwoman



Jill Dagilis, Executive Director

We are delighted to celebrate Worcester Community Action Council's 45 years of compassionate and unprecedented service and dedication to help people in poverty move forward to a path of self-sufficiency.

This year marked a historic milestone for WCAC, which we celebrated with a very special 45th Anniversary gala at Mechanic's Hall honoring so many people that made a difference throughout the years, and giving a special tribute to our Agency's extraordinary hero, the late Senator Edward M. Kennedy for his steadfast support of the Community Action movement over the course of his career. Mrs. Vicki Reggie Kennedy brought a special radiance to our celebration as

our featured speaker and 11 community heroes were honored for their exemplary efforts to support WCAC this year.

WCAC remains strong and poised for the future. The annual budget has doubled in the last 4 years, from \$13 million to \$26 million, with significant federal support, through the American Recovery and Reinvestment Act (ARRA). This federal stimulus funding, programs, and responsibilities brought new challenges to the agency, but, more importantly, great services to our customers. With annual service trends topping 72,000 individuals and families served, we anticipate this number growing in the year ahead given the economic forecast.

We offer sincerest thanks to our founders including Charles E. Butler, Corinne C. Turner, Very Reverend Timothy J. Harrington, Robert F. Cahill, Edward R. Kaynor, Daniel J. Casale, Melvin S. Cohen, James F. O'Neill, John B. Davis Jr., James B. Lavin, Charles V. Bergstrom, and Francis J. McGrath. They are all visionary and community-focused leaders who established the agency in 1965 upon President Lyndon B. Johnson's call to action through the Economic Opportunity Act and the War on Poverty.

Our deepest gratitude to the many volunteers and staff that drew together with unwavering dedication over the years helping WCAC fulfill its mission of serving hundreds of thousands of people in 38 communities in Central Massachusetts. Our programs range from emergency intervention services to education, employment, workforce development, energy, family support, and asset development initiatives.

Thank you to our many partners, funders, and legislators who most certainly help us accomplish this extensive work. Together we are achieving great results to support the economic agenda of this region, the Commonwealth, and the nation.

We are proud to be known for service excellence, our commitment to best practices, and as a reliable non-profit partner. The Board of Directors and Agency staff will continue to serve with vitality, a focus on best practices and resourcefulness in all we do through strong partnerships, advocacy, and responsive programs. The 2010 annual report is full of great information, honors special staff and volunteers, and highlights our accomplishments over the past year. We offer a very heartfelt thanks to our amazing staff, volunteers and Board of Directors for their "Pay it Forward" commitment to serving others in need.

Respectfully,

Deborah A. Penta  
Board Chairwoman

&

Jill C. Dagilis  
Executive Director

**A MESSAGE OF THANKS**  
FROM OUR BOARD CHAIR AND EXECUTIVE DIRECTOR

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## OUTSTANDING BOARD MEMBER, JONATHAN SIGEL



Jonathan Sigel, Esquire, with the law firm Mirick O'Connell, joined the Board of Directors in December 2007. Since his appointment Jonathan has provided extensive pro bono services in the field of Human Resource law. A valued member of the Board's Personnel Committee, he spends countless hours with Senior Management and the Committee and is looked to as a reliable source for legal guidance and policy updates.

Jonathan was instrumental in working with WCAC staff and volun-

teers to update every job description and conduct a thorough legal review. He is ever-ready to assist and makes himself available to management anytime we have a question. His generosity of time and talent continues and we look forward to his trainings for staff and management on employment law topics. Jonathan understands the importance of public-private partnerships and the "Pay it Forward" approach to volunteering. He has embraced the WCAC mission and he is a great partner.

WCAC has continuously strengthened its working relationship with the Worcester Public Schools for the alternative education and summer jobs programs. WCAC is an integral partner in the Institute for Energy Sustainability with Clark University, Quinsigamond Community College, Worcester Polytechnic Institute, the Mass Energy Center and the Central Mass Workforce Investment Board and others to build our region into a center for green jobs, technology and businesses. WCAC represents the Community Action Agency network within the State Energy Sector Partnership and works with Clark University's Marsh Institute partners on neighborhood-based weatherization efforts.

This year, through the annual summer jobs program for youth, WCAC expanded partnerships with over 100 local businesses and neighborhood organizations. Their commitment to providing young people ages 14-24 with a 7-week employment experience is amazing. We thank these generous partners for taking the time to train, mentor, provide summer employment, and, in some cases, permanently hire young people as a great example of "Paying it Forward"!

WCAC continues to increase its presence in South County. Through the Workforce Investment Act Summer Jobs Program, WCAC maintained its important partnership with the Blackstone Valley Chamber of Commerce and Education Foundation as the host site for the 7-week program.

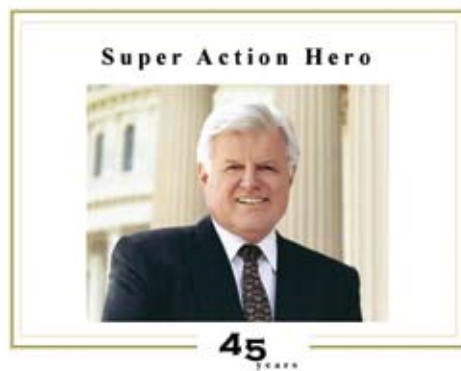
This past year, WCAC became involved with the South County Homelessness program to expand upon WCAC's role in Worcester's Regional Interagency Homeless Commission. Additional work continues with South County leaders regarding health disparities, GED, and higher education.

Our steadfast partners include Unum, PENTA Communications, Quinsigamond Community College, NSTAR, NGRID, the City of Worcester, the Central Mass Workforce Investment Board and Workforce Central, the Telegram and Gazette, Inside Worcester, WCRN, WTAG, WCTR - TV3, Imperial Distributors, UMASS Memorial Health Care, and Congressman James McGovern, Senators Harriette Chandler and Michael Moore. MASSPORT became a new partner for WCAC by supporting a blanket drive for children in our programs.

Many thanks to the Department of Housing and Community Development staff for ongoing technical assistance and support.



Pauline Nyandwi, Summer Jobs Program



WCAC, along with almost 1,000 community action agencies across the country, celebrated its 45th Anniversary in 2010! Through President Lyndon B. Johnson's War on Poverty Campaign in 1965 and with support from Senator Edward M. Kennedy, community action programs were established to provide services, programs, and advocacy for people in need.

For 45 years, WCAC has helped thousands of income-limited individuals and families in 37 communities improve their lives by giving them opportunities for economic self-sufficiency.

Each spring, WCAC holds an Action Hero Awards Celebration to honor people and organizations for their generous support to the agency through monetary donations, in-kind goods and services, and advocacy that enhance our programs and services for our customers.

On April 28, 2010, more than 400 people attended WCAC's 45th Anniversary celebration at Mechanics Hall in which Mrs. Victoria Reggie Kennedy presented the keynote address. The late Senator Edward M. Kennedy was honored as WCAC's Super Action Hero for his tireless work and commitment to transform lives.

That evening, WCAC announced a new Edward M. Kennedy Scholarship Program—generously funded by National Grid and Quinsigamond Community College— that will offer certificate program and higher education assistance to WCAC's GED graduates, many of whom want a college degree and specialized job skills.

Other 2010 Action Heroes were selected and also honored for their great support within WCAC's Strategic Plan focus areas: Employment, Education, Energy, Asset Development, and Capacity Building/Marketing. The heroes included Ms. Jeannie Hebert and Ms. Susan Gately for the Blackstone Valley Chamber of Commerce and the Education Foundation; Mr. James Howard, Executive Director for the Center of Hope; Mr. Tony Shirley, Energy All Stars; Ms. Ann Lisi, Greater Worcester Community Foundation; William Breault for the Main South Community Development Corporation; Mr. William Van Dam and Mr. Antonio Simas of NSTAR; Dr. David Jordan, Seven Hills Foundation; Ms. Jean Giguere, Smith & Jones; Mr. J. Christopher Collins, Unum; Mr. Richard Leahy, Webster Five Cents Savings Bank; and Mr. Andy Lacombe of WCTR-TV 3.



## WCAC'S 45TH ANNIVERSARY LEADERSHIP TEAM

Our 45th Anniversary Leadership Team was comprised of several very dedicated former and current Board members who spearheaded a memorable event for the Agency in celebration of a significant milestone in its history.



This energetic Leadership Team came together in the spring of 2009 to begin planning for a spectacular, memorable, and exciting 45th anniversary celebration to honor WCAC staff, current and former agency executive directors, partnering community organizations, and the late Senator Edward M. Kennedy for all of their great work in providing emergency and self-sufficiency programs and services to tens of thousands of limited-income people over the past 45 years.



We sincerely thank our 45th Anniversary Leadership Team, who includes former Board member Barbara Hassan who served as event Co-Chairperson; Tony Simas Co-Chairperson; Gary MacConnell; and current Board members Winnie Octave and Jean Perkins. Their tremendous efforts and dedication allowed WCAC to celebrate this historic time in the agency's history.

Top: Jill Dagilis, WCAC Executive Director; Mrs. Victoria Reggie Kennedy; former WCAC Directors Patsy Lewis and Nora Donahue; and Deborah Penta, Board Chair.

Bottom: Back row left to right: Chris Collins, James Howard, Richard Leahy, William Van Dam, Mrs. Vicki Kennedy, Andy Lacombe, Lee Gaudette, William Breault. Front row left to right: Antonio Simas, Kathy Reville, Jeannie Hebert, Ann Lisi, Jean Giguere, Tony Shirley.

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### **Job & Education Center**

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### **Second Annual Coat Drive**

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Mr. & Mrs. Antonio Simas &  
Compassion for Friends  
NSTAR  
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### **Healthy Families of Southern Worcester County**

Mr. Ray and Mrs. Clare Merva  
Sarah Oxman  
Chris Cimmino  
Maria Schantz  
Together by Heart Photography  
Michael Dudek  
Heather Hendrick  
Hanover Insurance

### **Worcester Community Connections Coalition**

Worcester Public Schools  
Worcester Family and Community  
Partnership  
MA Department of Children and  
Families, Worcester Area Offices  
Legal Assistance Corporation  
District Attorney Joseph Early's Office  
YWCA/Daybreak Resources for  
Women + Children  
Umass Memorial Health Care  
Centro Las Americas  
The Children's Trust Fund  
10+ Parent Volunteers who have  
assisted in the Resource &  
Referral Center & with other efforts  
Edward Street Child Services  
Worcester Police Department  
Central MA Housing Alliance  
Community Healthlink  
LUK  
The Worcester Youth Center

### **GED**

Rutland Public Library  
Unum

### **45th Anniversary Celebration**

HJM Photography  
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DCU Center

### **Agency-wide Donations**

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University of Mass Medical School  
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Veterans, Inc.  
Grainger Industrial

## ASSET DEVELOPMENT:

### Individual Development Account

- 18 new income-eligible participants enrolled in Individual Development Account (IDA)
- 9 participants purchased homes
- 20 continue to save and monitor their finances

### Earned Income Tax Program (EITC)

- 397 Income Tax Returns were prepared free of charge by volunteer tax preparers at the WCAC VITA Site
- \$368,453 was returned to 297 WCAC clients through Federal and State Refunds and the Earned Income Credit
- 32 youth received financial literacy training and learned how to open a savings account

## NUTRITION

### Supplemental Nutrition Assistance Program (SNAP) (formerly known as Food Stamps)

- 499 eligible local families applied for supplemental nutrition assistance benefits

## EDUCATION/EMPLOYMENT

### Project Excel - GED

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

### WINGS - GED

- 24 students enrolled in GED classes and pre-employment training
  - 23 obtained their GED
  - 19 secured employment
  - 6 enrolled in higher education
- 250 applied to and tested for the WINGS and Project Excel GED programs
- 19 received CPR Certification
  - 10 service projects and training programs were completed

### Job and Education Center

- 100 disconnected young people, ages 16-24, were served
- 34 secured employment
- 21 entered Quinsigamond Community College in summer/fall 2010
- 23 received their GED
- 10 completed Credit Recovery and have graduated or will graduate from the WPS
- 10 participated in certificate programs
- 75+ received advanced pre-employment training

### Start Our Success

- 12 Worcester Police Gang Unit-referred participants were enrolled
- 12 secured and maintained employment while receiving case management services
- 8 local businesses and organizations stepped forward to give the young adults a "second chance"



Deborah Penta, Board Chair, and Unum contributors to WCAC's GED Graduation at Tuckerman Hall: Jennifer Roy, Cary Olson-Cartwright and Steve Joseph, Board member

## ENERGY ASSISTANCE

### Fuel Assistance or LIHEAP (Low-Income Home Energy Assistance Program)

16,160 low-income households applied for emergency fuel assistance benefits

4,074 were new applicants

8,238 low-income households were served in the City of Worcester

1,629 low-income households received one-time emergency payments to vendors

### Additional Fuel Assistance

226 households were served through other programs

41 households in the Blackstone Valley communities were served through UniBank funds

130 households facing utility shut off or in need of emergency oil delivery received assistance from FEMA's Emergency Food and Shelter Program

23 households were served through T&G local subscribers

32 Oxford households were served through the Town of Oxford funds

### Weatherization

376 homes were insulated

### Appliance Management Program

374 audits were completed

223 refrigerators were replaced

### Heating Emergency Assistance Retrofit Task Program

167 heating systems were replaced with Energy Star-equivalent models

1,090 systems were evaluated, cleaned, tuned, and repaired

### Moderate-Risk Deleading Training

70 individuals participated in Moderate-Risk Deleading Training

69 individuals are certified to make their home or property lead safe



Grainger Industries Support the Job and Education Center

## YOUTH AND FAMILY DEVELOPMENT

### Head Start

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

### Early Head Start

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

### Healthy Families of Southern Worcester County

87 teen families or approximately 200 individuals (mothers, children, and fathers) were engaged in parent-child activities and home visits to improve parenting skills

1,124 home visits were completed by the Healthy Families Team

59% of home visits had a father present – among the highest percentage for any Healthy Families program in Massachusetts

Monson and Palmer were added to the program's service area to expand quality services to young parents.

### Oxford Webster and Southbridge

#### Partners with Parents

152 parents attended literacy events

16 parents attended parent education workshops

2 early childhood programs maintained accreditation and ensured 68 children participated in preschool activities and developed school readiness skills

22 child care centers, agencies, and school districts on the Coordinated Family and Community Engagement (CFCE) Council collaborated to provide services, information, and referrals to the community

### Basic Skills

38 high school students were provided paid internships and case management services



Mass College of Pharmacy and Health Sciences Students Completing Community Service Projects

### **Worcester Community Connections Resource & Referral Center**

503 families were served by the Resource & Referral Center

9 parent-volunteers provided advocacy, support, and referral services

Resource guides promoting improved access to community resources were distributed to 1000+ individuals and agency providers

38 homeless youth were served through a new youth housing triage position

### **YouthWorks Summer Employment**

1,200 youth applied to the YouthWorks Summer Employment program

489 youth secured summer employment and were provided with pre-employment skills training

81 MCAS students enrolled in the program

44 employers provided employment opportunities

22 youth were hired for part-time and full-time employment

30 youth worked as "Park Stewards" to clean up Worcester's public spaces

### **Workforce Investment Act Summer Youth Employment**

261 WIA-eligible youth and young adults were placed in meaningful employment opportunities:

227 in Worcester County

34 in Blackstone Valley

73 employers provided employment opportunities:

48 in Worcester

25 in Blackstone Valley

## **AGENCY-WIDE OUTCOMES**

### **Outreach**

112 outreach events occurred to promote the agency's mission, programs and services

5,349 individuals and families received information from outreach efforts

21,055 visitors using 34 languages viewed the WCAC website

### **Staff Development**

68 training opportunities were attended by staff to increase professional development



National Grid Spearheads the Second Annual Coat Drive.



One of Fatima Mohamed's dreams has come true: to help African refugees become self-sufficient. What began as a "kitchen outreach" project in her own home, has now become a 501(c)(3) East African Community Outreach (EACO) program housed at WCAC for over a year.

Traveling from Kenya, Africa, Fatima joined her husband in the United States in 1994, where they have been raising three children, now 10, 12, and 14 years old. "All my life, I have felt I have to help refugees. I put myself in their situation."

Fatima left college without completing her Business Administration degree to work for the United Nations in Somalia. After two years, she worked for USAID in Mogadishu and Somalia. Currently, she helps

people from Somalia, Iraq, Burundi, Ghana, Liberia, Kenya, Congo, Rwanda, Tanzania, and Uganda.

After her move to Worcester, Lutheran Social Services hired Fatima as a case worker for Somali and Burundi populations. Many of the people she has helped have lived in refugee camps, some for 20-30 years.

Early last year, Kaska Yawo and Fatima approached the WCAC administration about providing outreach services to Africans. Given the magnitude of African refugees in Worcester and the number who arrive at WCAC for services, it was readily agreed that the volunteer group could operate out of the agency. The EACO is staffed by 7 full- and part-time volunteers who speak many of the African languages. Fatima and her team assist over 10-14

families a day with translation, housing, school, landlord, transportation, court, and job issues. "They need to learn to speak English; they need to be able to speak for themselves to become self-sufficient."

"People are in need, and I believe we can help each other, no matter what. I always look for solutions, ask for advice," Fatima remarked. "I don't hesitate to help without getting paid...as long as I help them."

Someday, Fatima will go back to school to get her final courses in bookkeeping. "I would love to continue to complete my education. When my children are a bit older, I will get my degree in Business Administration." But, for now, Fatima works long hours connecting Africans with services they so desperately need. "I do enjoy this work," smiled Fatima.



Tom Dubay lived in Rhode Island with his mother and sister. His parents divorced when he was 12, and his Dad moved to Worcester and remarried. Tom kept company with the wrong crowd, didn't go to school, and got into trouble. The divorce was unsettling: although his sister "got it together" and graduated high school, Tom ended up in Truancy Court, while he was repeating the 7th grade. In a short time, he had the reputation of being a "bad kid." He lived at the Rhode Island Training School (a juvenile detention center) for about 6-7 months, when he was 17. Within 2 months of getting out, he was back hanging out with the same people and violated his probation; new charges were filed. The judge offered him two choices: spend his remaining 3 ½ years probation in a correctional institution with the new adult charges dropped (R.I. can charge 17 year-olds as adults) or relocate to Worcester to live with his father and stepmother.

Working with local attorneys, Tom's father and stepmother had his case

transferred to Worcester. At age 18, Tom was allowed to move in with them, and he felt this would give him "a start to a whole new life." His probation charges required him to complete school and one year of house arrest with an electronic monitoring device. Tom entered the Worcester Public School's Gerald Creamer Center: "I wasn't there to make friends... didn't want to get involved with anyone...I wanted to get the work done." The staff and teachers were friendly, and their acceptance of him made him work even harder. "Everyone has a story," he said of the other students at the Creamer Center. He worked hard, finished his required course work, and graduated on May 22, 2009, as Class Valedictorian. "I started doing things right as time went on, and I noticed that relationships and networks got better." Tom started volunteering at the Worcester Senior Center helping with landscaping, general cleaning, and setting up and breaking down events.

Creamer Center teachers referred Tom to WCAC and Bob Morrison, Summer Jobs Developer. Tom met

Bob early in 2008, while he was still a student and volunteering at the Worcester Senior Center. Bob enrolled him in the state-funded YouthWorks program that summer, and Tom was able to get paid for his work at the Senior Center. When Tom was allowed by the courts to leave the house during non-school hours, he was then referred to WCAC's Start Our Success (SOS) program, a program in partnership with the Worcester Police Department. The SOS targets court-involved young adults ages 16-24 who want a "second chance." The state-funded program supports subsidized employment, case management, and other wraparound services. Through the SOS and help from WCAC job developers, Tom continued work after school at the Worcester Senior Center in building services 2-3 hours each day. When the SOS program funding expired, Tom was then hired by the Senior Center, and he continued there until February of 2010.

In September 2009, WCAC opened a Job and Education Center with one-year federal stimulus

funds, and 100 young adults seeking education, employment skills, or job placement enrolled. Tom entered a 5-week "Fast Track" pre-employment program that allowed him to hone his job skills. "It was excellent," he said. "They [the JEC staff] taught me—not through textbooks—how to interview, how to make eye contact and shake hands. It sounds like basic things, but I learned that those [skills] are very important. I would do anything in the long run to learn. I paid attention."

Bob Morrison connected Tom with Imperial Distributors in Auburn in February 2010. He went on multiple interviews, went through drug screening tests, and on his 20th birthday, he was offered a shipping position where he stacked and counted inventory and cleaned the warehouse.

When a new second-shift supervisory position opened a short time later, Tom was offered the position. His supervisor said, "Tom showed a tremendous work ethic, displayed passion for working hard, and possessed innate leadership qualities, which are quite unusual. The management's decision

to promote him was unanimous. Tom's potential is limitless." The team approach is embraced by Imperial Distributors, and Tom now oversees about 14 young people ages 18-23. "I talk to these 'kids' as their supervisor. I don't cross the line. They have a problem, I tell them to come to me. This is a great company, and they have rules. They expect people to learn the work and do well."

Tom's style certainly has impressed Imperial and the people with whom he comes in contact. His supervisor said it is not an easy shift to run: it has complicated orders and complex shipments, but Tom raises the work standards for himself and his peer group. Tom represents Imperial well, and the management is quite proud of him—"He's a good face for the company." Tom often works double shifts and fills in when people are on vacation or out sick. He completed two semesters at Quinsigamond Community College, but has taken the summer off. He intends to finish his coursework in criminal justice, when he balances his work situation. Tom knows the criminal justice system and wants to work with

juveniles. "We all have stories," he reiterates. "They (young people) can get out of bad situations if they want to. They can change; they just need the right motivation."

When Tom sees people or young adults struggling with their situations, he sits with them and talks about what they want in life and how they plan on achieving their goals. He believes that goals should always be set high; he "aims" for the stars knowing they are out of reach for the moment, but one day he will have exactly what he wants from life.

"I tell the kids that it's not about what you can't do or what's impossible; it's how to do it. The only thing that is not possible is failure. I don't like to use that word. Failure is a word that will break down somebody's dream in an instant. I like to call 'failure' a lesson learned; it shows you what not to do next time around. People tell these kids, 'why try'? I say, block everybody out. Do whatever you can. What are you doing to make your life better? I don't let bad choices or the wrong people get in the way of my life. I know what I know and where I want to be."



A long-time inspirational community leader and supporter for Latino students to further their education beyond high school, Olga Lopez-Hill also advocates for children and families. She joined WCAC in 2006 as a parttime family advocate through the Worcester Community Connections Coalition's Parent Center. In the advocacy position, Olga made referrals to other agencies so that children and families received appropriate services.

Working with Worcester Public School adjustment counselors and families of students, Olga ensured that families understood what the young people needed to succeed. She made home visits, accompanied families to housing court, and attended parent/school meetings when parents needed encouragement. "I did whatever I could. In some instances, students had medical issues (for example, diabetes), and parents must understand what

is needed to keep students healthy and to support their children in keeping themselves well. I helped a client pack her apartment when she needed to move, and I went to a food pantry with a client, because she was afraid to ask for help," Olga remarked.

Olga and other staff attend numerous trainings to learn about the new resources available so they are better able to make referrals to other agencies. "The needs are always different. We see many people with basic needs that we can help here at WCAC—food stamps, fuel assistance, GED—but issues involving domestic violence, housing, and hunger need to be referred to other agencies. Childcare is a big need." She noted that many more people are losing their jobs resulting in home foreclosure. It is a competitive job market with younger people having better skills.

Anne Bureau, Director of the Resource and Referral Center said, "Olga is the heart and soul of the WCCC Resource and Referral Center – beloved by both staff and parents alike. Her passion and caring for the work we do and for the people she works with is infectious. She consistently goes above and beyond and sets the standard for a great employee".

Recently, WCAC's Community Connections Coalition reorganized the Parent Center into a multi-faceted Resource and Referral Center. Olga, now Coordinator of General Operations, oversees six staff and seven volunteers with whom she loves to work. "It doesn't seem like much help, but in that person's life, it's a lot—food stamps, advocacy, fuel to heat their homes, GED classes...it's such a great need, and we see it every day."

## **Healthy Families of Southern Worcester County**

Holy Trinity Episcopal Church of Women

## **Head Start**

United Way of Mass Bay  
Education Development Center

## **Fuel Assistance**

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Mirick O'Connell  
Quinsigamond Clergy Association  
UniBank  
T&G Fuel for Charity

## **Summer Youth Employment**

United Way of Central Massachusetts/Bank of America Charitable Foundation  
Community Support Fund  
Chandler Street Business Association  
Green Hill Park Coalition

## **GED**

Diocese of Worcester

## **Collegiate Success Institute (CSI): Worcester**

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Hoche-Scofield Foundation  
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## **Individual Development Account (IDA)**

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Southbridge Savings Bank

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Clark C. Burritt  
William R. Carrick  
Leonard Ciuffredo  
Commonwealth National Bank  
Honorable John J. Conte  
James Cosgrove  
Joe Early, Jr.  
William Eddy, City Councilor  
Harry Ferguson  
Allen W. Fletcher  
David P. and Ann D. Forsberg  
David C. and Kathleen M.  
Frechette  
Barbara G. Haller  
Corey F. Higgins  
Kathleen G. Johnson  
Kathleen M. Kane  
David M. Keller, M.D. and Julie E.  
Meyers, M.D.  
Charlotte and Ben Klein  
Rosalie LaFrance, Memory of  
Donald L. LaFrance  
The Bagel Inn  
UMass Medical School  
\*Peter H. Levine, M.D. and  
Catherine H. Levine  
Joel P. Greene and Ann T. Lisi  
F.W. Madigan Company, Inc.  
Coghlin Construction Services  
Fund  
Susan M. Mailman  
Daniel Dennis & Company  
Masterman's  
Rev. Michael McFarland, SJ  
Congressman James P. McGovern  
William and Renee Metterville  
IBEW Local 96  
Nault Architects, Inc.  
Vincent A. Pedone,  
State Representative  
Jean F. Perkins  
Maureen E. Power and  
Douglas T. Koch  
Hon. James. F. Queenan  
Peerless Financial Solutions Inc.  
Mr. and Mrs. David R. Rowell  
St. Spyridon Greek Orthodox  
Cathedral

## Founding Members \$100-\$299 cont'd

Mark Sanborn  
J. Robert Seder  
Alisha Tomasino  
2 Anonymous Donors

## Champions \$300-\$599

Priscilla Holmes  
Steven Joseph  
Donald and Janet Lee  
Marjorie Mac Donald  
Donna J. McGrath  
Judith Whittle

## Heroes \$600-\$999

Jack and Robin Foley  
Ed and Janice Lopes  
Joseph R. Sierra  
Antonio and Phyllis Simas

## Leaders \$1000-\$9999

Paula Buonomo  
Bay State Savings Bank  
Jill C. and Paul M. Dagilis  
William and Anne Van Dam  
Michael and Joyce Keegan  
Deborah Penta

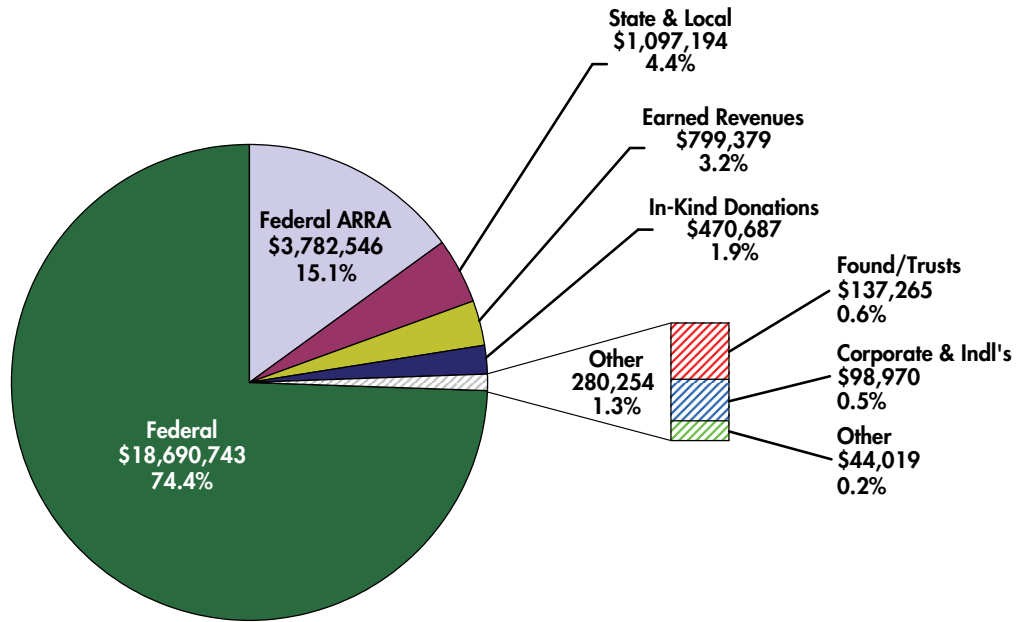
## Matching Gifts Program

NSTAR Foundation  
Unum

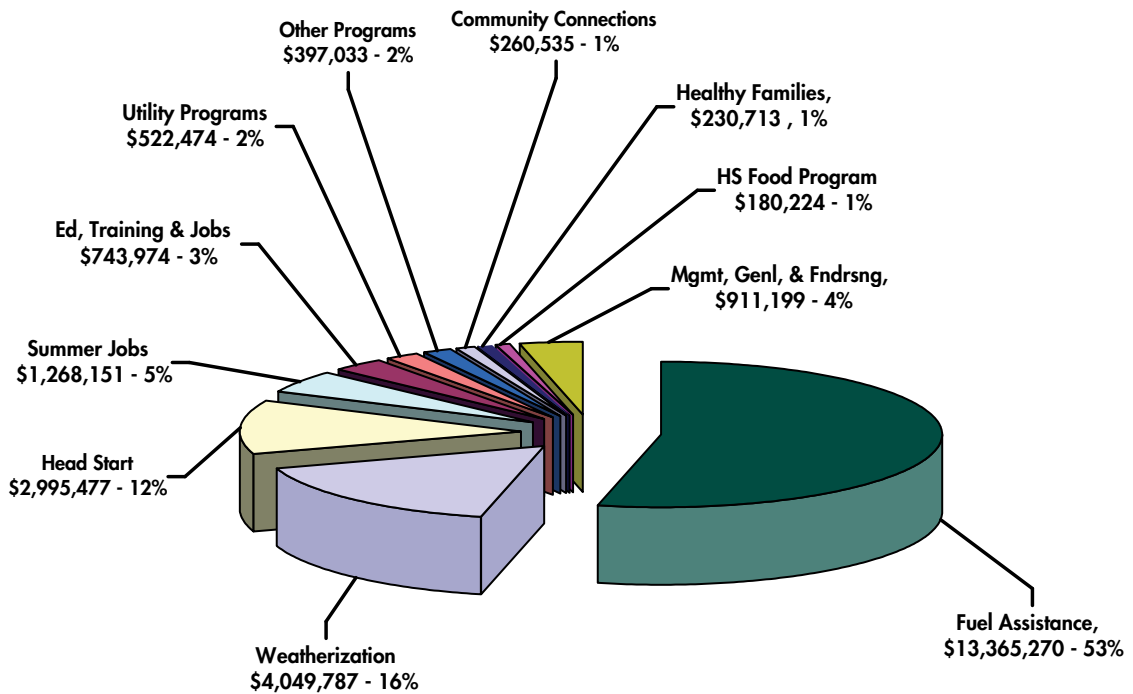
## Capital Campaign

Gary W. MacConnell

\*Deceased



SOURCES OF FUNDS 2009-10



EXPENDITURES BY PROGRAM 2009-10

	Current Period Actual
<b>REVENUE</b>	
Federal Funding	22,047,192.23
State Funding	456,067.79
Local Community Funding	1,058,170.68
Earned Revenues/Fees	799,378.74
Private Grants	29,740.67
Foundations/Trusts	40,696.36
United Way	76,015.71
Individuals & Corporations	97,824.69
Events	1,010.00
Other Income	43,254.49
Interest Income	764.72
In-kind Contributions	470,686.69
Total REVENUE	25,120,802.77
<b>EXPENSES</b>	
Salaries	4,177,450.44
P/R Taxes & Fringe	1,087,078.93
Advertising/Public Relations	55,982.84
Banking Fees	996.37
Consultants & Subcontracts	476,777.19
Data Processing/IT Costs	83,491.98
Depreciation Expense	12,746.44
Equipment & Equip Maintenance	157,393.75
Insurances-Auto & General Liability	40,757.21
Interest Expense	4,723.73
Licenses, Dues & Subscriptions	18,221.37
Meetings & Conferences	7,076.51
Postage	53,836.38
Printing	37,714.10
Occupancy Costs	254,659.87
Outside Rent	121,531.02
Professional Fees	47,381.17
Supplies & Office Costs	84,493.03
Telephone, Internet, Utilities	73,985.04
Training	79,100.38
Travel	55,109.68
Vehicle Maintenance	5,004.08
Childcare	43,680.00
Program Costs-Youth Wages & PR Exp	900,757.91
Program Costs-Food & Kitchen Supplies	141,777.50
Program Costs-Fuel Payments	12,327,525.51
Program Costs-GED Fees & Awards	19,011.76
Program Costs-Heating Systems & Repairs	3,852,188.52
Program Costs-Transportation	117,022.85
Program Costs-Classrooms & Participation	129,528.44
Scholarships	10,500.81
In-Kind Expenses	455,711.69
General Management Allocation Adjustments	(3,793.20)
Total EXPENSES	24,929,423.30
<b>EXCESS REVENUES OVER EXPENDITURES</b>	191,379.47
<b>FINANCIAL STATEMENT ADJUSTMENTS</b>	
Equipment Transfers to Balance Sheet	(69,257.57)
Depreciation (Non-Reimbursable from Grants)	60,877.49
Total FINANCIAL STATEMENT ADJUSTMENTS	(8,380.08)
<b>CHANGE IN NET ASSETS</b>	199,759.55

**STATEMENT OF REVENUES & EXPENDITURES**  
FROM 10/1/2009 THROUGH 9/30/2010

	<u>Current Year</u>
<b>ASSETS</b>	
Operating Cash	626,925.55
Cash-ARRA & LIHEAP	1,434,910.34
Cash-IDA Reserves	67,055.29
Certificate of Deposit	38,821.42
Prepaid Expenses	37,155.41
Accounts Receivable-Grants	869,947.92
Accounts Receivable-Other	3,631.84
Net Fixed Assets	
Fixed Assets	1,486,899.51
Accumulated Depreciation	(1,112,236.80)
Total Net Fixed Assets	374,662.71
<b>Total ASSETS</b>	<b>3,453,110.48</b>
<b>LIABILITIES AND NET ASSETS</b>	
Accounts Payable	(220,161.80)
Accrued Expenses	(308,209.35)
Due to Grantor Agencies	(58,406.18)
Deferred Revenue	(1,549,078.65)
Notes Payable	(55,839.98)
Beginning Net Assets	(1,061,654.97)
<b>CHANGE IN NET ASSETS</b>	<b>(199,759.55)</b>
<b>Total LIABILITIES AND NET ASSETS</b>	<b>(3,453,110.48)</b>

The Worcester Community Action Council, Inc. and the Central Mass Workforce Investment Board thank area businesses and agencies who provided meaningful work opportunities for the American Recovery and Reinvestment Act (ARRA) and US Department of Labor funded Workforce Investment Act (WIA) Summer Youth Employment Services Program and the YouthWorks Summer Youth Employment Program. Thank you to all!

## Worcester Employers:

\*African Community Education  
 \*Alpha Travel Agency  
 Auburn Youth and Family Services, Inc.  
 Autumn Woods  
 \*Beacon Communities  
 Becker College  
 Boys & Girls Club of Worcester  
 Central Mass Center for Healthy Communities  
 Central Massachusetts Housing Alliance  
 City of Worcester  
 \*Clark University Bookstore  
 \*Columbus Park Neighborhood Association  
 Common Pathways  
 Dodge Park Rest Home  
 East Coast Auto Works  
 Emmanuel Baptist Church  
 \*Fairbridge Project International  
 \*Family Health Center of Worcester, Inc.  
 Friendly House  
 Girls Inc.  
 \*Goral Eye and Ear Care  
 \*Great Brook Valley Health Center  
 \*Green Hill Park Coalition  
 Green Island Neighborhood Center  
 Guild of St. Agnes Child Care Programs  
 Imperial Distributors Inc.  
 \*Inglesia Christina Community Church  
 Lincoln Village  
 Lutheran Social Services of New England  
 Main South CDC  
 Martin Luther King, Jr. Business Empowerment Center  
 Mass Audubon Broad Meadow Brook  
 \*Mosaic Cultural Complex  
 Neighborworks Homeownership Center of Worcester  
 \*Nijoroge Kamau Law Office  
 Oak Hill CDC  
 \*One Love Cafe  
 Pernet Family Health Service  
 \*Pho Hein Temple  
 Pleasant Street Network Center  
 Plumley Village  
 Quinsigamond Community College Children's School  
 Rainbow Child Development Center  
 \*Randy S. Feldman Law Office  
 Regional Environmental Council  
 YouthGROW  
 Seven Hills Foundation  
 \*Smart Cuts  
 Southeast Asian Coalition  
 St. Bernard's Catholic Church  
 South Worcester Neighborhood Center  
 Temple Emanuel  
 \*The Worcester Subway  
 Webster Square Day Care Center  
 Worcester Alternative School  
 \*Worcester Art Museum  
 Worcester Comprehensive Child Care Services  
 Worcester Housing Authority  
 \*Worcester Police Department  
 Worcester Probate Court  
 Worcester Public Library  
 Worcester Public Schools  
 Worcester Roots Project  
 \*Worcester Spine Center  
 Worcester Technical High School  
 Worcester Youth Center  
 \*Yellow Cab  
 YMCA  
 YouthNet  
 YWCA

## Blackstone Valley Employers:

\*Big Lots #1435  
 Blackstone Valley Chamber of Commerce  
 Blackstone Valley Recycling Center  
 \*Blackstone Valley Regional Technical Vocational High School  
 Blackstone Valley Tourism Association  
 Brookside Elementary School  
 Community Harvest Barn  
 Goretis Market  
 Grafton Historical Society  
 Hannaford Market  
 Lydia Taft House  
 \*Lifelines  
 \*Little Peoples Day Care  
 Loved Consignments  
 Mendon Senior Center  
 Milford High School  
 Milford Youth Center  
 Millbury High School  
 \*Millville Senior Center  
 \*Northbridge Senior Center/  
 Tri-Valley Meals  
 \*Purchase Street Market  
 Rockdale Commons  
 TJ Collectibles  
 Town of Grafton - IT Department  
 Uxbridge High School  
 Whitin School

\* New 2010 Employers

THANK YOU TO SUMMER JOBS EMPLOYERS

## HEAD START

- significant improvements to the internal program structure including an additional classroom to serve 17 children. Created teacher, teacher assistant, and family advocate positions.

## HOUSING

- enabled WCAC to contract with Central Mass Housing Alliance to serve, for the first time, customers in need of housing and homelessness prevention and diversion services. 346 families were served.

## MENTAL HEALTH COUNSELING AND SUPPORT

- complemented services for at-risk youth, young adults, and families in youth employment and education programs. 87 youth and 41 families were served.

## MISSION STATEMENT

Our mission is to stimulate change in the fundamental causes of poverty and to create and provide opportunities for economic self-sufficiency through services, partnership, and advocacy.



Worcester Community Action Council, Inc.  
Denholm Building  
484 Main Street, 2nd Floor  
Worcester, MA 01608

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**Worcester Community Action Council, Inc.**  
**2010 ANNUAL REPORT**

[www.wcac.net](http://www.wcac.net)

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