



ANNUAL REPORT

2024

REF



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## CEO'S MESSAGE

*Dear Friends,*

As we reflect on the past year at WCAC, what rises above all is a deep sense of pride in the strength, heart, and resilience of our community. In the face of uncertainty—whether economic, political, or personal—our team has never lost sight of what matters most: empowering individuals and families to rise, thrive, and define their own paths to stability and success.

This work is not easy. But it is necessary. And thanks to the unshakable commitment of our staff, partners, supporters, and most importantly, those we serve, we continue to meet challenges head-on—with creativity, compassion, and perseverance.

From launching new initiatives to expanding trusted programs, WCAC remains a foundation for so many navigating life's complexities. Whether it's a parent securing child care, a young adult landing their first job, or a family staying warm through the winter—each moment of impact matters.

As we chart our course forward, we are reminded that real change takes root in community. Our community is powerful beyond measure.

Together, we will continue to break barriers, lift each other up, and create a future grounded in equity, dignity, and hope.

## BOARD OF DIRECTORS



*M. Campbell*  
**Marybeth Campbell**  
Chief Executive Officer



*Karen Louise Walker*  
**Dr. Karen L. Walker**  
Chair

## EXECUTIVE COMMITTEE

**Dr. Karen L. Walker**  
*Chair*

**Kristen Lemire**  
*Vice Chair*

**Brian Westerlind**  
*Treasurer*

**James Brooks**  
*Assistant Treasurer*

**Eve Gilmore**  
*Clerk*

**Donna Lombardi**  
*Assistant Clerk*

**Marybeth Campbell**  
*Chief Executive Officer*

## BOARD OF DIRECTORS

**Dale Allen**  
**Jacqueline Alvarez**  
**Leslie Baker**  
**Guglielmina Chebbani**  
**David Connell**  
**Arianna Curet**  
**Marco Estrella**  
**Maricelis Gonzalez**

**Nicholas Lazzaro**  
**Peter J. Martin, Esq.**  
**Domenica Perrone**  
**Janice Ryan Weekes**  
**Jack Salisbury**  
**Miurka Torres**  
**Donald Xenos**

## HEATING & ENERGY



15,988

APPLICATIONS  
PROCESSED



12,920

HOUSEHOLDS  
ASSISTED



1,750

SERVED ENERGY  
EFFICIENCY  
PROGRAMMING



615

SERVED HEATING  
REPAIRS /  
REPLACEMENTS

“

I just want to extend my heartfelt thanks to everyone who helped us get our new oil burner installed. The entire process was handled with such care and professionalism—it truly meant the world to me. From the very beginning, I could tell I was working with a team that genuinely cares about the people they serve. Your empathy and support made a stressful situation so much easier to manage.

This new boiler has brought warmth, safety, and peace of mind to my home. I'm deeply grateful for your work and your compassion. Wishing you all good health and peace—you're making a real difference in people's lives.”

—Robin, WCAC Client



*“This past year, WCAC's Heating and Energy Assistance program has been a **lifeline** for **thousands** of families across our region. Helping nearly 16,000 households stay safe and warm—while delivering over \$15 million in critical benefits—demonstrates our team's **unwavering commitment** to meeting people where they are. We're proud to be there when our neighbors need us most.”*

— Dianne Schiavone, HEAP Manager

**\$15 MILLION+**

IN HEATING BENEFITS

**\$10 MILLION+**

IN ENERGY BENEFITS



## EARLY EDUCATION & CARE



FIRST FULL-YEAR  
OF TWO NEW  
HEAD START  
LOCATIONS



50%  
DUAL LANGUAGE  
LEARNERS



264  
CHILDREN  
ENROLLED



15  
PARENTS ON  
HS PARENTAL  
ADVISORY BOARD

To whom it may concern,

Headstart has been paramount in being able to go to work. If I did not have Headstart, I wouldn't be able to supplement my household income and provide my kids with the things they want and need. Beyond the financial aspect of Headstart's benefits, I've seen my son learn socially much faster than he would have at home with the teachers' sight on my child. We have also been able to correct some behaviors that we've had at home. This is a team environment and feels more like a family than just a place to drop off your kid. I appreciate everything they've done for my family!



"At WCAC Head Start, we're not just preparing children for school—we're **preparing families for success**. This year marked the first full year of our two new preschools, allowing us to reach even more young learners during their most critical developmental years. With 50% of our students being dual language learners and strong parent engagement through our Advisory Board, **we are building a foundation** of equity, inclusion, and lifelong learning."

— Kathy Dow, Director, Head Start



"At Healthy Families of Southern Worcester County, we walk alongside young parents with **compassion and respect**. Over the past year, we've seen them grow in confidence, **build strong bonds with their children**, and **create nurturing homes**. It's a privilege to be part of their journey."

— Camille Diaz, Director, Healthy Families

1,500+

HOME VISITS ACROSS HEAD START  
& EARLY HEAD START

335

HEALTHY FAMILIES  
HOME VISITS



## JOBS & EDUCATION



1,033

OBTAINED JOBS  
THROUGH THE JEC



413

RECEIVED JOB  
READINESS TRAINING



907

RECEIVED JOB  
PLACEMENT ASSISTANCE



36

YOUTH SERVED THROUGH  
CAREER PATHWAYS  
72% OF THEM IMPROVING  
BASIC EDUCATION SKILLS

“

When I joined the YouthWorks Spring 2024 cohort, I was excited to get started—but things didn't go as planned. I faced challenges at my job site and was let go. It was disappointing, but I didn't give up. With continued support from the SMARTT Program, I stayed connected and focused on my goals, even when I wasn't able to participate in the summer session.

I came back stronger for the Spring 2025 cohort and was placed at Christopher House—a nursing home that matched perfectly with my passion for healthcare. Thanks to a special partnership, I was given a rare opportunity, and just a few weeks in, I was offered a job outside of YouthWorks.

This experience taught me that setbacks can lead to something greater. I'm proud of the progress I've made and excited for where this journey will take me next.” —Angeliz, WCAC Client



“At WCAC, we believe in the **power of a person** when presented with opportunity. Through our Jobs & Education Center, we've helped more than 1,000 individuals secure jobs, build skills, and **take steps toward brighter futures**. Every training session, coaching conversation, and job placement is a reminder that with the right support, real transformation is possible.”

— Patti Ovalles, Director, Jobs & Education Center

YOUTHWORKS

657  
ENROLLED

75+  
EMPLOYERS  
ACROSS 8 DIFFERENT INDUSTRIES



## RESILIENCY & FINANCIAL EMPOWERMENT



**1,500+**  
CLIENTS SERVED



**445**  
EMERGENCY HOUSING  
APPLICATIONS



**102**  
ON-GOING  
COACHING CLIENTS



Thank you, WCAC Financial Coaching Pilot, and coaches for your all your support. This experience, I will be grateful forever. It challenged me to stay discipline and focus with my goals. With the help of my financial coach, Lyset, I figured things out and was able to continue with my goals. Being able to have a coach who kept me accountable was the help I needed. We completed the task with had set in place.

I'm in a place where I'm able to pay bill on time, continue my saving, reached a high credit score and will continue seeking to advance in my career to increase my financial. I was also introduced to other programs that help expand my knowledge of financial literacy."

-Jeshenia, WCAC Client



**1,400**  
VITA APPOINTMENTS  
BOOKED



"Resiliency is about more than just overcoming hardship—it's about **building a foundation** Through our Resiliency & Financial Empowerment programs, WCAC has helped thousands of individuals and families navigate systems, stabilize housing, and gain the financial tools they need to succeed now and in the future. This work is about **restoring hope and creating pathways** to upward mobility."

— Maydee Morales, Director, Resiliency Center

**52** ENROLLED IN WORCESTER'S  
1ST-EVER GBI PILOT PROGRAM

 **MOST VITA APPLICANTS  
IN HISTORY**



# MOBILITY MENTORING

## WHAT IS IT?

Mobility Mentoring is a client-centered, coaching model designed to empower individuals on their journey toward economic independence.

By focusing on goals and strengths in areas such as employment, education/training, financial management, housing, and well-being, Mobility Mentoring equips participants with the tools, skills, and support they need to succeed.



28

STAFF TRAINED



12

COMMUNITY OF  
PRACTICE SESSIONS



10

LEARNING  
COMMUNITY SESSIONS

“

To me, Mobility Mentoring is all about partnership. As a coach, I'm not here to decide for someone—I'm here to support them. This model acknowledges that we're all human, each carrying our own challenges and complexities. It creates space for clients to take the lead, and for us to walk alongside them without judgment.

One of the most rewarding moments in this work is when I see a client exhale. Often, we haven't fixed the problem yet, but acknowledged it together, normalized setbacks and reduced their mental load. That makes all the difference in how they prepare to move forward.

Mobility Mentoring isn't just transformative for clients—it's transformative for us as staff, too. It challenges us to grow and reflect, to center our work around what success looks like to the client, not just to the agency. It allows us to measure progress in a way that's holistic and human, encompassing every area of life. And that's what makes WCAC's impact truly meaningful.

—Terra Oliveira, *Director of Financial Empowerment*



*“Mobility Mentoring is about more than setting goals—it's about transforming lives. At WCAC, we support individuals in building their own pathways to economic mobility by walking alongside them with compassion, structure, and accountability. The growth we've seen this year—among our participants and our staff—is a powerful reflection of what happens when people are empowered to lead their own journey.”*

— Charla Hixson, Chief Impact Officer





## DONATIONS

### ABBVIE

All One Credit Union  
Lawrence & Gloria Abramoff  
Dale Allen  
Rose Anthony  
Riche & Wendy Ardizzone  
Leslie Baker  
Josh Bedarian  
Bemis Farms Nursery  
Christine Bielick  
Norman Bitsoli  
Robert Blackman  
Anne Bouvier-Monroe  
Bowditch & Dewey, LLP.  
Kerry Brennan  
Pam Brown  
Beverly Campbell  
Marybeth Campbell  
Lilia Chavez  
Cinch IT of MA  
Maureen Clifford  
Donna Connolly  
Cornerstone Bank  
James Cosgrove  
Coughlin Services Fund  
Country Bank  
Melyssa Cournoyer  
Arianna Curet  
Michelle Desmarais  
Geoff DeVille  
Kathleen Donaghue  
Kathleen Dow  
Mary Duane  
Ecotec, Inc.  
Richard Ellison III  
Randy Feldman  
Steven Fischer  
Warner & Mary Fletcher  
Fratlicelli Oil Co.  
Kathleen Gagne  
Timothy Garvin  
Maureen Gervais  
Eve Gilmore  
Timothy Gray  
Grillo Enterprises  
Enterprise Mobility  
Ellen Gugel  
Dale Harger

Darlene Heywosz  
Digital Federal Credit Union  
Holy Spirit Church  
Holy Trinity Church  
Pat Hutchinson  
Richard Irwin  
Maria Juncos  
Dennis Lataille  
Kristen Lemire  
Peter Martin  
M&T Bank  
MA Blue Cross Blue Shield  
MA General Brigham  
Mastermans  
Millbury Credit Union  
Timothy Millette  
Mirick, O'Connell, Demallie & Lougee, LLP  
Monahan Group  
Marie Mullen  
National Grid  
Nault Architects  
Margaret O'Connor  
Open Sky  
Michael Pedone  
Joel Plotkin  
Point 32 Health  
Polar Beverages  
Yeniliz Rivera  
Edward Robinson  
Harold Rosenstock  
Robert Scherer  
Sentry Oil, Inc.  
Olivia Shutt  
Sarah Skinner  
Grace Sliwoski  
Nicholas Smyrnios  
RCAP Solutions Inc.  
Spiral Giving Network  
Southbridge Credit Union  
Casey Starr  
Diana Tasse  
George Tetler  
Latasha Thomasson  
Taryn Tomkins  
Town of Dudley  
UMass Memorial  
Unibank  
United Way of Central Mass  
Unum  
WebsterFive  
Donald Xenos



## IN-KIND DONATIONS

Apple Tree Arts Music School in Grafton  
Boston Children's Hospital  
Community Software Group  
Delta Kappa Gamma – Alpha Gamma MA  
Fidelity Bank  
Great Exchange Devens  
In Remembrance of Jeane Mambeck  
Knights of Columbus – MA State Council  
Mapfre Insurance Book Buddies Program  
Mrs. Colleen Turgeon and Ms. Maureen Clifford  
Parents of Early Head Start  
Parents of Head Start  
South County Pediatrics  
Southbridge Credit Union  
Southbridge Retired Teachers Association  
Teaching Strategies  
United Way of South-Central Massachusetts  
VITA Volunteers  
WCAC Board of Directors  
Webster Police Department

## PRIVATE GRANTS

### RESILIENCY FUND

Berkshire Bank  
United Way of Central Massachusetts  
United Way of South Central Massachusetts

### HEAD START & EARLY HEAD START

Fundación MAPFRE  
United Way of South Central Massachusetts

### JOB & EDUCATION CENTER

Bank of America  
City of Worcester  
Hanover Foundation  
MassHousing  
TJX Foundation

### FUEL & ENERGY

Cornerstone Bank  
Country Bank  
Unibank  
WebsterFive

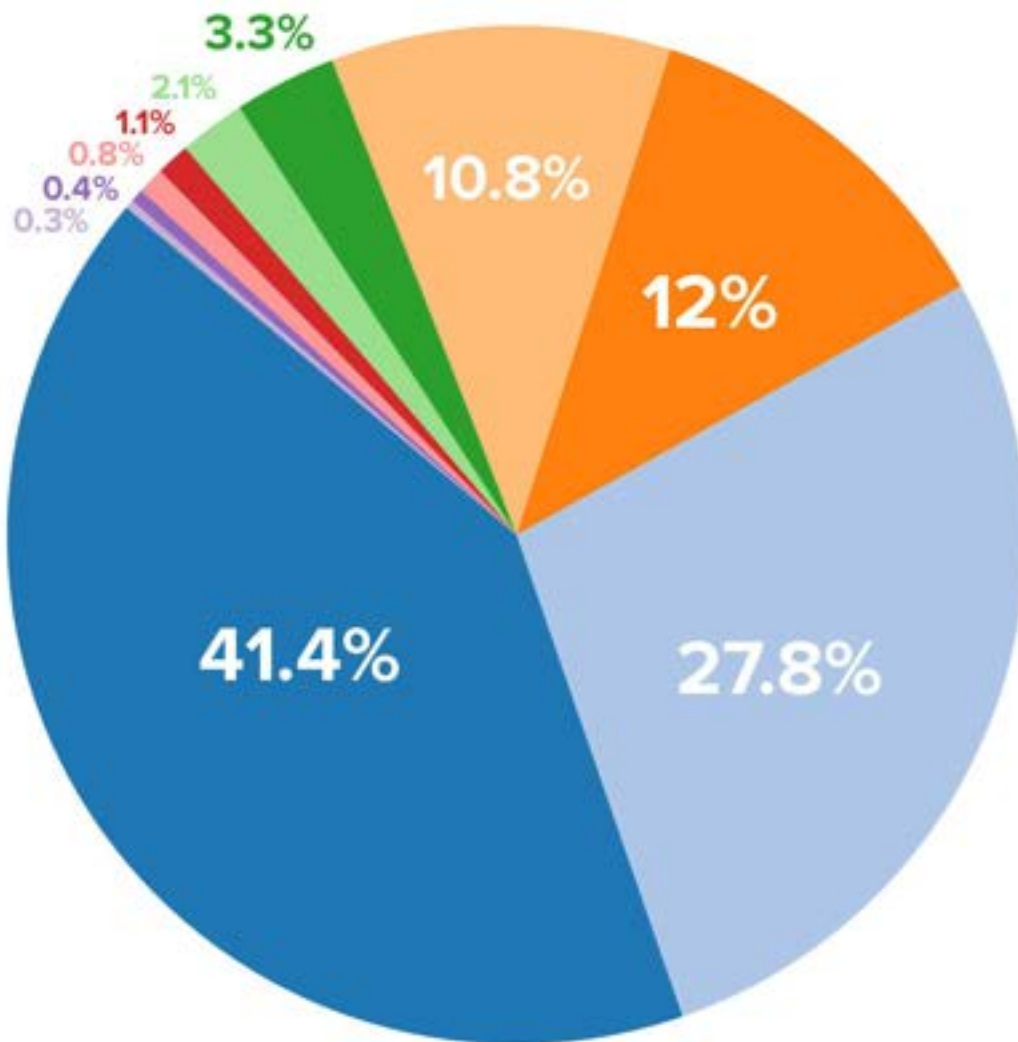
OPPORTUNITY

ADDITIONAL

WORCESTER  
COMMUNITY  
ACTION  
COUNCIL



## FINANCIALS



## USE OF FUNDS



## SOURCES OF REVENUE

Mass Dept of Housing & Community Dev	
Pass Thru Fed & State	20,374,748.89
Earned Revenue Fees	10,923,144.98
Federal Funding - Head Start	3,510,117.73
Federal Funding - Other Pass Thru	201,906.98
City of Worcester - Pass Thru Fed & State	4,197,323.80
In-Kind Contributions	292,314.00
The Children's Trust Fund	287,872.96
State Revenues - Other	1,075,411.37
Mass Dept of Public Health	173,595.39
Corporate, Foundation & Private Grants	1,059,790.63
United Way	366,303.34
Mass Dept of Early Education & Care	976,194.16
Mass Dept of Education	153,809.45
Individual Donations	17,631.97
Other Income	74,055.00
<b>TOTAL SOURCES OF REVENUE</b>	<b>43,684,220.65</b>

## USE OF FUNDS

Fuel Assistance	18,057,210.00
Weatherization/Energy Conservation	12,136,808.00
Head Start	5,227,055.00
Job & Education Center	4,708,840.00
Community Services Block Grant	919,551.00
Healthy Families	465,573.00
Healthy Greater Worcester	369,087.00
Resiliency Center	1,418,960.00
Fundraising	120,909.00
Other Admin	188,420.00
<b>TOTAL USE OF FUNDS</b>	<b>43,612,413.00</b>

EMPOWERING CENTRAL MASSACHUSETTS SINCE 1965



FUEL HOPE. **WARM HOMES.**

Affirm our shared belief in the potential of  
every individual.