

2021

ANNUAL
REPORT

Making a
Positive Impact

THROUGH STRENGTH
AND RESILIENCY

A Message From Our

EXECUTIVE DIRECTOR



MARYBETH CAMPBELL
Executive Director

IN 2021, THE WORCESTER COMMUNITY ACTION COUNCIL (WCAC) DELIVERED ON OUR COMMITMENT TO HELP THOSE IN NEED THROUGHOUT OUR COMMUNITY.

The year began with the hope of recovery from the impact of the pandemic and progressed through various phases of optimism and uncertainty as **COVID and related variants continued to affect our community**. As the year continued, we recognized that the **need for stabilizing services** which include access to housing, food and health care was magnified by the impact of the pandemic on the individuals and families we serve.


Recognizing these needs provided opportunities for WCAC to utilize its role as a **trusted community partner** in innovative and effective ways. Our newly formed **Resiliency Center** expands financial empowerment and promotes economic mobility across our agency. We continued to partner with other coalitions and agencies in the communities we serve and **worked with the Worcester Together Coalition**, the citywide partnership to **support Covid-19 response**, relief, and recovery efforts, to provide resources in a timely manner to those in immediate need. WCAC employed hundreds of youth via **YouthWorks** and the **Green Job Corps**; provided **free tax preparation** support for hundreds of individuals that were then able

to benefit from the Earned Income Tax Credit and Child Tax Credit; responded to tens of thousands of calls for **heating assistance** and **energy-saving weatherization** and **heating system repair services**; provided unprecedented **support for thousands of undocumented families**; and provided needed **child care for families in need** during a period when our early education systems faced numerous challenges.

We are enthusiastic to continue our mission and know we cannot do this work alone. We thank our community partners, committed staff, talented board members, and the many volunteers and donors who share this vision. Your continued support transforms our goals into realities and benefits our clients every day.

This is an extraordinary time in our history, and we enter 2022 feeling inspired, purposeful, and relentless in our mission and vision.

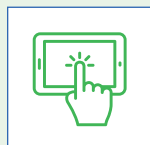

Marybeth Campbell
Executive Director


Donald G. Xenos
Board Chair



DONALD G. XENOS
Board Chair

BOARD OF DIRECTORS



Visit our homepage at **WCAC.net** for more information about our programs and services.



Connect with us **@WCACInfo** on Facebook and Twitter, and **@worcestercommunityaction** on Instagram

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Our VISION

We strive towards our vision by embodying service to the community through our mission to *help people move to economic self-sufficiency through programs, partnerships, and advocacy*. Through our safety-net services and asset building solutions, WCAC creates economic mobility opportunities for tens of thousands of people annually through programs such as energy assistance, early education and care, financial empowerment, positive youth development, and career pathways.

WCAC is committed to being a responsible and inclusive partner through strong collaboration and a shared client perspective. We are committed to advocating for policies that create equitable access to education, health, social, and economic systems. We are committed to a workplace culture with a shared passion for our mission that promotes teamwork, respect, and the opportunity to make a difference.

Founded in 1965 as part of the War on Poverty, Worcester Community Action Council (WCAC) is one of 1,000 community action agencies across the U.S. and twenty-three in Massachusetts created to address disparities throughout the nation. Our values of advancing equitable access, elevating all voices, and partnering with people are embedded in the role we play as the federally designated anti-poverty agency for Central and South-Central Massachusetts.



We are committed to a workplace culture with a shared passion for our mission that promotes teamwork, respect, and the opportunity to make a difference.



WCAC'S VISION IS TO BREAK THE CYCLE OF POVERTY ONE NEIGHBOR AT A TIME



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We are committed to advocating for policies that create equitable access to education, health, social, and economic systems.



WCAC'S SUSTAINED COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION

In the face of horrifying and brutal acts of intolerance and violence perpetrated against Black, Indigenous, Asian, Immigrant, and Transgender people, WCAC renewed and strengthened our call for an end to the poverty and the inequity that threaten our society. We recommitted to being a model employer and community partner that purposefully and meaningfully infuses diversity, equity, and inclusion into our workplace and throughout our services. Among our first steps has been to assess and address our own opportunities as an employer working with the leadership of a staff-led Diversity, Equity, and Inclusion Committee and with a consultant to implement a series of approaches to improve belonging, trust, respect, diversity, and engagement across the agency.

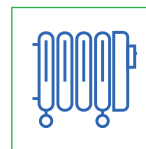


HEATING AND ENERGY ASSISTANCE

- » **WCAC's Home Energy Assistance Program (LIHEAP)** processed **13,500 applications**, delivered nearly \$10 million dollars in heating benefits via 68 vendors to 11,180 households.
- » **WCAC processed \$8.15 million in ARPA supplemental utility payments** to households eligible in FY21. These were designed to reduce arrearages on utility bills and reduce energy burden.
- » **Fifty-seven percent** of heating assistance clients served were **renters**; 42% homeowners.
- » **35% of clients heat with a delivered fuel** such as oil, kerosene or propane.
- » **77% of clients served fell at 200% of Federal Poverty Level** (earning just \$25,760 as an individual or \$53,000 as a family of four) with nearly a quarter of those served, 28%, at 100% of the FPL (earning just \$12,880 as an individual or \$26,500 as a family of four).
- » **48% of those households receiving heating assistance** were households with **at least one elderly resident**; **12%** were households with **children under the age of six**; **35%** of households were either self-employed or otherwise **earning wages**; **14%** were receiving **unemployment**.
- » **2,210 households improved energy efficiency** and/or their energy burden was reduced through WCAC's energy efficiency programs, providing **full weatherization** including insulation and heating system repair/replacement services.
- » The heating system emergency repair and replacement program ensured that **1,571 households** with inoperable home energy **equipment was repaired or replaced**, keeping them safe and secure with heat.
- » **The Appliance Management Program** provided **778 households** with **efficient lightbulbs and appliances**, such as refrigerators, freezers, washing machines, air conditioners and humidifiers while promoting money-saving energy education.



LIHEAP delivered nearly **\$10 million** in heating **benefits** to 11,180 households



48 % of households receiving fuel assistance had at least one **elderly** resident

HEATING ASSISTANCE



“

I could see my breath inside my house... I realized how important heat is, because it's something we all take for granted.

Cathy DiPilato

”

IMAGINE YOUR HOUSE GETS STRUCK BY LIGHTNING.

All your appliances – refrigerator, stove, dishwasher, all your electrical plugs, central air and furnace **blown out**. For lifelong Worcester resident **Cathy DiPilato** that is just what happened in April 2021. While insurance covered replacement of most of her appliances, she soon learned her **30-year-old furnace was not covered**. The self-employed entrepreneur found herself facing an **\$8,000 expense**.

Like so many other area businesses struck by closures due to the COVID pandemic, **Cathy's business B'Organic**, through which she makes and sells reusable cotton produce bags, **had been devastated by the COVID pandemic** when Farmers Markets and other small grocery stores were forced to close. With

her savings exhausted and minimal income coming in, she did not know what to do.

“It was getting really cold. It was three or four days that I could see my breath inside my house,” she says. “I realized how important heat is, because it's something we all take for granted.”

Referred to WCAC following an evaluation of her home by MassSAVE, Cathy was surprised to learn about the federally funded **Heating Emergency Assistance Retrofit Task Weatherization Assistance Program (HEARTWAP)** which provides resources for emergency repairs, maintenance, and replacement of heating systems. She had utilized WCAC's home energy assistance program for a brief period many years ago,

but had gotten back to self-sufficiency once back on her feet following a divorce. She did not think she would be eligible for assistance now however, given that she was working.

She reached out to WCAC and like many area working families learned she was indeed eligible! She completed the necessary paperwork, was verified eligible and within a month's time had a **brand-new heating system** installed.

“Now I don't have to worry about the winter – I have a brand-new furnace,” she said. “You may not think you qualify, but if you're struggling – it's totally worth the call. I highly suggest you reach out to WCAC to see if they can help you.”



“

You may not think you qualify, but if you're struggling – it's totally worth the call. I highly suggest you reach out to WCAC to see if they can help you.

Cathy DiPilato

”

OUTCOMES

- » **74 children** aged birth to 3 years of age received **Early Head Start programming** – focusing on early developmental milestones, parenting support, and education as well as community referrals.
- » Early Head Start Home Educators conducted **1,983 in-person visits for infants and toddlers**. In observance of **COVID safety protocols**, staff and families became creative and often met outside and/or at public parks to keep **vulnerable families engaged** during the public health pandemic.
- » **Early Head Start** continues to serve as a strong feeder for the Head Start program with many families remaining enrolled from a child's birth to age 5.
- » **Head Start served 104** preschoolers during the 2020-2021 school year, 36 enrolled in full-day and 85 in a part-day program, allowing 80 parents to hold employment with another 51 either in job training or school.
- » The Head Start model supports not only the children entrusted to our care, but their families as well. **Family Advocates worked with parents/caregivers** to address a myriad of issues and challenges over the past year including emergency/crisis intervention, housing assistance, parenting education, health education, and adult education.
- » **49 preschoolers** 'graduated' from WCAC's Head Start program to transition into kindergarten. Socially distanced, outdoor celebrations took place in lieu of traditional in-person festivities.
- » Healthy Families of Southern Worcester County (HFSWC) provided a total of **1,428 virtual home visits** to families promoting positive parenting choices and the prevention of child abuse and neglect to **59 first-time parents**.
- » **26 first-time parents** participated in HFSWC parenting classes, resulting in **improved parenting skills**.
- » **8 HFSWC participants** enrolled in a recognized credential, certificate, or degree program, with 4 having completed the **achievement of educational or vocational skills** within the past year.



26 first-time parents participated in HFSWC parenting classes



49 preschoolers graduated from WCAC's Head Start program ready for kindergarten

EARLY EDUCATION AND CARE



EARLY EDUCATION

& Care

FLOURISHING IN CRISIS

Childcare centers throughout the nation are struggling to attract and retain qualified staff. Historically low wages can make the field less appealing and even challenging to enter particularly given the vast requirements for employment and the expense that entails. The COVID pandemic, however, shone an important spotlight on the critical role early educators play. Supporting our early educators is critical to ensuring their success – and ultimately our children's success. WCAC is committed to supporting our early education team and is proud to be participating in initiatives that strive to attract, retain, and support those who pursue careers in early education and care.

The Family Services of Central Massachusetts' Center for Childcare Careers, an affiliate of the Seven Hills Foundation, received a grant from the **MA Executive Office of Labor and Workforce Development** to develop an apprenticeship program for early childhood education entry level staff working in childcare centers. Under the initiative known as **Project Flourish**, paid workers-in-training, as apprentices, will participate in classroom and “on-the-job” training with the support of a mentor over a 12–18-month period.

Modeled after apprenticeships in traditional trades, the program supports the advancement of early career professionals through a combination of classroom instruction, mentoring, professional networking, pay increases when benchmarks are reached, and, upon graduation, professional certifications.

An inaugural class of eleven apprentices began its journey in June 2021. WCAC is fortunate to have members of its early education and care team participating in the first apprenticeship cohort. Amanda Santiago-Morales and Maria Monserrate worked previously as kitchen aides at WCAC's Head Start Center, however as Project Flourish participants transition into classroom assistants this Fall, they continue to work toward earning their certifications for teaching.

“This initial group was willing to jump right into a new program in its first year, which shows they're risk takers and leaders in the field,”



These first apprentices are the leaders... they're the groundbreakers...



said Leslie Baker, WCAC Board Member and Workforce Development Coordinator at the Center for Childcare Careers. “Ultimately, we want this to be a successful, institutionalized aspect of the childcare field, but these first apprentices are the leaders. They're the groundbreakers.”

Graduates will receive an Apprenticeship Certificate and become eligible for Massachusetts Department of Early Education and Care Teacher licensure. Additionally, they will earn required professional development hours towards Lead Teacher licensure as well as the nationally recognized Child Development Associate certification from the Council for Professional Recognition. Graduates can also earn up to six credits in pursuit of a higher education degree. Recruitment is underway for the next cohort of apprentices.

Readying Educators And Developing Young Children for Great Outcomes (READYGO) is a research study and workforce development partnership of the **Massachusetts Association for Community Action (MASSCAP)**, generously supported by The **Health Foundation of Central Massachusetts**. The goal is to maximize the early education and care/Head Start experiences and number of children receiving services through staff development, by providing education and training in adverse childhood experiences and creating trauma-informed learning environments and behavioral management skills to successfully address challenging behaviors in young children.

MASSCAP is working in partnership with the early childhood education and care programs at WCAC, as well as Making Opportunity Count (MOC), and the YMCA of Central MA. Educators at selected sites of those centers will have the opportunity to take a two-course sequence, which has been specifically designed for the goal of READYGO. The courses were developed jointly by faculty at Quinsigamond Community College (QCC) and Mount Wachusett Community College (MWCC). Once the project is concluded, the courses will be open to all, but the study is specifically focused on the pre-K/preschool age group.

“There was no coursework like this when I completed my degree,” noted Jenn Courtney, a Head Start teacher at WCAC for 17 years. “But in today's world given all that we've experienced with COVID, every person has trauma.” Noting that for a young child ‘trauma’ can be the result of a divorce, a death, a new sibling, a relocation to a new community, not just in things many people instinctively think of as a traumatic experience. “I'm excited to be part of this research in developing the coursework that will help future teachers be more aware of what they'll face when they walk in the door.”

Sissy Busold, WCAC Head Start teacher for 13 years, the last six of which as co-teacher with Jenn, agreed saying “I'm excited to learn something new that I know I will immediately be able to apply in our classroom.” Jenn & Sissy are two of seven staff members from WCAC's Head Start team participating in the project.



OUTCOMES

EDUCATION & EMPLOYMENT

- » 368 youth were employed through WCAC's Job & Education Center employment programs including the 2021 YouthWorks Summer Jobs Program. Youth received robust skills and work-readiness training.
- » 47 youth participated in WCAC's HiSET preparation. With testing centers remaining largely closed, staff continued to work on test readiness and assisting with addressing technology and logistical

barriers with students to resume testing when available.

- » 15 youth participated in post-secondary preparation.
- » 479 youth or adults participated in job readiness; 465 received job placement assistance
- » 111 youth received case management through the Safe & Successful Youth Initiative



47 youth participated in HiSET preparation



368 youth were employed through WCAC's Job & Education Center

JOB & Education Center

COVID CREW



At the onset of the COVID-19 pandemic, it was clear that our community needed a coordinated response to help ease the burden of COVID in greater Worcester.

Called upon by UMass Memorial Health to hire individuals to support their Stop the Spread campaign, WCAC's Job & Education Center (JEC) recruited three particularly successful individuals to join the UMass team.

Ivette, Norah, and Jose have worked as registrars at the Mercantile Center testing/vaccination site since October 2020. Assisting with client registration and check-in at UMass testing and vaccination sites, the trio also assisted with both site and PPE preparation and were entrusted with collecting confidential medical information. They have become an integral part of the team and are learning what it takes to be part of the medical field.

Their placement was modeled after the JEC's YouthWorks and Safe & Successful Youth Initiative which provide young people with meaningful work experiences and skill growth and development. The JEC has developed expertise in the recruitment and training of young people, setting them on a pathway for success.

Program

OUTCOMES

FINANCIAL EMPOWERMENT



- » 32 volunteers donated 630 hours to prepare income tax returns at no cost for 664 low-income households through WCAC's Volunteer Income Tax Assistance program, an increase of 120 households over 2020 despite the program operating fully remotely.
- » \$1,375,000 was returned to the community.
- » The average client return was \$2,442, saving an estimated \$300 in preparation fees per return.
- » 29% of clients were eligible and claimed the Earned Income Tax Credit (EITC), an important tool in reducing taxes and increasing refunds for families.
- » 351 youth received financial capability skills training with 88 youth successfully opening a new bank account.

- » WCAC provided direct payments to 36 households totaling nearly \$88,000 for rental and utility assistance in partnership with the City of Worcester.
- » WCAC supported coordination of 30,000 hot meals delivered to COVID positive families through the Hot Meals program in partnership with Worcester Together and the Coalition for a Healthy Greater Worcester.
- » WCAC processed \$1M+ in direct support via gift cards, utility payments, rent checks, or direct payments to 1,500 households (approximately 3,600 people).
- » During the first six months of 2021, WCAC worked with Greater Worcester Community Foundation and ten partner agencies to support 900 undocumented households (approximately 1,800 people) in need of relief support for housing, utilities, food, childcare, medical expenses, and other needs.

EMERGENCY ASSISTANCE

- » 783 fuel deliveries and utility payments were made to households facing no-heat emergencies, funded through generous private donations to WCAC's Emergency Fuel fund and in partnership with local fuel vendors.
- » The state moratorium on utility service terminations has led to a dramatic increase in significant bill arrearages. In addition to making actual payments to bills, LIHEAP staff educate clients about bill repayment and financial management strategies.



783
emergency
fuel deliveries and
utility payments
made



The VITA program generated
\$1,375,000 in tax returns from a fully
remote operation

32 volunteers donated
630 hours to prepare
income tax returns for **664**
low-income households



The average client return
was **\$2,442**

COVID RELIEF



\$1M+ in
direct support
to **1,500**
households



RESILIENCY

WCAC knows that moving out of poverty is anything but simple. The pandemic has exposed the many challenges facing far too many households as they work to take steps towards true economic mobility. WCAC is committed to supporting those families, and in 2021 used our voice to advocate for real change in the form of legislative and policy changes as well as restructuring of funding.

As a member of the Economic Pathways MA Coalition, WCAC testified in strong support of legislation pending at the Massachusetts

community action network were successful in securing resources within the state budget to support the commission's work. In the coming year, we look forward to working with the new commission, to develop a comprehensive set of public policy, program, and practice recommendations.

Internally during 2021, WCAC worked towards the establishment of our Resiliency Center to address the needs of low-income families through streamlined access to community resources and a client-

their economic independence. The model is a shift from case management to coaching in a participant-centered manner focusing on meeting participants where they are, and assisting them with their goals as they define them, with ongoing coaching. Nurturing the relationships and partnerships between the participating organizations has proven highly successful in **shifting from a standard case management style to client-centered coaching**. This global EMPATH model has been adapted by the group to specifically address

“ The EMPATH model of Mobility Mentoring is the gold standard in the country for working with families to face and overcome these challenges and we are so grateful to WCAC for bringing it to Worcester! ”

Anne Bureau

State House that would create a pilot program for working families or individuals who receive public assistance without facing an income 'cliff'. The Cliff Effect is a critical barrier that many families face, occurring when a family's income increases enough that they lose eligibility for benefits, but not enough to be able to afford housing, healthcare, or childcare on their own. Families often face the struggle between the opportunity to advance their career with a salary increase or a promotion as a step toward economic mobility, but must seriously consider if they can afford to do so.

In another advocacy effort during 2021, **WCAC successfully urged the establishment of a Special Poverty Commission to address inequality, promote equity and inclusion and create opportunity to end poverty.** We and our colleagues from throughout the

centered approach, easing the complexity of navigating through the often-siloed systems of resources, and assisting families to move toward economic mobility. A key strategy will include the provision of financial empowerment services to include free income tax preparation, access to banking, one-on-one financial coaching, help with credit building, financial education, access to no-interest loans, and incentivized matched savings.

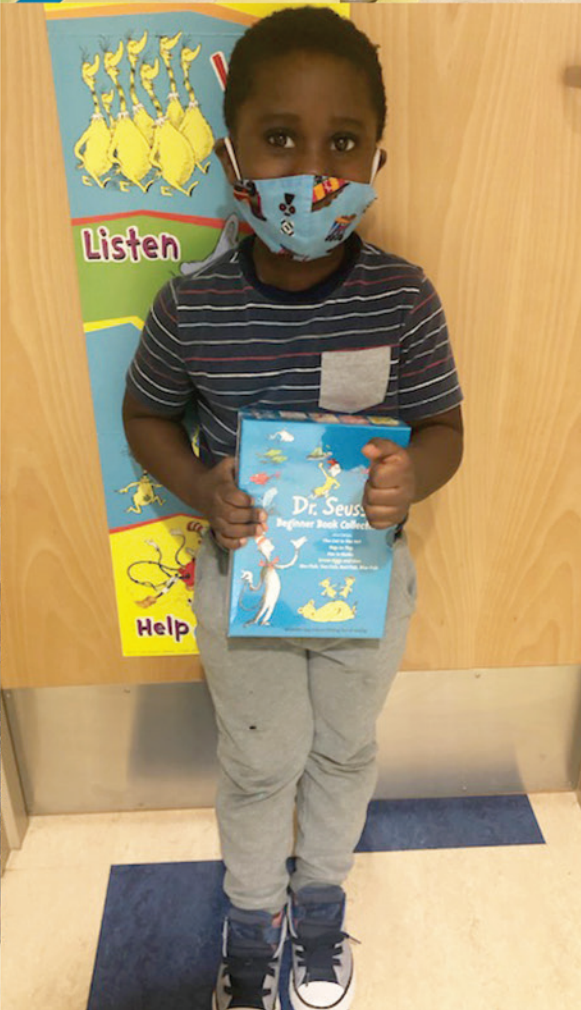
Additionally, WCAC, along with our nine community partners, expanded our **Mobility Mentoring initiative**. Initially funded for a one-year pilot by the Greater Worcester Community Foundation, Mobility Mentoring is the professional practice of partnering with clients so that over time they may acquire the resources, skills and sustained behavior changes necessary to attain and preserve

the needs of families here in Worcester. Specific adaptations include utilizing local earning levels; noting the impact work history or lack thereof plays; as well as the inclusion of the social/emotional needs of children.

“Parents face so many barriers going to back to work, including fears of losing what benefits they have. But if we just help families access public benefits and not help them overcome these obstacles, we can inadvertently cooperate in keeping them in poverty,” said Worcester Community Connections Coalition Program Director Anne Bureau. “The EMPATH model of Mobility Mentoring is the gold standard in the country for working with families to face and overcome these challenges and we are so grateful to WCAC for bringing it to Worcester!”



IN-KIND GOODS AND SERVICES



ANNUAL COAT DRIVE FOR KIDS

JC Penney
MAPFRE Insurance employees

HEAD START

bankHometown
Cornerstone Quilters
MAPFRE Insurance employees
Lakeshore
Ivan Quinones

HEALTHY FAMILIES OF SOUTHERN WORCESTER COUNTY

Anastasi Insurance Agency, Inc.
St. John Paul II Food Pantry

JOB & EDUCATION CENTER

Workhuman

VITA

VITA volunteers

AGENCY WIDE

PENTA Communications, Inc.

SPECIAL THANKS

to WCAC's Board of Directors and Head Start Policy Council for their time and commitment to the agency over the past year

FY2021

ANNUAL APPEAL DONORS

\$1-\$99

Robert Blackman	Christine Consolmagno	Darlene Heywosz	Lorie Martiska	Terra Oliveira
Traci Blecher	Thomas Corrigan	Mr. James Hipkiss & Ms. Margaret O'Connor	Lana McAuliffe	Yung Phan
Snjezana Bosnjak	Michael Crawford	Daniel T. Koch	Sally Musick	Sabriya Syed
Charles & Deborah Cary	Arianna Curet	Grazyna LaFrance	Network for Good	George Tetler
Eric & Kate Chilton	Sherry Emond-Belair	Thuha Le	Winifred Octave	My To
Donna Connolly	Timothy Gray	Brooks Maitland	Reina Oduro	Julienne Ugalde

\$100-\$299

Jennifer Antkowiak	Ann De Biasio	In Memory of Edmund & Mary Johnson	Sally Musick	Robert Scherer
Wendy & Rich Ardizzone	Emily Degray	In Memory of Richard Kennedy	New England Regional Council of Carpenters	Sentry Oil, Inc.
bankHometown	Fraticeili Oil Company, Inc.	Noreen Johnson Smith	O'Connell & O'Connell P.C.	Susan Stone
Norman Bitsoli	FW Madigan Company, Inc.	Harry Kotseas	One Domestic	Christian & Paula Sulmasy
Elizabeth Campanale	Ellen M. Ganley	Sean Lauziere	Anthony & Sally Pini	Ned Utzig
Community Software Group	Eve Gilmore	Mastermans, LLP	Chris Powers	Wanda Wachira
Sheri Cesnek	David & Rosalie Grenon	Thomas McGregor	Nault Architects	Webster First Federal Credit Union
Jannelle Correa	In Memory of Nora Donahue & Connie Turner	Millbury Federal Credit Union	Mary Lou Retelle	William & Edith Witherell
Kathryn Crockett		Elizabeth Mosher	Karen Rucks-Walker	Donald & Norah Xenos
CyberGrants, LLC			Dr. Jodi Rymer	

\$300-\$999

AbbVie Employee Engagement Fund	Sheri Cesnek	Joy Guru H S Services Inc.	Ryan Shipe	United Way of Massachusetts Bay & Merrimack Valley
Be Like Brit Foundation, Inc.	Kathleen Dow	Mary & Robert Knittle	Todd Tallman	
Kerry Brennan	Marco Estrella	Lisi-Green Fund	William Van Dam	
Coghlin Services Fund	Christine Fant	Virginia Marchant-Schnee	United Way of Central Massachusetts	
	Mr. & Mrs. Warner Fletcher			

\$1,000+

AAA Northeast	Enterprise Holdings Foundation	Hanover Insurance Group Foundation	Marsh & McLennan Agency	Pet Rock Fest
Marybeth & Adriana Campbell	George I. Alden Trust	IBEW Local Union 96	Peter Martin	United Way of North Central Massachusetts
Global Digitine LLC			National Grid	

FY2021

PRIVATE GRANTS & DONATIONS

AGENCY WIDE

Administration For Children & Families OCS
Bank of America
MA Department of Public Health

COVID RELIEF

Central Massachusetts Agency on Aging
Fallon Health
In Memory of Paul Campbell and Helen & Jack Pedone
National Grid
The TJX Foundation

RESILIENCY CENTER

DCU
Eversource Energy Foundation
Greater Worcester Community Foundation
United Way of Central Massachusetts

EMERGENCY FUEL FUND

Dr. Christine Bielick	Gurudev Lotun
James R. Buonomo & Paula Rowse Buonomo Fund	Dr. Marie Mullen
Cornerstone Bank	MA Attorney General Natural Gas Fuel Assistance
Dr. Richard Ellison III	Dr. Susanne Muehlschlegel
Dr. Khaldoun Faris	Dr. Nicholas Smyrnios
Global Digitine LLC	UniBank
Greater Worcester Community Foundation	United Way of Central Massachusetts
Carolyn Greenberg	United Way of South Central Massachusetts
Luanne Hills	UMass Memorial Healthcare Critical Care Advanced Practice Provider Program
In Memory of Diane Irwin	Dr. Matthias Walz
Ladies Ancient Order of Hibernians	

HEAD START

Bemis Farms Nursery
Fundacion MAPFRE
National Grid Foundation
Southbridge Credit Union
United Way of South Central Massachusetts

HEALTHY FAMILIES OF SOUTHERN WORCESTER COUNTY

Hyde Charitable Foundation

JOB & EDUCATION CENTER

Bank of America
Capital One

VOLUNTEER INCOME TAX ASSISTANCE

United Way of South Central Massachusetts



SOURCES OF FUNDS

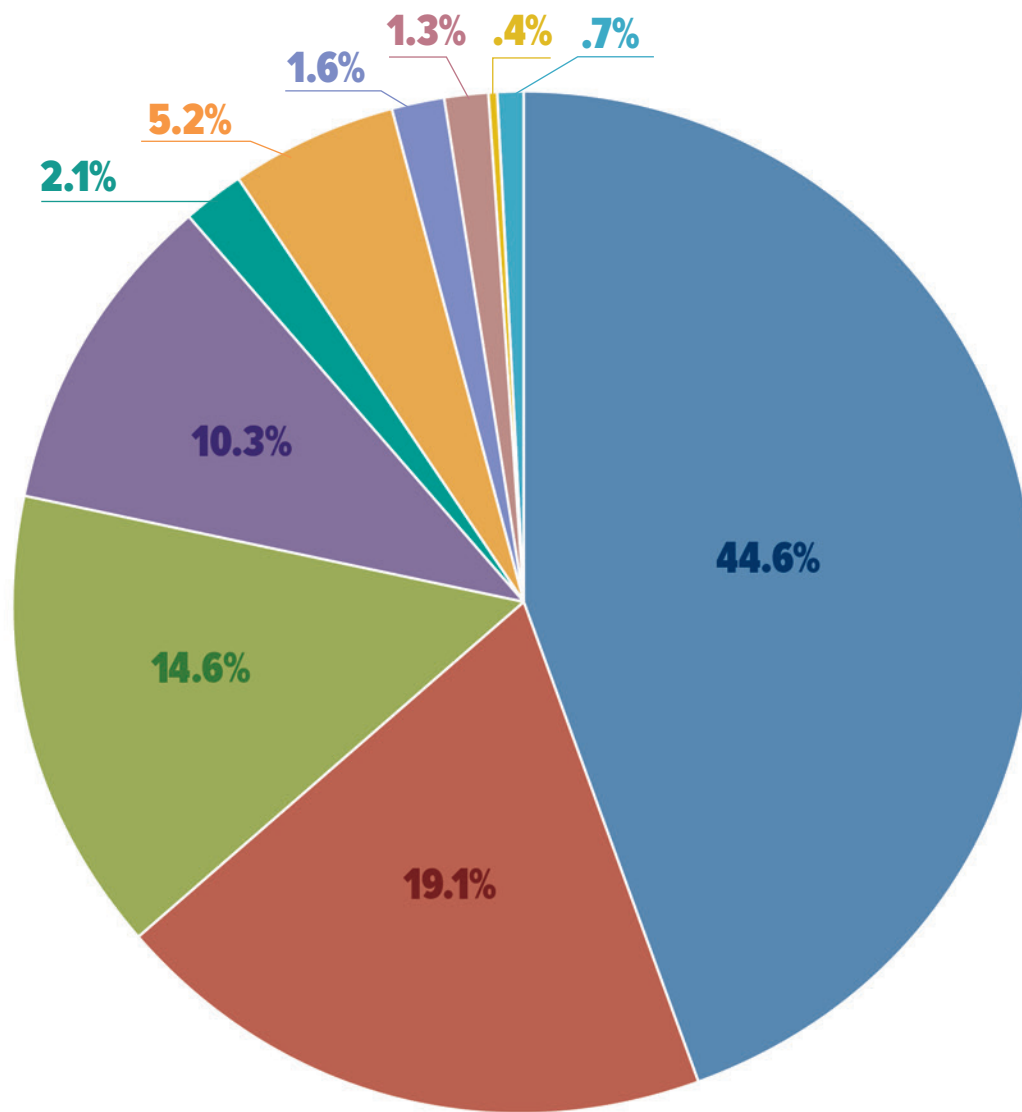
Mass. Dept. Housing & Community Dev. Pass Thru Fed & State	\$13,231,680
Earned Revenue Fees	3,459,596
Federal Funding – Head Start	2,938,647
Federal Funding – Other Pass Thru	46,400
City of Worcester – Pass Thru Fed & State	2,129,878
In-Kind Contributions	419,961
The Children's Trust Fund	315,263
GWCF – Pass Thru State Funds for Undocumented Relief	1,143,000
State Revenues – Other*	630,257
Mass. Dept of Public Health	102,254
Corporate, Foundation & Private Grants	410,001
United Way	183,766
Mass. Dept. of Early Education & Care	344,925
PPP CARES Loan	81,100
Mass. Dept. of Education	79,800
Individual Donations	15,644
Other Income	23,887

TOTAL SOURCES OF FUNDS

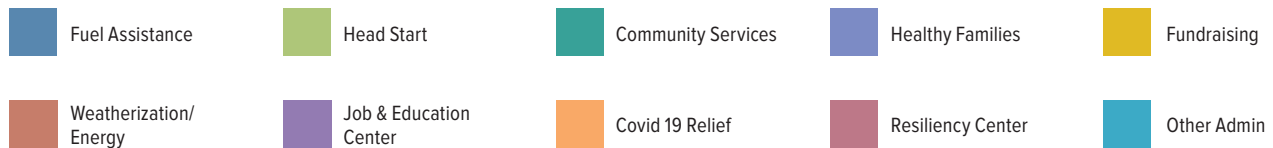
\$25,556,059

**\$1,143,000 was for Undocumented Relief*

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



USE OF FUNDS



USE OF FUNDS

Fuel Assistance	\$11,358,814
Weatherization/Energy	4,878,769
Head Start	3,728,575
Job & Education Center	2,621,141
Community Services	535,154
Covid 19 Relief	1,321,413
Healthy Families	417,853
Resiliency Center	326,967
Fundraising	101,321
Other Admin	191,048
TOTAL USE OF FUNDS	\$25,481,055



SERVING THE CITY OF WORCESTER AND 45 NEIGHBORING COMMUNITIES:

Auburn, Blackstone, Boylston, Brimfield, Brookfield, Charlton, Clinton, Douglas, Dudley, East Brookfield, Hardwick, Holden, Holland, Hopedale, Hubbardston, Grafton, Leicester, Mendon, Milford, Millbury, Millville, Monson, New Braintree, North Brookfield, Northborough, Northbridge, Palmer, Oakham, Oxford, Paxton, Rutland, Shrewsbury, Southbridge, Spencer, Sterling, Sturbridge, Sutton, Upton, Uxbridge, Wales, Warren, Webster, West Boylston, West Brookfield, and Westborough.



WCAC

BREAKING THE CYCLE OF POVERTY ONE NEIGHBOR AT A TIME

Worcester Community Action Council, Inc.

484 Main Street, Suite 200

Worcester, MA 01608

Phone 508.754.1176 | Fax 508.754.0203

www.wcac.net

THE ANTIPOVERTY AGENCY
FOR CENTRAL MASSACHUSETTS

WORCESTER COMMUNITY ACTION COUNCIL INC.'S MISSION

"Helping people move to economic self-sufficiency through programs, partnerships, and advocacy."

