A MESSAGE FROM OUR LEADERSHIP

DEAR FRIENDS,

We must open the doors of opportunity, but we must also equip our people to walk through those doors. – President Lyndon B. Johnson

With those words fifty years ago, President Johnson declared a War on Poverty and concurrently created the Economic Opportunity Act, which led locally to the establishment of the Worcester Community Action Council – dedicated to helping people move to economic self-sufficiency through programs, partnerships and advocacy.

Some have asked, “Have we made a difference?” “Have we won this war on poverty?”

We would adamantly say, yes! We have made a significant difference in the lives of hundreds of thousands of people WCAC has served over these 50 years. So many have acquired new skills, secured employment, earned high school credentials and college degrees, and learned how to successfully raise healthy families. Equally important, we have helped so many people from the brink of crisis with emergency heating and community assistance programs.

Yes, the challenges related to poverty, income equality, and economic opportunity continue. As such, WCAC stands strong, experienced and prepared to continue our important work.

With your support we will continue to help first time mothers learn to care for their newborns and how to handle the stress of parenthood; help young children gain early literacy and development skills to set the stage for life-long learning and success; help provide at-risk young adults employment training, career counseling and certificate options to springboard them onto a path of independence; provide quality childcare enabling parents to find secure employment; and to help the disabled, seniors, veterans, and others with limited income remain warm in their homes.

People helping people – together we will continue to open doors of opportunity. Thank you for your support of WCAC!

With warm regards,

Jill C. Dagilis
Executive Director

Steven G. Joseph
Chairman of the Board

BOARD OF DIRECTORS

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With more than 500 guests in attendance, we were thrilled to welcome both Governor Charlie Baker and Lieutenant Governor Karyn Polito as our guest speakers. The evening’s festivities included several congratulatory speeches, a video highlighting the two agencies’ accomplishments as well as the presentation of several awards including the prestigious 2015 Bowditch Award to Congressman James P. McGovern, and 2015 Action Hero Award winners Mirick O’Connell, recognized for the firm’s longstanding commitment to the emergency fuel assistance program and strong support of at-risk youth enrolled in WCAC’s Job & Education Center, and National Grid, recognized for their generous sponsorship of the agency’s annual Coat Drive for Kids and benevolent support of the fuel assistance program – providing some $155,000 in funding for no heat emergencies to over 300 households.
WCAC’s Head Start program in particular fell victim to the winter weather and in February, faced the emergency evacuation of 87 children and 15 staff from our program site in Oxford as the result of roof damage. We are most grateful to our Head Start Heroes who stepped up and helped us quickly relocate to new classroom sites in Auburn, Southbridge and Webster: St Joseph’s Parish of Auburn, Southbridge Public Schools and the Guild of St. Agnes.

As we look to the year ahead, WCAC’s focus will be on strengthening the agency’s presence in Southern Worcester County with high quality space to continue providing vulnerable children and their families the important Head Start educational services.

“We are most grateful to our Head Start Heroes who stepped up and helped us quickly relocate to new classroom sites in Auburn, Southbridge and Webster.”
WCAC HEAD START SERVED 251 PRESCHOOLERS ALLOWING 152 PARENTS TO HOLD EMPLOYMENT

PROGRAM OUTCOMES

CHILDREN & FAMILIES

• WCAC Head Start served 251 preschoolers from 204 families during the 2014-2015 school year; 106 enrolled in full-day, 115 in a part-day program, which allowed 152 parents to hold employment and another 28 be able to pursue school or job training.

• Ninety-eight preschoolers ‘graduated’ from the Agency’s program, and enrolled in kindergarten in area public schools better prepared, and ready and eager to learn due to the “head start” afforded to them.

• WCAC is proud of our highly credentialed Head Start teaching staff: 5 hold Master’s Degrees; 16 hold Bachelor’s Degrees; and 7 hold Associate’s Degrees.

• The Agency’s 14 Head Start classrooms were supported throughout the school year by 536 volunteers, 245 who were current or former Head Start parents.

• Eighty-three infants and toddlers participated in activities and developed school-readiness skills through the Agency’s Early Head Start program.

• Healthy Families of Southern Worcester County provided 1,700 parent support and newborn home visits to promote positive parenting choices and prevent child abuse/neglect to 122 first-time parents.
While fairly well-known for our fuel assistance program, WCAC also manages a lesser known but equally substantial Weatherization Assistance Program (WAP). The year-round program is designed to help homeowners and renters improve the energy efficiency of their homes, thereby maximizing the effect of fuel assistance funds. WCAC currently has contracts with the Department of Energy, National Grid and Eversource to install energy conservation measures in income eligible homes throughout Central and Southern Worcester County.

What truly sets WCAC's program apart, however, is the high standards under which the program is managed. The Agency now boasts three Quality Control Inspector Certified staff: John Benoit, Energy Coordinator; Mark Lapan, Energy Auditor; and Amanda Porter, Energy Auditor. Amanda is the first female in the state to earn the prestigious certification. WCAC's energy program staff members are part of an elite group qualified to perform QCI certified inspections, assuring funders and clients alike that the contractors who complete weatherization work for these vulnerable households are meeting incredibly high standards. Certification is achieved following rigorous training and testing, including thousands of hours in the field. Kudos and congrats to WCAC's talented and skilled weatherization team – really ready for any weather!
ENERGY ASSISTANCE

- WCAC processed 15,162 applications for fuel assistance, with 2,263 being first-time applicants.

- 13,643 certified eligible households obtained fuel assistance benefits totaling $9,497,118 through the Low Income Home Energy Assistance Program and distributed via 88 local vendors and utilities.

- Thirty-four percent of those households receiving fuel assistance were elderly; 14% were households with children under the age of six.

- WCAC’s Heating Emergency Assistance Retrofit Task Weatherization Program (HEARTWAP) experienced an increased demand for emergency system repairs due to the severity of the winter, with 979 households receiving heating system repair, replacement or seasonal maintenance.

- The Appliance Management Program, funded through National Grid, provided 1,010 energy efficiency consultation clients with efficient replacement lightbulbs and training, and replaced 554 high energy consumption refrigerators and freezers.

- 205 households received weatherization services including attic and wall insulation, air sealing, door sweeps and other measures.
EDUCATION & EMPLOYMENT

• Utilizing a combination of public, private and state funding, 349 youth received subsidized employment at 75 worksites with public/private sector employment partners through the YouthWorks Summer Jobs Program.

• Twenty-seven youth completed the Job & Education Center’s Work Readiness program, learning valuable pre-employment skills such as writing and submitting a résumé along with post-employment skills such as workplace etiquette and a review of basic labor laws. As a result of participating in the work readiness training, 20 youth secured employment.

• Twenty-one youth were hired for non-subsidized, permanent posts by their employer at the conclusion of the seven-week summer jobs program.

• Despite seeing students with greater needs and lower academic levels, and facing ever-increasing educational standards, WCAC instructional staff supported 25 youth who successfully achieved their High School Equivalency Certificate (HiSET) through the Project Excel or WINGS programs. Approximately 150 remain enrolled at varying levels of completion, working towards their HiSET and other work readiness credentials.

• Eighty individuals are enrolled in the Agency’s Secure Jobs Initiative Program, which offers support and assistance in attaining jobs with livable wages for homeless families.
Program Outcomes

Asset Development

- Thirty-eight IRS certified volunteers donated 580 hours at WCAC to prepare income tax returns at no cost for 616 low income households resulting in $1,060,100 in returns.

- City-wide, through the Worcester Free Tax Service Coalition, a total of $2.9 million was returned to the local economy.

- New partnerships were established with local financial institutions to strengthen financial literacy training within the Agency’s work readiness curriculum.
With changes in how the State’s Department of Transitional Assistance processes Supplemental Nutrition Assistance Program (SNAP), WCAC saw an increase in clients requesting applications in person. The Agency processed 112 families’ applications for food assistance.

2,000 fuel deliveries were made to households facing no-heat emergencies, funded through generous private donations to the Agency’s fuel fund and partnerships with fuel providers.
2015 IN-KIND GOODS AND SERVICES

HEAD START
Cardinal Construction, Inc.
City of Worcester – Department of Human Resources
Daniel Lewis, AIA
Guild of St. Agnes
Home Depot
Insulation Retro-Fit Systems
St. Joseph’s Parish
Town of Southbridge
WBGH Educational Foundation
Worcester Business Development Corporation

HEALTHY FAMILIES
Catholic Charities of the Diocese of Worcester
Flower Garden
Harrington Healthcare
Harrington Hospital Self-Wellness Program
Brenda Hendrickson
St. Joseph’s Catholic Church
Kelly’s Crochet Corner
Kennedy Donovan Center
Kids Unlimited Services, Inc.
La Leche League
Stephen Olson

JENNIFER REED
Debra Ruggieri
South Bay Mental Health
South Central WIC
South County Community Partnership
Toys R Us Inc.
Tri-Community YMCA
Urban Institute
Y.O.U Inc.

JOB & EDUCATION CENTER
Abby’s House
May DeJesus
Dress for Success Worcester
MassEdCO
Carol McGuirk
Mirick O’Connell
MLK Jr. Opportunity Center
Monroe Staffing
Price Chopper Supermarket
Quinsigamond Community College
Patricia Richardson
Rutland Public Library
Troy Thompson
Worcester Community Connections Coalition

Worcester Business Development Corporation
YWCA of Central Massachusetts

YOUTHWORKS
Boys and Girls Club of Webster-Dudley
Boys and Girls Club of Worcester
Friendly House
Lincoln Village Recreation Center
Oak Hill CDC
Park Stewards Program
Pernet Family Health Center
Pho Hein Temple
Plumley Village
Salvation Army
Tufts @ Tech
UMass Memorial Health Care
Webster Square Day Care Center, Inc.

Special thanks to WCAC’s Board of Directors for their time and commitment to the Agency over the past fiscal year.

AGENCY WIDE
Bowditch & Dewey, LLP
Curry Printing
Hanover Theatre
Liberty Movers
PENTA Communications, Inc.
United Way of Central Massachusetts
Worcester Business Development Corporation

Lt. Governor Karyn Polito (Right) with WCAC supporter Winnie Octave
SUPPORTING MEMBERS:

$1 – $99
Robert Abady
Lawrence and Gloria Abramoff
Rosa Alarcon-Salazar
Anthony Amorello
Wendy Antonopoulous
Richard and Wendy Ardizzone
John Benoit
Robert Blackman
Linda Booker
Snjezana Bosnjak
Calvin Bradshaw
Elizabeth Campanale
Charles and Deborah Cary
Elice Chiapulis
Christine Consolmagno
Jannelle Correa
Aleta Fazzone
Ann Flynn
Barbara G. Haller
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Charla T. Hixson
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Priscilla A. Holmes
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Susan J. Perschbacher
Brenda Polleys
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Jessica Rousseau
Carol L. Seager
Asia Simpson
In Memory of Margit T. Swanstrom
Linda Taylor
Alan Taylor
George and Sheila Tetler
My T. To
George Valeri
Ashley Wells
Maryann Whalen
Angela Ziemska

FOUNDING MEMBERS:

$100 – $299
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Rosalind Baker
Attorney George S. Balko
Matthew Bejune
Norman Bitsoli
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In Memory of Amy Carberry
Kip and Judy Child
Leonard Caffredo
Deborah A. Cochran
Madeline Bermudez Rivera
Honorable John J. Conte
James Cosgrove
Central One Federal Credit Union
Dix and Sarah Davis
In Honor of Jyoti Datta
Camille Diaz
Kathleen Dow
ECOtech Inc.
EJT Siding & Custom Exterior
Eversource Energy Foundation
Stephen Flattery
Allen Fletcher
Lee and Dina Gaudette
Fran George
Francisca Gonzalez
Grants Committee at Friends Meeting
Cambridge
David and Rosalie Grenon
Nathaniel S. Hafer
Maryanne Hammond
Beverly Jones
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Ann Lisi and Joel Greene
Susan Mailman and James Chapdelaine
Ryan Marshall
Peter J. Martin
Kenneth P. Martinet
Mastermans
Donna McGrath
Millbury Federal Credit Union
Robert Morrison
Michelle Morrissey
Mayra Nieves
Tony and Sally Pini
Joanne Rice
Santander Bank
Savers Bank
In Memory of Danielle Simas
Noreen P. Smith
Susan Stone
Alan Tuhman
Unum Matching Gifts Program

CHAMPIONS: $300 – $699
Kerry Brennan
Ann DeBiasio
Steve and Michele Desmarais
Kathleen Johnson
Steve Joseph
Joyce and Michael Keegan
Mary Knittle
F.W. Madigan Company, Inc.
Jonathan and Lisa Sigel
United Bank
Judith Whittle

LEADERS: $1,000 +
Jill and Paul Dagilis
Andrew and Susan Mais
National Grid
The Stoddard Charitable Trust
William A. Van Dam

Every effort has been made to ensure the accuracy of these lists. Please let us know if we have made an error. Thank you.
2015 PRIVATE GRANTS AND DONATIONS

50TH ANNIVERSARY

332 Main Street, LLP
Anna Maria College
Arthur Cole Painting Corp.
Bay State Savings Bank
Benefit Development Group
Bohler Engineering
Bowditch & Dewey, LLP
Braley & Wellington
Callahan, Inc.
Cardinal Construction
CDC New England
ci Design, Inc.
Coghlin Electrical Contractors
College of the Holy Cross
Creative Office Pavilion
Crosby, Schlessinger, Smallridge
Curry Printing
Dec-Tam Corporation
Dexter-Russell
Digital Federal Credit Union
Eastern Insurance
Edward M. Kennedy Health Center
EFI
Employee Benefit Advisors
Eversource Energy
F&D Truck Co., Inc.
Family Health Center
Fidelity Bank

Fletcher Tilton
FLEXcon
Gilbane Company
Hanover Insurance Group
Harvard Pilgrim Health Care
HRP Associates
Imperial Distributors
JTS Group, Inc.
Machado Consulting
Massachusetts Biomedical Initiative
MassDevelopment
Massport
Massachusetts College of Pharmacy and Health Sciences
Middlesex Savings Bank
Mirick O'Connell
Modern Architectural Glazing
Mutual of America
National Grid
Newman & DiStefano
Nover-Armstrong
O’Hara Buthray Associates
Paul’s Landscaping
PENTA Communications, Inc.
Polar Beverages
Providence & Worcester Railroad Company
Quinsigamond Community College
Reliant Medical Group
Saint Gobain
Seder & Chandler
Seven Hills Foundation
Stubblebine Company
Sunshine Signs
The Granite Group
UMass Medical School
UMass Memorial Health Care
United Bank
Unum Provident Corporation
Worcester State University
WPI

COAT DRIVE

AllCom Credit Union
Bancroft School
Blanca Borroto
City of Worcester – Department of Human Resources
City of Worcester – Worcester Senior Center
Commerce Bank & Trust Company
Family Services of Central MA
Mary Knittle
Donna McGrath
National Grid
PENTA Communications, Inc.
Rotary Service Fund of Worcester, Inc.
Santander Bank
Dr. and Mrs. Sayta Mitra
Southbridge Savings Bank
TCI New England
UNUM
Jeff Van Amburgh
Webster Five Cents Savings Bank
Wooberry Frozen Yogurt

JOB & EDUCATION CENTER

Commerce Bank & Trust Company
Greater Worcester Community Foundation
I-C Federal Credit Union
Mirick O’Connell
TD Bank

FUEL

James R. Buonomo and Paula Rowe Buonomo Fund
Connect for Success
Greater Worcester Community Foundation
Kathleen Menard
Mirick O’Connell
Dr. Marie Mullen
National Grid
Kim Norris
Stephen O’Heard
In Memory of Pauline Paradis
Erica Ravenelle
Elizabeth Rekowski
Teresa Rincon
Debra Ruggieri
Jodi Rymer
Saint Matthew’s Parish
Santander Bank
Kathryn Scally
Diane Scalley
Gretchen Schultz-Ellison
Dr. Bruce & Nancy Simon
Nicholas Smyrnios
Southbridge Savings Bank
St. Joseph’s Catholic Church
St. Mary’s Parish
St. Vincent Hospital
In Memory of Winslow Spofford
S. Tarrant
UniBank
David Vogel
Worcester Administrative Officers Association
Worcester Regional Chamber of Commerce

UNRESTRICTED

I-C Federal Credit Union
### SOURCES OF FUNDS

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<tr>
<th>Source</th>
<th>Amount</th>
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<tr>
<td>Federal Funding Direct</td>
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<td>Federal Funding Other Pass Thru</td>
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<td>Dept. HSNG &amp; Community DEV</td>
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<td>City of Worcester – State</td>
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<td>City of Worcester – Federal</td>
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<td>Dept. of Education</td>
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<td>Dept. of Early Ed. &amp; Care – State</td>
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<td>EEC the Children’s Trust Fund</td>
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<td>United Way</td>
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<td>In-Kind Contributions – Non GAAP</td>
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<td>Other Income</td>
<td>$1,507.23</td>
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**TOTAL SOURCES OF FUNDS** $21,207,171.27

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*Unaudited Financial Statement

WCAC’s fiscal year is October 1 to September 30.
## USE OF FUNDS

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<th>Program</th>
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<td>Weatherization/Energy Conservation</td>
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<td>Head Start</td>
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<td>Job &amp; Education Center Training</td>
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<td>Administration &amp; Fundraising</td>
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<td>Other Programs</td>
<td>$108,977.90</td>
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</table>

**TOTAL USE OF FUNDS** $21,068,201.02

WCAC

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

Worcester Community Action Council Inc.’s mission is “helping people move to economic self-sufficiency through programs, partnerships, and advocacy.”

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