

WORCESTER



ACTION COUNCIL, INC.

A Year of Outreach & Advocacy
Annual Report 2012

A MESSAGE FROM THE EXECUTIVE DIRECTOR



& CHAIR OF THE BOARD



Where did this past year go? It was an extremely busy 12 months—time passed quickly and our important work continued at breakneck speed. WCAC's 2012 theme—*Outreach and Advocacy*—drove our efforts to “build bridges” with new business and community partners to support funding, increase awareness, and enhance our education, employment, energy, and asset development (EEEE) programs. To that end, our staff, board, and volunteer teams worked throughout our 44-community service region. With the economy still in a recovery mode and the number of people living in poverty reaching record levels since 1993, the demand for the agency's work continues.

This year our Action Hero event celebrated partners who helped advocate for, support, and sponsor WCAC's work. Did you hear or read about, get involved with, and support WCAC in some way? We hope so, and if not, please connect with us! Volunteer, donate, and learn how WCAC is helping people move to economic self-sufficiency. We continue to be committed to excellence—raising the bar on operations, staff development, providing quality services for our clients and customers, being vocal advocates for those in need year round, and being good stewards of our limited resources. This year, several Head Start sites are being

relocated to new sites through stronger partnerships with local school districts. The results promise to be amazing. Our staff continue to be incredibly dedicated and caring; our board is a group of talented leaders. I thank them all for their tremendous efforts.

To all of you who have stepped up to support this good work, thank you. To those of you who will, thank you!
With warm regards, Jill C. Dagilis

In 2012, Worcester Community Action Council, Inc. had one of the most challenging years in its history. Coming out of the worst economic recession since the Great Depression, an unprecedented number of families in the Worcester area were looking to WCAC for help in meeting their most basic needs. Whether it was through Fuel Assistance, Head Start, GED, Earned Income Tax Credit, or any of the other great programs that the agency provides, 2012 marked a record year in terms of demand for services. And thanks to the great work of our dynamic Executive Director, Jill Dagilis, and the incredible staff, I am happy to report that WCAC was up to the challenge and that 2012 was another very successful year for our agency. This year, over 72,000 households, in Worcester and 43 towns, benefited from the services provided by the WCAC. And every time I think about that number—72,000 households—I realize just how important this agency, and the work they do, is to the community in and around Worcester.

As we head into 2013, it seems that WCAC will again be faced with similar challenges to those we faced in 2012. Although there are some encouraging signs that our economy is beginning to recover, it does appear that the recovery will be a slow one. Luckily for so many households in the Central Massachusetts area, Jill and her team will be there to help make sure there will be assistance available to those who need it most.

- William A. Van Dam, Board Chairman



CONSUMER SUCCESS STORY: TANYA BOUCHER

Tanya Boucher and her family were suddenly homeless on April 1, 2011. Living in rural Maine can be difficult, but James Emmons worked as a truck driver, he and Tanya rented a house with an option to buy, and the two children—son Jayden and daughter Jianna—were well. Then James lost his job. The family moved in with friends in Worcester. “By the grace of God,” Tanya recalls, the Grace House in Southbridge, run by volunteers as part of the privately funded Interfaith Network, had an opening for one more family. It was during this time that Evelyn Velez, Worcester Community Action Councils Head Start Director of Family Services, volunteered at the shelter, met the family, and made phone calls to enroll

Jayden—then 4 ½—in the Pre-K programs that help children make an easy transition to Kindergarten. “It was rough for me, but Evelyn assured me that my son would be fine. On the first day of school, Jayden told me I could go home now and not to worry—that he would meet friends,” Tanya said. When the shelter closed during the summer for lack of funding, Tanya, James, and the children lived in a motel. With help from two local housing organizations, the family moved to an apartment in Southbridge. James found a job in August, and Tanya works two part-time jobs. “We can now catch up on our bills and improve our credit.” Jayden made a smooth transition to Kindergarten, and Jianna, now 3 ½, is enrolled in WCAC’s Early Head Start program in Southbridge.



Tanya said, “I’m relieved about having my children in school and doing well. Head Start and the teachers were somehow sent to us. We have a place to live. Somebody’s looking out for us. I don’t know what we would have done without everyone’s help.”



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PROGRAM OUTCOMES



NUTRITION

Supplemental Nutrition Assistance Program (SNAP)

174 households applied for SNAP benefits

YOUTH EDUCATION & EMPLOYMENT

Project Excel & WINGS

46 youth received their GED

54 youth increased work readiness skills

7 community service projects were completed by youth

47 youth obtained permanent jobs

18 youth enrolled in higher education or advanced training

Job & Education Center

45 youth graduated from work readiness training

18 youth obtained permanent jobs

65 youth attended group mental health counseling to improve social and emotional skills

Start Our Success: Community Safety Initiative

17 youth obtained a job and received case management services

YouthWorks

369 youth obtained a summer job

32 youth obtained a job during the school year

60 employer partners provided jobs

26 youth were hired permanently by Employers



FAMILY DEVELOPMENT

Head Start

227 children were enrolled in Head Start classes

15 parents were enrolled in GED classes

234 parents participated in Head Start Policy Council and parent meetings

Early Head Start

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

Healthy Families of Southern Worcester County

104 teen families were engaged in parent-child activities to improve parenting skills

1,350 home visits were completed and 57% of visits had a father present

35 teen parents received a GED or high school diploma

South County Community

Partnership

11 people participated in a parenting workshop series to improve parenting skills

18 child care centers, agencies, and school districts provided services, information, and referrals

Housing

90 families received housing assistance referrals to community organizations

ENERGY ASSISTANCE

Fuel Assistance

16,622 households received fuel assistance benefits
2,836 new households applied for benefits

Weatherization

374 homes were weatherized

Appliance Management Program

656 energy audits were completed
245 refrigerators were replaced with energy-efficient models

Heating Emergency Assistance Retrofit Task Program

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

Moderate-Risk Deleading Training

29 people became certified to make their home or property lead safe

ASSET DEVELOPMENT

Individual Development Accounts

2 people purchased their first homes
4 people utilized IDA funds for higher education
8 people reached savings goals
14 people increased their credit scores

Earned Income Tax Credit Program

1,775 income tax returns were prepared free by volunteers
\$2,577,000 in tax credits were returned to consumers

More Than Wheels

8 clients enrolled and attended financial fitness training
1 client purchased a car



STAFF HIGHLIGHT: KERRY BRENNAN



Kerry Brennan, Director of Human Resources, is an exceptional member of WCAC's management team. Her dedication to the agency and the employees is evident in all she does. Leading by example, she is focused on hiring the right people for the job and providing tools and training to strengthen the agency's human capital—our staff team. A consummate professional, Kerry manages many competing demands, with a calm demeanor and a great sense of humor. She is truly a “go to” person for all managers and front-line staff and is sought out as an exceptional problem solver and communicator.

In 2010, augmenting her extensive human resource experience, Kerry achieved the Senior Professional in Human Resources Credential (SPHR). Kerry works in partnership with long-time volunteer Barbara Hassan, HR assistant Beryl Notargiacomo, and the Board's Personnel Committee to update personnel policies, procedures, and the employee handbook; develop a new wage and salary structure; and implement a series of employee training programs. Thank you, Kerry, for a job well done!



Deputy Director, Priscilla Holmes, hired Evelyn Velez as a Family Advocate for WCAC's Head Start Program that opened February 3, 1992. Evelyn graduated from Catholic University, Puerto Rico with a BA in Social Work and completed ESOL classes at Clark University. She was promoted to Head Start's Social Service Coordinator and is currently the Director of Family Services. Evelyn manages, coordinates, and administers programs that provide comprehensive services and is committed to improving the quality of life for children, families, and the community. Evelyn has worked with families for 21 years and her strong work ethic, skills, and abilities are well respected. Evelyn is an intelligent, compassionate, and dedicated employee who develops and maintains outstanding professional and positive working relationships within and outside of WCAC's Head Start/Early Head Start Program. We applaud you, Evelyn!

STAFF HIGHLIGHT: EVELYN VELEZ



In-Kind Donations

AAA of Southern New England
Jessica Albino
AllCom Credit Union
Dale H. Allen
Amethyst Point
Ayala Printing
The Bagel Inn
Bancroft School
Bay State Savings Bank
Car Wash & Detailing of
Westborough
Cathy Bergin
Big Bunny Market
Big Y Foods
Robert Borski
Cat & Fiddle Family Childcare
Children's Trust Fund
City of Worcester – Office of
Human Resources
City of Worcester – Youth
Opportunities Office
Commerce Bank
Nancy Concemi
Curry Printing
DCU Center
Doyle Community Park
The Early Learning Center of
Mapfre USA
Earned Income Tax Credit
Coalition of Central
Massachusetts
Fallon Community Health Plan
Family Health Center
Family Services of Central
Massachusetts
Jack Foley
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Massachusetts Regional
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Grace Preschool
Grafton Suburban Credit Union
Joanne M. Gravell

Barbara G. Haller
The Hair Spa
Hanover Theatre for the Performing
Arts
Barbara Hassan
Heery International
Howling Wind Productions
Institute for Healthcare Advancement
Jack & Jill Preschool
Yary Jaen
Joey's Bar & Grill
Kathleen G. Johnson
Joshua Hyde Public Library
Michael Keegan
Edward M. Kennedy Community Health
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Kennedy Donovan Center
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Liberty Movers
Lighthouse Property Services, Inc.
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Congressman James P. McGovern's
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Mechanics Hall
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Patricia Medeiros
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Southbridge Savings Bank
Sovereign Bank
Sure Shot Portraits
Tuckerman Hall
United Way of Central Massachusetts
Unum
UPS
USDA Rural Development
William Van Dam
WCAC JEC Students
Wegman's
Worcester County Sheriff's Office
Worcester Housing Authority
Worcester Regional Transit Authority
Worcester Sharks
Worcester Telegram & Gazette
Worcester Tornadoes
Donald Xenos
Yours for Children
YWCA of Central Massachusetts/
Daybreak



ANNUAL APPEAL 2011-2012



Supporting Members \$1-\$99

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Matching Gifts Program

Unum

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

PRIVATE DONATIONS



Action Heroes Awards Event

Arthur Cole Painting
Benefit Development Group
Dexter Russell
Fallon Community Health Plan
Imperial Distributors
Mutual of America
National Grid
NSTAR
Nypro
Protector Group Insurance
Quinsigamond Community College
University of Massachusetts Medical School
University of Massachusetts Memorial Health Care
Worcester State University
1 Anonymous

Fuel Assistance

Anonymous Fund of Greater Worcester Community Foundation
Francis A. & Jacquelyn H. Harrington Human Services Fund of Greater Worcester Community Fund
Patsy C. Lewis & Steven J. Antinelli
Mirick O'Connell Attorneys at Law
National Grid/United Way of Central Massachusetts Community Support Fund
New York Times/Worcester Telegram & Gazette Fuel for Charity
Quinsigamond Village Clergy Association
Robinson-Domack
UniBank
United Bank Foundation
Worcester Regional Chamber of Commerce

GED/Job & Education Center (JEC)

E. Rhodes & Leona B. Carpenter Foundation
Catholic Campaign for Human Development
Commerce Bank
People's United Bank Community Foundation
Price Chopper's Golub Foundation
Staples Foundation
To the Point: Green to Growth

Head Start

DCU for Kids
Alpha Gamma Chapter of the Delta Kappa Gamma Society
United Way of Massachusetts Bay & Merrimack Valley
George F. & Sybil H. Fuller Foundation/United Way of Central Massachusetts

Healthy Families

CHNA 5
MOMS Club of Charlton & Southbridge
Christine Neslusan
Payless Gives Shoes 4 Kids

IDA

Southbridge Savings Bank

YouthWorks Summer Employment

Becker College
Chandler Street Business Association
Greater Worcester Community Foundation
Marie Anne Center
Pernet Family Health Service
The Pyle Fund of Greater Worcester Community Foundation
Worcester Common Ground

Other Donations

NSTAR
Dr. Satya Mitra



SOURCES OF FUNDS FY2012

SOURCES OF FUNDS

Program Revenue & Other Support

Federal Funding-Direct	\$2,418,580.68
Federal Funding- Other Pass-Thru	\$3,612.00
Dept. HSNB & Community DEV	\$14,131,281.00
Dept. of Homeland Security	\$21,432.00
City of Worcester-Federal	\$113,738.01
Dept. of Education	\$148,496.92
Dept. of Early Ed. & Care-State	\$205,918.85
EEC The Children's Trust Fund	\$230,729.93
Dept. of Public Health	\$264,312.65
City of Worcester-State	\$693,976.95
Private Grants	\$48,057.00
Foundation Trusts	\$49,040.00
United Way	\$223,198.19
Individuals	\$10,292.74
Board Members	\$3,595.00
Corporations	\$80,893.71
Earned Revenue Fees	\$2,266,342.91
Fundraising Events	\$635.00
In-Kind Contributions	\$543,985.43

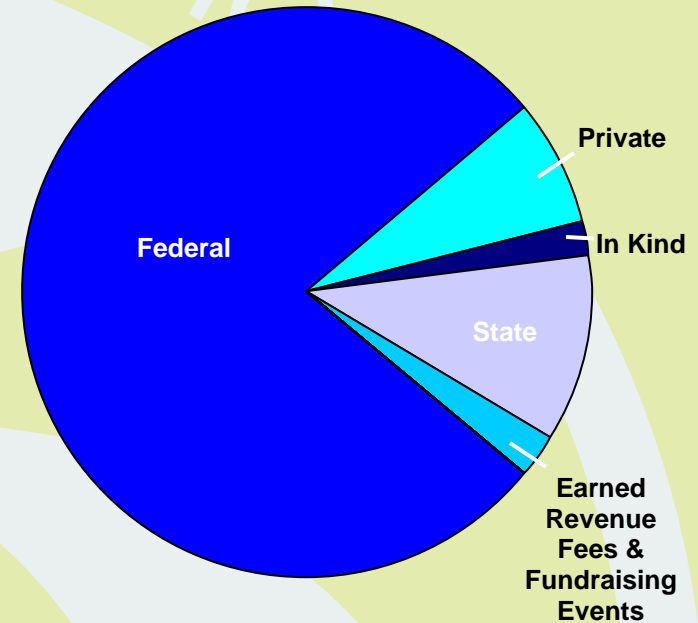
Total Operating Revenue **\$21,458,118.97**

USES OF FUNDS

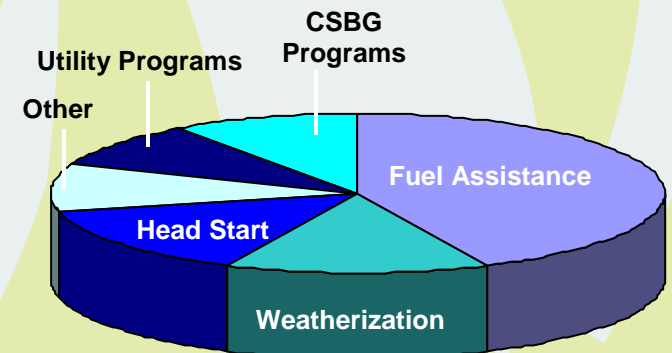
Fuel Assistance	\$9,080,495.68
Weatherization	\$2,980,664.33
Head Start	\$3,026,945.16
Summer Jobs	\$603,066.07
Education, Training, & Jobs	\$363,797.57
Community Partnership for Children	\$62,459.43
Healthy Families	\$506,980.40
Head Start Meals	\$224,995.99
Utility Programs	\$1,936,088.81
Other Programs	\$186,494.25
Fundraising	\$38,972.34
CSBG Programs	\$2,122,087.32

Total Use of Funds **\$21,133,047.35**

NET ASSETS **\$325,071.62**



EXPENDITURES BY PROGRAM FY2012



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

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

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**Worcester Community Action Council Inc.'s (WCAC)
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