



WORCESTER COMMUNITY ACTION COUNCIL, INC.

2014 ANNUAL REPORT

FUTURE FOCUSED!

A MESSAGE FROM THE EXECUTIVE DIRECTOR



DEAR FRIENDS,

Worcester Community Action is proud to be celebrating 50 years of service to the people of Worcester and Central Massachusetts. I offer special thanks to our founders—local leaders—who recognized the importance of helping people in need so that they could have the opportunity for economic stability, a job, and supports for their families. Today our work continues. In reflecting on our past, we honor the many dedicated board leaders, community partners, our funders, donors, and sponsors, and, above all else, the many staff members who have worked tirelessly on behalf of our customers.

WCAC's new strategic plan sets the course for action with our core self-sufficiency programs—education and employment, energy, asset development, and youth and family support initiatives. The agency's Job

and Education Center programs will be the centerpiece of our new efforts. We encourage local businesses to join us by providing employment and training opportunities to local residents, and we look forward to working with our higher education partners to expand the learning pathways for limited-income people. These are truly the pathways to self-sufficiency.

In this year's annual report—*Future Focused!*—you will read about some of our staff and board heroes and amazing results of our collective efforts. I offer a special thanks to Board Chairman, Bill Van Dam, as he completes his leadership term and welcome Steve Joseph as incoming Board Chair. It is with heartfelt thanks that we also recognize Rosalie LaFrance and Donna McGrath for their leadership, dedication and years of amazing service at WCAC. Lastly, we celebrate 50 years of strong service partnerships across all sectors. Together, we are making a difference in the lives of so many people, contributing to the health and well-being of our communities, and building our region for the next 50 years.

With warm regards,

Jill C. Dagilis
Executive Director

BOARD OF DIRECTORS

William Van Dam,
Chair

Steven G. Joseph,
Vice Chair

Michael Keegan,
Treasurer

Donald Xenos,
Assistant Treasurer

Barbara G. Haller,
Clerk

Joanne Gravell,
Assistant Clerk

Dale H. Allen

Steven Desmarais

TaChalla Gibeau

Mark Gustafson

Yary Jaen

Robert Jennings

Kathleen G. Johnson

Noreen Johnson-Smith

Howard Letendre

Susan Mais

Ryan Marshall

Peter J. Martin

Gladys Rodriguez-
Parker

Brian Westerlind

SPOTLIGHT: STAFF

WE ARE THRILLED TO HONOR ROSALIE LAFRANCE, A DEDICATED EMPLOYEE, WHO RETIRED IN DECEMBER 2014 AFTER A 34-YEAR CAREER AT WORCESTER COMMUNITY ACTION COUNCIL!

She began as a Statistician in the Energy Department on October 1, 1981 under the leadership of then Executive Director Nora Donahue. The following year, she was promoted to Outreach Specialist in the LIHEAP program (fuel assistance), and one year later, she was promoted to Energy Vendor Contact. In 1985, Rosalie was then promoted to Payments Coordinator where she has worked for 30 years! During this time, she worked with a computer vendor to help develop the online fuel payment system that provided in-house payments, streamlined the number of payments made, and eliminated driving time to Framingham to deliver paper invoices—all cost-saving measures!

It is not surprising that she moved on to increasingly more responsible jobs. Rosalie enlisted in the U.S. Women's Army Corps in 1960 for two years, and then enrolled in classes at Becker Junior College. She married Don, and together they raised two sons. An avid knitter and polka fan, she is funny, candid, and anything but shy.

Rosalie cares about her family, friends, and the customers she serves every day at WCAC. She has worked with hundreds of disadvantaged families in the city and Southern Worcester County. One co-worker notes her favorite saying, "Every client has a different situation... no two are the same. You take the information you have and do the best you can...always in the best interest of the client." Rosalie enjoyed working with her "extended family." Rosalie is not one for change, but she has changed with the times and has always done what is needed.

“I THANK MY WORKING FAMILY FOR BEING WITH ME THROUGH THE GOOD TIMES AND BAD.”

Rosalie LaFrance



SPOTLIGHT: BOARD OF DIRECTORS



**WILLIAM A.
VAN DAM**

Bill was elected to the WCAC Board of Directors in 2007 as a Private Sector appointee of NStar, where he has worked since 1998 in various leadership positions. Following the merger with Northeast

Utilities, he was named community relations director. His background in energy and technology has been instrumental in understanding the mission and program services including weatherization and fuel assistance at WCAC. In his earlier work, he was on the “front lines of disconnecting homes” of people who were unable to make payments on their utilities. He supports the ideas that foster self-sufficiency and is amazed at the scope of services WCAC offers to income-limited people. From 2009-2011, Bill served as Vice Chair of the Board, and in 2012, Bill was appointed Chair. His work on the Technology and Facilities Committee helped to guide the assessment of the Head Start/Early Head Start locations in South County. As chair of the Executive Committee, Bill leads the team of Officers and grapples with myriad decisions from finance and operations, to policy and programs. Bill sets the standard for generosity with his amazing financial support to the agency. Very active in his community, Bill also spends time coaching youth sports, as member and former President of the Westborough Athletic and Social Association (WASA), and a member of the Westborough Knights of Columbus. We appreciate his steadfast leadership over recent years through many fluctuations in government grants and contracting.



**STEPHEN G.
JOSEPH**

Steve joined the WCAC Board of Directors in 2007 representing the Private Sector. He is currently the Senior Vice President of Individual Disability Business Operations for Unum

Corporation and is responsible for the underwriting, risk management, and the development and administration of the individual disability product line. Steve began his career with the Paul Revere Insurance Company almost 30 years ago. Steve has served as Clerk of the Board in 2010-2011 and Vice Chair since 2012. He is an amazing and thoughtful leader who brings his business expertise and best practice advice to WCAC’s Board of Directors. He works tirelessly to meet with and understand the needs of WCAC clients—particularly youth enrolled in the Job and Education Center Programs, Head Start families, and customers who receive important weatherization improvements from the Agency’s energy programs. Steve often tells his own story which includes being a Head Start kid who grew up in Worcester. His local roots and connection to community action inspire him to give back to others every day.



JOANNE GRAVELL

Joanne was elected to the Board of Directors in 2010 as a Community Representative and has served as Assistant Clerk of the Board since 2012. She has worked at the Center for

Childcare Careers at Family Services of Central MA, since 1994. Since 2006 she has coordinated the Central MA Collaborative Accreditation Facilitation Project helping childcare programs maintain and improve their quality. As the Co-chair of the Board's Program Committee, Joanne brings great knowledge and expertise in the early education field. Joanne is a dedicated volunteer who contributes to the Board's Executive Committee meetings with thoughtful insight about client needs, agency finances, strategic planning, and program evaluation and supports. Joanne's quiet style and attention to detail is extremely valuable to our complex work.



STEVEN DESMARAIS

Steve was nominated to serve as the Public Sector appointee for Senator Harriette L. Chandler on the Board of Directors in 2013. As Vice President of Transportation for Polar Beverages, Steve is responsible

for transportation at the Worcester, MA; Scotia, New York; and Fitzgerald, Georgia locations and has worked for the company for 34 years. He is a resident of Southbridge and served on the Southbridge Airport Commission for 12 years, of which he was chairman for two and was also a member of the Landfill Oversight Committee. Steve's expertise in finance and accounting is invaluable to the WCAC board of directors. Although fairly new to the WCAC board, Steve has provided tremendous assistance to the agency's Head Start/Early Head Start programs in Southbridge and generously volunteered additional time to serve on the Head Start Policy Council. Steve goes over and above to join WCAC management in meetings with Southbridge Public School officials to strengthen relations and communications and attended recent Oxford Town Meetings to secure commitment for long-term support for the Head Start programs and sites.



PROGRAM OUTCOMES

ASSET DEVELOPMENT

Individual Development Accounts

- 3 people matched and utilized IDA funds to enroll in higher education
- 2 people matched and used funds for business start-up

Volunteer Income Tax Assistance/ Earned Income Tax Credit Program

- 28 volunteers donated 670 hours of time to prepare tax returns
- 510 tax returns were prepared for free by volunteers
- \$748,001 in tax refunds were returned to consumers
- City-wide, \$2,910,478 was returned to the local economy

Financial Literacy

- 32 youth received training in budgeting and credit repair

NUTRITION

Supplemental Nutrition Assistance Program

- 122 households applied for SNAP benefits

YOUTH EDUCATION & EMPLOYMENT

Project Excel & WINGS

- 46 youth increased work readiness skills



*Jill Dagilis with 2014 Action Hero Recipients
Congressman McGovern and Brian Thompson*

- 22 youth received their HiSET (formerly GED)
- 6 community service projects were completed by students using recycled, reused or donated materials

Work Readiness Skills

- 42 youth improved social and emotional skills
- 32 youth increased work readiness skills
- 23 youth obtained permanent jobs
- 4 youth enrolled in higher education

YouthWorks

- 103 youth participated in 30 hours of work readiness training and obtained a job during the winter and spring



2014 Legislative Breakfast

- 434 youth completed 1 week of work readiness training and obtained a summer job
- 44 youth were hired by their employer after completing the summer program

Start Our Success: Community Safety Initiative

- 30 highly at-risk youth obtained a summer job
- 5 youth obtained permanent part-time jobs

HOUSING

- 131 families transitioned from foreclosure to stable housing
- 18 homeless participants obtained a job; 29 received work readiness training and job coaching; 16 received HiSET preparation or tutoring; and 20 received financial coaching



Fuel and Payments staff



Fuel Intake staff



ENERGY ASSISTANCE

Fuel Assistance

- 15,689 households applied for fuel assistance benefits
- 2,644 new households applied for benefits

Weatherization

- 158 homes were weatherized

Appliance Management Program

- 333 refrigerators were replaced with energy-efficient models
- 738 households were educated in their homes about energy efficiencies

Heating Emergency Assistance Retrofit Task Program

- 111 heating systems were replaced with Energy Star-equivalent models; 592 were repaired; 531 were evaluated, cleaned, and tuned
- 2,665 no-heat emergencies were resolved

Moderate-Risk Deleading Training

- 17 people became certified to make their home or property lead-safe

FAMILY DEVELOPMENT

Head Start

- 221 children were enrolled in Head Start classes
- 100 parents participated in Head Start Policy Council and parent meetings
- Head Start staff performed 143 vision screenings
- 85 Head Start children received dental exams by the Smile Massachusetts Mobile Dentists on-site clinic

Early Head Start

- 60 children participated in home-based activities to develop school readiness skills

Healthy Families of Southern Worcester County

- 125 teen families were engaged in parent-child activities to improve parenting skills
- 2,868 home visits were completed and 71% of visits had a father present
- HFSWC had the highest percentage of home visits with fathers present in the state
- 87 infants and children obtained immunizations and medical care
- 125 teen parents improved parenting skills
- 10 teen parents received a HiSET or high school diploma
- 70% of parents who have not completed high school are enrolled in a HiSET program

SPOTLIGHT: CONSUMER



SIXTEEN-YEAR-OLD GISELLE AND HER BOYFRIEND TAVAUGHN, 19, WERE PARENTING A BEAUTIFUL ONE-MONTH-OLD BABY BOY, WHEN THEY WERE REFERRED TO THE HEALTHY FAMILIES OF SOUTHERN WORCESTER COUNTY PROGRAM IN SEPTEMBER, 2012.

Giselle and Tavaughn began working with their home visitor on a weekly basis and quickly became model participants in the teen parent home visiting program. Giselle was just beginning her junior year of high school, and she shared her fear of falling behind with all the new responsibilities and pressures of motherhood. The home visitor helped the new family create a six-month goal plan that included focusing on school, looking for employment, and learning about their baby's development.

With the support of their home visitor, the family accessed Early Intervention services for their son, when they suspected a delay in his development. They were also successful in securing a nurturing home daycare for their baby. Giselle and

Tavaughn have participated in the educational and

socialization groups offered by Healthy Families, giving their family special time to bond and learn together. They are engaged in their home visits and share personal struggles, concerns, and triumphs with their home visitor who is a safe and trustworthy adult they can count on.

In June 2014 Giselle graduated from Southbridge High School and is currently a student at the Worcester Quinsigamond Community College campus. Giselle is exploring classes in criminal justice and early childhood education. Tavaughn has earned his certification as an oil burner technician and currently works full time as a housekeeping manager. He is also continuing his education part time as a junior at Nichols College to achieve his dream of becoming a high school history teacher.

2014 IN-KIND GOODS AND SERVICES

W.S. Badger Company
Bowditch & Dewey, LLP

Boys & Girls Club

Central Mass Surplus

Central Rock Climbing Gym, LLC

Jasmine Chamberlain

Christopher House

Class Reunion Band

College Value, LLC

Curry Printing

Dress for Success – Worcester

Head Start Parent Council and
Parents

Holden Suburban Realty

Jacob Hyde Library

Julia's Styles

Mass College of Pharmacy and
Health Sciences

MassEdCo

Mastermans, LLP

Millenium Power

Mirick O'Connell

Moms Club of Sturbridge

New England Institute of Technology

Kathy Operach

Penta Communications

Polar Beverages

Price Chopper

Quinsigamond Community College

Rutland Public Library

St. Ann's Church

St. Joseph's Church

St. Mary's Church Food Pantry

Signal Studios

South Bay Mental Health

Southbridge Public Schools

Southbridge Savings Bank

Sunshine Visuals Studios

Telegram & Gazette

UMass Memorial Medical School

Unum

Worcester Senior Center

Workforce Central Career Center

YWCA

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



Employers' Business Breakfast



Job-Education students and staff

2014 ANNUAL APPEAL DONORS

SUPPORTING MEMBERS:

\$1 – \$99

AAA Southern New England
Dale Allen and Meredith Galena
A.F. Amorello + Sons, Inc.
Anonymous (2)
Wendy Antonopoulos
Rich and Wendy Ardizzone
John Benoit
Robert Blackman
Calvin Bradshaw
Karen Carlson
Elice Chiapulis
Brendan Coomey
(in memory of his mother)
Leonard Cooper
Mr. & Mrs. Dix Davis
Mary Louise Doherty
Sheilah Dooley
Kathleen Dow
Ann L. Flynn
George's Coney Island
Mark Gustafson
Charla Hixson
Christean Hughes
Dorothy Hunter
Rosalie LaFrance
Grazyna LaFrance
Thuha Le

Dawn Lewis
Lisa and Rick McCarthy
Napac, Inc.
North Oxford Mills Flooring
Margaret O'Connor and James
Hipkiss
O'Hara-Buthray Associates
Valerie Oliveras
Charlotte Operach
Edna Ortiz
Tammy Parella
Peerless Financial Solutions Inc.
Susan Perschbacher
Frank and Jane Petrella
Marge Purves
Annette Rafferty in honor of
Jill Dagilis
Anh Sawyer
Miriam Shea
Antonio Simas
Stutman Contracting Inc.
George W. Tetler III
George Valeri
Wanda Wachira

FOUNDING MEMBERS:

\$100 – \$299

Avidia Bank
Rosalind Baker

Linda Barrett
Norman Bitsoli
Susan Black
Linda Booker
Kerry Brennan
William Carrick
Daniel and Suzanne Cashman
Mr. & Mrs. Kilburn Child
Leonard Ciuffredo
CK Smith/ Superior
Daniel Dennis & Company, LLP
Steven Desmarais
Allen Fletcher
Francis Ford and Shirley Doyle
Glickman Kovago & Company
Joanne Gravell and Christopher
Ebacher
Barbara Haller
Maryanne Hammond
Robert Jennings
Beverly Jones
Steven and Leona Joseph
Mark and Helen Kantor
Elinor B. Keil
Ellen Keohane
Tulika Lahiry
Mark LaPan
Ann Lisi and Joel Greene

Susan Mailman and James
Chapdelaine

Main South CDC

Ryan Marshall

Kenneth Martinetty

Millbury Federal Credit Union

Millbury Savings Bank

Dr. & Mrs. Satya and Sheema
Mitra

Robert Morrison

New England Regional Council of
Carpenters

Mayra Nieves

Beryl Notargiacomo

Tony and Sally Pini

Joanne Rice

Savers Bank

J. Robert Seder

Dayton Semerjian

Joanthan and Lisa Sigel

Noreen and John Smith

St. Spyridon Cathedral

Struck Catering

Alan Tubman

Unum Matching Gifts

Webster First Federal Credit
Union

Don Xenos



Commerce Bank donates to WCAC Coat Drive

CHAMPIONS: \$300 – \$599

Ann L. DeBiasio

EJT Siding + Weatherization

FLEXcon

Kathleen Johnson

Michael and Joyce Keegan

Mary Knittle

Howard Letendre

Peter Martin

Donna McGrath

NYPRO Foundation

Polar Beverages

Judith Whittle



LEADERS: \$1,000 +

Jill and Paul Dagilis

Susan Mais

William and Anne Van Dam

National Grid

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

2014 PRIVATE GRANTS AND DONATIONS

TECHNOLOGY

Fletcher Foundation
George F. and Sybil H. Fuller Foundation
Albert J. Gifford Foundation
Wyman-Gordon Foundation

HISET (FORMERLY GED)

Unum
Spencer Savings Bank
United Way of Central Mass

JOB AND EDUCATION CENTER

B.J.'s Charitable Foundation
Harr Community Care
Staples Foundation
Webster Five Foundation

YOUTHWORKS SUMMER EMPLOYMENT

Park Spirit of Worcester

HEAD START/EARLY HEAD START

Southbridge Parent Center Committee
George W. Wells Foundation

CLOTHE-A-CHILD COAT DRIVE

AllCom Credit Union

Anonymous
Anonymous NGrid employee
Anonymous Sears shopper
Bancroft School
Robert Borski
City of Worcester – Human Resources
Commerce Bank
Tony Economou
Family Services of Central MA
FLEXcon
Knit for Fun – Worcester Senior Center
Main South CDC
Dr. Satya Mitra
National Grid
NSTAR
PENTA Communications
Southeast Asian Coalition
Worcester Rotary Club

EARNED INCOME TAX CREDIT (EITC)

AllCom Credit Union Volunteers
Assumption College Volunteers
United Way of Central Mass
Unum Volunteers

2014 ACTION HEROES

Benefit Development Group, Inc.
Arthur Cole Painting Corp.
Daniel Dennis & Co., LLP

Dexter-Russell, Inc.
Fallon Community Health Plan
Harvard Pilgrim
Imperial Distributors, Inc.
Michael Keegan
Massport
Mutual of America
National Grid
NSTAR
Protector Group Insurance Agency, Inc.
Saint Gobain Abrasives
Southbridge Savings Bank
Webster Five Cents Savings Bank
Worcester Business Development Corporation
Worcester State University

FUEL ASSISTANCE

George I. Alden Trust
Anonymous Fund, Greater Worcester Community Foundation
Blue Cross Blue Shield of Massachusetts
James R. and Paula Buonomo Fund, Greater Worcester Community Foundation
Steven Bylund
Citizens Committee to Elect Tim Murray
City of Worcester's Administrative Officers' Association
Commerce Bank and Trust



UMass Critical Care Unit Action Heroes



Knit for Fun, Worcester Senior Center, Action Heroes

Discretionary Fund, Greater
Worcester Community Foundation
Hoche Scofield Foundation
Massachusetts Community Action
Program Association
Mirick O'Connell, United Way of
Central MA
National Grid, United Way of
Central MA
Peter O'Leary, Premium Discount Oil
Quinsigamond Valley Clergy
Association
Albert W. Rice Charitable
Foundation
St. Matthew's Parish
Southbridge Savings Bank
Foundation
Telegram + Gazette: Fuel for Charity

UMass Critical Care Unit:

Anonymous
Ann Connolly
Shawn Cody
Dr. Richard Ellison
Michelle Fernald
Helen Flaherty
Stephen Heard
Luanne Hills
Dr. Richard Irwin
Karen Landry
Nadine Lavasseur
Dr. Craig Lilly
Dr. Mark Madison
Dr. Marie Mullen
Deborah Pettiford
Martha Pickard
Liz Rekowski

Teresa Rincon
Dr. Bruce Simon
Nicholas Smyrnios
Deb Svec
Renee Tetreault

UniBank

RESTRICTED, GENERAL

Spencer Savings Bank
Unum

UNRESTRICTED

George I. Alden Trust
Friends Meeting at Cambridge
Hassett & Donnelly PC
Nypro Foundation
Spencer Savings Bank
Worcester Credit Union

FINANCIALS 2014*

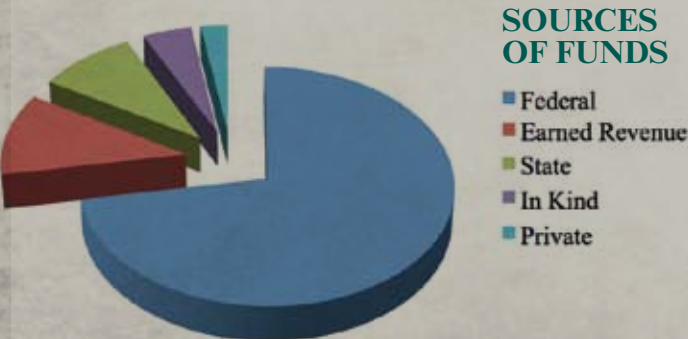
SOURCES OF FUNDS

Program Revenue & Other Support

Federal Funding Direct	\$2,314,638.46
Federal Funding Other Pass Thru	\$11,374.51
Attorney General	\$56,058.57
Dept. Housing & Community Dev	\$12,666,112.63
Dept. of Homeland Security	\$0.00
Mass Dept of Energy	\$149,999.00
City of Worcester - State	\$834,723.59
City of Worcester - Federal	\$95,217.40
Dept. of Education	\$133,143.89
Dept. of Early Ed & Care - State	\$221,075.34
EEC the Children's Trust Fund	\$231,644.60
Dept of Public Health	\$309,885.36
Private grants	\$31,984.79
Foundation Trusts	\$140,000.00
United Way	\$204,960.12
Individuals	\$12,416.72
Board Members	\$3,728.17
Corporations	\$137,250.09
Earned Revenue Fees	\$2,360,369.05
In-Kind Contributions	\$894,286.79
In-Kind Contributions — Non GAAP	\$70,634.58
Other Income	\$8,205.77

TOTAL OPERATING REVENUE

\$20,887,709.43

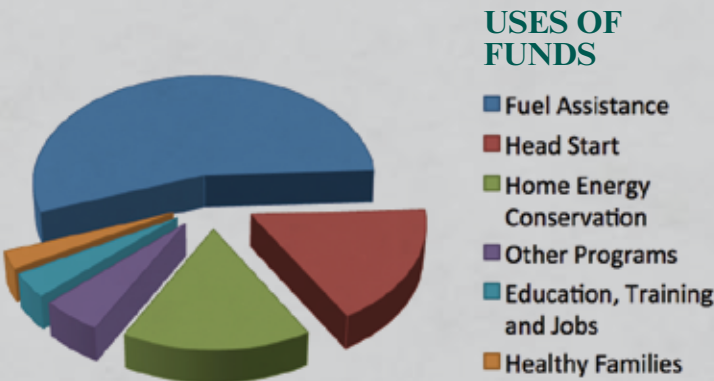


USES OF FUNDS

Fuel	\$11,400,608.01
Weatherization	\$1,102,019.08
Head Start	\$3,460,630.34
Summer Jobs	\$575,577.16
Education and Work Readiness Training	\$193,179.15
Healthy Families	\$541,200.78
Food Program	\$134,088.89
Utilities	\$2,296,255.53
Other	\$593,267.81
Admin	\$461,045.91
Fundraising	\$36,327.15

TOTAL USES OF FUNDS

\$20,794,199.81



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



Special thanks to PENTA Communications for the design of the FY2014 Annual Report.

Worcester Community Action Council, Inc.
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Worcester, MA 01608

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**THE ANTIPOVERTY
AGENCY FOR CENTRAL
MASSACHUSETTS**



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Phone 508.754.1176
Fax 508.754.0203



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