

OPENING THE DOORS OF OPPORTUNITY



2015

Worcester Community Action Council

ANNUAL REPORT



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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GOLDEN ANNIVERSARY

WCAC CELEBRATED ITS 50TH ANNIVERSARY WITH A GALA SHARED WITH THE WORCESTER BUSINESS DEVELOPMENT CORPORATION ON A BEAUTIFUL SPRING EVENING ON HISTORIC WORCESTER CITY HALL PLAZA.

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.



500
GALA
GUESTS 

\$150,000
IN FUNDING FOR
NO HEAT EMERGENCIES



TO OVER 300
HOUSE
HOLDS

(L-R) WBDC President Craig Blais,
Governor Charlie Baker,
WCAC Executive Director Jill Dagilis

HEAD START HEROES

THE WINTER OF 2015 PRESENTED MANY CHALLENGES FOR US ALL WITH RECORD SETTING SNOWFALL AND SEEMINGLY NEVER ENDING FRIGID TEMPERATURES.

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



98 PRESCHOOLERS
"GRADUATED" FROM HEAD START

PARENT SUPPORT AND
NEWBORN HOME VISITS
PROVIDED TO **122**
FIRST-TIME PARENTS



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.

*Representative Joe McKenna
visits a Head Start
classroom*





READY FOR ANY WEATHER



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!

PROGRAM OUTCOMES

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.

13,643
HOUSEHOLDS OBTAINED
FUEL ASSISTANCE
TOTALING
\$9,497,118



979
HOUSEHOLDS



RECEIVED
**HEATING SYSTEM
REPAIR, REPLACEMENT
OR MAINTENANCE**

THE APPLIANCE MANAGEMENT
PROGRAM REPLACED

554
HIGH ENERGY CONSUMPTION
**REFRIGERATORS AND
FREEZERS**





27 YOUTH
COMPLETED THE
**WORK-
READINESS
PROGRAM**



349 YOUTH
RECEIVED **SUBSIDIZED
EMPLOYMENT**
THROUGH YOUTHWORKS



25 YOUTH SUCCESSFULLY
ACHIEVED THEIR **HIGH SCHOOL
EQUIVALENCY** CERTIFICATE

PROGRAM OUTCOMES

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.



38 IRS CERTIFIED
VOLUNTEERS

DONATED

580
HOURS



TO PREPARE



616
INCOME TAX
RETURNS
AT NO COST

RESULTING IN
\$1,060,100 IN RETURNS



CITYWIDE
THROUGH
THE
VOLUNTEER INCOME TAX
ASSISTANCE COALITION
\$2.9 MILLION
WAS RETURNED
TO THE LOCAL
ECONOMY





112
FAMILIES'
FOOD ASSISTANCE
APPLICATIONS PROCESSED

2,000
EMERGENCY
FUEL DELIVERIES



PROGRAM OUTCOMES



EMERGENCY ASSISTANCE

- 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, A1A
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 Hendricksen
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.
Worcester Housing Authority
Worcester Public Schools –
Transitions Program
YouthConnect
YouthGrow

AGENCY WIDE

Bowditch & Dewey, LLP
Curry Printing
Hanover Theatre
Liberty Movers
PENTA Communications, Inc.
United Way of Central
Massachusetts
Worcester Business
Development
Corporation
Special thanks to
WCAC's Board
of Directors for
their time and
commitment to
the Agency over
the past fiscal
year.



*Lt. Governor Karyn
Polito (Right) with WCAC
supporter Winnie Octave*

2015 ANNUAL APPEAL DONORS



SUPPORTING MEMBERS:

\$1 – \$99

Robert Abady
Lawrence and Gloria Abramoff
Rosa Alarcon-Salazar
Anthony Amorello
Wendy Antonopoulos
Richard and Wendy Ardizzone
John Benoit
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Charles and Deborah Cary
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Christine Consolmagno
Jannelle Correa
Aleta Fazzzone
Ann Flynn
Barbara G. Haller
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Hassett & Donnelly
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Sandra Hollingsworth
Priscilla A. Holmes
Christean Hughes
Robert Jennings
Sandra Katz and Rosalind Levine

Grazyna LaFrance

Thuha Le

Rodney Lee

Dawn Lewis

Main South CDC

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Winifred A. Octave

Terra Oliveira

Valerie Oliveras

Charlotte Operach

Peerless Financial Solutions, Inc.

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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 Ziemski

FOUNDING MEMBERS:

\$100 – \$299

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Avidia Bank

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Matthew Bejune

Norman Bitsoli

Blanca Borrero

In Memory of Amy Carberry

Kip and Judy Child

Leonard Ciuffredo

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

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Beverly Jones

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Ann Lisi and Joel Greene

Susan Mailman and James

Chapdelaine

Ryan Marshall

Peter J. Martin

Kenneth P. Martinetty

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 Tubman

Unum Matching Gifts Program

Wanda Wachira

Brian Westerlind

Donald G. Xenos

Z Cafe

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

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 Pavillion
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 Borrero
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 Rowse 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 Scalley
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



FINANCIALS 2015*

SOURCES OF FUNDS

Federal Funding Direct	\$2,632,069.44
Federal Funding Other Pass Thru	\$4,085.00
Dept. HSNB & Community DEV	\$12,934,601.67
City of Worcester – State	\$657,638.87
City of Worcester – Federal	\$102,175.74
Dept. of Education	\$138,390.63
Dept. of Early Ed. & Care – State	\$222,468.61
EEC the Children's Trust Fund	\$310,296.43
Dept of Public Health	\$266,704.26
Private Grants	\$39,276.30
Foundation Trusts	\$96,988.65
United Way	\$196,916.40
Individuals	\$19,023.09
Board Members	\$2,941.60
Corporations	\$260,034.94
Earned Revenue Fees	\$2,629,344.35
In-Kind Contributions	\$551,498.84
In-Kind Contributions – Non GAAP	\$141,209.22
Other Income	\$1,507.23

TOTAL SOURCES

OF FUNDS **\$21,207,171.27**

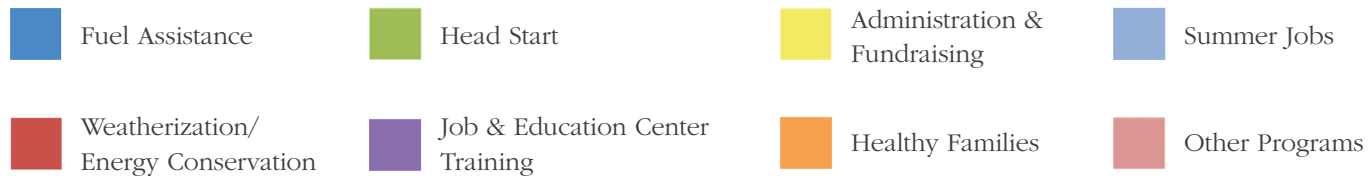
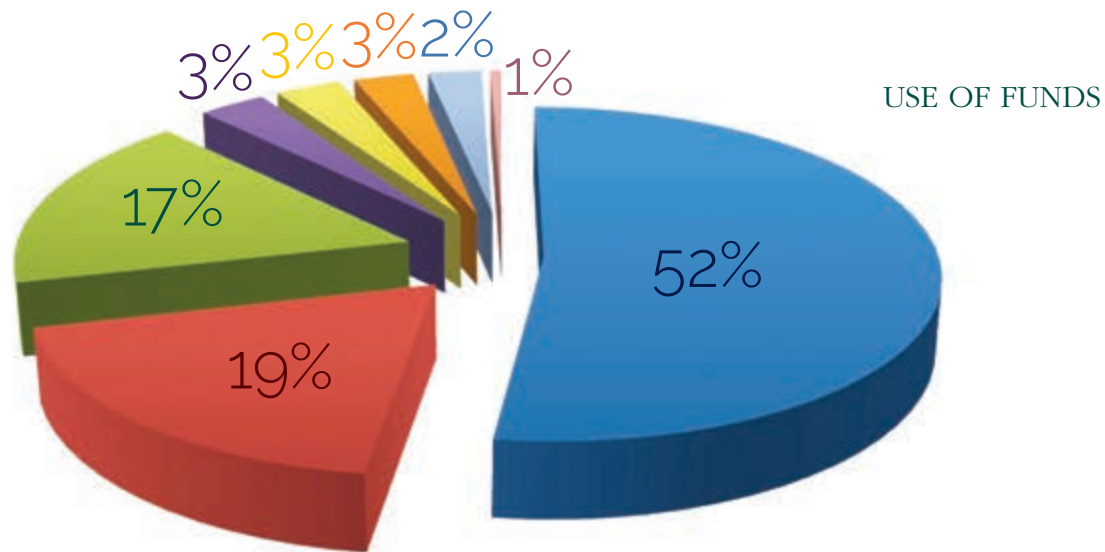
**Unaudited Financial Statement
WCAC's fiscal year is October 1 to September 30.*

USE OF FUNDS

Fuel Assistance	\$11,010,041.56
Weatherization/Energy Conservation	\$3,953,527.19
Head Start	\$3,593,113.26
Job & Education Center Training	\$661,857.05
Administration & Fundraising	\$634,628.01
Healthy Families	\$584,955.74
Summer Jobs	\$521,100.31
Other Programs	\$108,977.90

TOTAL USE OF FUNDS

\$21,068,201.02



WCAC

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.





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Worcester, MA 01608

THE ANTIPOVERTY AGENCY FOR
CENTRAL MASSACHUSETTS



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

www.wcac.net
Phone 508.754.1176
Fax 508.754.0203

