

Paying tribute to the people who make our work possible



ACTION INC.

2010 Annual Report

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ABOUT OUR BOARD

As a Community Action Agency, ACTION INC. operates under a tripartite board made up of community sector, public sector, and private sector representatives.

Dear Friends,

For more than four decades, ACTION INC. has been true to its mission of improving the quality of life and creating opportunities for lower-income families in our communities.

With the economy remaining sluggish and the unemployment rate still up, the demand for Action's services reached an all-time high in 2010. More than 7,000 individuals received our help. At the same time, political events and a burgeoning federal deficit, along with budget troubles on the state and local level, have created an unprecedented threat to the programs that help the most vulnerable citizens stabilize their lives and achieve self-sufficiency.

In spite of these threats, we intend to move forward in the year ahead to find creative solutions to our challenges and design innovative programs. Our mission is too important to be stalled by political trade winds or economic tremors. While we cannot ignore the changing tide, we can make adjustments, seek fresh approaches, and discover new ways to accomplish our goals.

ACTION's accomplishments in 2010 were impressive. In the pages that follow, we outline some of the achievements and success stories from each of our programs—from weatherizing over 3,000 homes to providing in-home care to more than 600 elderly and disabled individuals, and so much more.

ACTION's Board of Directors and our staff are dedicated and talented and work tirelessly to accomplish so much. In the year ahead, we will carry on these vital services while adding a new adult basic education component and we hope to break ground on a new four-unit affordable housing development in Gloucester.

We know that very little could be achieved without the help and support of our community partners, funders, and generous donors. As we move forward in these uncertain times, we ask for your continued support. Together we can overcome the challenges and obstacles we face and continue to create opportunities to help others improve their quality of life.

Sincerely,

Timothy C. Riley

Timothy Riley
Executive Director



Richard C. Rafuse

Richard Rafuse
Board Chair





New Relationships

ACTION INC. has always depended on a network of partners in order to best serve our community. As our services have expanded over the past 46 years, so too have our relationships—with dedicated donors, private foundations, service organizations, schools, faith-based groups, community groups, and with local, state, and federal officials and departments. Here are two new partnerships that enhanced ACTION's ability to serve our community in 2010.

The Tides Foundation

In 2009 our Emergency Homeless Shelter received an anonymous \$50,000 donation through the Tides Foundation. This incredible generosity resulted in a number of exciting improvements to the Shelter. During 2010, we were able to install a much-needed wheelchair ramp, equip the commercial-grade kitchen, provide new bedding and A/C units, and purchase tables and chairs for the common room. We were also able to purchase art materials for a 4-by-16-foot mural outside the Shelter. The mural (pictured above) represents Gloucester and was designed and painted by COMPASS Youth Program student Cole Herbst, through a partnership between ACTION INC., COMPASS, the Shelter, Cape Ann Art Haven, and of course, the Tides Foundation.

Edward S. & Winifred G. Moseley Foundation

During the fall of 2010, trustees of the Moseley Foundation visited the COMPASS Youth Program and learned about all of the great things going on there. They then granted COMPASS \$21,300. Through this new partnership, COMPASS will be able to fund its core science course, offer its students a joint class with North Shore Community College, and provide a foreign language course—necessary for students wishing to apply to four-year colleges. Thanks to the Moseley Foundation, COMPASS will be able to create even more pathways toward success.

Who We Serve:

Gloucester
Essex
Ipswich
Manchester
Rockport

Fuel Assistance only:

Hamilton
Wenham

ACTION's Mission:

To improve the quality of life for disadvantaged residents of Cape Ann & beyond by minimizing the effects of poverty, promoting economic security & advocating for social change.



Benefits & Support Services

Benefits & Support Services helps disadvantaged individuals and families identify steps to get their lives back on track. During 2010, we helped 109 families obtain safe and stable housing, connected 70 individuals with emergency financial assistance, enabled 33 people to maintain a budget, assisted 4 individuals with saving toward major assets such as a first home or college education, and offered free tax assistance that resulted in 100 individuals filing their taxes and identifying a total of \$184,893 in credits.

Sharing our success: Charlie was living in sober housing and was committed to starting his life over. He began working with Ashley, one of our Benefits & Support Services Advocates. Charlie struggled with disabilities that prevented him from returning to work, so Ashley helped him apply for benefits. He began working with the Massachusetts Rehabilitation Commission and enrolled in classes at North Shore Community College. These days, he's working to finish his program and find a place of his own. We're confident he'll succeed.

Visit us online to learn more about Benefits & Support Services.

COMPASS Youth Program

The COMPASS Youth Program provides disadvantaged teens with alternative education and support services that empower them to become successful adults. During the 2009/2010 school year, 7 day program students and 12 night program students earned their high school diplomas and graduated, 15 passed the GED exam, 15 plan to pursue post-secondary education, 14 found employment, and 9 completed internships based on their career goals.

Sharing our success: After leaving high school without a diploma, John enrolled in the COMPASS Youth Program's night diploma program. With the help of COMPASS staff John created an educational plan which involved completing his missing courses and developing a post-graduation plan in order to reach his goal of becoming a hairdresser. John was set up with an internship at a salon in Boston to get real-life experience while completing his science and English courses. Today John is attending Empire Beauty School in Portland, Maine, and has won awards at the school.

Visit us online to learn more about the COMPASS Youth Program.



Client Profile

Kacie Eldridge

Kacie hated high school and was failing most of her classes. She felt like it would be impossible to get her grades back up and decided to drop out.

During the summer of 2010, Kacie learned about ACTION's COMPASS Youth Program and enrolled in our General Education Diploma Preparation Course.

"Everyone at COMPASS was really nice," said Kacie. "They helped you with all the work and made sure you were ready." When Kacie was ready, she took and passed the GED exam.

Kacie wanted to find a job that would mean something and that would offer her potential to grow. She learned about the Certified Medical Assistant (CMA) Program operated out of ACTION's Job Training and Education department. She always wanted to go into the medical field, and the CMA course was a perfect fit.

"My stepmom took the course before I did and loved it. She said it was lots of fun, the teacher was great, and she learned a lot." A Gloucester resident, Kacie also loved the convenience of the program—just upstairs from the COMPASS school.

After graduating and earning her certificate, Kacie is ready for a job as a Medical Assistant. She also plans to earn her Registered Nurse license.

"Without ACTION," said Kacie, "I'd probably be sitting at home right now, searching for a dead-end job."



Donor Profile

Ipswich Bay Glass Company

Every year, ACTION INC. receives thousands of dollars in contributions from individuals and businesses who wish to make a genuine difference for their community. Whether they choose to support our entire organization or a particular program they hold close to their heart, every last dollar goes toward improving the lives of our disadvantaged neighbors.

Sandy and Diane Patrican, owners of Ipswich Bay Glass Company, chose to support ACTION INC. because they knew of individuals who needed our assistance. They understood the importance of providing a safety net for people to get help and get back on their feet.

They also understood the importance of family. When the couple saw an article in the paper about ACTION's Project Uplift holiday toy and clothing drive for children, they wanted to play a part in helping families enjoy the holidays.

During 2010, the contribution we received from Ipswich Bay Glass Company helped us provide gifts to disadvantaged children ages 14 and under. Without Project Uplift and donors like Ipswich Bay Glass, many parents would be faced with the difficulty of choosing between buying gifts for their children and putting food on the table.

To all of the individuals, organizations, and businesses that choose to contribute to ACTION, we can't thank you enough.



Energy Services

Energy Services helps households save on heating and utility costs while conserving precious energy resources for future generations. During 2010, Energy Services provided financial assistance for heating and utility bills to 2,297 households and helped 3,176 families cut down on energy costs through home weatherization, heating system repairs, refrigerator replacements, and other conservation programs.

Sharing our success: Over the past few years, we've seen an increasing number of individuals who have never before had to rely on service organizations like ACTION for help. Mr. B. was one of those individuals. He held the same job and was happily married for decades, but having recently retired and lost his wife, he found himself unable to stay on top of his household bills. ACTION Energy Services helped him pay his fuel bills and then weatherized his home to cut down on future costs. Mr. B. is just one of thousands helped by Energy Services each year.

Visit us online to learn more about Energy Services.

HomeCare

ACTION HomeCare helps elders and disabled adults to continue living comfortably in their own homes. During 2010, our dedicated HomeCare staff of nearly 90 care workers served 602 individuals through Home Health Aide services, caregiver respite, and personal care such as bathing, light housekeeping, laundry, medication reminders, and more. HomeCare staff are dedicated to continuing their education and improving their services; in 2010, 36 staff members completed post-secondary programs and obtained certificates.

Sharing our success: In 2010 we were proud to add hospice care to our menu of HomeCare services, allowing several elders to continue receiving assistance through ACTION in the comfort of their own homes. A total of 22 Home Health Aides were trained and certified in end-of-life care by Nancy Connelly, a Registered Nurse. After initial training, all ACTION HomeCare workers are required to attend 6-12 hours of continuing education classes yearly.

Visit us online to learn more about HomeCare.



Partner Profile

First National Bank of Ipswich

ACTION INC. and the First National Bank of Ipswich have enjoyed a long-standing partnership and a shared commitment to the communities we mutually serve.

With support from the bank, our Benefits & Support Services department offers the Individualized Savings Account (IDA) Savings Program. This program helps disadvantaged individuals save money, develop budgets, and work toward major assets such as a first home, small business start-up, or college education. During 2010, ACTION and the First National Bank of Ipswich joined together to congratulate the first IDA participant to complete the program and purchase her very first house (pictured above with ACTION and bank staff). This milestone would not have been possible without the First National Bank of Ipswich.

The bank is a major supporter of ACTION's annual Project Uplift holiday drive, which during 2010 provided toys and clothing to 724 kids in need. The bank also hosted Shred-a-Thon events in September and November, where community members could bring sensitive documents to shred with proceeds going to ACTION INC.

To the First National Bank of Ipswich and all of our dedicated partners, we offer our most sincere thanks.

2010 Funders & Partners

FUNDS & FOUNDATIONS

Amelia Peabody Foundation
Apple Lane Foundation
Babson-Webber-Mustard Fund
Carlson Family Fund
Charlesbank Homes
Coburn Charitable Society
Cutler Family Gift
David B. Manley Charitable Fund
Edward G. & Mary E. Anderson Fund
Moseley Foundation
George Holman Gale Fund
Gilbert Fund for Indigent Persons
JKB Fund
Kanter Kallman Foundation
Koechlin Fund
Linden Foundation
McCarthy Family Foundation
Muddy Pond Trust Fund
Paul & Leah Kelley Charitable Fund
Tower Foundation
Sailors' Snug Harbor of Boston
Shaw Fund for Mariner's Children
Tides Foundation
Wales Family Fund

OTHER FUNDERS & PARTNERS

Accord Food Pantry
Addison Gilbert Hospital
Adult Foster Care
Annisquam Village Church
Bay State College
Beverly Bootstraps
Beverly Hospital
Beverly Surgical Associates
Boston Living Center Food Program
Bunker Hill Community College
Cape Ann Art Haven
Cape Ann Eye Specialists
Cape Ann Interfaith Commission
Cape Ann Medical Center
Cape Ann Museum
Cape Ann Savings Bank
Cape Ann Surgical Associates
Cape Ann YMCA
Catholic Charities
Children's Friend & Family Services
City of Gloucester Community
Development Block Grant
Community Economic Development
Assistance Corporation (CEDAC)
Community Teamwork Inc.
Consumer Credit Counseling
North Shore Continuum of Care
NS Workforce Investment Board
Cummings Center Medical

Emmaus
Energy Demand Side Management
Professionals Association
Essex County Bar Association
Essex County OB/Gyn
Garden City Pediatric Associates
Gloucester Dept. of Public Health
Gloucester District Court
Gloucester Family Health Center
Gloucester High School
Gloucester Housing Authority
Good Friday Walk
Harborlight Family Medicine
Harvard Vanguard
Healing Abuse Working for Change
Health & Education Services
Holy Family Parish
Independent Living Center of the
North Shore
Internal Medicine of the North Shore
Ipswich Caring
Ipswich Housing Authority
Justice Resource Institute
Lowincome Energy Affordability
Network
LifeBridge
Link House
Lynn Community Health Center
Lynn Coalition for the Homeless
Lynn Housing Authority
Lynn Shelter Association
MA Commission for the Blind
MA Department of Children &
Families
MA Department of Mental Health
MA Department of Transitional
Assistance
MA Department of Youth Services
Manchester Essex High School
Manchester Housing Authority
Maritime Heritage Center
Mass Housing
Mass Substance Abuse Helpline
MA Clean Energy Center
MA Community Action Partnership
MA Department of Housing &
Community Development
MA Energy Directors Association
MA Rehabilitation Commission
MassHealth
Millennium Training Institute
Mission of Deeds
Moore's Way
National Association of Regulatory
Utility Commissioners

National Association of State
Consumer Advocates
National Community Action
Foundation
National Energy Assistance Director's
Association
National Grid
Neighborhood Legal Services
NE Community Action Association
New England Institute of Urology
New England ISO
North Shore Career Center
North Shore Community Action
Programs
North Shore Community College
North Shore Community Health
North Shore Health Project
North Shore Housing Action Group
North Shore Pediatrics
North Shore Physicians Group
North Shore Plastic Surgery
North Shore Primary Care
North Shore Visiting Nurses Association
Northern Essex Community College
NSMC Learning Resource Center
Oak Ridge National Labs
OB/Gyn of the North Shore
Open Door Food Pantry
PACE
North Shore Partners
Pathways for Children
Riverdale Methodist Church
Rockport Community Preservation
Committee
Rockport Housing Authority
Salem State University
SeniorCare
Spaulding Rehabilitation Center
St. John's Episcopal Church
St. Paul Lutheran Church
St. Vincent DePaul
Strongest Link - Cornerstone
Haverhill Team Coordinating Agency
Low Income Peer Exchange
The Medical Group
Tri-City Mental Health Agency
U.S. Dept. of Energy
U.S. Dept. of Energy Resources
U.S. Dept. of Health & Human Services
U.S. Dept. of Housing & Urban
Development
U.S. Dept. of Labor
Veteran's Office
VNA Network & Hospice
Wellspring House
Willowdale Medical Center
Women, Infants & Children

Thank you for the work you do, and for supporting the work we do.



Job Training & Education

Job Training & Education helps unemployed and underemployed individuals gain the skills, experience, and support they need to succeed in life. During 2010, a total of 594 individuals were assisted through training programs, case management, job searches, and help with interview skills and resume-writing. The department enrolled 86 participants in healthcare training programs, with 18 earning Clinical Medical Assistant certificates, 40 earning Certified Nursing Assistant certificates, and 14 becoming trained Phlebotomists.

Sharing our success: Marisa enrolled in the Clinical Medical Assistant Program with the hope of finding a career she would love, and that would enable her to support her two kids. During 2010 she graduated and was accepted into a more advanced Registered Nurse program at North Shore Community College. Marisa is now working as a Medical Assistant while she completes her classes.

Visit us online to learn more about Job Training & Education.

Shelter Services

Shelter Services provides affordable housing, shelter, and support to help homeless and disadvantaged individuals secure a safe and stable place to live. During 2010, 212 homeless men and women found warm beds and meals at the ACTION Emergency Homeless Shelter, and 71 individuals received help from the Shelter's Case Manager. Shelter Services also managed 15 permanent affordable housing units and provided support for 48 individuals with HIV/AIDS.

Sharing our success: Renovations to the ACTION Emergency Homeless Shelter were underway throughout 2009 and were completed in 2010. A historic building in a prominent downtown Gloucester location, the Shelter's improvements included new interior and exterior paint, full handicap accessibility, inspirational artwork, and a commercial kitchen. The project also included the addition of four brand new affordable apartment units adjacent to the Shelter.

Visit us online to learn more about Shelter Services.

2010 Donors

\$10,000 & HIGHER

Carol Ryan

\$5,000-\$9,999

Kim McGovern

Richard Rosenfeld

Frank Scherkenbach

\$1,000-\$4,999

Ascension Memorial Church

ATP Business Inc.

Joseph Brooks

Cape Ann Savings Bank

Linzee Coolidge

Robert Coulam & Leslie Kagan

Emmanuel Church

Father Bullock Road Race

First National Bank of Ipswich

First Parish Church Congregational

Ipswich Bay Glass Company

Richard & Susan Leavitt

Miriam Silva Marketing

MLS Property Information Network

Sibase Inc.

West Gloucester Trinitarian

\$500-\$999

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Polar Bear Insulation

Proctor & Company Insurance

Sandra Ray

Rockport Police Association

SeniorCare

Paul & Lisa Slack

St. John's Episcopal Church

William & Catherine Unger

\$250-499 CONTINUED

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Clark Family Fund

Barry Corden

Eastern Insurance Group

Granite Savings Bank

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William Perkins

John Kiley

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John Lackey & Susan Colfer

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Elton & Constance McCausland

Sarah Mellish

Richard Rafuse

Rockport National Bank

St. Mary's Episcopal Church

The 5th Wave

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Gary & Iris Weisberg

Winning Solutions

\$100-249

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Mary Barcus

Barker Household

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Peter & Catherine Bartholomew

Robert & Elizabeth Bosselman

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Briggs Household

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James & Carol Cataldo

Philip Chalmers

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Converge

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Meredith Morgan

\$250-499

Jason Adkins

Geraldine Beck

Chelsea Berry

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We extend our deepest thanks to our generous supporters.

\$100-249 CONTINUED

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Morse Household
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Edmund Nutting
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Daniel Ottenheimer & Martha Morgan
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Peart Household
Robert Jon & Rachel Perlmutter
John & Patricia Petrou
Steven Phillips & Amy Gault
Putnam Veterinary Clinic
Anthony Remington
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Beth Willis
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Ivan & Sally Brown
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Robert & Cynthia Cameron
Donald & Pauline Camille
Steven & Rita Carvalho
Bruce & Michele Coates
Kevin Connolly & Family
Damon Cummings
Lisa Doucett
Doyle Household
The Dress Code
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John Ennis
John Feidt, Jr.
Fletcher Household
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Marion Frost
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Paul Goldberg & Lee Marshall
Peter & Janice Goodwin
The Goodwin Party Shop
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Lawrence & Sally Grimaldi
Dahmen Emerson & Janet Grover
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Roy Hall
Kate Hamman
Susan Herron
Stanley & Mary Hilton
Elizabeth Hutton
Heidi Jackson Dean

\$50-99 CONTINUED

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Vincent & Maureen Terrill
Laurence & Patricia Veator
Verga Household
Vista Motel, LLC
John Jr. & Joan Walsh
Mary Weissblum

See page 10 for a list of funders and partners that also chose to support us in 2010.

ACTION INC. Staff

ADMINISTRATION

Timothy L. Riley, Executive Director
Ken Kudym, Chief Financial Officer
Peggy Hegarty-Steck, Director of Administration & Program Operations
Jessica Benedetto, Marketing & Planning Manager
Judy Manchester, Human Resources Administrator
Patricia Foster, Bookkeeper
Tracey Aitken, Billing Clerk
Jennifer Stapleton, Assistant Planner
Shannon Cronin, Client Services Coordinator
Marie Day, Facilities & Purchasing Assistant

BENEFITS & SUPPORT SERVICES

Maggie Howard, Director
Ashley Speicher, Advocate
Harmoni White, Advocate
Fatima Gomes, Advocate
Laura Hart, Financial Literacy Coordinator
Stella Mae Seamans, Rental Assistance Coordinator

COMPASS YOUTH PROGRAM

Elizabeth Moran, Program Coordinator
Kelly Karlvelas, Academic & Vocational Coach
Amy Kamm, LICSW, Counselor
Lauren Riley, TALKS/Health & Wellness Instructor
Darlene Storey, Classroom Instructor
Darcy Culverwell, Classroom Instructor

ENERGY SERVICES

Elliott Jacobson, Vice President for Energy Services
Rita Carvalho, Energy Director
Craig Brown, Conservation Services Director
Louis Silveira, Associate Conservation Director
Austin Sheatsley, Multifamily Program Manager
Cindy Schimanski, Office Manager
Cristine Sears, Program Assistant
Jean Pomeroy, Program Assistant
Diane Elefson, Program Assistant
George DesRoches, HeartWap Coordinator
Joe Hachey, Senior Building Performance Specialist
Barry Moir, Building Performance Specialist
John Rockwell, Building Performance Specialist
Brian Beote, Building Performance Specialist
Stephanie Sisto, Utility Program Data Coordinator
Marie Sanviti, Fuel Assistance Director
Jackie Lovasco, Fuel Assistance Supervisor
Jennifer Schmorow, Utilities Advocate
Linda Brayton, On Track Advocate
Elizabeth Gillis, Fuel Assistance Certifier
Mishelle Rodriguez, Seasonal Intake
Vickie Lopiccolo, Seasonal Intake
Valerie Scola, Receptionist

HEMOCARE

GerryAnne Brown, LCSW, Director
Lisa Murrin, LSW, Office Manager, Supervisor
Doreen Ahearn, Administrative Assistant
Thelma McDermott, RN Supervisor
Elizabeth Bosselman, RN Supervisor
Candy Natti, LPN Supervisor
Personal Care Providers / Home Health Aides:
Deborah Aiello, Maria Amaral, Holly Ameral, Chassidy Anderson, Yvonne Barreiro, Jamie Barry, Patricia Barry, Tracy Bernard, Danette Bruni, Andrea Burnham, Margaret Burus, Judith Carey, Wendy Chipperini, Kelly Christensen, Rebecca Cousins, Jerome Curcuru, Jacqueline Delfonso, Theresa Doucette, Cheryl Duwart, Crystal Favalaro, Karen Favazza, Sandra Fincel, Amy Gallagher, Esther Garlick, Virginia Gibney, Natalie Gillis, Jane Gleason, Pamela Gledhill, Debra Hawes, Christine Heard, Geraldine Hilton, Dana Huffman, Robin Jacobs, Sharon Jordan, Melissa Kippen, Carole Krech, Wendi Lattot, Caterina Lentini, Shelley Lovasco, Lori Lukegard, Florence Mahoney, Leah McEachern, Cherie McPhail, Jillian Miller, Roberta Milone, James Milone, Robert Moore, Catherine Moore, Virginia Morey, Paula Morse, Kelly Moses, Rhonda Murray, Sheila Neves, Patricia Norris, Lisa O'Brien, Holly O'Connor, Margot Olds, Joan Oliver, Rachel O'Neil, Christa Orlando, Donna Pike, Deborah Pitts, Jackeline Rivera, Grace Romeo, Kelli Rowe, Francine Ruta, Lois Santos, Johnna Santos, Rose Sawyer, Barbara Sawyers, Lea Scuderi, Shannon Selgas, Jane Selig, Sarah Spoon, Paula Stanton, Maureen Surette, Barbara Todd, Carrie Tucker, Synakhone Vanhbouravong, Riva Wilson, Mary Wonson

JOB TRAINING & EDUCATION

Ronna Resnick, Director
Patty Bongiorno, Career Development Coordinator
Migena Shqepa Toska, Job Developer
Debbie Stansfield, Case Manager
Lori Mackenzie, Mental Health Coordinator
Kathleen Brown, Citizenship Course Instructor
Michele Ameno, ESOL Instructor
Samloth Sreng, ESOL Instructor
Katrina Kristensen, ESOL Instructor

SHELTER SERVICES

Ralph Johnson, Director
Jim Noble, Shelter Manager
Janel McCue, Quest Program Case Manager
Molly Derr, Licensed Substance Abuse Counselor
Shelter Staff:
Michael Barry, Katherine Peruzzi, Herbert Munroe, John Cordner, John Thackeray, Winston Joefield, William Crowley

2010 Financial Report

Total Revenues \$26,448,699

Total Expenses \$25,718,026

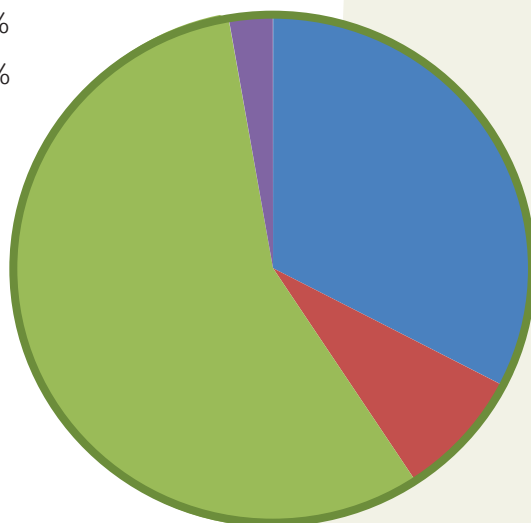
Expenses by Program

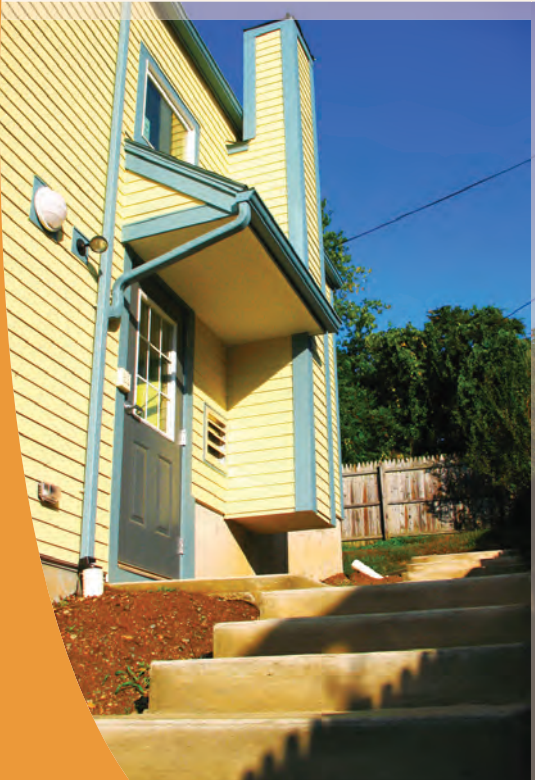
Administration	3.1%
Benefits & Support Services	1.8%
COMPASS Youth Program	0.6%
Energy Services	83.0%
HomeCare	7.2%
Job Training & Education	0.7%
Shelter Services	3.6%

.....

Sources of Funding

■ Utility Companies (Energy Services) ..	56.6%
■ Federal	32.5%
■ State	8.1%
■ Private & Other	2.8%





Contact Us

MAIN OFFICES

Visit or write us:

180 Main Street, Gloucester, MA 01930

Call us:

978.282.1000

Fax us:

978.283.0523

Learn about us & become a supporter:

www.actioninc.org

Like us!



ENERGY SERVICES

47 Washington Street
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