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 terrors. 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 Riley
Executive Director

Richard Rafuse
Board Chair
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.
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%

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## Action Inc. Staff

### Administration
- Timothy L. Riley, Executive Director
- Ken Kurzyn, 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 Aldrich, 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 Seaman, Rental Assistance Coordinator

### COMPASS Youth Program
- Elizabeth Moran, Program Coordinator
- Kelly Karvelas, Academic & Vocational Coach
- Amy Kamm, LICSW, Counselor
- Lauren Bley, TALKS/Health & Wellness Instructor
- Darlene Storey, Classroom Instructor
- Darcy Culverwell, Classroom Instructor

### Energy Services
- Betty Lacson, Vice President for Energy Services
- Mia Carvalho, Energy Director
- Craig Brown, Conservation Services Director
- Louis Skouen, Associate Conservation Director
- Austin Sheateley, Multifamily Program Manager
- Cindy Schimanski, Office Manager
- Christopher Sears, Program Assistant
- Jean Pomeroy, Program Assistant
- Diane Erschein, Program Assistant
- George DesRosbes, HeartWap Coordinator
- Joe Hachey, Senior Building Performance Specialist
- Bany Mair, Building Performance Specialist
- John Rockwell, Building Performance Specialist
- Brian Beote, Building Performance Specialist
- Stephanie Sebo, Utility Program Data Coordinator
- Marie Servill, Fuel Assistance Director
- Jackie Lovasco, Fuel Assistance Supervisor
- Jennifer Schimanski, Utilities Advocate
- Linda Breyton, On Track Advocate
- Elizabeth Gillis, Fuel Assistance Certification
- Michelle Rodriguez, Seasonal Intake
- Vicky Lopiccolo, Seasonal Intake
- Valerie Scola, Receptionist

### HomeCare
- GemyAnne Brown, LCSW, Director
- Lisa Munoz, LCSW, Office Manager, Supervisor
- Doreen Ahearn, Administrative Assistant
- Thelma Demetrios, RN Supervisor
- Elizabeth Boeuf, RN Supervisor
- Candy Natti, LPN Supervisor
- Personal Care Providers / Home Health Aides:
  - Deborah Astarte, Maria Azamati, Holly Amerai, Chasidy Anderson, Yvonne Barreiro, Jamie Barry, Patricia Barry, Tracy Bernardi, Danette Bruno, Andrea Burcham, Margaret Busu, Judith Casey, Wendy Chipperfield, Kelly Christensen, Rebecca Cousins, Jerome Curcuru, Jacqueline Delforno, Theresa Doucette, Cheryl Duwart, Crystal Fava, Karen Favello, Sandra Fincel, Amy Gallagher, Esther Garlick, Virginia Gibney, Natalie Gillis, Jane Gleason, Pamela Glechel, Debra Hawes, Christine Heard, Geraldine Hilton, Dana Huffman, Robin Jacobs, Sharon Jordan, Melissa Kippen, Carole Krech, Wendi Lettolf, Caterina Letendri, Shelley Lovasco, Lori Lukiejord, Florence Mahaney, Leah McEachem, Cherie McPhail, Jillian Miller, Roberta Milone, James Milone, Robert Moore, Catherine Moore, Virginia Morey, Paula Morse, Kelly Moses, Rhonda Mummy, Sheila Neves, Patricia N nuts, Lila O’Dell, Holly O’Connor, Margot O’Dwyer, Joan Oliver, Rachel O’Neill, Christa Orlando, Donna Pike, Deborah Pitts, Jackeline Rivera, Grace Romeo, Kelli Rowe, Francine Rufer, Lane Santos, John Santos, Rose Sawyer, Barbara Sawyers, Lea Scudder, Shannon Segars, Jane Selig, Sarah Spoon, Paula Stanton, Maureen Summette, Barbara Todd, Carrie Tucker, Synakhone Vannhousavong, Riva Williams, Mary Woman

### Job Training & Education
- Ronna Resnick, Director
- Patty Bogomol, Career Development Coordinator
- Jigna Shepcha, Work Experience Coordinator
- Debbie Snavely, Case Manager
- Lori Mackenzie, Mental Health Coordinator
- Kathleen Brown, Citizenship Course Instructor
- Michele Ameno, ESL Instructor
- Samloth Seng, ESL Instructor
- Kristina Kristens, ESL Instructor

### Shelter Services
- Ralph Johnson, Director
- Jim Noble, Shelter Manager
- Janet McCue, Quest Program Case Manager
- Molly Der, Licensed Substance Abuse Counselor

### COMPASS Youth Program
- 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.

### 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.

### 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 Benefits & Support Services.

### COMPASS Youth Program
- 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.”

We extend our deepest thanks to our generous supporters.

$100-249 Continued

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

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James & Mary Jo Montagnino
Morrill Household
Meredith Morgan

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 have been 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.
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.
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.

http://actioninc.org/energy_main.html

http://actioninc.org/homecare.html
with ACTION and bank staff). This milestone would not have been possible without the First National Bank of Ipswich.

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 also hosted Shed-a-Thon events in September and November, where community members could bring sensitive documents to shred.

2010 Funders & Partners

Funds & Foundations

Amelia Peabody Foundation
Apple Lane Foundation
Bosенко-Weber-Mustard Fund
Carcin Family Fund
Charlesbank Homes
Cuban Charitable Society
Cutler Family GRF
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Edward G. & Mary E. Anderson Fund
Moseley Foundation
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JKB Fund
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Linden Foundation
McCarthy Family Foundation
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Paul & Leah Kelley Charitable Fund
Tower Foundation
Salve Regina Harbor of Boston
Shaw Fund for Marion'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 Bootcamp
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 Communion
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
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Energy Demand Side Management
Governmental Affairs
Essex County Bar Association
Essex County OBGYN
Garden City Pediatric Associates
Gloucester Dept. of Public Health
Gloucester District Court
Gloucester Family Health Center
Gloucester Housing Authority
Good Friday Walk
Harborlight Family Medicine
Harvard Vanguard
Healing Abuse Working for Change
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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
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National Association of State Consumer Advocates
National Community Action Foundation
National Energy Assistance Director’s Association
National Grid
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NE Community Action Association
New England Institute of Urology
New Hampshire
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North Shore Community Action Programs
North Shore Community College
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North Shore Housing Project
North Shore Housing Action Group
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North Shore Physicians Group
North Shore Plastic Surgery
North Shore Primary Care
North Shore Visiting Nurses Association
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NSMC Learning Resource Center
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OIB/Gyn of the North Shore
Open Door Food Pantry
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Pathways for Children
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Rockport Community Preservation Committee
Rockport Housing Authority
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St. Paul Lutheran Church
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Tri-City Mental Health Agency
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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
Veterans’ Office
VNA Network & Hospice
Wellspring House
Wellspring House
Women, Infants & Children

or college education. During 2010, ACTION and the First National Bank of Ipswich joined together to congratulate the Action 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 Shed-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.
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.
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.

http://actioninc.org/jobtraining.html

http://actioninc.org/shelter.html
2010 Donors

$10,000 & HIGHER
Carol Ryan

$5,000-$9,999
Ken McCabe
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Frank Schenkensbach

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Moreda Household
Meredith Morgan

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 have been 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.
Kacie Eldridge

Client Profile

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.

“We don’t know much about it,” said Kacie, “I’d probably be sitting at home right now, searching for a dead-end job.”
**ACTION INC. Staff**

**ADMINISTRATION**
- Timothy L. Riley, Executive Director
- Ken Kurzyn, 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 Ashken, 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
- Haromi White, Advocate
- Fatima Gomes, Advocate
- Laura Hart, Financial Literacy Coordinator
- Stella Mae Seaman, Rental Assistance Coordinator

**COMPASS YOUTH PROGRAM**
- Elizabeth Moran, Program Coordinator
- Kelly Karvelas, Academic & Vocational Coach
- Amy Kamm, LICSW, Counselor
- Kelly Moses, Rhodes Mummy, Sheila Neves, Patricia Nofs, Lisa O’Brien, Holly O’Connor
- Margaret Baran, Karen Baran, Lisa Baran, Sally Baran
- Ashley Medoff, Case Manager
- Ashley Medoff, Program Assistant
- George DesRoches, HeartWap Coordinator
- Joe Hachey, Senior Building Performance Specialist
- Bany Moe, Building Performance Specialist
- John Rockwell, Building Performance Specialist
- Brian Beote, Building Performance Specialist
- Stephanie Sebo, Utility Program Data Coordinator
- Marie Serviti, Fuel Assistance Director
- Jackie Loveasco, Fuel Assistance Supervisor
- Jennifer Schimanski, Fuel Assistance Coordinator
- Michelle Rodriguez, Seasonal Intake
- Vickie Lopiccolo, Seasonal Intake
- Valerie Scota, Receptionist

**ENERGY SERVICES**
- Brian Beote, Building Performance Specialist
- Barry Moir, Building Performance Specialist
- George DesRoches, HeartWap Coordinator
- Joe Hachey, Senior Building Performance Specialist
- Bany Moe, Building Performance Specialist
- John Rockwell, Building Performance Specialist
- Brian Beote, Building Performance Specialist
- Stephanie Sebo, Utility Program Data Coordinator
- Marie Serviti, Fuel Assistance Director
- Jackie Loveasco, Fuel Assistance Supervisor
- Jennifer Schimanski, Fuel Assistance Coordinator
- Michelle Rodriguez, Seasonal Intake
- Vickie Lopiccolo, Seasonal Intake
- Valerie Scota, Receptionist

**HOME CARE**
- GemyAnne Brown, LCSW, Director
- Lisa Murne, LSW, Office Manager, Supervisor
- Doreen Ahearn, Administrative Assistant
- Thelma McDermott, RN Supervisor
- Elizabeth Boselman, RN Supervisor
- Candy Natti, LPN Supervisor

**Personal Care Providers / Home Health Aides**
- Deborah Aiello, Maria Amatulli, Holly Amatulli, Charadilly Anderson, Yvonne Barrie, Jamie Barry, Patricia Barry, Tracy Bernard, Danette Bruni, Andrea Burnham, Margaret Bunus, Judith Casey, Wendy Chipperfield, Kelly Christensen, Rebecca Cousins, Jerome Cucuru,
- Jacqueline Delforno, Theresa Doucette, Cheryl Duwart, Crystal Faiva, Karen Faiva, Sandia Fincel, Amy Gallagher, Esther Garlick, Virginia Gibney, Natalie Gills, Jane Gleason, Pamela Gleisch, Debra Hawes, Christine Heard, Geraldine Hilton, Dana Huffman, Robin Jacob, Sharon Jordan, Melissa Kippen, Carol Krech, Wendi Lettof, Caterina Lenti, Shelley Lovasco, Lori Lukejord, Florence Mahoney, Leah McEachem, Cherrie McPhail, Jillian Miller, Roberta Minone, James Minone, Robert Moore, Catherine Moore, Virginia Morey, Paul Morey, Kelly Moses, Rhonda Mummy, Sheila Neves, Patricia Nofs, Lisa O’Blon, Holly O’Connor, Margaret O’Mara, Joan Oliver, Rachel O’Neill, Christa Orlando, Donna Pike, Deborah Pitts, Jackeline Rivera, Grace Romeo, Kelli Rowe, Francesca River, Lois Santis, Johnna Santos, Rose Sawyer, Barbara Sawyer, Lora Scudder, Shannon Segars, Jane Selig, Sarah Spoon, Paula Stanton, Maureen Summert, Barbara Todd, Camie Tucker, Synahone Vanhoutte, Risa Williams, Mary Womson

**JOB TRAINING & EDUCATION**
- Ronna Resnick, Director
- Patty Bongiorno, Career Development Coordinator
- Magne Shapka Tosa, Job Developer
- Debbie Sandfield, Case Manager
- Loni Mackenzie, Mental Health Coordinator
- Kathleen Brown, Citizenship Course Instructor
- Michele Ameno, ESL Instructor
- Samoht Seng, ESL Instructor
- Kristina Krader, ESL Instructor

**SHELTER SERVICES**
- Ralph Johnson, Director
- Jim Noble, Shelter Manager
- Janel McCue, Guest House Case Manager
- Molly Den, Licensed Substance Abuse Counselor
- Shelter Staff
- Michael Barry, Katherine Penzi, Herbert Munroe, John Condit, John Thackery, Wrinton Jeffery, William Crowley

**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 Benefits & Support Services.**

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

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**http://actioninc.org/advocacy.html**

**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.

**http://actioninc.org/compass.html**
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%

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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.
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 terrors. 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 Riley                                      Richard Rafuse
Executive Director                                Board Chair

Contact Us

Visit or write us:
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Call us:
978.282.1000

Fax us:
978.283.0523

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Carol Ryan
Kathy Stewart
Rev. Karin Wade

ABOVE 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.

2010 Annual Report writing & design by Jessica Benedetto
Photography by Jessica Benedetto, Ian Hurley & contributors
Paying tribute to the people who make our work possible