

# ACTION INC.

Helping People. Changing Lives.

# ACTION

Who are we?



## Main Offices

180 Main Street  
Gloucester, MA 01930  
Phone: 978.282.1000  
Fax: 978.283.0523

## Satellite Offices

15 Market Street, Suite 4  
Birth to Three Family Center  
Ipswich, MA 01938  
58 Broadway  
Rockport Community House  
Rockport, MA 01966

## Energy Services

47 Washington Street  
Gloucester, MA 01930  
Phone: 978.283.2131  
Fax: 978.283.3567

## Shelter

370 Main Street  
Gloucester, MA 01930  
Phone: 978.283.4125



[www.actioninc.org](http://www.actioninc.org)



2013 annual report

# Who are we?

ACTION INC. is part of a network of approximately 1,000 Community Action Agencies across the nation fighting together to eliminate poverty through local, community-based programs and services. ACTION is a non-profit 501(c)(3) organization that has been part of the Greater Cape Ann community since 1965.

## What do we do?

Client & Housing Services

COMPASS Youth Program

Energy Services

HomeCare

Job Training & Education

Project Uplift Holiday Toy & Clothing Drive

Bailee's Backpacks Back-to-School Supply Drive

## Who do we serve?

Residents of Gloucester, Essex, Ipswich, Manchester-by-the-Sea, and Rockport, Massachusetts  
*ACTION also oversees energy conservation programs throughout the state*

## What do we believe?

The mission of ACTION INC. is to improve the lives of economically disadvantaged individuals and families on Cape Ann and beyond by minimizing the effects of poverty, promoting economic security, and advocating for social change.

Dear Friends,

It is my great pleasure to present ACTION INC.'s 2013 Annual Report to all of you. Working together over the past year (our 49th in operation), despite challenging economic times we have achieved some very significant and impressive results – all with the help of our Board of Directors, valued funders, partners, and generous donors. The Board and dedicated staff of ACTION INC. and I are proud of the work we do. In a recent confidential staff survey conducted as part of our triennial Community Needs Assessment, 98% of staff said they feel “very proud” to work at ACTION INC.! The positive response comes from the wonderful satisfaction of knowing that our work makes an important difference in the lives of the people we serve.



Some highlights from the past year include:

- 7,190 Cape Ann individuals and families were served by ACTION INC.'s programs.
- More than 3,500 local households had their homes weatherized or their heating systems repaired or replaced.
- 533 senior citizens received care from our 96 compassionate HomeCare employees.
- 680 kids received gifts and clothing during the holidays and more than 100 received back-to-school supplies.
- Our staff assisted nearly 500 families with housing issues to help prevent homelessness and stabilize their lives.
- And more than 200 homeless individuals sought refuge at the ACTION Shelter.

Beyond the numbers are the individual stories of people overcoming hardships to make progress on the road to a more stable and successful life. As you read through the pages of this Annual Report, I believe you will get a taste of who we are and how our programs and services are making a real impact on our clients and our community. As ACTION INC. enters its 50th year, we know there is much more to be done and that many more families need and deserve renewed hope and better access to opportunities in order to succeed. I sincerely thank you for your past help and support, and I ask for your continued partnership in furthering our important mission.

Sincerely,

Tim Riley  
Executive Director, ACTION INC.

# Who are we: Board of Directors

## Officials

**CHAIR • Linda Giamanco • Public Sector, City of Gloucester**

**VICE CHAIR • Tone Kenney • Community Sector, Ipswich Housing**

**SECOND VICE CHAIR • Roger Lesch • Public Sector, Town of Rockport**

**SECRETARY • Linda Murphy • Community Sector, Ipswich Caring**

**TREASURER • Dennis Acker • Private Sector, Santander Bank, Gloucester**

## Community Sector

**Marcia Hahn • Millbrook Park, Rockport**

**Kyrstin Lavelle • Client & Housing Services, Gloucester**

**Mary Neofotistos • Housing Services, Gloucester**

**Loretta Peres • Riverdale Park, Gloucester**

**Kathy Stewart • Riverdale Park, Gloucester**

## Public Sector

**Charlotte Dodge • Town of Ipswich**

**Courtney Lane • Town of Essex**

**Marcy Pregent • Office of State Representative Ann-Margaret Ferrante**

**Richard Rafuse • City of Gloucester**

**Gretchen Wood • Town of Manchester**

## Private Sector

**Gavin Keenan • Ipswich Police Association**

**Briana Militello • Seacoast Nursing & Rehabilitation Center, Gloucester**

**John Prybot • Sawyer Free Library, Gloucester**

**Shelly Luckenbill Sevinor • Attorney**

**Rebecca Sumner • First Ipswich Bank**

**Reverend Karin Wade • St. Mary's Episcopal Church, Rockport**

# Getting to know our Board

## A balanced approach

ACTION INC. is governed by a tripartite Board of Directors, with a balance of representatives from the *community*, *public*, and *private* sectors. Our members come from a broad range of backgrounds and bring a diversity of interests and experiences to the Board, from financial experts to former police officers, members of the faith community, and past clients with a deep connection to our mission.

## A long-term commitment

ACTION INC. is lucky to have many long-time members serving on our Board. For decades, these caring individuals have been wholeheartedly committed to understanding our community's struggles and strengths, and working to make it a better place for people from all walks of life.



Long-time members Richard Rafuse, Tone Kenney, Linda Giamanco, Roger Lesch, and Gretchen Wood

## Recognizing years of service

**5+ years:** Linda Murphy, Kathy Stewart

**10+ years:** Marcia Hahn, Gavin Keenan, John Prybot, Richard Rafuse, Rev. Karin Wade

**15+ years:** Charlotte Dodge, Roger Lesch, Loretta Peres, Gretchen Wood

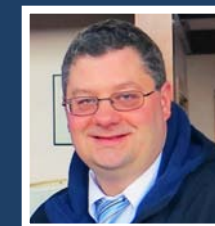
**30+ years:** Linda Giamanco, Tone Kenney

## A look toward the future

Over the last five years, ACTION INC. has welcomed eight new members to our Board, including professionals with banking, real estate, law, and health care backgrounds; community members who have experienced ACTION's programs first-hand; and concerned mothers who want Cape Ann to be a great place to live for their children. With such a mix of experience and energy between our long-time and newest members, we're looking ahead to a productive and exciting future.

## Get to know one of our newest Board members: Dennis Acker

Living in Gloucester since 1988 and working here since 2000, I realized how fortunate I am to be able to live and work on Cape Ann. The community has been very supportive of me while working formerly at Citizens Bank and now at Santander. In 2011, I was asked to spend a couple hours discussing financial planning with the students in ACTION's COMPASS Youth Program. That led to three years of meeting with students weekly and helping them prepare for the future. During this time, I fully realized that everything ACTION supports is something I want to be a part of.



I feel it is important to give back to my community. Being ACTION's Treasurer, I hope my financial background adds some value to the Board and to the overall health of ACTION INC. and Cape Ann.

# Program Outcomes

## Client & Housing Services

**Who we are:** Our advocates, case managers, and counselors work with people to identify their individual needs and barriers to self-sufficiency, and connect them with resources and services, whether that's a meal at our shelter, a permanent place to call home, or a number to call for help

**Programs and services:** Case management, counseling, access to public benefits, referrals and information, housing advocacy, rent/mortgage assistance, emergency food and shelter, and affordable housing development and management.

Programs and services that address the underlying causes of poverty and homelessness, helping people to identify needs, address barriers, and find stability

### What are people saying?

"I came to ACTION sure I was about to lose my home and not knowing where to turn. An Advocate helped me figure out what steps I could take to gain control over my life again."  
~ Anne

### 2013 Outcomes

**ACTION INC. provided:**

- 1,313 referrals
- 484 households with services that helped them maintain their housing
- 244 people with emergency food and 89 with food assistance
- 221 homeless men and women with emergency shelter
- 196 homeless men and women with case management services
- 62 homeless people with healthcare services
- 30 households with foreclosure services
- 82 individuals with HIV/AIDS with support services and 26 with housing
- 19 units of affordable housing

Project Uplift  
Our 2013 annual toy and clothing drive served 680 children from 358 Cape Ann families



## COMPASS Youth Program

**Who we are:** COMPASS staff and teachers care about every student who walks through our door. We take the time to learn about their struggles and inspire them to do their best, whether that's graduating and going on to college, earning a GED and finding full-time employment, or discovering the doors education can open.

**Programs and services:** Daytime high school for juniors and seniors, part-time day school for second-year freshmen, evening credit recovery program, GED preparation, academic and career coaching, art classes at Cape Ann Art Haven, science at Maritime Gloucester, community service and internship opportunities, case management, and counseling.

Alternative education programs and support services for teens and young adults experiencing barriers to learning in the public school system

### What are people saying?

"Not only am I graduating with National High Honors, my school is also awarding me for having the highest GPA in my degree. I can't think of a better way to finish college!"

~ Bethany, graduate of COMPASS

### 2013 Outcomes

- 18 seniors earned high school diplomas
- 9 underclassmen advanced a grade
- 5 students earned GEDs
- 37 students improved social/emotional development
- 33 students avoided risk-taking behavior
- 37 students gained skills to help with employment

## Energy Services

**Who we are:** Our award-winning Energy team works to save people money while saving the environment. Fuel Assistance staff help households with their home heating bills, and Energy Conservation staff bring those bills down through energy-saving improvements on homes throughout the state.

**Programs and services:** Help with heating and utility bills, home energy assessments, weatherization, heating system repairs, replacement of light bulbs and some appliances, and national energy affordability advocacy.

Programs that reduce energy use and costs through financial help, home improvements, and education

### What are people saying?

"I can't believe how much warmer the house felt and how much less we spent last winter. We're retirees living on Social Security, so it's really a huge help."  
~ Salvatore

### 2013 Outcomes

- 14,467 households received home improvements overseen by ACTION and 3,553 performed directly by ACTION
- 3,714 households received help paying home heating bills
- 49 weatherization and heating system contractors and 36 fuel vendors received work

# Program Outcomes

## HomeCare

**Who we are:** ACTION HomeCare is a team of health care professionals that includes in-house nurses as well as a staff of more than 90 to care for seniors and disabled adults within their homes, keeping them out of hospitals and assisted living facilities.

**Programs and services:** Personal care, medication reminders, light housekeeping, laundry, shopping, transportation to medical appointments, caregiver respite, Home Health Aide services, and hospice care.

Personal care, companion, Home Health Aide and other care services to help people continue to live in the comfort of their own homes for as long as possible

### What are people saying?

"My mom needed more help than we could give, but she would have been brokenhearted to leave her house. ACTION was a life-saver."

~ Robert

### 2013 Outcomes

- 533 senior citizens and 10 disabled adults received services that allowed them to stay at home
- 656 staff hours were spent in trainings to increase credentials and better serve our clients
- New Hoarding Task Force implemented

## Job Training & Education



**Who we are:** Our educators, coordinators, and counselors help adults identify career interests, improve basic job and life skills, and seek new opportunities. We stay on top of the latest job market trends to design programs that result in real jobs and wage increases.

**Programs and services:** Adult Basic Education classes, GED preparation, health care industry training programs, job counseling, and placement services.

Education, training, and support to help unemployed and underemployed adults gain new skills and better employment opportunities

### What are people saying?

"Graduating from the HHA program was my first step toward a real career. Now I'm preparing for nursing school - I can't wait!"

~ Jen

### 2013 Outcomes

- 123 adults gained skills to help with employment
- 55 obtained jobs
- 53 completed the Home Health Aide Training Program
- 48 enrolled in Adult Basic Education classes
- 35 ABE students increased their ability by a grade level

# Program Highlights

"If it wasn't for RAYS I don't know where I would be. I went into the program pregnant. I had so much support from my fellow students and teacher. I enjoyed coming to school and I gained a lot of confidence."  
~ Gia, 2014 COMPASS graduate

## RAYS Re-engaging All Youth to School Initiative

Offered through ACTION's COMPASS Day Program for high school juniors and seniors, RAYS allows younger students (ages 14-15) who are in danger of dropping out of public school to attend COMPASS part-time and get back on track. At COMPASS, RAYS students have the support of caring adults and benefit from an integrated approach that includes academics, civic learning, art classes, and counseling. We partner with the Cape AnnYMCA to connect RAYS students with community service opportunities at local non-profits that have included an animal shelter, food pantry, and senior center. The goal at the end of the year is for students to re-engage in school either full-time at COMPASS or at Gloucester High School. Six students participated in RAYS in 2013, with three increasing their attendance rate by 20% or more, and five earning enough credits to advance a grade level.



## Bailee's Backpacks Back-to-School Drive



In September 2013, 109 Gloucester elementary and middle school students showed up on the first day of school with brand new packs and supplies thanks to ACTION's first annual Bailee's Backpacks drive.

The drive was made possible with the help of local seven-year-old Bailee Militello and her mom, Bricana, along with North Shore 104.9 Radio, the Office of State Senator Bruce Tarr, and generous individuals, groups, and businesses throughout Cape Ann who chose to donate supplies for kids in need.

The goal of Bailee's Backpacks is to help struggling families with the considerable expense of sending their children back to school each Fall. As school budgets tighten, families must find room in their own to tackle the long supply lists their children bring home. Through Bailee's Backpacks, 65 families felt that burden lifted in 2013.



# Innovative Solutions

## Welcome Home, Cape Ann's Housing First Program

Chronically homeless individuals with co-occurring disabilities are often the hardest to serve, requiring individualized behavioral and physical health services, which is a near impossibility within the setting of homelessness. ~ Joe Finn, President, Massachusetts Housing & Shelter Alliance

During 2013, so many Americans continued to struggle to afford basic necessities and stay housed. As more people became homeless and were turned away from overcrowded shelters, many found themselves without a roof overhead. **Limited shelter beds are often filled night after night by chronically homeless individuals with serious barriers to stability, including severe mental and physical health issues,** that prevent them from finding permanent homes. As a result, shelters see little movement and the newly homeless are left out on the streets.

Here on Cape Ann, the picture was no different. But now, with ACTION INC. launching the area's only Housing First model program, we're working to change that picture and put an end to local homelessness. **ACTION's new Welcome Home program uses the Housing First low-threshold model to get the most difficult-to-house individuals out of shelters, off the streets, and into affordable, permanent housing.** Unlike so many other programs, the Housing First model doesn't require participants to meet certain eligibility criteria or reach specific milestones in order to receive housing. The philosophy is that once individuals are housed, they will have the stability necessary to begin to address serious issues such as disabilities and debilitating substance abuse.

The core goal of Welcome Home and the Housing First model is to keep people housed and reduce the significant costs to cities and states associated with the chronically homeless, including shelter operating costs and emergency health care. ACTION receives funding from the U.S. Department of Housing and Urban Development and from the Massachusetts Housing and Shelter Alliance to cover housing vouchers for program participants. According to the Alliance, in Massachusetts **"the annual costs per [chronically homeless] person decreased from \$33,474 before housing to \$24,102 after housing placement, resulting in an annual savings of \$9,372 per person."**

ACTION recognizes that housing is just the first step toward a healthier, more self-sufficient life for our Welcome Home participants. That's where Tom Connolly comes in. As ACTION's Welcome Home Case Manager, **Tom works with landlords to find housing placements, coordinates the furnishing of apartments, conducts weekly home visits, and connects people with services and resources such as counseling, health care, and public benefits.** Participants also have access to ACTION's Licensed Substance Abuse and Mental Health Counselor, and are assisted with addressing life skills such as communication, housekeeping, and self-advocacy. This vital case management component of Welcome Home is funded through the Community Support Program for People Experiencing Chronic Homelessness.



Tom came to ACTION from Heading Home in Cambridge, one of Massachusetts' original Housing First programs. During his six years there, Tom saw many difficult and heartbreaking cases and worked hard to keep people housed and connect them to the help they needed. "This population in general is the toughest you'll find. Most have multiple issues – drug addiction, alcoholism, mental health, impulse control," said Tom. **"These are the 15% among the total homeless population that cost 75% of the resources."**

Now Tom is continuing his work here on Cape Ann, and it hasn't gotten any easier. **"In many ways, Gloucester has even tougher struggles than Cambridge. People are isolated and dealing with severe alcoholism and disabilities without any support.** I've seen people drink themselves nearly to death, and others get evicted over and over due to hoarding."

While his days are often discouraging, Tom sees firsthand that the Housing First model truly does work. "These are people that would otherwise be spending years living in shelters and on the streets, costing thousands more dollars and not getting any of the support they need. I've seen some amazing turnarounds, but that's the exception. **What I see that counts is that they are no longer in shelter, no longer on the streets, and they're gaining control over their lives.**"



Nearly 50 years ago, six-year-old Manny was dropped off at the Fernald State School, the Western hemisphere's oldest public institution for people with developmental disabilities. The school became infamous at various points in history for wrongly institutionalizing young boys, performing medical experiments on residents, and for accusations of physical and sexual abuse. During his 12 years at Fernald, Manny never learned to read or write.

At 18, out on his own for the first time, Manny made his way to Gloucester and for many years earned a living as a fisherman. But as the local fishing industry collapsed, he found himself unemployed, illiterate, facing untreated mental health issues, and living on the streets. After spending five years sleeping at the ACTION Shelter, Manny, now 55, has finally found permanent housing and the support he needs through Welcome Home.

# Who were we in 2013?

**7,190** clients served      **157** staff members

**3,659** households served\*      **20** Board members

*\*Our Energy Services division oversaw energy-saving home improvement projects on an additional **14,467** households*

## 2013 clients at a glance

Single-parent households: **1,069**

Homeless clients: **235**

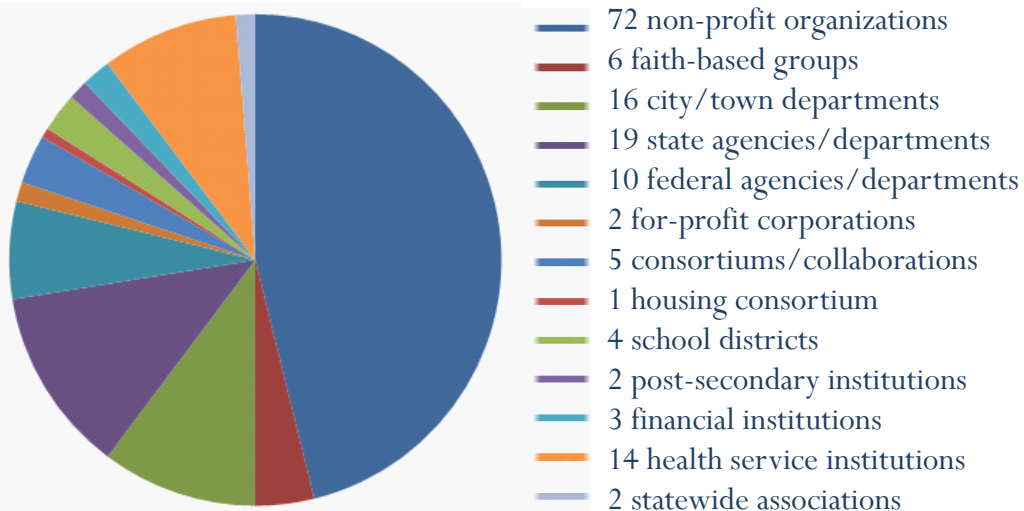
Disabled clients: **1,134**

College educated: **812**

Clients ages 55 & up: **1,974**

Household income below 200% of poverty level: **3,134**

## 156 partners in 2013



# Who do we want to be?

## Looking ahead to 2014 & beyond

### Community Needs Assessment

During 2014, ACTION will conduct a comprehensive assessment of the needs among economically disadvantaged residents of Greater Cape Ann, including the City of Gloucester and the towns of Essex, Ipswich, Manchester-by-the-Sea, and Rockport, Massachusetts.

### Planning for the future

The 2014 Community Needs Assessment will be part of a larger strategic planning process that ACTION undergoes every three years. This process helps us to assess our internal operations, customer and employee satisfaction, programs and services, and funding strategies, and enables us to identify new ways to meet community needs and future opportunities for collaboration.

### Our approach

To get the conversation started, we've already placed surveys at businesses and organizations throughout Cape Ann. You can complete our survey online at [www.actioninc.org](http://www.actioninc.org).

We're also interviewing key individuals in each of the communities we serve, and gathering folks together for group discussions about needs, issues, and great new ideas for how to address them.

### What's next?

The information and ideas we gather will inform our 2015-2017 Community Action Plan and determine who we want to be for the next three years. The Plan will be available in early 2015. Until then, check out our current Plan at [actioninc.org/publications.html](http://actioninc.org/publications.html)

# Who we are: ACTION staff

## Administration

Timothy Riley, Executive Director  
Peggy Hegarty-Steck, Deputy Director  
Ken Kudym, Chief Financial Officer  
Jessica Benedetto-Unger, Director of Marketing and Planning  
Judy Manchester, Director of Human Resources  
Geraldine Coughlin, Administrative Assistant  
Patricia Foster, Bookkeeper  
Agi Simon, Grants Coordinator

## Client & Housing Services

Maggie Howard, Director of Client and Housing Services  
Laura Hart, Client Services Coordinator  
Jennifer Beloff, Advocate  
Tom Connolly, Housing First Case Manager  
John Cordner, Shelter Case Manager  
Shannon Cronin, HOPWA Case Manager  
Molly Derr, Counselor  
Debbie Eason, HomeCorps Case Manager  
Fatima Gomes, Advocate  
Eric Kreilick, Advocate  
Mike McNair, Homeless Services Case Manager  
Megan Merlin, Intake Specialist  
Jim Noble, Shelter Manager

Stella Mae Seamans, Rental/Mortgage Assistance Coordinator

*Shelter Staff:* Michael Barry, Melody Fidler, Carolyn Fountain, Michele Gaynor,  
Thomas Good, Christine Heard, Daniel Hossack, Eugene Simpson, John Thackeray

## COMPASS Youth Program

Elizabeth Moran, COMPASS Program Coordinator  
Kelly Karvelas, Academic and Vocational Coach  
Lauren Riley, Health and Wellness Coordinator  
*Teachers:* Darcy Culverwell, Richard St. Pierre, Darlene Story

## Job Training & Education

Shari Cornett, Director of Job Training and Education  
Michele Ameno, Adult Education Coordinator  
Joan Fitzpatrick, Home Health Aide Instructor  
Michael Hayes, Adult Basic Education Instructor  
Stephanie Jackson, Adult Basic Education Counselor  
Louis Rossi, Adult Basic Education Tutor  
Yun Wang Swanson, Adult Basic Education Instructor

## Energy Services

Elliott Jacobson, Vice President for Energy Services  
Rita Carvalho, Energy Director  
Marie Sanviti, Assistant Energy Director  
Craig Brown, Conservation Services Director  
Louis Silveira, Associate Conservation Director  
Brian Beote, Senior Multifamily Building Performance Specialist  
Linda Brayton, Fuel Assistance Advocate  
Jonathan Daley, Energy Efficiency Manager  
Brendan Delaney, Building Performance Specialist  
George DesRoches, HeartWap Coordinator  
David Dow, Multifamily Coordinator  
Diane Elefson, Administrative Assistant  
Elizabeth Gillis, Seasonal Fuel Assistance Certifier  
Joe Hachey, Senior Building Performance Specialist  
Lynn Kugel, Receptionist  
Jackie Lovasco, Fuel Assistance Supervisor  
Barry Moir, Energy Resources Program Coordinator  
Cory Peterson, Building Performance Specialist  
Jean Pomeroy, Utility Program Data Coordinator  
Cindy Schimanski, Office Manager  
Jennifer Schmorrow, Utilities Advocate  
Cristine Sears, Conservation Information Coordinator

## HomeCare

Karen Turnquist, Director of HomeCare  
Lisa Murrin, Operations Manager  
Doreen Ahearn, Administrative Assistant  
Tracey Aitken, Payroll and Billing Clerk  
*Nurse Supervisors:* Elizabeth Bosselman, Whitney Marshall, Candy Natti  
*HomeCare Workers and Home Health Aides:* Deborah Aiello, Mary Jane Aiello, Holly Amaral, Maria Amaral, Jennifer Baptiste, Jaime Barry, Patricia Barry, Caron Bernier, Amy Brooks, Danette Bruni, Judith Carey, Wendy Chipperi, Aaron Dickerson, Theresa Doucette, Janet Downey, Karen Favazza, Amy Gallagher, Esther Garlick, Virginia Gibney, Jane Gleason, Pamela Gledhill, Emily Gusmano, Maia Haverty, Debra Hawes, Christine Heard, Geraldine Hilton, Dana Huffman, Sharon Jordan, Melissa Kippen, Carole Krech, Wendi Lattof, Joseph Lentini, Shelley Lovasco, Florence Mahoney, Linda McDonough, Leah McEachern, Cherie McPhail, Jillian Dunn Mello, Maryanne Michel, Beth Miller-True, James Milone, Roberta Milone, Catherine Moore, Virginia Morey, Paula Morse, Kelly Moses, Sara Mullen, Rhonda Murray, Gale Laurie Newman, Roxanne Nilson, Patricia Joyce Norris, Lisa O'Brien, Holly O'Connor, Margo Madruga Olds, Joan Oliver, Christa Orlando, Deanna Ouderkerken, Amy Paige, Marie Paquiot, Jessica Pierce, Joan Pierce, Donna Pike, Barbara Reeves, Doris Rivera, Jackeline Rivera, Angela Rodriguez, Grace Romeo, Marry Russo, Francine Ruta, Stephanie Ruta, Lois Santos, Rose Sawyer, Barbara Sawyers, Shannon Seigas, Jane Selig, Nancy Sheehan, Linda Silva, Candice Spanks, Beverly Stanley, Paula Stanton, Ashley Stevenson, Maureen Surette, Barbara Todd, Deb Vanhbouaravong, Ida Wheeler, Riva Wilson, Mary Wonson

## In memory



*With the passing of Thelma McDermott in March 2014 in a tragic house fire, we lost a dedicated HomeCare nurse and a much beloved member of the ACTION family.  
Thelma, you will be missed.*



# Who we are: Donors & Private Funders

## .....\$50-99.....

Dr. Robert H. Ackerman  
Ms. Michele Ameno  
Mr. Peter Anastas and Ms. Judy Walcott  
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Mr. and Mrs. David and Maryanne Askwyth  
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Ms. Elizabeth Kilcoyne  
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Mr. Ken Kudym  
Ms. Margery Leach  
Ms. Charlotte Coe Lemann

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Mr. and Mrs. Anthony and Adrienne Verga  
Ms. Sylvia Vriesendorp  
Mr. Ralph Waddey  
Mr. John Waz and Ms. Deidre Johnson  
Ms. Mary Weissblum  
Mr. and Mrs. Robert and Lillian Welcome

## .....\$100-249.....

Mr. and Mrs. Dennis and Charlene Acker  
Ms. Elizabeth B. Akerley  
Mrs. Catherine Allard  
Mr. and Mrs. Anthony and Karen Andrew  
Mr. Michael A. Arsenian  
Mr. John Toby Arsenian  
Mr. Robert Baker

Ms. Amy Ballin  
Mr. John Barbour  
Ms. Mary Barcus  
Mr. and Mrs. Peter and Catherine Bartholomew  
Mr. and Mrs. Robert and Elizabeth Bosselman  
Mr. and Mrs. Jay and Kathleen Bothwick  
Mr. Peter Herbert Brau and Ms. Bethany K. Fritzsche  
Mr. and Mrs. Walter and Linda Bunten  
Mr. Thomas Burger  
Cape Ann Insurance Agency  
Cape Ann Savings Bank  
Mr. Robert Caron III and Ms. Bonnie Gunn  
Carroll K. Steele Insurance Agency  
Mr. Philip Chalmers  
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Ms. Sally Smithwick  
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Dr. Michael Stelluto  
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Mr. David Rosen and Ms. Laura Harrington  
Mr. and Mrs. Manny and Dorothy Sieradzki  
Mr. and Mrs. Robert and Nancy Smith  
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St. Mary's Episcopal Church  
Temple Ahavat Achim  
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Mr. Geoffrey Bayliss  
Mr. Barry B. Corden  
Cape Ann Motor Inn  
Mr. and Mrs. Benjamin and Shelly Chigier  
Mr. and Mrs. Chester and Ellen Clark  
Mr. Brian Donovan  
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Ms. Diane Faissler  
First Congregational Church of Rockport  
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Mr. Christian Fisher  
Ms. Sandra Kahn  
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Edward S. and Winifred G. Moseley  
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Catholic Charities  
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Children's Friend and Family Services  
City of Gloucester  
Coalition for the Homeless - Lynn  
Community Action Inc. - Haverhill  
Community Action of the Franklin,  
Hampshire, and North Quabbin Regions  
Community Action Programs Inter-City  
Community Economic Development  
Assistance Corporation  
Community Teamwork Inc. - Lowell  
Consumer Credit Counseling  
Elder Service Plan of the North Shore  
Eliot Community Human Services  
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Essex County Bar Association  
Essex Housing Authority  
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Franklin Square House Foundation  
Gloucester Department of Public Health  
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Gloucester Family Health Center  
Gloucester Fire and Police Departments  
Gloucester High Risk Task Force  
Gloucester High School  
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Good Friday Walk  
Grace Center

Green Foundation  
Harborlight Community Partners  
Healing Abuse Working for Change  
Holy Family Parish  
Housing Assistance Corporation  
Independent Living Center of the North Shore  
Invest in People  
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Linden Foundation  
Lynn Economic Opportunity  
Lynn Housing Authority  
Lynn Shelter Association  
MA Clean Energy Center  
MA Commission for the Blind  
MA Community Action Partnership  
MA Departments of Children and Families,  
Housing and Community Development,  
Mental Health, Transitional Assistance,  
and Youth Services  
MA Energy Directors Association  
Manchester Essex Regional High School  
Manchester Housing Authority  
Maritime Heritage Center  
Mass Housing  
Massachusetts Rehabilitation Commission  
MassHealth  
Menotomy Weatherization  
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National Community Action Foundation  
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National Grid  
Neighborhood Legal Services  
New England Community Action Association  
New England ISO  
North Shore Career Center  
North Shore Community Action Programs

North Shore Community College  
North Shore Community Health  
North Shore Continuum of Care  
North Shore Health Project  
North Shore Housing Action Group  
North Shore Workforce Investment Board  
Northeast Behavioral Health  
Oak Ridge National Labs  
Open Door Food Pantry  
PACE  
Partners, North Shore  
Pathways for Children  
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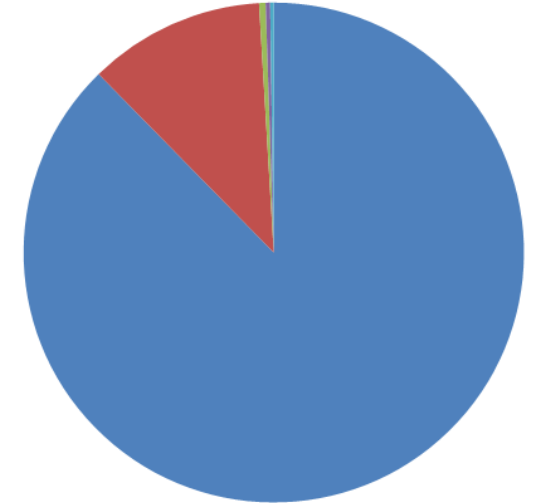
# 2013 Financial Report

Total expenses: \$47,515,455\*

Total revenue: \$49,056,875

Sources of funding:

**Corporations\*\*** ■  
**Government grants** ■  
**Individuals** ■  
**Foundations** ■  
**Other** ■



\* Just 3% of ACTION INC.'s budget goes toward administrative costs

\*\* Funding for statewide energy conservation programs overseen by ACTION's Energy Services division

## Join us

ACTION INC. relies on generous individuals and groups who choose to support our programs. While large government grants and corporate partnerships allow us to offer specific programs such as weatherization projects throughout MA, it is private contributions that help us to meet such a broad range of needs here at home. When you support ACTION, you become part of a holistic, community-wide approach to fighting poverty and improving lives.

Visit us online to learn more and contribute, or mail your contribution to:

**ACTION INC. ATTN: Jessica Benedetto-Unger, Director of Marketing & Planning**

**180 Main Street • Gloucester, MA 01930**

[www.actioninc.org](http://www.actioninc.org)