To improve the lives of disadvantaged people on Cape Ann and beyond by minimizing the effects of poverty, promoting economic security, and advocating for social change.

Established in 1965 under the Economic Opportunity Act, we are part of a network of more than 1,000 such agencies operating across America. Community Action Agencies act as hubs in their local communities, bringing together state, local, and national partners and providing vital services to promote economic security and access to opportunity.

For over 50 years, Action Inc. has been instrumental in improving community life, from originally providing Meals on Wheels; to operating Cape Ann’s public transit system before the formation of CATA; to forming and incubating the Fisherman’s Wives Association, Pathways for Children, SeniorCare, and the Cape Ann Food Bank (later The Open Door). Action Inc. is always at the forefront of addressing local community needs.

Today, Action Inc. continues to provide a range of essential services encompassing emergency shelter, affordable housing programs, job training and career services, in-home care for seniors, fuel assistance, educational programs for at-risk youth, advocacy and case management support, weatherization and energy efficiency programs, adult basic education, and Project Uplift, our holiday toy and clothing drive.

COMMITTED TO OUR COMMUNITY

A partnership with Backyard Growers produces garden-fresh veggies for our shelter

Project Uplift brings holiday joy to over 600 local kids

Rockport High School Honor Society raises over $1,000 for our shelter

Sen. Tarr & Rep. Ferrante take a break during our 2016 Annual Meeting

Donation of blankets from the Gloucester Elks Lodge
Action Inc. works to help people find and maintain safe, secure housing. As housing costs rise, we see the many ways in which people struggle to maintain stable housing, and as the economy changes on Cape Ann, we help more and more people make ends meet.

Advocacy

Our Client Services team is a resource for people who are facing challenges and don’t know where else to turn. Our advocates meet with people to work on tough housing situations, financial instability, and more. They work with clients to make a plan and take proactive steps toward improving their lives.

416 households maintained their housing & became more stable thanks to our housing advocates

35 families & individuals were housed in affordable housing units owned by Action Inc.

229 people experiencing homelessness found a safe place to stay at our emergency shelter

41 shelter guests found homes as a result of case management

What do advocates & case managers do?

• Help people apply for public benefits such as disability (SSI/SSDI), MassHealth, food stamps, & housing programs
• Help navigate tenant/landlord issues & housing court
• Connect people to other local resources, including employment & job training
• Provide concrete “next steps” to securing and maintaining stable housing

Affordable Housing

In 2003, Action Inc. acquired and renovated our first units in Gloucester to help meet the rising demand for affordable housing. Today, we lease 33 units at below market rate to local individuals and families and provide an additional 66 units through housing vouchers.

“Action pretty much saved my life as far as housing goes—not sure where I would be without their help.”

Housing First

Since 2012, our Housing First program has provided housing and hope to individuals experiencing chronic homelessness. Through Housing First, adults with disabilities and long histories of homelessness can receive permanent housing and supportive services. This program recognizes that a person often needs to have a roof over their head, a safe place to sleep, and the support of a case manager before they can improve their health and work toward long-term goals. Our Housing First case managers provide support to 24 tenants, visiting them at home to make sure they are safe and connected to the resources they need to thrive.

Tenant-Based Rental Assistance (TBRA)

Thanks to Community Preservation Act grants from Gloucester and Rockport, Action Inc. helped 30 families survive financial hardships by providing temporary rental assistance and case management.

Jennifer Beloff, Director of Client & Housing Services
Cheryl De Primio, Client Services Coordinator
Michael Barry, Shelter Staff
Caryn Clifford, QUEST Case Manager
Molly Derr, Shelter Counselor
Maureen Dexter, Coordinated Entry Case Manager
Sophia Douglas, Intake Specialist
Sean Dunne, Shelter Staff
Deborah Eason, Advocate
Erie George, Housing First Case Manager
Fatima Gomes, Advocate
Laura Guerriero, QUEST Nutritionist

Susan Howard, Shelter Staff
Melissa Lezynski, Shelter Manager
Doug Merlin, Shelter Staff
Lacey Natti, Housing First Case Manager
Jim Noble, Housing First Transitions Coordinator
Kyle Olson, Shelter Staff
Kevin Peddecord, Shelter Staff
Sara Schultz, Shelter Staff
John Thackery, Shelter Staff
Heidi Weller, Advocate

When there’s no place else to turn, our Emergency Shelter steps in to care for people experiencing homelessness. Guests work closely with staff on “moving on” plans to tackle mental health and substance abuse issues, regain employment, and secure permanent housing.

As an active member of the Gloucester High Risk Task Force, we work with emergency personnel and key stakeholders in the community to respond to the needs of our most at-risk residents.

Action Inc. apartments in Gloucester
Since 1965, Action Inc. has been providing employment and education services to the Cape Ann community. We have focused on expanding access to employment opportunities for people with the greatest barriers. Dedicated in 2015 and named for our former Executive Director, the Riley Education and Training Center is a modern facility in downtown Gloucester that houses all of our Education and Job Training programs.

COMPASS

Our COMPASS program helps out-of-school youth ages 16-24 to prepare for the High School Equivalency Test (HiSET) and supports them with finding employment or post-secondary education. Students in the COMPASS program receive tutoring, training, career counseling, life skills coaching, social/emotional support, and access to a range of referral services including housing, nutrition, and benefits advocacy.

39 young adults served through our COMPASS programs

31 young adults gained full-time employment or enrolled in post-secondary education

41 adult students made significant, measurable learning gains

52 people completed healthcare career training and gained critical job skills

“Without the help of Action, I don’t know what I would have done. My teachers never gave up on me. They gave me emotional support and the help I needed to apply for college.”

Healthcare Career Pathways

In order to improve employment opportunities for local residents, Action Inc. provides healthcare training classes. Classes prepare students to gain the state Nurse Aide Certification and Home Health Aide credentials, allowing them to embark on a meaningful and rewarding career. This program allows Cape Ann residents to enhance their earning potential and meets a growing need among local employers for healthcare professionals.

39 young adults served through our COMPASS programs

31 young adults gained full-time employment or enrolled in post-secondary education

41 adult students made significant, measurable learning gains

52 people completed healthcare career training and gained critical job skills

In Her Own Words: Fatoumata’s Story

I was born and raised in West Africa in a family of thirteen children. From the time I was eight years old, I knew I had to cook. I would get fresh ingredients and create dishes from my heart. I loved cooking so much that I left high school to pursue my dream of starting my own business. I opened an outdoor kiosk in Ivory Coast, which became very successful.

Eventually, I decided to go to America to give my son a better life. Once here, I needed a steady income to support my son. I worked as a Home Health Aide, Certified Nursing Assistant, and Dialysis Assistant. However, this was not my dream because I wasn’t cooking, and I became severely depressed, disabled, and had to stop working in 2011.

Through all of this, I realized I wanted to go to college and study Culinary Arts. To do that, I needed my GED. So, I went to Action to take night classes; however, I had to stop studying due to my depression. Subsequently, I attended other programs, tried taking the GED twice, but didn’t pass. Then the GED was replaced with the HiSET. I passed everything but math and struggled with it for two years. I was determined, knew I needed more help, and went back to Action for math tutoring. It was difficult, but I wanted to achieve my goal and refused to give up. After taking the HiSET math test for the seventh time, I finally passed.

Without the help of Action, I don’t know what I would have done. My teachers never gave up on me. They gave me emotional support and the help I needed to apply for college. I didn’t have a family to support me in this country, so Action became my family.

I am presently a student at NSCC, studying Culinary Arts. It isn’t easy, but I am determined to complete the program. On May 1, I received the Barbara Geoffrion Memorial Award, an award given to a NSCC student who represents the dedication to education that Professor Geoffrion had during her long tenure at NSCC. My dream of becoming a professional cook is now within close reach, and I will complete my studies in 2018.

“Without the help of Action, I don’t know what I would have done. My teachers never gave up on me. They gave me emotional support and the help I needed to apply for college.”
Action Inc.’s Energy Services team has been helping people stay warm and reduce their heating and electricity bills since the 1970s. Our Energy team delivers direct assistance with fuel bills and provides energy efficiency upgrades for qualifying renters and homeowners. We are also a network leader, overseeing statewide contracts and advocating for low-income residents at the national level.

**Fuel Assistance**

1,810 local households stayed warm with emergency heating assistance

81 local contractors were utilized through our fuel and weatherization programs

10,624 units in multi-family buildings throughout the state were improved through energy conservation measures overseen by Action Inc.

“...I'm a divorced, single parent with three children, one of whom is disabled. Action’s Fuel Assistance was there to keep us warm when I was unable to work due to caring for my disabled child.”

National evaluations show that weatherization cuts energy consumption by 25% on average, and creates more affordable, comfortable, and healthier households.

**Weatherization**

Our Weatherization program helps to lower energy bills through increasing energy efficiency. We perform home energy use assessments, replacing everything from inefficient light bulbs to air conditioners and furnaces. We also work with partners to provide additional efficiency measures such as blown in insulation, air sealing, and weatherstripping.

Action Inc. reduces the energy burden felt by low-income families beyond Cape Ann. We are the lead agency overseeing National Grid–funded conservation work across the state. This work helps reduce energy costs for thousands of households each year.

Elliott Jacobson, Vice President of Energy Services
Rita Carvalho, Director of Energy Services
Maria Arias, Seasonal Intake
Linda Brayton, Energy Liaison/Fuel Assistance Advocate
Lynne Kugel, Receptionist
Jacquelyn Lovasco, Fuel Assistance Supervisor
Elizabeth Gillis, Seasonal Fuel Assistance Certifier
Seraphina Russelt, Seasonal Intake
Jennifer Schmorrow, Utilities Advocate
Calvin Cook, Building Performance Specialist
Brendan Delaney, Technical Manager
David Dow, Multi Family Coordinator
Walter Hachey, Sr., Building Performance Specialist
Colin Heneghan, Heating Systems Specialist
Jamin Jones, Multi Family Building Performance Specialist
Barry Moir, Energy Resources Program Coordinator
Matthew Murrin, Administrative Assistant
Kevin Neylon, Building Performance Specialist
Jean Pomeroy, Utility Program Data Coordinator
Cindy Schimanski, Office Manager
Cristine Sears, Conservation Information Coordinator
Louis Silveira, Information Technology Coordinator
Action Inc. has a long and proud tradition of serving seniors on Cape Ann, operating Meals on Wheels services in the 1960s and employing our first Home Health Aides in 1973. Today, HomeCare provides a range of services to support senior citizens and disabled adults, allowing them to continue to live safely and comfortably in their own homes.

Our team of over 60 professional caregivers provide comprehensive support services for seniors, including personal care, home-cooked meals, medication reminders, light housework, grocery shopping and errands, companionship, and transportation.

Our Home Health Aides provide specific medical supports for seniors with more complex needs. This year, staff received special training and certification in caring for people with dementia. We also provide dedicated support for George W. McPherson Park, Gloucester Housing Authority’s senior housing development with 96 elderly residents.

Throughout all of our work, we remain committed to providing the highest quality service and protecting the dignity of our seniors here on Cape Ann.

283 seniors and disabled adults maintained an independent living situation

88,000 hours of service were dedicated to our homecare clients

What do HomeCare workers do?
• Medication reminders
• Grocery shopping
• Rides to doctor’s appointments
• Provide companionship
• Prepare & cook meals
• Help with bathing
• House cleaning
• Provide peace-of-mind to family members

“My father has home health aides employed by Action who do light housework, cooking, etc. With these wonderful people available, I am able to spend more quality time with him without worrying, which is important as I work two jobs.”

In 2016, Action Inc. continued our commitment to our clients, hosting our “Building a Caring Community” workshop. This event was designed to raise awareness of bullying, respect, and behavioral issues in the senior community.

Attendees, including nearly 50 residents of McPherson Park, discussed opportunities to build empathy, foster a culture of respect, and increase trusting relationships. Action Inc. continues to be committed to meeting the needs of our seniors through close communication and openness.

Action’s HomeCare and Riley Education and Training Center continue their collaboration by providing Home Health Aide training. In our Home Health Aide training program, students gain the skills they need to receive Home Health Aide certification and embark on a meaningful career path helping seniors in our community. Graduates from this program even have opportunities to join our own HomeCare team.

This year, HomeCare welcomed Lisa Murrin as its new director. Lisa has been part of the HomeCare team since 1996. As the former Operations Manager, she brings a vast knowledge of our clients, their families, and our community to her new role.
THANK YOU • PRIVATE DONORS & FUNDERS, 2016

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- Amelia Peabody Foundation
- Bridging Peace Fund of Tides Foundation
- Lahay Health System/Addison Gilbert Hospital
- Edward S. and Winfred G. Moseley Foundation
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- Richard and Anne Rosenfeld
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$100 – 249
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- Nicholas Sennachmicz and Elizabeth Fragola

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Andrew Rosenberg and Marian Zeles

**Financial Report**

The Community Service Block Grant (CSBG) designates Action Inc. as the Community Action Agency serving Cape Ann. For every one dollar received in CSBG funding, Action Inc. leverages $144 from non-federal sources. Our revenue from Private Contracts consists primarily of funding for statewide energy conservation programs, overseen by our Energy Services Department.

**Fiscal Year 2016 Revenue:** **$45,934,000**

- Private Contracts: **$39,374,692**
- Private Donations & Grants: **$545,407**
- Local Public Funding: **$2,289,754**
- Federal Contracts: **$3,110,261**
- Non-CSBG Federal Contracts: **$1,110,261**
- Non-Personnel: **$2,650,637**
- Personnel: **$3,327,040**

**Fiscal Year 2016 Expenses:** **$45,274,150**

- Direct Care Service Payments: **$39,296,473**
- Non-Personnel: **$2,650,637**
- Personnel: **$3,327,040**

Action Inc. is the 4th largest employer in Gloucester, providing job opportunities that support the local economy and our residents.

**Administration**

Peggy Hegarty-Steck, President & Executive Director
Magali Howard, Deputy Director
Ken Kudym, Chief Financial Officer
Judy Manchester, Director of Human Resources
Joe McEvoy, Director of Marketing & Planning

David Brooks, Facilities Manager
Gennie Coughlin, Office Manager
Richard Gurry, Assistant to Facilities Manager
Carol Hayes, Accountant & Payroll Administrator
Taylor Jesso, Office Assistant
Allison Lex, Planning Coordinator
Megan Merlin, Project Coordinator
Taylor’s Story

Taylor struggled in school, dropping out when she was 16. “It was really tough for me. I felt so trapped,” Taylor said. “I never felt like I was good enough or smart enough.”

When she came to Action Inc. to join the COMPASS program, she was surprised. “Everyone was so open-minded, friendly, and kind; they care about people. They really want you to succeed and it was a great feeling.” As time went on, and with the support of the COMPASS team, she gained more self-confidence.

When a career assessment told her she would be well suited for office work, she applied for an internship at Action’s Main Office in Gloucester. Her internship gave her a sense of purpose and helped her to set goals for her future. “Working at Action really helped me see the world from a better perspective and really gave her a sense of purpose and helped her to set goals for her future. "Working at Action really helped me see what I want to do in life as a career; I want to help people."
IN REMEMBERANCE

Mike McNair  
May 13, 1951 - March 2, 2017

Mike was a kind, funny guy who brightened the days of clients & staff alike. Often he could be heard whistling or singing a tune around the office. As a Housing First Case Manager, Mike helped clients find direction in difficult times.

Ralph Johnson  
Aug. 6, 1954 - April 17, 2017

Ralph formerly worked at Action for 13 years as the Housing Director. He was an advocate for those in need and helped many people over the years. Ralph was a fun-loving person with a quick wit who always had a story to share.

PROJECT UPLIFT

Action Inc. participates in and leads critical community initiatives, such as our Project Uplift holiday toy and clothing drive for Cape Ann kids. For the last 25 years, Action has provided gifts to children ages 0-14 as a way to help lighten the financial burden around the holidays. Thanks to the generosity of local residents, businesses, and volunteers, Project Uplift is one of our most successful and popular initiatives.

605 children received toys and clothing over the holidays
326 families utilized Project Uplift
50 local businesses and organizations served as donation collection sites

Action Inc. relies on the support of the community to offer the range of services we provide. By making a gift to Action Inc., you will be directly supporting the people of Cape Ann, helping them access vital resources and better opportunities.

www.actioninc.org

OUR LOCATIONS

Main Office
180 Main Street
Gloucester, MA 01930
978-282-1000

• Energy Services
47 Washington Street
Gloucester, MA 01930
978-283-2131

• Emergency Shelter
370 Main Street
Gloucester, MA 01930
978-283-4125

• Satellite Offices
37J Whistlestop Mall
Rockport, MA 01966

Ipswich Housing Authority
00 Southern Avenue
Ipswich, MA 01938