Since 1965, Action Inc. has been working hard to fight poverty on Cape Ann. Our team shares the principles and commitment our founders set out with more than fifty years ago, but the nature of poverty and the needs of our community have changed over time. We are constantly assessing community needs and shaping our programming to provide dignity, stability, and opportunity for everyone in our community.

2018 was a year of great change at Action Inc., with the addition of new and exciting programs and the transition of our HomeCare program to a new provider. We continue to be committed to responding directly to our community’s most pressing needs, which is why we have taken a more active role in responding to behavioral health needs, expanded our advocacy and supportive housing provision, and improved our education and workforce development programming.

All of this work relies on the support and partnership of countless individuals and organizations throughout the region. Their support for Action Inc. is a clear commitment and investment in our community, and all of the people that make Cape Ann such a wonderful place to live and work.

Sincerely,

Peggy Hegarty-Steck
President & Executive Director

Dear Friends,

Since 1965, Action Inc. has been working hard to fight poverty on Cape Ann. Our team shares the principles and commitment our founders set out with more than fifty years ago, but the nature of poverty and the needs of our community have changed over time. We are constantly assessing community needs and shaping our programming to provide dignity, stability, and opportunity for everyone in our community.

2018 was a year of great change at Action Inc., with the addition of new and exciting programs and the transition of our HomeCare program to a new provider. We continue to be committed to responding directly to our community’s most pressing needs, which is why we have taken a more active role in responding to behavioral health needs, expanded our advocacy and supportive housing provision, and improved our education and workforce development programming.

All of this work relies on the support and partnership of countless individuals and organizations throughout the region. Their support for Action Inc. is a clear commitment and investment in our community, and all of the people that make Cape Ann such a wonderful place to live and work.

Sincerely,

Peggy Hegarty-Steck
President & Executive Director

Linda Murphy
Board Chairperson

Our mission is to create opportunities that promote a thriving Cape Ann for all.

Our story begins in 1965, when a group of Gloucester residents started Action Inc. to provide essential support programs to the Cape Ann community. They began programs like Head Start, Meals on Wheels, the local food pantry, and the first homecare agency on the North Shore. Since then, Action Inc. has continued to develop programs designed to combat poverty in our community, and help individuals and families build better lives. Action Inc. is the dedicated Community Action Agency (CAA) for the greater Cape Ann area. CAAs are a nationwide network of organizations that work as hubs in their local communities, bringing together state, local, and national partners to address community needs and the underlying causes of poverty.

Our programs are designed to meet the needs of the community, as reported by the community itself, and operate under four core departments:

Client & Housing Services
  - Housing & Benefits Advocacy
  - Supportive Housing (Housing First, HOPWA)
  - Emergency Shelter
  - Affordable Housing

Education & Training
  - COMPASS Youth Program (HiSET Preparation)
  - Adult Education (HiSET Preparation)
  - Nurse Aide & CDL Training Programs

Energy Services
  - Fuel Assistance (LIHEAP)
  - Energy Efficiency & Weatherization Programs
  - Utilities Advocacy
  - High Risk Task Force & Community Substance Use Programming

Community Initiatives
  - Our Place Recovery Community
  - Back-to-School & Holiday Drives

Our story begins in 1965, when a group of Gloucester residents started Action Inc. to provide essential support programs to the Cape Ann community. They began programs like Head Start, Meals on Wheels, the local food pantry, and the first homecare agency on the North Shore. Since then, Action Inc. has continued to develop programs designed to combat poverty in our community, and help individuals and families build better lives. Action Inc. is the dedicated Community Action Agency (CAA) for the greater Cape Ann area. CAAs are a nationwide network of organizations that work as hubs in their local communities, bringing together state, local, and national partners to address community needs and the underlying causes of poverty.

Our programs are designed to meet the needs of the community, as reported by the community itself, and operate under four core departments:

Client & Housing Services
  - Housing & Benefits Advocacy
  - Supportive Housing (Housing First, HOPWA)
  - Emergency Shelter
  - Affordable Housing

Education & Training
  - COMPASS Youth Program (HiSET Preparation)
  - Adult Education (HiSET Preparation)
  - Nurse Aide & CDL Training Programs

Energy Services
  - Fuel Assistance (LIHEAP)
  - Energy Efficiency & Weatherization Programs
  - Utilities Advocacy
  - High Risk Task Force & Community Substance Use Programming

Community Initiatives
  - Our Place Recovery Community
  - Back-to-School & Holiday Drives

Since 1965, Action Inc. has been working hard to fight poverty on Cape Ann. Our team shares the principles and commitment our founders set out with more than fifty years ago, but the nature of poverty and the needs of our community have changed over time. We are constantly assessing community needs and shaping our programming to provide dignity, stability, and opportunity for everyone in our community.

2018 was a year of great change at Action Inc., with the addition of new and exciting programs and the transition of our HomeCare program to a new provider. We continue to be committed to responding directly to our community’s most pressing needs, which is why we have taken a more active role in responding to behavioral health needs, expanded our advocacy and supportive housing provision, and improved our education and workforce development programming.

All of this work relies on the support and partnership of countless individuals and organizations throughout the region. Their support for Action Inc. is a clear commitment and investment in our community, and all of the people that make Cape Ann such a wonderful place to live and work.

Sincerely,

Peggy Hegarty-Steck
President & Executive Director

Linda Murphy
Board Chairperson

List includes current board members as of May 2019

Our mission is to create opportunities that promote a thriving Cape Ann for all.

Our story begins in 1965, when a group of Gloucester residents started Action Inc. to provide essential support programs to the Cape Ann community. They began programs like Head Start, Meals on Wheels, the local food pantry, and the first homecare agency on the North Shore. Since then, Action Inc. has continued to develop programs designed to combat poverty in our community, and help individuals and families build better lives. Action Inc. is the dedicated Community Action Agency (CAA) for the greater Cape Ann area. CAAs are a nationwide network of organizations that work as hubs in their local communities, bringing together state, local, and national partners to address community needs and the underlying causes of poverty.

Our programs are designed to meet the needs of the community, as reported by the community itself, and operate under four core departments:
Our Place responds to the behavioral health needs of the community.

In February 2018, Action Inc. took over operation of Cape Ann’s only recovery safe space program, Our Place Recovery Community.

Initially established in 2016 through a collaboration with the City of Gloucester and others, the drop-in program provides participants with a safe, sober community that includes resources and support from recovery coaches and peers, healthy lunches, job coaching, social events, yoga, and art.

Our Place provides more than 500 hours of supportive programming each year.

Urgent Care appointments provide immediate help for families in crisis.

Our Client Services Advocacy Program connects people with the resources and support they need to become more stable. There has been high demand for these services in recent years and wait times have developed. In response, our Urgent Care Program was implemented this year, thanks to a grant from the Applied Materials Foundation. The program provides dedicated resources three days per week to assist people who have immediate needs that cannot wait, such as heat/electricity shut off notices, victims of fires or disasters, clients with 48hr vacate orders, and those living in places not fit for human habitation.

Local businesses helping people

In 2018, dozens of local businesses stepped up to help the people in our community. Whether collecting toys for Project Uplift, sponsoring a fundraiser, or donating essential items to the shelter, local businesses help us make a lasting impact on Cape Ann.

Local kids changing lives

It can be lonely spending the holidays at a shelter. Often times, people who find themselves without a permanent home have dealt with trauma, loss, and uncertainty.

This past Christmas Eve, Baxter Chmiel and his younger brother Charlie decided to visit our emergency shelter. Baxter had been saving money from his part-time job at Shaws and had a plan. That evening, the brothers shook every person’s hand, wished them a Merry Christmas, and handed them each a $5 bill.

People were touched that two teenagers cared enough to think of them, especially during the holidays. With a simple gesture, Baxter & Charlie reminded everyone that compassion is the greatest gift we can give to each other.
Recognizing the quality & impact of our work, United Way of Massachusetts Bay & Merrimack Valley chose Action Inc. as one of its strategic partners for 2019-2021 after a competitive, region-wide selection process.

Being a United Way Strategic Partner gives us access to funding, resources, trainings, & partnerships that will strengthen our programs and allow us to better meet the needs of our community.

In February 2018, Action Inc.’s HomeCare services team transitioned to local provider ABC Home Healthcare. Since the 1970s, Action Inc. nurses, aides, and companions have been a constant source of companionship and reassurance for seniors in our community.

We are proud to have been one of the very first home care agencies operating in the state, and we know that the great work of our staff has shaped the services available to support seniors in their homes.

Almost all of Action Inc.’s staff and clients transitioned to ABC, allowing a consistency of employment as well as maintaining the relationships between staff and clients.

CDL Training Program opens up new career paths close to home.

Our goal is to help residents find meaningful, well-paying local jobs. With the decline of the fishing industry and other traditional employment options, there is a significant need for living-wage jobs that do not require an advanced degree. Commercial drivers are among the fastest growing occupations that do not require a college degree, experiencing a 37% increase nationally by 2024.

In summer 2018 Action Inc. piloted a new Commercial Driver's License (CDL) Training Program. The program is funded through the Sailor’s Snug Harbor Foundation and includes classroom instruction and intensive “behind-the-wheel” training. As with all Action Inc. trainings, students also receive resume-writing and job search assistance.

In 2018, we added two new components to the program. With funding from the North Shore Community Health Network, a mental health clinician was added to the program. Many students in the program struggle with depression and anxiety, and due to challenging home lives, the impact of economic stress, and other barriers, nearly all students have some form of mental health need.

In September the program added a part-time Youth Engagement Specialist. This role, supported by the Dusky Foundation, is designed to create a safe, welcoming space for students and prospective students, increasing enrollment, engagement and attendance in the program.

The COMPASS program serves at-risk young people (16-24) who have dropped out of school, providing high school equivalency (formerly GED) preparation and intensive academic and career support.

In 2018, we added two new components to the program. With funding from the North Shore Community Health Network, a mental health clinician was added to the program. Many students in the program struggle with depression and anxiety, and due to challenging home lives, the impact of economic stress, and other barriers, nearly all students have some form of mental health need.

In September the program added a part-time Youth Engagement Specialist. This role, supported by the Dusky Foundation, is designed to create a safe, welcoming space for students and prospective students, increasing enrollment, engagement and attendance in the program.

United Way selects Action Inc. as a strategic partner.

75 students worked towards obtaining their High School Equivalency Diploma (HiSET).

CDL Training Program opens up new career paths close to home.

Our goal is to help residents find meaningful, well-paying local jobs. With the decline of the fishing industry and other traditional employment options, there is a significant need for living-wage jobs that do not require an advanced degree. Commercial drivers are among the fastest growing occupations that do not require a college degree, experiencing a 37% increase nationally by 2024.

In summer 2018 Action Inc. piloted a new Commercial Driver's License (CDL) Training Program. The program is funded through the Sailor’s Snug Harbor Foundation and includes classroom instruction and intensive “behind-the-wheel” training. As with all Action Inc. trainings, students also receive resume-writing and job search assistance.

In 2018, we added two new components to the program. With funding from the North Shore Community Health Network, a mental health clinician was added to the program. Many students in the program struggle with depression and anxiety, and due to challenging home lives, the impact of economic stress, and other barriers, nearly all students have some form of mental health need.

In September the program added a part-time Youth Engagement Specialist. This role, supported by the Dusky Foundation, is designed to create a safe, welcoming space for students and prospective students, increasing enrollment, engagement and attendance in the program.

The COMPASS program serves at-risk young people (16-24) who have dropped out of school, providing high school equivalency (formerly GED) preparation and intensive academic and career support.

In 2018, we added two new components to the program. With funding from the North Shore Community Health Network, a mental health clinician was added to the program. Many students in the program struggle with depression and anxiety, and due to challenging home lives, the impact of economic stress, and other barriers, nearly all students have some form of mental health need.

In September the program added a part-time Youth Engagement Specialist. This role, supported by the Dusky Foundation, is designed to create a safe, welcoming space for students and prospective students, increasing enrollment, engagement and attendance in the program.

75 students worked towards obtaining their High School Equivalency Diploma (HiSET).

CDL Training Program opens up new career paths close to home.

Our goal is to help residents find meaningful, well-paying local jobs. With the decline of the fishing industry and other traditional employment options, there is a significant need for living-wage jobs that do not require an advanced degree. Commercial drivers are among the fastest growing occupations that do not require a college degree, experiencing a 37% increase nationally by 2024.

In summer 2018 Action Inc. piloted a new Commercial Driver's License (CDL) Training Program. The program is funded through the Sailor’s Snug Harbor Foundation and includes classroom instruction and intensive “behind-the-wheel” training. As with all Action Inc. trainings, students also receive resume-writing and job search assistance.

In 2018, we added two new components to the program. With funding from the North Shore Community Health Network, a mental health clinician was added to the program. Many students in the program struggle with depression and anxiety, and due to challenging home lives, the impact of economic stress, and other barriers, nearly all students have some form of mental health need.

In September the program added a part-time Youth Engagement Specialist. This role, supported by the Dusky Foundation, is designed to create a safe, welcoming space for students and prospective students, increasing enrollment, engagement and attendance in the program.

The COMPASS program serves at-risk young people (16-24) who have dropped out of school, providing high school equivalency (formerly GED) preparation and intensive academic and career support.

In 2018, we added two new components to the program. With funding from the North Shore Community Health Network, a mental health clinician was added to the program. Many students in the program struggle with depression and anxiety, and due to challenging home lives, the impact of economic stress, and other barriers, nearly all students have some form of mental health need.

In September the program added a part-time Youth Engagement Specialist. This role, supported by the Dusky Foundation, is designed to create a safe, welcoming space for students and prospective students, increasing enrollment, engagement and attendance in the program.

75 students worked towards obtaining their High School Equivalency Diploma (HiSET).

CDL Training Program opens up new career paths close to home.

Our goal is to help residents find meaningful, well-paying local jobs. With the decline of the fishing industry and other traditional employment options, there is a significant need for living-wage jobs that do not require an advanced degree. Commercial drivers are among the fastest growing occupations that do not require a college degree, experiencing a 37% increase nationally by 2024.

In summer 2018 Action Inc. piloted a new Commercial Driver's License (CDL) Training Program. The program is funded through the Sailor’s Snug Harbor Foundation and includes classroom instruction and intensive “behind-the-wheel” training. As with all Action Inc. trainings, students also receive resume-writing and job search assistance.

In 2018, we added two new components to the program. With funding from the North Shore Community Health Network, a mental health clinician was added to the program. Many students in the program struggle with depression and anxiety, and due to challenging home lives, the impact of economic stress, and other barriers, nearly all students have some form of mental health need.

In September the program added a part-time Youth Engagement Specialist. This role, supported by the Dusky Foundation, is designed to create a safe, welcoming space for students and prospective students, increasing enrollment, engagement and attendance in the program.

The COMPASS program serves at-risk young people (16-24) who have dropped out of school, providing high school equivalency (formerly GED) preparation and intensive academic and career support.

In 2018, we added two new components to the program. With funding from the North Shore Community Health Network, a mental health clinician was added to the program. Many students in the program struggle with depression and anxiety, and due to challenging home lives, the impact of economic stress, and other barriers, nearly all students have some form of mental health need.

In September the program added a part-time Youth Engagement Specialist. This role, supported by the Dusky Foundation, is designed to create a safe, welcoming space for students and prospective students, increasing enrollment, engagement and attendance in the program.

75 students worked towards obtaining their High School Equivalency Diploma (HiSET).
Fuel Assistance helps 3,128 households on Cape Ann.

No one should have to choose between heating their home or paying for other basic necessities, yet many working families and those with a fixed income struggle to manage these costs. Our Fuel Assistance Program (LIHEAP) helps thousands of households in Gloucester, Rockport, Manchester, Essex, Ipswich, Hamilton, & Wenham pay their home heating bills every year.

With 80% of these households across Cape Ann including a child under 5, a senior, or a person with a disability, the help Fuel Assistance provides local families keeps vulnerable populations safe and comfortable when the weather gets cold.

“I am on Fuel Assistance and it has been great. I am 87 years old and I live alone and am trying to keep my house. Action put in a new heating and cooling system. If it wasn’t for the help I don’t think I could afford to stay here.” - Marie J.

Number of local homes that were improved through our energy efficiency programs:

447

Weatherization not only lowers utility bills, it also increases the comfort & safety of the home, reduces carbon footprint & greenhouse gas emissions, & adds equity & durability to the building!

Partnership improves comfort & efficiency at the Shelter.

In the summer, individuals experiencing homelessness have fewer opportunities to escape the heat and cool off. We were delighted to receive funding from Rotary Club of Rockport and generous in-kind donations from Emerson Swan and Breen and Sullivan, which enabled us to upgrade to a new, efficient air conditioning system to help keep shelter guests and staff comfortable all summer long. In addition to improving conditions, the system will save thousands of dollars in energy costs in the coming years.

Changing lives

This thank you letter was sent with a generous donation.

Dear Action Inc.,

For a few years, a few years ago, I became a single parent and needed financial help. I reached out to Action Inc. for heating assistance. You gave me financial relief during those days, for which I am eternally grateful, and so glad that today I’m able to give something back, towards your vital humanitarian services - assisting those in need, whatever their circumstances may be. Bless you and thank you so much.

Improve homes

Multi-family program reduces energy burden for thousands.

80% of Massachusetts residents report that they are “cost burdened”, spending more than 35% of their income on housing expenses. Recognizing the need to reduce housing costs, Action Inc. and our partners created the Multi-Family Energy Efficiency Program, which provides efficiency upgrades to homes and lowers utility bills.

73,272

housing units were improved this year through our Multi-family Energy Efficiency Program, helping thousands of low income families across the state.
National retailer TORRID donates clothing to create a boutique shopping experience.

Last May, 35 women from our shelter & housing programs shopped for brand new clothing items such as jeans, blouses, bras, dresses, and coats, thanks to a very generous donation from the plus size clothing retailer TORRID.

A summer competition helps kids return to school with the right supplies.

Partnering with expert food & beverage marketing company OCTOCOG, we raised over $4,000 at MIXED: A Cocktail Competition, allowing us to purchase 100 backpacks and other necessary supplies for Gloucester kids headed back to school in September 2018.

Project Uplift brings joy to 738 local children over the holidays.

The holidays can bring added stress to families who are already worried about affording life’s basic necessities. Project Uplift helps Cape Ann parents provide the best they can for their kids, letting them “shop” for brand new toys and clothing at our annual pop-up store.

1,146 children & adults accessed clothing, school supplies, personal care items, & holiday gifts through our 2018 Community Initiatives.
Action Inc. aims to be an instrument of change, working collaboratively with partners to strengthen the community and helping all people in our service area access the opportunities they need to thrive.

2018 Vision Statement
Action Inc. aims to be an instrument of change, working collaboratively with partners to strengthen the community and helping all people in our service area access the opportunities they need to thrive.

Responsiveness: We will seek input from the community and will be flexible with our programming, ensuring that our services address needs that have been identified by the community itself.

Impact: We will design and implement innovative solutions to community issues, and we will measure our outcomes to ensure we are producing positive results.

Collaboration: We will collaborate with local, state, and federal organizations to leverage resources and advocate for social change, and we will work with local partners to offer comprehensive services to our community.

Respect: We will treat everyone with dignity and respect, and we will offer our clients compassion and support in hopes of empowering them to achieve their goals.

Staff

Energy Services
Elliott Jacobson
Vice President, Energy Services
Brian Beote
Director of Energy Efficiency Operations
Marie Saviti
Director of Energy Advocacy & Benefits Programs
Maria Arias
Linda Brayton
Rita Carvalho
Calvin Cook
Jonathan Daley
Brendan Delaney
David Dow
Joe Hachey
Abdelmouaim Hamim
Colin Heneghan
Jamin Jones
Lynne Kugel
Jacquelyn Lovasco
Barry Moir
Matthew Murrin
Kevin Neylon
Jean Pomeroy
Serafina Russell
Cindy Schimanski
Jennifer Schmorrow
Cristine Sears
Louis Silveira
Joe Standley

Client & Housing Services
Jennifer Beloff
Director of Client & Housing Services
Abbey Brewer
Jill Brown
Shannon Buckley
Caryn Clifford
Anthony DeCristofofo
Cheryl DePrimio
Molly Derr
Maureen Dexter
Sophia Douglas
Debbie Eason
Lori Fonseca
Shauna Gauthier
Erin George
Jesse Gibbons
Fatima Gomes
Benjamin Gradert
Melissa Lezynski
Doug Merlin
Lacey Natti
Jim Noble
Kyle Olson
Kevin Peddecord
Jennifer Sinclair

Administration
Peggy Hegarty-Steck
President & Executive Director
Maggie Howard
Deputy Director
Ken Kudym
Chief Financial Officer
Joe McEvoy
Director of Planning & Development
Geraldine Coughlin
Richard Gurry
Jeremy Heussi
Allison Lex
Megan Merlin
Heidi Paskavitz-Weller
Shayna Trupiano

Education & Training
Nikki Marin
Director of Education & Training
Michele Ameno
Jill Bonaiuto
Leah Brundige
Eleanor Genest
Myk Hayes
Stephanie Jackson
Johanna McEvoy
Jennifer Sinclair
Carolina Sosa Tavares
Karii Washington

Client & Housing Services
Jennifer Beloff
Director of Client & Housing Services
Abbey Brewer
Jill Brown
Shannon Buckley
Caryn Clifford
Anthony DeCristofofo
Cheryl DePrimio
Molly Derr
Maureen Dexter
Sophia Douglas
Debbie Eason
Lori Fonseca
Shauna Gauthier
Erin George
Jesse Gibbons
Fatima Gomes
Benjamin Gradert
Melissa Lezynski
Doug Merlin
Lacey Natti
Jim Noble
Kyle Olson
Kevin Peddecord
Jennifer Sinclair

Administration
Peggy Hegarty-Steck
President & Executive Director
Maggie Howard
Deputy Director
Ken Kudym
Chief Financial Officer
Joe McEvoy
Director of Planning & Development
Geraldine Coughlin
Richard Gurry
Jeremy Heussi
Allison Lex
Megan Merlin
Heidi Paskavitz-Weller
Shayna Trupiano

Education & Training
Nikki Marin
Director of Education & Training
Michele Ameno
Jill Bonaiuto
Leah Brundige
Eleanor Genest
Myk Hayes
Stephanie Jackson
Johanna McEvoy
Jennifer Sinclair
Carolina Sosa Tavares
Karii Washington

Staff

Energy Services
Elliott Jacobson
Vice President, Energy Services
Brian Beote
Director of Energy Efficiency Operations
Marie Saviti
Director of Energy Advocacy & Benefits Programs
Maria Arias
Linda Brayton
Rita Carvalho
Calvin Cook
Jonathan Daley
Brendan Delaney
David Dow
Joe Hachey
Abdelmouaim Hamim
Colin Heneghan
Jamin Jones
Lynne Kugel
Jacquelyn Lovasco
Barry Moir
Matthew Murrin
Kevin Neylon
Jean Pomeroy
Serafina Russell
Cindy Schimanski
Jennifer Schmorrow
Cristine Sears
Louis Silveira
Joe Standley

Client & Housing Services
Jennifer Beloff
Director of Client & Housing Services
Abbey Brewer
Jill Brown
Shannon Buckley
Caryn Clifford
Anthony DeCristofofo
Cheryl DePrimio
Molly Derr
Maureen Dexter
Sophia Douglas
Debbie Eason
Lori Fonseca
Shauna Gauthier
Erin George
Jesse Gibbons
Fatima Gomes
Benjamin Gradert
Melissa Lezynski
Doug Merlin
Lacey Natti
Jim Noble
Kyle Olson
Kevin Peddecord
Jennifer Sinclair

Administration
Peggy Hegarty-Steck
President & Executive Director
Maggie Howard
Deputy Director
Ken Kudym
Chief Financial Officer
Joe McEvoy
Director of Planning & Development
Geraldine Coughlin
Richard Gurry
Jeremy Heussi
Allison Lex
Megan Merlin
Heidi Paskavitz-Weller
Shayna Trupiano

Education & Training
Nikki Marin
Director of Education & Training
Michele Ameno
Jill Bonaiuto
Leah Brundige
Eleanor Genest
Myk Hayes
Stephanie Jackson
Johanna McEvoy
Jennifer Sinclair
Carolina Sosa Tavares
Karii Washington

2018 Snapshot

5,508 individuals on Cape Ann were helped directly by Action Inc. programs.

$40/day cost per person for a bed and 2 hot meals at our shelter

2,233 households served have income below 200% of the federal poverty level*
* below $24,280/year for a 1-person household

33,000 meals were provided for people in our community

15,000,000 pounds of CO2 was saved by our energy programs

When our staff was recently asked to complete anonymous surveys about their employment, of employees agreed they feel proud to work for Action Inc.!
Private Donors & Funders

$20,000+
Richard and Anne Rosenfeld
Health Network
Gilbert H. Hood Family Fund
Amelia Peabody Foundation

$10,000+
Emmanuel Church
David & Linda Carlson
Geoffrey Bayliss

$5,000+
Anthony Artuso
Brace Cove Foundation
Joseph Brooks
First Ipswich Bank
Lyon-Waugh Auto Group
McCarthy Family Foundation
The Peter and Elizabeth C. Tower Foundation
Andrew Preas & Miriam Silva Preas
Karina & Gary Roark
Tarrant Cuder Family Charitable Fund
United Way Of Massachusetts Bay & Merrimack Valley

$1,000+
A & M Contracting Inc.
AD Sales
Apple Lane Foundation
Bank Gloucester
Geoffrey Bayliss
David & Linda Carlson
Emerson Swan
Emmanuel Church

Bob Gillis
Valerie Gilman
Ronald & Donna Glidden
Dave Brown & Curtis Gollard
Matthew Goodwin
Susan Raeumme & Scott Gorke
Susan Gould Coviello
Joyce Grifin
Abbe Lunding & Anthony Gross
Bonnie Gunn
Susan Halpern
Grace Hannah
Peggy Hegarty-Steck
William Hellmuth
Toby Ann Higgins
Margaret Howard
Elliot & Mary Jacobson
Mary Ann Johnson
Lee & Sheila Kafer
Cain Kale
Albert Kalustian
Denis & Melanie Keenan
Gavin & Josephine Keenan
Maria Benotti & Peter Kellerman
Susan King
Wayne Kleimola
Jim & Victoria Knowiton
Beverly & Karen Koch-Weser
Kenneth Landy
Heidi Lane
Henry & Frances Lapham
Ann Leamon
Gary & Stephanie Leduc
Roger Lesch
Lucy Littlefield
Timothy Logue
Seymour Lyon
James & Laura Lowell
Marianne Lufkin
G. Fred & M. Celene Lyon
Donald & Louise Maier
Judy Manchester
John & Christine Maney
Nigel & Suzanne Mark
Kathleen Marks
Francis Massie
John McCarthy
Paul & Catherine McGeary
Judy Metcalfe
Middlesex Recovery
Fern Milles
Hal & Susan Mindel
John Miniter
Bob Mobley & Barry Morel
Joseph Molnar
Carl & Shirley Moores
Clayton A. Morin
Edward & Linda Murphy
Joseph & Lois Muzio
Charles & Stella Nahatis
Malcolm Noriega
Gregg & Christine Norris
Margaret O’Malley
Gerald & Arlene O’Neil
Ocean Crest Seafoods
Robert & Frances Osten
Thomas & Elizabeth Parsons
Pathways for Children
Laurent Perreault
Amy Gaul & Steven Phillips
Ronald Pierre-Louis
Brian & Patricia Pike
Ruth Pino
Geoffrey Pope
Derek & Marcia Praynt
Raymond Quill
Noreen Rackauskas
Christine Reif
Ken Riehl
Tim & Marilyn Riley
Nancy & Martin Robb
Andrew Rosenberg
Melvin & Martha Rosenblatt
Norman Seppala
Joel & Bonnie Sieradzki
Alcindo Silva
Laura Simon
Robert & Nancy Smith
Caroline Spang
Newton & Judith Spurr
Michael Stelluto
Dawn Stewart
Steven Law & William Stroud
Janet Sutton
Claire Tomilson
David & Helen Torny
Scott Trent
Meredit Turcotte
Tom & Patricia Turner
Robert & Jan Tyler-Nelson
Peter Van Demark
Anne Hadley & Thomas Vawter
Kevin Varra
Jack Vondras
Charles & Louise Vose
Ammon & Ann Wachman
Rev. Karin Wade
John Waz
Michael Wheeler
Elizabeth Maloy Whiteway
C. Fredric & Judith Young
Scott & Julie Young

$109,687
Arnold W Knauth II Charitable Fund

$75,000
Tides Foundation

$48,500
Sailors’ Snug Harbor of Boston

$40,000
The Dusky Foundation

$20,000+
Amelia Peabody Foundation
Gilbert H. Hood Family Fund
North Shore Community Health Network
Richard and Anne Rosenfeld

$10,000+
The Applied Materials Foundation
Beverly and Addison Gilbert Hospitals/Lahey Health System

$5,000+
Edward & Mary Anderson
Michael & Kelly Arsenian
BankGloucester
Breen & Sullivan Mechanical Services
Carroll K. Steele Insurance Agency
Patrick Casey
Chester & Ellen Clark
Element Care
First Congregational Church of Rockport
Gilbert Fund For Indigent Persons
Garth & Lindsay Greimann
Laura Harrington
K.J. Miller Mechanical, Inc.
Sandra Kahn
Mary Ann Kiehl
Joseph Kittredge
David & Margaret Leece
Perri & David Levy
Lifebridge/Grace Center
Nancy Shorter and David Manley
William Newhall & Robert McCrae
Sarah Mellow
Reenie & Bill Mettiveller
Thomas & Diane Mulkern
Rockport Police Association
James & Barbara Siergiewicz
Mark E. Sullivan
Joshua & Natasha Taylor
Town of Essex
Wales Family Fund

$1,000+
(...continued)
Diane Fissler
Fluid Industrial Associates, Inc.
G & G Mechanical
GEM Mechanical Services, LLC
Gloucester Pride Stride Committee
JIMARY LLC
Kanter Killiam Foundation
Stephen Kalyanides
Max Kagan Family Foundation
Mr. & Mrs. L. Dexter Woodman
Scholarship Fund
David Murphy
Dan Murray
Paula Newcomb
Paradigm Partners
The Rotary Club Of Gloucester
Nicholas and Martha Safford

$250+
Gregg Bach
Andy & Lauren Bacigaluppo
Catherine Bayliss
John Broutillette
Scott Cleary
Jennifer Mallette & Mathias Collins
Monika Dade
Nor’east Cleaners
Ann Drake
Guy & Andrea Fincke
Marion Frost
Carolyn J. Fuchs
Steven & Maria Gillespie
Luisa Girondire
Harborlight Community Partners
William & Carol Hayes
Harold & Cheryl Jones
Thomas & Andrea Kelly
Marilyn Kimball
Edward King
Thomas & Mary Ann Klein
Jessica Lanier
Paul & Christine Lundberg
Martin & Barbara Luster
The Manchester Club, Inc.
Andy & Peggy Mattow
Patricia McCarthy
Richard Mills
The Open Door Food Pantry
Clive Oram
Martha Morgan & Daniel Ottenheimer
Karen Quillian
John Rosenthal
Catherine Schlichte
Serenitee Restaurant Group
Gary & Barbara Simundza
Sally Smithwick
Stanley Roofing Company
Troy Sullivan
Swimming Heart Zen
Temple Ahavim Achim
Christopher & Joan Tschalaer
Chris & Ellen Velline
Ralph & Priscilla Walter
Richard Wilson
Wolf Hill Garden Center
Gretchen Wood

$500+
Edward & Mary Anderson
Michael & Kelly Arsenian
BankGloucester
Breen & Sullivan Mechanical Services
Carroll K. Steele Insurance Agency
Patrick Casey
Chester & Ellen Clark
Element Care
First Congregational Church of Rockport
Gilbert Fund For Indigent Persons
Garth & Lindsay Greimann
Laura Harrington
K.J. Miller Mechanical, Inc.
Sandra Kahn
Mary Ann Kiehl
Joseph Kittredge
David & Margaret Leece
Perri & David Levy
Lifebridge/Grace Center
Nancy Shorter and David Manley
William Newhall & Robert McCrae
Sarah Mellow
Reenie & Bill Mettiveller
Thomas & Diane Mulkern
Rockport Police Association
James & Barbara Siergiewicz
Mark E. Sullivan
Joshua & Natasha Taylor
Town of Essex
Wales Family Fund

$100+
ABC Home Healthcare Professional
Ascension Memorial Church
Catherine Allard
Judy Walcott & Peter Anastas
John Toby Arsenian
Stanton Barrett
Jean Barry
Gaylindke Beck
Jennifer Beloff
John & Cynthia Bjorle
Elizabeth Bosselman
Jay & Kathleen Bothwick
Giusepppe & Audrey Brancalone
Janice Brand
Bethany Fritzche & Peter Herbert Brau
GerryAnne Brown
David & Jill Buchanan
William & Geraldine Butman
John & Mollie Byrnes
Cape Ann Motor Inn
CB Fisk, Inc. Organ Builders
Philip Chalmers
Kathryn Chamberlain
Citizens Bank
James Clark
Bruce & Michele Coates
Kenneth Collins
Robin Conner
Edward Conley
James & Norma Coney
Liz Serpa & Roger Corbin
William & Louise Cornetta
Terry & Anne Cowman
Monica Lawton & Raymond Crane
Robert & Jean Cunningham
Patricia D’Aleo
Daniel Dennis & Company
Jean Davis
Christine Day
Melissa Dimond
Charlotte Dodge
Nana Dunbar
Barbara Burke Dyer & William Dyer
Elite Autospots
Janet Grover & Dahmen Emerson
Adele Q. Ervin
Ellen Flatley
Howard Frisch
Hilary Fyre
Thomas Furth
Gretchen Gasser-Ellis
Lucille Gatchell
Christopher Gaudet
Bonnie Sylvester & Jonas Gavelis
Lauren Gawlik
GHS Interact Club
Jennifer Gillis
Bob Gillis
Valerie Gilman
Ronald & Donna Glidden
Dale Brown & Curtis Gollard
Matthew Goodwin
Susan Raeumme & Scott Gorke
Susan Gould Coviello
Joyce Grifin
Abbe Lunding & Anthony Gross
Bonnie Gunn
Susan Halpern
Grace Hannah
Peggy Hegarty-Steck
William Hellmuth
Toby Ann Higgins
Margaret Howard
Elliot & Mary Jacobson
Mary Ann Johnson
Lee & Sheila Kafer
Cain Kale
Albert Kalustian
Denis & Melanie Keenan
Gavin & Josephine Keenan
Maria Benotti & Peter Kellerman
Susan King
Wayne Kleimola
Jim & Victoria Knowiton
Beverly & Karen Koch-Weser
Kenneth Landy
Heidi Lane
Henry & Frances Lapham
Ann Leamon
Gary & Stephanie Leduc
Paul & Mary Lee
Roger Lesch
Lucy Littlefield
Timothy Logue
Seymour Lyon
James & Laura Lowell
Marianne Lufkin
G. Fred & M. Celene Lyon
Donald & Louise Maier
Judy Manchester
John & Christine Maney
Nigel & Suzanne Mark
Kathleen Marks
Francis Massie
John McCarthy
Paul & Catherine McGeary
Judy Metcalfe
Middlesex Recovery
Fern Milles
Hal & Susan Mindel
John Miniter
Bob Mobley & Barry Morel
Joseph Molnar
Carl & Shirley Moores
Clayton A. Morin
Edward & Linda Murphy
Joseph & Lois Muzio
Charles & Stella Nahatis
Malcolm Noriega
Gregg & Christine Norris
Margaret O’Malley
Gerald & Arlene O’Neil
Ocean Crest Seafoods
Robert & Frances Osten
Thomas & Elizabeth Parsons
Pathways for Children
Laurent Perreault
Amy Gaul & Steven Phillips
Ronald Pierre-Louis
Brian & Patricia Pike
Ruth Pino
Geoffrey Pope
Derek & Marcia Praynt
Raymond Quill
Noreen Rackauskas
Christine Reif
Ken Riehl
Tim & Marilyn Riley
Nancy & Martin Robb
Andrew Rosenberg
Melvin & Martha Rosenblatt
Norman Seppala
Joel & Bonnie Sieradzki
Alcindo Silva
Laura Simon
Robert & Nancy Smith
Caroline Spang
Newton & Judith Spurr
Michael Stelluto
Dawn Stewart
Steven Law & William Stroud
Janet Sutton
Claire Tomilson
David & Helen Tory
Scott Trent
Meredit Turcotte
Tod & Patricia Turner
Robert & Jan Tyler-Nelson
Peter Van Demark
Anne Hadley & Thomas Vawter
Kevin Varra
Jack Vondras
Charles & Louise Vose
Ammon & Ann Wachman
Rev. Karin Wade
John Waz
Michael Wheeler
Elizabeth Maloy Whiteway
C. Fredric & Judith Young
Scott & Julie Young
Action Inc. receives largest gift

In October 2017 Action Inc. received a significant gift from the estate of Arnold W. Knauth II. Arnold was a famed artist who lived in Rockport for many years, and was a beloved member of the community. His beautiful paintings captured heaving sailboats, bustling towns and harbors, and Cape Ann's natural beauty in its coastline and woodlands. Arnold passed away in June 2017, his wishes indicated that a substantial gift be made to Action Inc.'s COMPASS program. This donation is the largest single gift the agency has ever received, and will help sustain the future of the program for many years to come.

### Fiscal Year 2018

October 1, 2017 - September 30, 2018

<table>
<thead>
<tr>
<th>Revenue</th>
<th>$65,912,489</th>
</tr>
</thead>
<tbody>
<tr>
<td>91%</td>
<td>Private Contracts</td>
</tr>
<tr>
<td>5%</td>
<td>Federal Contracts</td>
</tr>
<tr>
<td>1.5%</td>
<td>State Contracts</td>
</tr>
<tr>
<td>1.5%</td>
<td>Grants &amp; Donations</td>
</tr>
<tr>
<td>.5%</td>
<td>Other Income</td>
</tr>
<tr>
<td>.5%</td>
<td>Community Services Block Grant (CSBG)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenses</th>
<th>$63,502,443</th>
</tr>
</thead>
<tbody>
<tr>
<td>88%</td>
<td>Direct Care Payments</td>
</tr>
<tr>
<td>8%</td>
<td>Personnel</td>
</tr>
<tr>
<td>3%</td>
<td>Non-Personnel</td>
</tr>
</tbody>
</table>

Almost all of Action Inc.'s private contract revenue comes from energy services contracts the agency manages across a large portion of the state. Almost all of these funds are “pass through” funds that we pass on to contractors or clients to complete work or provide direct benefits.

Community Services Block Grant (CSBG) is the federal anti-poverty funding that designates Action Inc. as the Community Action Agency for Gloucester, Rockport, Manchester-by-the-Sea, Essex, and Ipswich.

While CSBG funds make up only a small portion of our budget, we are able to leverage this flexible funding to attract millions of dollars from other sources to support our programming.

Action Inc.'s administrative costs makes up only around 2% of our overall budget.