

# Coming Home

2012  
Annual Report



**ACTION** INC.

Greater Cape Ann's Community Action Agency Since 1965

# The Promise of Community Action

**ACTION INC.** is a non-profit organization and a member of the Community Action Partnership, a nationwide network of agencies dedicated to finding real solutions to local needs. Since 1965, we have been working with the Cape Ann community and our partners at the local, state, and national levels to create programs designed to improve people's lives.



## Our Mission:

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.

At **ACTION**, we believe in **The Promise of Community Action**: that it changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

## Dear Friends,

For nearly 50 years now, ACTION INC. and Community Action Agencies across the country have been dedicated to limiting the effects of poverty, creating opportunities, and helping people to help themselves and each other. In 2012 more than 7,000 people across Cape Ann and neighboring communities received help through ACTION's many programs and services.

So much of what we do is directly connected with the home and family. Every person needs and deserves a place they can truly call home; a place where they feel safe and secure and have a sense of belonging. Cape Ann is a wonderful place to live, yet for many, the struggle to make ends meet or the difficulty of finding a good job or an affordable home can make life tough.

As you will see in the pages that follow, ACTION INC.'s programs bring stability to people's lives. In 2012, our HomeCare division kept hundreds of elders and disabled adults independent and safe in their own homes. Our large-scale Energy Services programs made more than 11,000 homes across a wide service area more energy efficient and reduced the burden of high winter energy bills by an average of 30% for all the thousands of tenants of those homes.

We continued to see many families at risk of losing their housing and many more that have already lost their homes. Our Client and Housing Services division prevents evictions and provides income stabilization services as well as counseling and direct housing support through housing subsidies and an emergency homeless shelter. In 2012, we also developed brand new affordable housing for families. Our Job Training and Education programs help people gain the skills they need to move on to better jobs, and our successful COMPASS Youth Program helps struggling high school students to keep going until they have achieved a diploma or GED.

The Board of ACTION INC., the staff and I want to thank all of our community partners, funders, and generous donors for the help and support that allowed us to achieve so much. There is more to be done, but by continuing to work together, we can meet the challenges ahead, strengthen our community, and help our neighbors to improve the quality of their lives.

Sincerely,

A handwritten signature in black ink, appearing to read "Tim Riley".

Tim Riley



# 7,007 People Served in 2012

## Our Programs:

Client and Housing Services • COMPASS Youth Program  
Energy Services • HomeCare • Job Training and Education  
Project Uplift Holiday Drive • Learn more at [actioninc.org](http://actioninc.org)

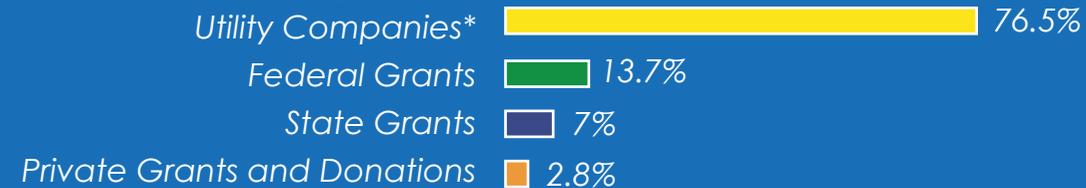
## 2012 Snapshot:

7,007 individuals served • 2,238 received help heating their homes  
307 gained skills to become more employable • 51 obtained housing  
91 received food assistance • 43 obtained health insurance • 51 got jobs  
129 received help with their taxes • 544 seniors received care services

## 2012 Financial Report

**Total Revenue: \$35,031,101**

### Sources of Funding:



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

**Total Expenses: \$34,381,879**

### Expenses by Program:

Client Services: 0.6% • COMPASS Youth Program: 0.6%

Energy Services: 85.7% • HomeCare: 5.8%

Housing Services: 3.4% • Job Training and Education: 0.8%

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

## Leading the State in Action

*"It was clear that both the Board and staff of ACTION INC. care about the quality of agency service and administration and are prepared to take the actions necessary to move from good to great."*

~ NIQCA Executive Director William A. Hunter

During 2012 ACTION underwent a comprehensive review process by the Northeast Institute for Quality Community Action, assessing the effectiveness of the organization's operations and services. After months of scrutiny, NIQCA gave ACTION one of the highest scores in the Institute's eight-year history.

ACTION exceeded best practice standards in five of six content areas that were assessed and met best practice standards in the sixth. The six areas assessed included strategic planning and community collaboration, operational management, governance, information technology, human resources, and financial management. These findings were the result of a 12-step, five-month self- and peer assessment process using NIQCA's Quality Community Action System.

**"Our goal is to serve the communities of Gloucester and Cape Ann with the most accessible and professional programs, services, and staff possible. I know our staff, Board of Directors, and volunteers are passionate about helping people in need and take great pride in the work they do."** ~ ACTION Executive Director Tim Riley



NORTHEAST INSTITUTE FOR QUALITY COMMUNITY ACTION



# Coming Home

Lack of affordable housing is a major issue for many people across the country, including many living in the Cape Ann area. In recent years, more families have been displaced from their homes after parents lose their jobs, experience foreclosure, or face other financial and personal crises.

Through the Home Together initiative, **ACTION INC.** is working to provide high-quality affordable, permanent housing to families who are trying to get by on extremely limited incomes.



## The Project

During 2011 and 2012 **ACTION** developed four brand new affordable rental units in Gloucester. These two-bedroom townhouses are specifically designed to meet the needs of families. The support for Home Together from both public and private funding sources, as well as from the community, has been impressive. The units were designed by Gloucester architect Robert Mitnik and take advantage of green building technology. The Home Together project also includes scattered-site vouchers, allowing us to connect an additional five families with affordable housing placements throughout Gloucester.

## The Services

Home Together residents have access to a wide range of support services provided through **ACTION** and our partners, taking a holistic and collaborative approach to addressing each family's unique needs. Services are offered through our Client and Housing Services, Job Training and Education, and COMPASS Youth Programs.

## Channyn's Story

*"Channyn is a confident, independent, and self-motivated young woman and an excellent role model for her daughter. The only piece of her puzzle that was missing was a permanent place to call her home. Now that she has that through the Home Together program, I have every reason to believe that Channyn will accomplish anything she puts her mind to."*

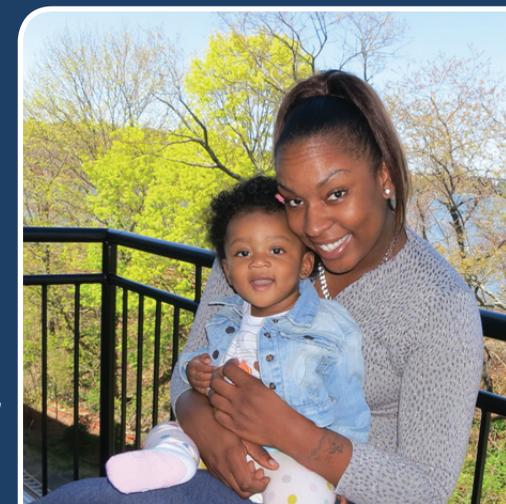
*~ Maggie Howard, **ACTION** Director of Client and Housing Services*

Channyn and her infant daughter had been living in a homeless shelter for almost three years when she first learned about **ACTION**'s Home Together initiative through a case worker. Channyn had been struggling with bipolar and post-traumatic stress disorders and was frustrated that she was unable to find a way out of the shelter and provide more stability for her family.

***"Living in a shelter, sharing bathrooms and sharing living space—I was grateful for a roof for my daughter, but I prayed daily for a better life."***

Channyn met with **ACTION**'s Director of Client and Housing Services, Maggie Howard, who helped her obtain a Home Together housing voucher and move into an affordable apartment in Gloucester. Maggie also helped Channyn transition out of shelter life, answering questions, sitting with her for hours at the Department of Transitional Assistance office, and helping her land an interview for a job. Most of all, Channyn says, Maggie was a friend who encouraged her when obstacles seemed insurmountable.

***"The day I moved into my apartment I sat on the floor and cried. I had never been happier and more grateful in my life—other than giving birth! ACTION has given me my independence again."***



# Client Services

## Services

Part of **ACTION**'s Client and Housing Services division, Client Services connects people with the services and resources they need to take steps toward improving their lives. We offer case management to help identify and address each client's needs and goals, access to public benefits, enrollment in MassHealth and the Supplemental Nutrition Assistance Program, help applying for disability benefits, housing assistance services such as help with eviction notices and subsidized housing applications, and referrals to other programs and services.

## Key Players

Maggie Howard, Director of Client and Housing Services  
Laura Hart, Client Services Coordinator (pictured)

## Client Services in 2012

- Helped 42 people obtain health insurance
- Helped 120 with food assistance
- Provided housing advocacy to 336 households
- Helped 140 households with their taxes
- Worked with 40 community partners
- Made 1,288 referrals



# COMPASS

## Youth Program

### Compass in 2012

- 6 Day Program seniors earned high school diplomas
- 11 Day Program juniors moved on to senior year
- 7 Night Program students earned high school diplomas
- 10 students passed the GED exam
- 5 students participated in internships

## Services

The COMPASS Youth Program is an alternative high school located at **ACTION INC.** COMPASS helps at-risk youth (ages 16-21) identify and address barriers to success at school, at work, and in life. We offer a Gloucester High School Satellite Day Program, a Night Diploma Program, and a General Equivalency Diploma Preparation Course, along with academic and career counseling, internship opportunities, life skills, and support services. COMPASS helps students recognize their individual strengths and goals and work to become successful adults.

## Key Players

Shari Cornett, Director of Job Training and Education  
Elizabeth Moran, COMPASS Youth Program Coordinator

# Energy Services

## Services

**ACTION's** Energy Services division works to bring affordable energy to the Greater Cape Ann area and far beyond, through conservation programs, financial assistance, and state- and nation-wide advocacy for energy efficiency and affordability. Energy Services offers home weatherization, fuel assistance, advice and products to reduce electricity use, heating system services, and phone and utility discounts to eligible economically disadvantaged households. The division also oversees major energy conservation initiatives across the state of Massachusetts.

## Key Players

Elliott Jacobson, Vice President for Energy Services

Rita Carvalho, Energy Director

Marie Sanviti, Assistant Energy Director

Craig Brown, Conservation Services Director

## Energy Services in 2012

- Oversaw energy conservation projects on 11,011 households across the state
- Worked with 47 partners to advocate for affordable, efficient energy
- Provided financial assistance to help 2,237 households heat their homes



# Home Care

## HomeCare in 2012

- Served 553 seniors and disabled adults
- Completed 441 hours of staff development training
- Added new services to enhance our continuum of care, including services for clients with Alzheimer's and dementia

## Services

**ACTION** HomeCare helps seniors and disabled adults live within the comfort of their own homes, through services ranging from personal care and errand-running to Home Health Aide services and hospice care. **ACTION** HomeCare's staff of more than 90 compassionate care providers is continuously trained to offer new services as the needs of our clients evolve. We aim to provide a continuum of care for each individual we serve.

## Key Players

Karen Turnquist, Director of HomeCare

Lisa Murrin, Operations Manager



# Improving Homes Across the State

Thanks to a continued partnership with global utility company National Grid, 2012 saw a major expansion of **ACTION** Energy Services' multi-family energy conservation program. For years, **ACTION** and National Grid have been teaming up to perform weatherization, appliance replacements, and other cost-saving energy efficiency measures on single-family and 5-25-unit multi-family buildings throughout the North Shore. This past year, National Grid invited **ACTION** to oversee projects on huge public and private affordable housing developments across Massachusetts—from Gloucester to Cape Cod, to the Berkshires and beyond.

**"We're working in high-rise buildings with 200 or 300 units, where we're really able to maximize opportunities for energy efficiency. The people living in these buildings are going to see huge savings,"** said **ACTION** Conservation Services Director Craig Brown, who helped **ACTION** spend \$14,892,896 in National Grid funding on 10,716 units across the Commonwealth. A portion of that was used right here in **ACTION**'s hometown of Gloucester—check out the photo captions for some examples.

Before hiring contractors to perform weatherization work, **ACTION**'s Building Performance Specialists visit each potential project site to assess opportunities for savings. These energy experts inspect the buildings' heating and hot water systems, use infrared scanners to check the walls for insulation, and look for air loss around doors and windows. In large developments with many floors and multiple heating systems, replacing old burners with new, efficient models makes a major impact on both the budgets of low-income families and on the environment. In many cases, old systems that are running at 60% efficiency are being replaced with ones running at 97%.

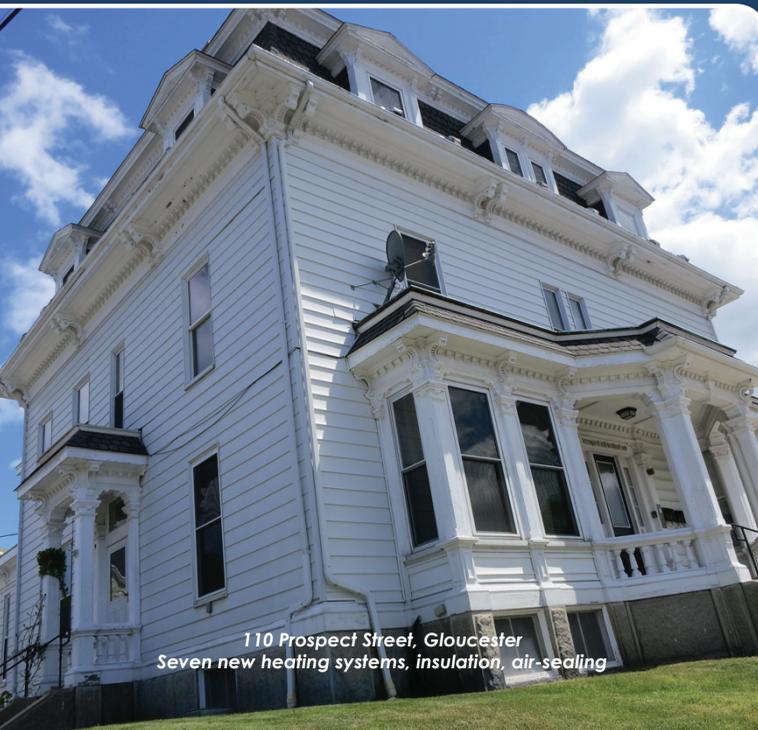
**ACTION** also works to reduce the amount of electricity being wasted in these buildings, replacing old light bulbs with compact fluorescents and LED lights, and replacing inefficient refrigerators and washing machines with Energy Star rated models.

**ACTION** Energy Services, National Grid, and our partners—including Action for Boston Community Development—are leaders in energy efficiency programs not just in Massachusetts, but across the country. In 2013 **ACTION** and our partners were co-winners of the American Council for an Energy-Efficient Economy's award for Low-Income Multi-Family Energy Retrofits.

**"This is truly an unprecedented program,"** said Elliott Jacobson, Vice President for Energy Services. **"No other state in the country is doing anything quite like it. There are loan programs and rebate programs, but nothing else that truly serves low-income families in this way."**

**"Energy efficiency programs, especially those involving multi-family buildings, really do work within the mission of serving economically disadvantaged people. They also work to stimulate the local economy, create job growth, and help the environment."**

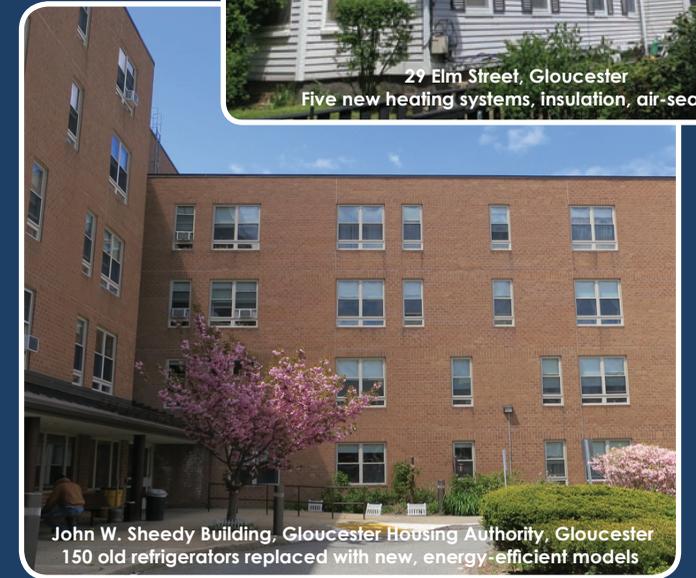
~ Rita Carvalho, **ACTION** Energy Director



110 Prospect Street, Gloucester  
Seven new heating systems, insulation, air-sealing



29 Elm Street, Gloucester  
Five new heating systems, insulation, air-sealing



John W. Sheedy Building, Gloucester Housing Authority, Gloucester  
150 old refrigerators replaced with new, energy-efficient models

# Housing Services

## Services

Part of the Client and Housing Services division, Housing Services helps struggling individuals and families find stable, affordable housing situations. **ACTION** has played a major role in local homelessness prevention by owning and operating an emergency shelter for men and women; affordable, permanent housing units for individuals; and now brand new apartments for families. We also offer help accessing subsidized housing and supportive services including case management and access to other **ACTION** programs.

## Key Players

Maggie Howard, Director of Client and Housing Services

## Housing Services in 2012

- Continued to own and operate 15 affordable housing units in Gloucester for individuals
- Designed and developed 4 brand new affordable rental units for extremely low-income families
- Provided emergency shelter to 261 homeless men and women
- Provided case management to 403 homeless and previously homeless individuals



**ACTION** staff accept a donation of blankets to the ACTION Emergency Shelter on a cold winter day.

# Job Training & Education



## Job Training & Education in 2012

- 30 students enrolled in 4 Adult Basic Education courses
- 16 students graduated from the Clinical Medical Assistant Program and 45 from the Home Health Aide Program
- 67 individuals gained basic computer skills
- 46 students improved their English language skills

## Services

**ACTION**'s Job Training and Education division helps people improve their job opportunities through education, training, and resources. We offer career coaching including help with resumes and interview skills, training programs in the healthcare industry, adult education classes to help with basic reading/writing and math skills, help preparing for the General Equivalency Diploma exam, and referrals and supportive services that help unemployed and underemployed individuals access the resources they need to join the workforce.

## Key Players

Shari Cornett, Director of Job Training and Education

# Learning for a Better Life

During 2012 **ACTION**'s Job Training and Education division partnered with North Shore Community College to offer adult education programs through a grant from the Massachusetts Department of Elementary and Secondary Education. Through this partnership, **ACTION** offers three levels of education to help improve employment opportunities for economically disadvantaged individuals on Cape Ann.

Operated out of classroom space within **ACTION**'s main building, the classes include Adult Basic Education, Pre-GED (General Equivalency Diploma), and GED Preparation, plus a weekly math lab. Students also receive supportive services and access to **ACTION**'s other programs to ensure future success.

*"North Shore Community College is pleased to partner with **ACTION INC.** to expand service to Gloucester, better serve non-traditional adult students, and improve employment skills."*

*~ Laura M. Ventimiglia, NSCC Dean for Academic Assessment, Curriculum and Special Programs*



## Adriano's Story

*"By attending class regularly, being persistent about his studies, and never thinking he couldn't reach the level of education he has now achieved, Adriano has made himself a role model for adult learners."*

*~ Michele Ameno, **ACTION** Adult Education Coordinator*

A native of Brazil, Adriano has never stopped seeking opportunities to improve his English and advance his education. He first joined **ACTION**'s English for Speakers of Other Languages (ESOL) program seven years ago while simultaneously studying English at North Shore Community College and working for a landscaping and cleaning company. As his English improved, he eventually became a supervisor.

Over the years, Adriano's skills continued to grow, and so did his ambitions. He joined **ACTION**'s new adult GED program in 2012 and began working toward taking the General Equivalency Diploma exam. He is now on track to be the first **ACTION** Adult Education student to earn a GED. But as far as Adriano has come already, he's still looking to the future and hopes to one day study business and computer technology at the college level.

***"I wouldn't be thinking of going to college if it weren't for my teachers at ACTION."***

In the meantime, when Adriano isn't studying he's found time to volunteer with **ACTION**'s Project Uplift holiday drive as a way of giving back.

# Thank you to our 2012 Partners

**Donors and Private  
.....Funders • \$50-99.....**

Jerry and Carol Ackerman  
 Maryanne Akwyth  
 Michele Ameno  
 Peter Anastas and Judy Walcott  
 Richard and Priscilla Bartle  
 Bayview Brotherhood Club  
 Ben and Barbara Beyea  
 Foundation  
 John and Cynthia Bjarle  
 Janice Brand  
 Ivan and Sally Brown  
 Jane Brown  
 Robert and Cynthia Cameron  
 Carroll K. Steele Insurance  
 Steven and Rita Carvalho  
 Chubb Group Insurance  
 Carla Cicerchia  
 James A. Clark  
 Barbara Comeau  
 Kevin Connolly and Family  
 Roger Corbin and Liz Serpa  
 Peter Crabtree  
 Raymond Crane and Monica  
 Lawton  
 Robert and Katherine Cuddyer  
 William and Mary Ann Dalton  
 John and Monika Dane  
 Eugene and Anne D'Angelo  
 Thomas and Nancy Delaney  
 Don Sudbay Family Automotive  
 Center  
 Paul Douglas  
 Dress Code  
 Sarah Dunlap  
 Eastern Appraisal Services  
 Dominic Endicott and Tamsen  
 Harding-Endicott  
 Adele Q. Ervin  
 William and Ann Febiger  
 Ellen Flatley  
 Dorothy Ganick  
 Charles and Jane Gardiner  
 George Holman Gale Memorial  
 Fund  
 Linda Giamanco  
 Michael and Donna Gillen  
 Stephen and Elizabeth Gillis  
 James Gilooly  
 John and Andrea Glovsky  
 Goodwin Party Shop  
 Donald and Janet Greenwood  
 Lawrence and Sally Grimaldi  
 Roy Douglas Hall III  
 Daniel Halston  
 Edward J. Hart  
 Harry and Judith Hoglander  
 Terry and Jennifer Holmgren  
 Peter and Juliana Hood  
 Margaret Howard  
 J. Ruge Associates  
 Heidi Jackson Dean  
 Mary Ann Johnson

Jeffrey Kern and Susan Thurson  
 Abdulah and Lynne Khambaty  
 Lynn Klotz  
 Travis and Lisa Korthas  
 Steven Krempasky  
 Ken Kudym  
 Andrew Ladygo and Grace  
 Wood Ladygo  
 Vernon and Mary Lawing  
 William and Judith Leach  
 Paul and Lucy Littlefield  
 Lobster Pot Properties  
 Marianne Lufkin  
 G. Fred and M. Celene Lyon  
 Howard and Linda Maki  
 Ginny Makowski  
 Kevin McDonough and Susan Lillis  
 Frances and Maurice McCloskey  
 Paul and Catherine McGeary  
 Harry and Ann Mears  
 William Minigan  
 Joseph Molnar  
 Michael and Kathleen Morelli  
 Mario and Joyce Motta  
 David and Grace Murray  
 George and Stephanie Parkhurst  
 Brian and Patricia Pike  
 Marley Piper  
 Jayne Pomeroy  
 George and Kathy Putnam  
 Dennis and Cynthia Quinn  
 Christine Reif  
 Frank and Carol Rose  
 Melvin and Martha Rosenblatt  
 Alison Rowell  
 Ross and Deborah Rulli  
 Nicholas and Martha Safford  
 Samarkand Inn  
 Fay Sargent  
 W.T. and Mary Jane Sawyer  
 David and Elizabeth Scatterday  
 Ambrose and Valerie Scota  
 Joel and Bonnie Shelkrot  
 Michael Sherman  
 Jodi Smith  
 Thomas and Nancy Smith  
 Caroline Spang  
 Richard and Catherine Swensen  
 Frederick and Susan Thorne  
 Keith and Janet Trefry  
 Mary Trumbauer  
 Yuri Tuvim and Mary Louise  
 Giuliano  
 Laurence and Patricia Veator  
 Sylvia Vriesendorp  
 Anne Ward  
 Mary Weissblum  
 Robert and Lillian Welcome  
 Frank Wolcott  
 Keith Zellman and Melissa  
 Buchanan

**.....\$100-249.....**

Catherine Allard  
 Mark and Marianne Allen  
 Richard Anderson  
 John Toby Arsenian  
 Robert Baker  
 Amy Ballin  
 John Barbour  
 Mary Barcus  
 Jean Barry  
 Peter and Catherine Bartholomew  
 Geraldine Beck  
 William Boesch and Anne Brady  
 Robert and Elizabeth Bosselman  
 Jay and Kathleen Bothwick  
 Bund Capital Limited  
 Walter and Linda Bunten  
 Mary Burt  
 Frances G. Callahan  
 Cape Ann Insurance Agency  
 Robert Caron III and Bonnie Gunn  
 CB Fisk, Inc. Organ Builders  
 Phillip Chalmers  
 C. Lynn Chambers  
 Benjamin and Shelly Chigier  
 Martyn Clements  
 Bruce and Michele Coates  
 Kelly Collier  
 Wendell and Suzanne Cook  
 Melinda Connolly  
 Terry and Anne Cowman  
 Diane Crowley  
 Robert and Jean Cunningham  
 Frank and Christine Day  
 Charlotte Dodge  
 Ann Drake  
 William and Barbara Dyer  
 Richard Einhorn and Julie  
 Nagazina  
 Environmental Measurements  
 Assessment  
 Kenneth Erickson and Rev. Alice  
 Erickson  
 Essex River Basin Adventures, Inc.  
 Explorer II Corporation  
 Dino and Linda Fabrizio  
 Robert Ferris  
 Guy and Andrea Fincke  
 Newton Fink Jr.  
 First Ipswich Bank  
 Christian Fisher  
 Cynthia Fisk  
 Robert M. Foote  
 John and Ruth Fritz  
 Marion Frost  
 Lucile Gatchell  
 Christopher Gaudet  
 Donna Gauthier  
 Jonas Gavelis and Bonnie  
 Sylvester  
 David and Lucia Gill

Jennifer Gillis  
 Robert J. Gillis Jr.  
 Lee Marshall and Paul Goldberg  
 Curtis Gollrad and Dale Brown  
 Gorton's  
 Timothy Greiner  
 Richard and Ann Grieco  
 Gary Griffis and Leslie Pearlman  
 Louise Grindrod  
 Scott and Mary Gundy  
 William Harmon  
 Ann Harrison  
 Michael and Ingrid Hillinger  
 Richard and Nancy Howard  
 Harry and Elizabeth Hutton  
 William and Roseann Irvin  
 Elliott and Mary Jacobson  
 Edward and Janet Jeffries  
 John Hancock Matching Gifts  
 Harold and Cheryl Jones  
 Lee and Sheila Kafer, Jr.  
 Stephen Kaloyanides Jr.  
 Albert Kalustian  
 Denis and Melanie Keenan  
 Gavin and Josephine Keenan  
 Peter Kellerman and Maria Benotti  
 Paul and Leah Kelley Charitable  
 Fund  
 William and Julie Kesterson  
 Marilyn Kimball  
 Edward and Deborah King  
 Wayne Kleimola  
 Peter and Karen Koch-Weser  
 Koechlin Fund  
 John and Phyllis Krenn  
 Arthur and Gloria Landy  
 Henry and Frances Lapham  
 Diana Laurie and Marion Mould  
 Lee Family  
 Roger Lesch  
 Long Beach Dairy Maid  
 James and Laura Lowell  
 Abbie Lundberg  
 Paul and Christine Lundberg  
 Keith and Lisa Lunnen  
 David and Ann MacLaughlin  
 Gail Magenis  
 Manchester Athletic Club  
 Noel Mann  
 Margit H. Wooding Revocable  
 Trust  
 Francis Masse  
 Cheryl Mazer  
 Elton and Constance  
 McCausland  
 Helen McCrady  
 Kevin McQuaid  
 Brian and Lauri Miller  
 Richard Mills  
 Hal and Susan Mindel  
 Barry Moir and Laila Goodman  
 Montagnino Real Estate

John and Shirley Moore  
 Mark and Elizabeth Munroe  
 Edward and Linda Murphy  
 Philip Murphy  
 Charles and Stella Nahatis  
 William and Martha O'Dell  
 David and Gail O'Docherty  
 Margaret O'Malley  
 Opflex Solutions  
 Orthodox Congregational Church  
 of Lanesville  
 Robert and Frances Osten  
 Daniel Ottenheimer and Martha  
 Morgan  
 Armins and Elizabeth Ozolins  
 William and Ellen Palmer  
 Thomas and Pat Pandolfi  
 Robert Jon and Rachel Perlmutter  
 Colette Perri  
 Robin Perry  
 John and Patricia Petrou  
 Pfizer Foundation  
 Steven Phillips and Amy Gault  
 Quality Carpentry  
 Karen Quillen  
 Douglas Reny and Lynn McKenna  
 Daniel and Heather Riley  
 Rockhurst Fund  
 Paul and Karen Rogafi  
 Andrew Rosenberg and Marian  
 Zeles  
 Bruce Rosenberg  
 Schlichte and Johnstone, PC  
 Nicholas Senzamicci and Elizabeth  
 Fragola  
 Jason and Shelly Sevinor  
 Dona Shea  
 Joseph Short  
 Manny and Dorothy Sieradzki  
 Eugene and Kathleen Skrabut  
 Ernest and Carol Smith  
 Jay and Georgia Smith  
 Sally Smithwick  
 Glenn and Kathleen Somers  
 Newton and Judith Spurr  
 Stanley Roofing Co., Inc.  
 Michael Stelluto, MD  
 Robert and Dawn Stewart  
 Robert Streeter and Judy  
 Metcalfe  
 Richard and Gladys Sullivan  
 Anne Swager  
 Mary Kay Taylor  
 Town and Country Masonry  
 Tod and Patricia Turner  
 Carl Unger and Jessica  
 Benedetto-Unger  
 Peter Van Demark  
 Thomas and Mary Van Note  
 Varian Semiconductor Equipment  
 Chris and Ellen Velline  
 Charles and Louise Vose

Rev. Karin Wade  
 Robert Wallace  
 Alan and Lynda Wallace  
 Eva Wax  
 Charles and Patricia Whitlock  
 Richard and Barbara Wilson  
 Adalbert and Mary Lou Whorowski  
 Frank and Gretchen Wood  
 C. Fredric and Judith Young

**.....\$250-499.....**

Ascension Memorial Church  
 Peter and Beth Brau  
 Thomas Barry and Nancy  
 Danaher  
 David B. Manley Charitable Gift  
 Fund  
 David F. Hayes Revocable Trust  
 Ruth W. Gillies  
 Sandra Kahn  
 Thomas and Andrea Kelly  
 Joseph B. Kittredge, Jr.  
 David and Margaret Leeco  
 Manchester Club, Inc.  
 Martin and Barbara Luster  
 Donald and Louise Maier  
 Sarah Mellish  
 Richard and Karen Norris  
 Northeast Health System  
 Clive Oram  
 Jeffrey and Mary Peart  
 Polar Bear Insulation  
 Richard C. Rafuse  
 Sandra Ray  
 Raj and Janet Razdan  
 Tim and Marilyn Riley  
 David Rosen and Laura  
 Harrington  
 Paul and Barbara Russell  
 St. John's Episcopal Church  
 St. Mary's Episcopal Church  
 Temple Ahavat Achim

**.....\$500-999.....**

Associated Charities of  
 Gloucester  
 BankGloucester  
 Buckman Fund  
 Cape Ann Motor Inn  
 Clark Family Fund  
 Edward G. and Mary E. Anderson  
 Fund  
 Diane Faissler  
 First Congregational Church of  
 Rockport  
 First Parish Church  
 Congregational  
 Geoffrey C. Bayliss Trust  
 Garth and Lindsay Greimann

Hausman Family Charitable  
 Foundation  
 JKB Fund  
 John and Susan Kiley  
 Thomas and Mary Ann Klein  
 John Lackey and Susan Colfer  
 Richard and Susan Leavitt  
 Daniel and Beth Morris  
 Thomas and Diane Mulkern  
 Margaret Pearson  
 Proctor and Company Insurance  
 Rockport Police Association  
 Claire Cameron Sanford  
 Sibase Inc.  
 Paul and Lisa Slack  
 William and Catherine Unger

**.....\$1,000-4,999.....**

Apple Lane Foundation  
 William and Barbara Baumer  
 Cape Ann Savings Bank  
 Carlson Family Fund  
 Coldwell Banker  
 Linzee and Beth Coolidge  
 Cutler Family Gift  
 Mary Kay Dyer  
 Emmanuel Church  
 Gilbert Fund for Indigent Persons  
 Grantham, Mayo, Van Otterloo  
 and Co, LLC  
 Sarah Green  
 Ipswich Bay Glass Company  
 Jebediah Foundation  
 Kanter Kallman Foundation of  
 New York  
 Kirkpatrick and Lockhart  
 Nicholson Graham LLP  
 Ronald and Maura LaBarre  
 Manning Polan Charitable Fund  
 Max Kagan Family Foundation  
 Mayel Fund  
 McScherk Charitable Giving Fund  
 MLS Property Information Network  
 Muddy Pond Trust Fund  
 New England Biolabs  
 Peter and Elizabeth C. Tower  
 Foundation  
 Andrew Preas and Miriam Silva  
 Preas  
 SeniorCare  
 James and Barbara Biergiewicz  
 Third Annisquam Parish  
 Wales Family Fund

**.....\$5,000-10,000.....**

McCarthy Family Foundation  
 Clifford King and Catherine Ryan  
 Tides Foundation

**.....\$15,000-20,000.....**

Amelia Peabody Foundation  
 Edward S. and Winifred G.  
 Moseley Foundation  
 Linden Foundation  
 Richard and Anne Rosenfeld  
 Sailors' Snug Harbor of Boston

**.....\$85,000.....**

Franklin Square House Foundation

**.....\$100,000.....**

Ralph Bates

**ACTION INC.**  
 extends a  
 heartfelt  
 thank-you to  
 the partners  
 that make our  
 work possible,  
 from the many  
 donors and  
 funders listed  
 here, to all of  
 the individuals  
 and groups that  
 work alongside  
 us to improve  
 Greater Cape  
 Ann—for now  
 and for future  
 generations.  
 Together we  
 can make a  
 difference.

**Other Funders and  
.....Partners.....**

Accord Food Pantry  
Action for Boston Community  
Development  
Addison Gilbert Hospital  
Adult Foster Care  
Annisquam Village Church  
Babson-Webber-Mustard Fund  
Backyard Growers  
Berkshire Community Action  
Council  
Better Off Babies  
Beverly Bootstraps  
Beverly Housing Authority  
Birth to Three Family Center  
Cape Ann Art Haven  
Cape Ann Interfaith Commission  
Catholic Charities  
Center for Community Recovery  
Innovations  
Children's Friend and Family  
Services  
City of Danvers  
City of Gloucester  
City of Peabody  
Coalition for the Homeless  
Community Action Inc.  
Community Action of the  
Franklin, Hampshire, and North  
Quabbin Regions

Community Action Programs  
Inter-City, Inc.  
Community Economic  
Development Assistance  
Corporation  
Community Teamwork Inc.  
Consumer Credit Counseling  
Elder Service Plan of the North  
Shore  
Eliot Community Human Services  
Emmaus  
Essex County Bar Association  
Essex Housing Authority  
Federal Emergency  
Management Agency  
Gloucester Department of  
Public Health  
Gloucester District Court  
Gloucester Family Health Center  
Gloucester Fire Department  
Gloucester High Risk Task Force  
Gloucester High School  
Gloucester Housing Authority  
Gloucester Police Department  
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  
Ipswich Caring  
Ipswich High School  
Ipswich Housing Authority  
Low Income Peer Exchange  
Low-income Energy Affordability  
Network  
Lynn Economic Opportunity  
Lynn Housing Authority  
Lynn Shelter Association  
MA Clean Energy Center  
MA Commission for the Blind  
MA Community Action  
Partnership  
MA Department of Children and  
Families  
MA Department of Housing and  
Community Development  
MA Department of Mental  
Health  
MA Department of Transitional  
Assistance  
MA Department of Youth  
Services  
MA Energy Directors Association  
Manchester Essex Regional High  
School  
Manchester Housing Authority  
Maritime Gloucester  
Mass Housing

Massachusetts Rehabilitation  
Commission  
MassHealth  
Menotomy Weatherization  
Mission of Deeds  
Montachusett Opportunity  
Council  
Moore's Way  
National Association of  
Regulatory Utility  
Commissioners  
National Association of State  
Consumer Advocates  
National Community Action  
Foundation  
National Energy Assistance  
Director's Association  
National Grid  
Neighborhood Legal Services  
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 PRN

North Shore Visiting Nurses  
Association  
North Shore Workforce  
Investment Board  
Northeast Behavioral Health  
Oak Ridge National Labs  
Open Door Food Pantry  
PACE  
Partners, North Shore  
Pathways for Children  
Project SAFE  
Quincy Community Action  
Programs  
Riverdale Methodist Church  
Rockport Community  
Preservation Committee  
Rockport Council on Aging  
Rockport High School  
Rockport Housing Authority  
Salem State University  
Seacoast Nursing and Rehab  
Self Help, Inc.  
Senior Care  
Shaw Fund for Mariner's Children  
South Middlesex Opportunity  
Council  
South Shore Community Action  
Council  
Sovereign Bank  
Springfield Partners for  
Community Action  
St. Paul Lutheran Church

St. Vincent DePaul  
Strongest Link - Cornerstone  
TLC@Home, LLC  
Tri-City Community Action  
Program  
US Department of Energy

US Department of Energy  
Resources  
US Department of Health and  
Human Services  
US Department of Housing and  
Urban Development

US Department of Labor  
Veteran's Office  
VNA Care Network and Hospice  
Wellspring House  
WIC  
YMCA of Cape Ann

# Project Uplift

## Partnering with the Community for Cape Ann's Kids

Every year **ACTION** organizes the Project Uplift holiday toy and clothing drive for disadvantaged children. With the help of generous individuals, groups, and businesses throughout the community who donate space, gifts, and time to the program, we served more than 734 children in 2012—from newborns to teenagers. More than 50 local businesses and organizations served as donation collection sites. The program ran without a hitch thanks to eight adult volunteers and five junior volunteers from local elementary schools. Thank you to all who made the holidays special for Cape Ann families in need.

# Board of Directors

**ACTION** is governed by a tripartite Board of Directors with one third private sector, one third public sector, and one third community sector representatives.

**.....Public Sector.....      .....Private Sector.....**

Gretchen Wood, Chair  
Linda Giamanco, Vice Chair  
Richard Rafuse, Secretary  
Charlotte Dodge  
Courtney Lane  
Roger Lesch  
Marcy Pregelnt

Dennis Acker  
Gavin Keenan  
Shelly Lukenbill  
John Prybot  
Rebecca Sumner  
Reverend Karin Wade

**.....Community Sector.....**

Tone Kenney, Treasurer  
Marilynn Grant  
Marcia Hahn  
Kyrstin Lavelle  
Linda Murphy  
Loretta Peres  
Kathy Stewart

Gretchen Wood, Board Chair



# 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  
Gerrie Coughlin, Administrative Assistant  
Patricia Foster, Bookkeeper

**.....Client and Housing Services.....**

Maggie Howard, Director of Client and Housing Services  
Jennifer Beloff, Advocate  
Eric Chao Kreilick, Advocate  
Tom Connolly, Housing First Case Manager  
Shannon Cronin, HOPWA Case Manager  
Molly Derr, Counselor  
Debbie Eason, HomeCorps Case Manager  
Fatima Gomes, Advocate  
Laura Hart, Client Services Coordinator  
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, John Cordner, William Crowley, Carolyn Fountain, Melody Fidler, Michele Gaynor, Eugene Simpson, and John Thackeray

**.....COMPASS Youth Program.....**

Elizabeth Moran, COMPASS Program Coordinator  
Darcy Culverwell, Instructor  
Amy Kamm, Counselor  
Kelly Karvelas, Academic and Vocational Coach  
Lauren Riley, Health and Wellness Coordinator  
Darlene Story, 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  
Maria Arias, Seasonal Intake Worker  
Brian Beote, Senior Building Performance Specialist  
Linda Brayton, Fuel Assistance Advocate  
Brendan Delaney, Building Performance Specialist  
George DesRoches, HeartWap Coordinator  
David Dow, Quality Assurance Monitor  
Diane Elefson, Administrative Assistant  
Elizabeth Gillis, Seasonal Fuel Assistance Certifier  
Joe Hachey, Senior Building Performance Specialist  
Lynn Kugel, Seasonal Intake Worker  
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  
Valerie Scola, Receptionist  
Cristine Sears, Conservation Information Coordinator

# Staff, continued

## .....HomeCare.....

Karen Turnquist, Director of HomeCare  
Lisa Murrin, Operations Manager  
Doreen Ahearn, Administrative Assistant  
Tracey Aitken, Payroll and Billing Clerk  
Elizabeth Bosselman, RN Supervisor  
Thelma McDermott, RN Supervisor  
Candy Natti, LPN Supervisor

**ACTION HomeCare Workers and Home Health Aides:** Eva Agosto-Baez, Deborah Aiello, Mary Jane Aiello, Maria Amaral, Holly Amaral, Jennifer Baptiste, Jaime Barry, Patricia Barry, Edna Beaudoin, Alyse Bedard, Nina Bennett, Caron Bernier, Michalene Borowski, Danette Bruni, Andrea Burnham, Judith Carey, Wendy Chipperi, Rebecca Cousins, Jerome Curcuro, Stephania DiMaio, Theresa Doucette, Janet Downey, Jillian Dunn, Karen Favazza, Sandra Fincel, Amy Gallagher, Esther Garlick, Virginia Gibney, Cherie Gilliss-Cote, Jane Gleason, Pamela Gledhill, Michele Gossom, Emily Gusmano, Maia Haverty, Debra Hawes, Geraldine Hilton, Jennifer Hinckley, Christina Hovis, Roxanne Holscher, Dana Huffman, Robin Jacobs, Sharon Jordan, Melissa Kippen, Carole Krech, Wendi Lattof, Joseph Lentini, Shelley Lovasco, Florence Mahoney, Leah McEachern, Cherie McPhail, Maryanne Michel, Beth Miller-True, James Milone, Roberta Milone, Catherine Moore, Robert Moore, Virginia Morey, Paula Morse, Kelly Moses, Rhonda Murray, Deborah Nicastro, Patricia Joyce Norris, Lisa O'Brien, Holly O'Connor, Margo Madruga Olds, Joan Oliver, Rachel Oneil, Christa Orlando, Deanna Ouderkerken, Amy Paige, Marie Paquiot, Donna Pike, Danielle Porter, Doris Rivera, Jackeline Rivera, Grace Romeo, Mary Russo, Francine Ruta, Stevi-Lyn Salafia, Lois Santos, Rose Sawyer, Barbara Sawyers, Shannon Seigas, Jane Selig, Nancy Sheehan, Linda Silva, Samantha Spinola, Sarah Spoon, Beverly Stanley, Paula Stanton, Maureen Surette, Barbara Todd, Deb Vanhboouaravong, Ida Wheeler, Riva Wilson, Mary Wonson

## .....Job Training and 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  
Yun Wang, Adult Basic Education Instructor

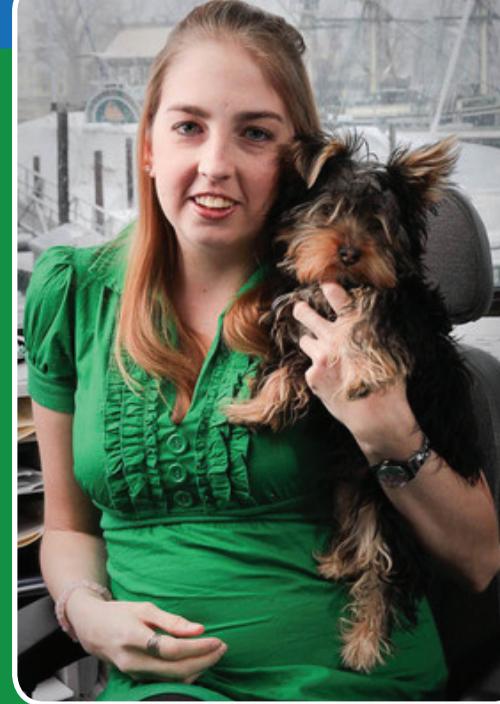
# Ashley Speicher

While 2012 was an exciting year at **ACTION**, it was also one of great sadness as it saw the passing of beloved Advocate Ashley Speicher. At just 26 years old, Ashley had made a major impact on countless people—from her friends and family to her colleagues at **ACTION** and all of those whose lives she changed as someone who devoted her life to helping others.

Ashley attended Beverly High School and Westfield State College, and earned a B.S. Degree Magna Cum Laude from Southern New Hampshire University. As a college student, she spent time volunteering with the Red Cross and Kid's Club, and helping Hurricane Katrina victims. She also advocated tirelessly for those with disabilities and was crowned Miss Wheelchair Massachusetts in 2009.

At **ACTION**, Ashley worked as a Social Service Advocate and always went the extra mile for her clients, seeking every possible avenue to help improve their lives.

Despite her long and difficult battle with heart disease, Ashley stayed positive and made everyone around her smile. She is deeply missed and will be forever remembered.



# Contact Us

## .....Main Offices.....

180 Main Street  
Gloucester, MA 01930

Phone: 978.282.1000  
Fax: 978.283.0523

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



## .....Satellite Offices.....

Ipswich:  
15 Market Street, Suite 4  
Birth to Three Family Center  
Ipswich, MA 01938

Rockport:  
58 Broadway  
Rockport Community House  
Rockport, MA 01966

## .....Energy Services.....

47 Washington Street  
Gloucester, MA 01930

Phone: 978.283.2131  
Fax: 978.283.3567

## .....ACTION Shelter.....

370 Main Street  
Gloucester, MA 01930

Phone: 978.283.4125

# Join Us

Every year hundreds of individuals and groups choose to improve their communities by partnering with **ACTION INC.** Become an **ACTION** partner by supporting our programs. Visit [actioninc.org](http://actioninc.org) to learn more and contribute online, or mail your contribution to:

**ACTION INC. ATTN: Jessica Benedetto-Unger, Director of Marketing and Planning**  
180 Main Street • Gloucester, MA 01930

# **ACTION** INC.

**Helping People. Changing Lives.**

Client and Housing Services • COMPASS Youth Program  
Energy Services • HomeCare • Job Training and Education

## **MAIN OFFICES**

180 Main Street  
Gloucester, MA 01930  
978.282.1000  
actioninc.org

