

*Believing in Cape Ann for*

50  
years

**ACTION** INC.

*Greater Cape Ann's Community Action Agency*

*1965*

*2015*

## 50 years of Community Action

**ACTION INC.** is part of a nationwide network of more than 1,000 Community Action Agencies working at the local level to address the underlying causes and impacts of poverty.

**Community Action** began with President Lyndon Baines Johnson's signing of the 1964 Economic Opportunity Act, kicking off a War on Poverty that ACTION INC. and our partners carry on today.

As LBJ did those many years ago, we dream of a Great Society where all people—regardless of income, race, gender, sexuality, or religion—have equal opportunities for stability, safety, and success, and the ability to *change their lives*.

## Mission

*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.*

## Dear Friends,

In October 2015, I began as the new Executive Director of ACTION INC. I have the great privilege of following in the footsteps of those who led before me—particularly Bill Rochford and Tim Riley. Over a 40 year period, Bill, Tim and the Board of Directors shaped ACTION into the vibrant, comprehensive, financially sound, community organization it is today.

In 2015 we celebrated our 50<sup>th</sup> anniversary serving Gloucester, Rockport, Ipswich, Manchester, and Essex! This anniversary is a major milestone for us and speaks to the role ACTION plays locally. As a Community Action Agency, ACTION joins a national network that helps change lives by creating opportunities and strengthening communities.

ACTION INC. serves over 6,200 people in our area, and many thousands more across Massachusetts through additional energy services programming. Our services range from weatherization and fuel assistance, to affordable housing, to job training and education, to homecare for seniors. We are also a large local employer, employing 163 people annually. The vast majority of our staff live right here on Cape Ann.

ACTION is always busy providing critical services and launching new and exciting initiatives to help better meet community needs. A major effort that began in 2015 is the Harbor Village project located at the former Cameron's Restaurant site on Main Street. We are partnering with the North Shore Community Development Coalition to create a mixed-use building with 30 units of affordable housing above first floor retail. The team has designed a beautiful brick building, in close collaboration with many community stakeholders, which will be a significant investment in Main Street. This project is a *huge* win for Gloucester, for Main Street, but primarily for those who need affordable places to live. We as a community need to keep pressing forward on supporting and creating more affordable housing for all.

We have a dedicated, compassionate staff and Board of Directors here at ACTION. Without them, none of these accomplishments would be possible.

**ACTION is a special place.**

*At ACTION, we are dedicated to providing pathways to opportunity.*

*At ACTION, we care about the entire community.*

*At ACTION, we are about hope.*

*At ACTION, we believe in people.*



Sincerely,

*Peggy Hegarty-Steck*

**Executive Director of ACTION INC.**

# 2015 Outcomes

**During Fiscal Year 2015**, ACTION INC. served **6,284** individuals in **3,505** households in our primary service area alone, and oversaw energy conservation projects for many thousands more statewide.

## Client and Housing Services

- Our Advocates helped **505** households stay or become safely and affordably housed, **42** people obtain health insurance, **29** people obtain food assistance, **52** households with emergency rent/mortgage assistance, and pointed people in the right direction through **2,197** referrals.
- 36** previously homeless households were safely housed in our affordable housing units.
- We helped **32** individuals living with HIV/AIDS continue living independently at home, and another **79** access supportive services.
- Our Shelter provided **196** people experiencing homelessness with a safe place to stay, helped **202** access food, provided case management to **130**, helped **36** get jobs, placed **51** in stable housing, and connected **31** with health services.

## COMPASS Youth Program

- Our COMPASS staff helped **27** at-risk young adults avoid risk-taking behavior, worked with **17** juniors and seniors to get back on track for earning a high school diploma, and helped **10** individuals who had dropped out prepare for the High School Equivalency Test, with **5** achieving their HiSET/GED

## Energy Services

- 3,770** households received assistance with their heating bills.
- 352** households living in one- to four-unit buildings received energy conservation services to make their homes more efficient and affordable.
- 15,733** units in multi-family buildings throughout the state were improved through energy conservation measures overseen by ACTION INC.
- 80** local contractors and vendors were put to work by ACTION Energy.

## HomeCare

- 412** senior citizens were able to continue living within the comfort of their own homes with ACTION HomeCare services.
- HomeCare staff provided **90,000** hours of service.

## Job Training and Education

- 52** adult learners enrolled in basic education classes, with **40** achieving significant learning gains and **36** gaining job skills.
- 48** unemployed or underemployed individuals gained new skills through healthcare career trainings.

## OFFICERS

*Roger Lesch, Chair*  
*Linda Murphy, Vice Chair*  
*Dennis Acker, 2nd Vice Chair*  
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*Kathy Stewart*

As a Community Action Agency, ACTION INC. is governed by a tripartite Board with one-third representatives of private industry, one-third representatives of public servants, and one-third representatives of the low-income community.

# Board of Directors



*Roger Lesch, Board Chair*

# 50 years of Community Action on Cape Ann and beyond

1964

- Economic Opportunity Act signed by President Johnson, start of War on Poverty



1965

- Community Action Agencies form across the country
- Federal Office of Economic Opportunity funds youth programs in Gloucester - Neighborhood Youth Corps, summer job programs for 250 teens, and Head Start
- These programs become Community Action Committee of Cape Ann (ACTION INC.), serving residents of Essex, Gloucester, and Rockport
- Joe Palazola is first Executive Director



1968

- More than 1,000 Community Action Agencies have formed nationally
- ACTION designated to cover: Essex, Gloucester, Ipswich, Manchester, Rockport
- ACTION offers services for seniors and starts Cape Ann's first Meals on Wheels
- ACTION moves from City Hall to first headquarters at 14 Pleasant Street



1969

- ACTION forms Fisherman's Wives Association (later operates independently)

1971

- ACTION moves to 24 Elm Street and L. Denton Crews is Executive Director
- ACTION operates Gloucester's public transportation system until formation of Cape Ann Transportation Authority in 1978



1973

- ACTION trains first group of Home Health Aides
- Nixon Administration tries and fails to cut Community Action funding
- Bill Rochford becomes Executive Director and serves nearly 40 years
- ACTION operates adult and youth work experience programs funded under the Comprehensive Employment and Training Act

1974

- Office of Economic Opportunity becomes Community Services Administration
- Newly funded programs include senior centers and food assistance



1977

- ACTION begins administering Weatherization and Fuel Assistance Programs

1979

- Weatherization moves under Federal Department of Energy and Fuel Assistance moves under Health and Human Services; both receive additional funding
- ACTION establishes Pathways for Children and operates the Cape Ann Food Bank (later The Open Door), which both become independent organizations

1981

- Community Services Administration and Comprehensive Employment and Training Act funds eliminated under President Reagan
- Federal Community Services Block Grant approved; funding for Community Action Agencies to be administered by states



1986

- ACTION opens Emergency Shelter for homeless adults
- Mid 80's: ACTION helps initiate Furniture Barn, Farmers' Market, Supported Work Options, and Gloucester Home Buyers Group

1991

- ACTION starts Project Uplift holiday toy and clothing drive for Cape Ann children
- ACTION's Weatherization Program expands to Haverhill area

1996



- ACTION now runs Welfare to Work
- ACTION job training services now include Fishing Families in Transition re-training program, new computer center, and adult education
- Weatherization Program expands to include Lynn and Peabody areas

2000

- ACTION starts COMPASS Youth Program for at-risk Gloucester teens

2004

- COMPASS offers GED and a high school diploma program, graduates first class
- ACTION moves to 180 Main Street
- ACTION now owns and operates affordable housing for individuals and begins a housing program for people living with HIV/AIDS



2006

- ACTION HomeCare has grown to nearly 70 employees
- Cape Ann faces highest unemployment rate in 15 years



2009

- Federal Stimulus helps ACTION serve more people, create programs, and open Ipswich and Rockport offices
- ACTION renovates Shelter and creates more individual affordable housing
- Bill Rochford retires, long-time employee Tim Riley becomes Executive Director

2010

- ACTION HomeCare offers hospice and Shelter offers onsite counseling services
- Community Services Block Grant overcomes threats of 50-percent cut
- Number seeking ACTION's help locally reaches all-time high at more than 7,000

2011

- ACTION co-founds the Gloucester High Risk Task Force
- Healthcare services now available at the ACTION Shelter

2012

- ACTION implements Housing First to house chronically homeless adults and constructs first family housing
- Northeast Institute for Quality Community Action gives ACTION one of its highest ever assessment ratings
- ACTION Energy expands dramatically as National Grid funds work on housing developments across MA
- ACTION partners with North Shore Community College on adult education classes



2014

- Housing programs for homeless families and chronically homeless individuals expand with additional Federal Housing and Urban Development funds
- Gloucester Zoning Board approves increase in ACTION Shelter beds

2015



- ACTION's new Education and Training Center opens
- Peggy Hegarty-Steck becomes Executive Director as Tim Riley retires
- ACTION INC. turns 50 years old





# Client and Housing Services

## The History

**1974**

ACTION offers food assistance

**1979**

ACTION starts the Cape Ann Food Bank, which becomes The Open Door

**1986**

ACTION Emergency Homeless Shelter opens in Gloucester

**2004**

ACTION owns and operates affordable housing and supports a housing program for people with HIV/AIDS

**2009**

ACTION Shelter is renovated and four new affordable housing units created

**2012**

ACTION implements Cape Ann's first and only Housing First program to house the chronically homeless, and builds first family housing

**2015**

ACTION Shelter beds have increased, Housing First greatly expands, and new 30-unit Harbor Village project is initiated with North Shore CDC

## The Programs

Client and Housing Services is at the core of what ACTION is all about: **listening to people, understanding their needs, and connecting them with resources and services to help them stabilize and improve their lives.** When people face challenges and crises and don't know where to turn, often an ACTION Client Services Advocate is the first person to take the time to look at the whole picture and help make a plan. That may mean connecting someone with food assistance or health insurance, helping them avoid eviction or foreclosure, or working with them on a budget.

When people find themselves without a home, ACTION's Housing Services staff step in, providing **a safe place to stay and healthy meals at the ACTION Shelter** while they work with each individual to find permanent affordable housing, gain skills and employment, access healthcare resources, and address any underlying mental health or substance abuse issues.

At ACTION, we know that finding a place to live is just the first step. After helping individuals and families find housing, our case managers stay involved to help them **sustain their housing and stability.**

*50 years of helping people get home*

Home can mean a lot of different things to people. For some, it's the feeling you get when surrounded by friends and family. For others, it's the community in which you live. And for just about all of us, it's that same place you return to each night to rest your head, find comfort and stability, and recharge before starting the next day. And yet, for so many people right here on Cape Ann, having access to a safe, comfortable, and stable place to call home isn't a given. For those living on fixed, limited, or suddenly eliminated incomes, home is something that can be ripped away without warning or that may never exist for more than a few months or weeks at a time. Here on Cape Ann, one of the more expensive places to live in the country, even those with a steady, middle-class income are often faced with rents and mortgages they simply can't afford.

Like all Community Action Agencies across the country, ACTION INC. plays a lead role in identifying and addressing the most pressing needs in the areas we serve. Every three years we conduct a comprehensive Community Needs Assessment, turning to our neighbors, partners, friends, and customers to research what's going on in Greater Cape Ann and beyond and figure out what to do about it. And we heard you loud and clear: we need more affordable housing.

During 2015 ACTION set the wheels in motion on a project to create more permanent, affordable homes in Gloucester. Having recently constructed four brand new units for families while also seeing a huge increase in our—and Cape Ann's first and only—Housing First program for chronically homeless individuals, we were on a roll. But our new project, constructing a new, energy-efficient building with 30 units of affordable one-, two-, and three-bedroom units for working individuals and families was an ambitious undertaking that required a serious team effort.

After partnering with the North Shore Community Development Coalition to develop the project, drawing support from the local and state level, and reaching out to the community to exchange ideas on how best to execute the vision, we received the approvals necessary to move forward.

In the upcoming years, Gloucester's Main Street will see the demolition of the old Cameron's Restaurant building and the addition of Harbor Village, a vibrant new community of homes with three retail units at street level to add to Gloucester's downtown shopping scene. It's an exciting time for Cape Ann, and here at ACTION, we just can't wait to get people home.

# Harbor Village







# Youth Education

## The History

1965

ACTION starts summer jobs program for Cape Ann teens

1973

ACTION offers youth work experience programs

2000

ACTION starts COMPASS as an after-school tutoring program for Gloucester High School students

2004

COMPASS becomes an alternative school program and graduates its first high school class while also starting a GED preparation program

2015

ACTION opens the Timothy L. Riley Education and Training Center for youth and adults, and offers more support for out-of-school youth.

## The Programs

Some of ACTION's very first programs were for Cape Ann teens. We have long focused on helping young adults **overcome challenges, discover their own interests and talents, and create plans for the future** as they transition into adulthood.

During 2015 ACTION continued to offer the **COMPASS Day Diploma Program** for high school juniors and seniors who had been at risk of dropping out of the public school system due to poor attendance and a range of socioeconomic, emotional, and home-life challenges. COMPASS also offered the **HiSET Preparation Program** (High School Equivalency Test, formerly the GED) for 16-24-year-olds who had already dropped out.

What both sets of students found at COMPASS was a place where they could **be themselves, benefit from small classes and lots of one-on-one attention, and develop strong bonds with both peers and caring, dedicated adults.**

While catching up on credits and working toward graduating or taking the HiSET exam, students also participated in classes and electives with local partners like **Maritime Gloucester, Cape Ann Art Haven, and Cape Ann YMCA**, worked with an Academic and Career Counselor to pursue post-secondary programs and employment, and received support with needs like transportation to interviews, coaching on life and job skills, mental health resources, and more.

## 50 years of helping people find their voices

Natalie started out as Sal, and while struggling as a sophomore at Gloucester High School, she was also battling identity issues and beginning the frightening process of coming out as transgender. At school, she never felt comfortable in her own skin. Every day she walked the hallways in fear for her safety, feeling like she could never be herself or talk about who she really was.

"It's a big school with this mass of people, and I was clearly different. My anxiety finally came to a peak – I stopped doing homework, stopped showing up."

Natalie's grades were suffering and she was at risk of dropping out. She'd heard about ACTION INC.'s COMPASS Youth Program but thought it was just for "troubled" kids, for "bad" kids. What she came to discover when she enrolled was that the program and the people she met through it would change her life forever.

At COMPASS, Natalie found her voice. Having never before felt comfortable raising her hand in class, now she found herself in an environment where her teachers and classmates respected her opinions and valued her individuality. She wasn't afraid to talk anymore, and with that fear and anxiety removed, she was able to focus on her schoolwork and on pursuing the career in the beauty industry she'd always known she wanted.

Natalie benefited from small class sizes and one-on-one attention from COMPASS

staff, who helped her apply first for ACTION INC.'s Home Health Aide Training Program, which she passed with flying colors, and later for cosmetology school at North Shore Community College. She hopes to combine her experience working with senior citizens with her skills as a stylist.

"Elderly people can be overlooked by the beauty industry. I want to help people feel like they have dignity, to feel pretty."

Getting back on track and pursuing her dream career wasn't always easy, but Natalie always felt supported. "Shannon was a taskmaster and would make sure I was working on my application. She helped me with the FAFSA which was really overwhelming. You can just tell she takes it really seriously, and that's what people like me and my generation need --- someone who sees the potential in us and pushes us, even when we don't always take ourselves seriously enough."

After earning her diploma through COMPASS in June 2015, Natalie is now a full-time college student, in class five days a week while also working nights and weekends to support herself. She still stops by to see the ACTION staff and find a quiet, supportive environment to do her schoolwork. She's excited about her future and can't wait to work as a stylist. Most of all, she's excited to finally embrace who she really is, and to know she has a support network of people who love the wonderful woman she's become.

# Natalie

“That’s what people like me and my generation need—someone who sees the potential in us and pushes us, even when we don’t always take ourselves seriously enough.”





# Energy Services

## The History

1977

ACTION begins offering Weatherization and Fuel Assistance

1979

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1991

ACTION's Weatherization Program expands to Haverhill area

1996

Weatherization Program expands to include Lynn and Peabody areas

2012

ACTION Energy expands dramatically as National Grid funds work on housing developments across the state

## The Programs

*When winter arrives, so do the heating bills.* For many families that added expense is the breaking point when being able to pay the rent and buy groceries becomes devastatingly overwhelming.

Since the 1970s ACTION Energy Services has been helping people with limited incomes deal with the impact of the heating season, while also working to make homes in Massachusetts safer, healthier, and more efficient.

In 2015 ACTION's **Fuel Assistance Program** provided financial assistance with heating bills as well as discounts on gas, oil, and electric rates. Meanwhile, the **Weatherization Program** helped make those bills even lower by conducting home energy use assessments, replacing inefficient lightbulbs and appliances, and working with local weatherization contractors to provide blown-in insulation, weather-stripping around windows and doors, air-sealing, and other measures to improve energy efficiency.

As the lead agency overseeing energy conservation projects funded by National Grid, ACTION is seeing to it that homes throughout Massachusetts—from single-family houses to developments with hundreds of units—have a **lower impact on our environment and on people already struggling to make ends meet.**

## 50 years of being there when people need us

When Bonnie's husband passed away, her heartbreak came along with a terrifying realization: with the loss of his income, she was suddenly unable to stay on top of her bills, especially when it came to heating her house. A friend told Bonnie to contact ACTION Energy Services, and looking back, she sees how making that difficult phone call was a turning point toward getting back on her feet.

A disabled grandmother who cares for her toddler granddaughter twice a week, Bonnie lives in an 1800s Essex home that was expensive to heat. It was also badly in need of repairs that she couldn't afford to address with her husband gone.

"The windows were so bad I couldn't even shut them all the way. I put up plastic in the winter, but it was still so cold."

ACTION Energy staff helped Bonnie apply for the Fuel Assistance program and tackle her heating bills, and then they referred her to ACTION's Energy Conservation program. Before she knew it, one of our

Building Performance Specialists was in her home to see what could be done.

"Brendan couldn't have been nicer or more helpful. He did a total assessment and tried to find ways to do as much as possible on the house. The contractors he called in were terrific. They did the roof, a new water boiler, gutters, insulation, a couple new doors, plus some windows."

While contractors busied themselves with all the work on Bonnie's house, she worked to face her grief and find a way to move forward. "It was such a blessing during the worst time in my life. I cried just about every time one of the guys showed up to help me, and sometimes they cried with me."

Bonnie's heart is still healing, but her home is now safe and warm. "I've noticed a huge difference since they finished the work. Everyone at ACTION went above and beyond, and I really don't know what I would have done without you."

## Bonnie

*"It was such a blessing during the worst time in my life. I cried just about every time one of the guys showed up to help me, and sometimes they cried with me."*





50 years of working for Cape Ann...

... and putting Cape Ann to work



# HomeCare

## The History

1968

ACTION offers services for seniors and starts Meals on Wheels

1973

ACTION trains first group of Home Health Aides to care for elders and disabled adults in their homes

1974

ACTION opens Gloucester's senior center

2006

ACTION HomeCare has grown to nearly 70 employees

2010

HomeCare begins offering hospice

2014

HomeCare begins training staff in behavioral health to address newly emerging issues among seniors

## The Programs

Since our founding in the 1960s, ACTION has cared about the **safety, comfort, and dignity of elders in our community**. Today, we help senior citizens and disabled adults on Cape Ann continue to live in their own homes thanks to services provided by a team of 90 care workers.

During 2015 ACTION HomeCare provided **90,000 hours** of personal care, household chores and errands, medication reminders, transportation to appointments, caregiver respite, Home Health Aide services, and hospice care within individual homes as well as senior housing developments.

With a changing healthcare landscape and seniors living longer with more complex issues, ACTION HomeCare also worked to **increase the knowledge and skills of our workers through training**, particularly focusing on emerging needs around behavioral health.

**Our dedicated care workers developed strong bonds with the individuals they served, while family members found peace-of-mind** in knowing that their loved ones were cared for and could remain at home and out of institutional settings for as long as possible.

## The History

1973

ACTION offers work experience programs and begins providing career training in the healthcare industry

1996

ACTION runs Welfare to Work, re-trains fishing families, opens a new computer center, and offers adult education programs

2009

Federal Stimulus funds support new Certified Nurse Aide training program

2012

ACTION partners with North Shore Community College to offer more adult education classes

2015

ACTION opens the Timothy L. Riley Education and Training Center

## The Programs

As part of the Promise of Community Action, organizations like ACTION are **dedicated to helping people help themselves**, and to do that, it is critical that our community offers access to living wage jobs and the training and resources necessary to obtain them.

In response to the **needs of local employers and the availability of jobs with promising career paths**, ACTION began offering training in the healthcare field in the 1970s, and the need has only increased since.

Today, ACTION trains Cape Ann's unemployed and underemployed to become **Home Health Aides and Certified Nurse Aides** working in local homes and care facilities. We also continuously research the job market and employer needs on Cape Ann, leading to initiatives like the **Hospitality and Customer Service** training we offered in 2015 to connect job seekers with employment at the brand new Beauport Hotel Gloucester.

We help students with **basic job readiness and life skills**, and also offer an **Adult Education Program** that prepares adult learners to pass the High School Equivalency Test (GED). We're working to put the building blocks in place that **enable people to become more employable and change their lives**.

# Job Training and Education





# Celebrating 50 Years



## *A Night to Remember*

*ACTION INC. staff, Board of Directors, supporters, partners, and friends celebrated our 50th anniversary together at Rockport's Shalin Liu Performance Center on May 28, 2015.*

*Guests watched waves crashing in the harbor while enjoying hors d'oeuvres catered by Gloucester favorite Willow Rest, before taking their seats for ACTION's 50 Years of Community Action film premier and presentation of the Lyndon Baines Johnson War on Poverty Award.*

*Then it was time to relax and enjoy the show as American Idol's Erica Van Pelt was joined by local musician Dan King and friends for an unforgettable musical performance.*



## *Honoring Tim Riley*

Born and raised in Gloucester, Tim Riley has always cared deeply about Cape Ann—a love that would grow into a 40-year-long career with ACTION INC.

Tim started at ACTION in 1975 running our early youth programs. Over the course of the next four decades he worked his way to the role of Chief Financial Officer and saw ACTION grow into one of Cape Ann's largest employers and develop new programs including opening Gloucester's first homeless shelter.

In 2009 Tim took the helm as ACTION's Executive Director and oversaw great expansions in our ability to help people in need, from building affordable housing and starting up Cape Ann's first and only Housing First program to address local homelessness, to partnering with North Shore Community College to bring adult education to Gloucester. Tim also led ACTION toward earning one of the Northeast Institute for Quality Community Action's highest ever scores for organizational management.

ACTION's 50th anniversary event was a bittersweet farewell to Tim as he announced his hard-earned retirement and accepted ACTION's highest honor, the Lydon Baines Johnson War on Poverty Award.

Tim will always be remembered as, and continues to be, a loyal and compassionate friend to Cape Ann.



————— \$50-99 —————

Joseph and Helen Aiello  
Patricia Ambrose  
American Postal Worker's Union -  
Gloucester Area Local  
Marian Antul  
Jean Appeltofft and Susan Lehr  
David and Maryanne Askwyth  
Peter and Catherine Bartholomew  
John and Cynthia Bjorlie  
John Kent and Joan Bowker  
R. Billings Bramhall  
Karen Brown  
GerryAnne Brown  
Ivan and Sally Brown  
Frederick and Stephanie Buck  
Karen Budrow  
Angela Burke  
William Burnham  
The Cave  
Robin Comer  
Paul and Elizabeth Coz  
Peter Crabtree  
Eugene and Anne D'Angelo  
Jeff Davis  
Kerrie Despres and Deborah  
Salmon  
Michael Dilberti  
Robert and Pauline Dion  
John and Ethel Donovan  
Andrew and Janet Doran  
William and Sandra Duke  
Sarah Dunlap  
Eastern Appraisal Services  
Laurel Eisenhauer  
Dominic Endicott and Tamsen  
Harding Endicott  
Kenneth and Alice Erickson  
First Baptist Church  
Ellen Flatley  
Bob and Janet Foote  
Jason and Edith Fouser  
Dorothy Ganick  
Charles and Jane Gardiner  
Linda Giamanco  
Ronald and Jane Gillis  
James Gillooly  
Goodwin Party Shop  
Donald and Janet Greenwood  
James Gutstadt and Nancy  
Goodman  
Roy Hall  
Daniel Halston  
Dr. Edward J. Hart  
Kathleen Hirbour and John  
Moberger  
Leslie Hughes  
Marie Hultin  
Linda Kelly  
Lynne Khambaty  
Edward and Deborah King  
Charles and Barbara Lane  
Diana Laurie and Marion Mould  
Lobster Pot Properties  
Sarah Lonberg-Lew

Paula and Linda Luccio  
Helder and Armanda Machado  
David and Ann Maclaughlin  
Sophia Martz D.M.D  
Masonry Doctor Inc.  
Cheryl Mazer  
Dale and Suzanne McCalla  
Paul and Catherine McGeary  
Pauline McKenzie  
Harry and Ann Mears  
Robert and Astrida Milgate  
William Minigan  
Stephen and Theresa Mitton  
Margaret Murphy  
Barbara Norton  
Gerald and Arlene O'Neil  
George and Stephanie Parkhurst  
Paul Strisik Gallery  
Peter Durand  
Brian and Patricia Pike  
Jayne Pomeroy  
Mary Price  
George and Kathy Putnam  
Richardson's Ice Cream  
Rockport Music  
Melvin and Martha Rosenblatt  
Steven and Kelly Salah  
Timothy and Jean Sawyer  
Ambrose and Valerie Scola  
Norman Seppala  
Joel and Bonnie Shelkrot  
Peter Shomphe  
Thomas and Lois Simmonds, Jr.  
Gary and Barbara Simundza  
Jodi Smith  
Geoffrey and Ruth Sones  
Caroline Spang  
Albert Ellis and Anne-Seymour  
St. John  
Sunshine Club  
Joshua and Natasha Taylor  
David Tower  
William and Donna Vachon  
Maria Valenti  
Jack Vondras  
Matthew and Carolyn Walfield  
John Waz  
Robert and Lillian Welcome  
Willow Rest  
Joseph and Marie Willwerth  
Sara Willwerth  
Frank Wolcott  
Wolf Hill Garden Center  
June Wulff  
David Kroop and Elissa Yanover  
Keith Zellman

————— \$100-249 —————

ACI Investigative Group Inc.  
Dennis and Charlene Acker  
Catherine Allard  
Peter Anastas and Judy Walcott  
Applied Materials  
John Toby Arsenian  
Jean Barry  
Catherine Bayliss

Gerard and Patrisha Beauchamp  
Geraldine Beck  
Bonneville Design  
Jay and Kathleen Bothwick  
Peter Brau and Beth Fritzsche  
David and Jill Buchanan  
Walter and Linda Buntin  
Thomas Burger  
Mary Burt  
William and Geraldine Butman  
Frances Callahan  
Cape Ann Insurance Agency  
Carroll K. Steele Insurance Agency  
Robert Ruderman and Susan  
Caruso  
John and Jennifer Cassidento  
Philip Chalmers  
James Clark  
Bruce and Michele Coates  
Mathias Collins and Jennifer  
Malette  
Roger Corbin and Liz Serpa  
Mark and Elizabeth Cornaro  
Terry and Anne Cowman  
Raymond Crane and Monica  
Lawton  
Robert and Jean Cunningham  
Paul and Josephine Currie  
David M. Murphy Plumbing,  
Heating and Gas Fitting Inc.  
Jean Davis  
Denis P. and Melanie Keenan Trust  
Charlotte Dodge  
Joanne Doneghy  
Ann Drake  
Ann Driscoll  
William and Barbara Dyer  
Michael Dyer and Sarah  
Willwerth-Dyer  
Environmental Measurements  
Assessment  
Adele Q. Ervin  
Explorer II Corporation  
Dino and Linda Fabrizio  
Newton Fink  
Christian and Michele Fisher  
Richard and Caroline Fitzpatrick  
Timothy and Hollis Frithsen  
Paul and Deborah Frontierro  
Marion Frost  
Hilary Frye  
Lucile Gatchell  
Christopher Gaudet  
Dr. Jonas Gavelis and Bonnie  
Sylvester  
Thomas and Geraldine George  
Steven and Maria Gillespie  
Robert Gillis  
Jennifer Gillis  
John and Andrea Glovsky  
Lee Marshall and Paul Goldberg  
Thomas Baker and Sheila  
Golden-Baker  
Curtis Gollrad and Dale Brown  
Scott Gorke and Susan Rheume  
Garth and Lindsay Greimann

Gary Griffis and Leslie Pearlman  
Lawrence and Sally Grimaldi  
Robert Caron and Bonnie Gunn  
Carlisle and Judith-Lynn Gustin  
Susan Halpern  
Ann Harrison  
William and Rosalyn Hausman  
Peggy Hegarty-Steck and Robert  
Steck  
Helen and David Tory Fund  
William Hellmuth  
Shirley Hersey  
Michael and Ingrid Hillinger  
Maggie Howard  
J. Ruge Associates  
Edward and Janet Jeffries  
Charlotte Jennings  
Kimberly Jermain  
John J. Walsh Insurance Agency  
Mary Ann Johnson  
Lee and Sheila Kafer  
Albert Kalustian  
Kaplan Corporation  
George and Linda Kauss  
Gavin and Josephine Keenan  
Marilyn Kimball  
Kimball Mechanical Services  
Timothy and Sandra Kirby  
Wayne Kleimola  
Peter and Karen Koch-Weser  
Koechlin Fund  
Phyllis Krenn  
Arthur and Gloria Landy  
Henry and Frances Lapham  
Roger Lesch  
Ronald and Anita  
Paul and Lucy Littlefield  
James and Laura Lowell  
Peter and Elaine Lucas  
Paul and Christine Lundberg  
Keith and Lisa Lunnen  
M. Celene and G. Fred Lyon  
Manchester Federal Credit Union  
Noel Mann  
Donald Manzoli  
Francis Masse  
MiddleOak  
Merritt and Linda Miller  
Brian and Lauri Miller  
Richard Mills  
Charlotte Minasian  
Hal and Susan Mindel  
Edward and Susan  
Barry Moir and Laila Goodman  
Joseph Molnar  
John and Shirley Moore  
Carl and Shirley Moores  
Edward and Linda Murphy  
Philip Murphy  
Charles and Stella Nahatis  
Arthur and Roberta Nelson  
New Chelsea Realty  
Frank and Leslie Nitkiewicz  
Malcolm Noriega  
Gregg and Christine Norris  
Ocean Crest Seafoods

Mary O'Malley  
Margaret O'Malley  
Robert and Frances Osten  
Daniel Ottenheimer and Martha  
Morgan  
Phylisan Palladino  
John Pelikan and Sara Ratichek  
Steven Phillips and Amy Gault  
Geoffrey Pope  
Robert and Pamela Prichard  
Randy and Mary Ellen Putnam  
Dennis and Cynthia Quinn  
David Rash  
Christine Reif  
Rockhurst Fund  
Paul and Karen Rogati  
Frank and Carol Rose  
Bruce Rosenberg  
Andrew Rosenberg and Marian  
Zeles  
Ross and Deborah Rulli  
Nicholas and Martha Safford  
Kim Samara  
Nicholas Senzamici and Elizabeth  
Fragola  
Jason and Shelly Sevinor  
Sharon's Studio of Gloucester  
Joseph Short  
Sibase Inc.  
Manny and Dorothy Sieradzki  
Joseph Stigliano and Sue Small  
Ernest and Carol Smith  
Jay and Georgia Smith  
Sally Smithwick  
Glenn and Kathleen Somers  
Thomas and Mary Spittle  
Judith and Newton Spurr  
St. John's Episcopal Church  
Paula Stanton  
Michael Stelluto  
Dawn Stewart  
Frank Stewart  
Joe and Pat Talty  
Thomas and Kristin Zarrella Fund  
Frederick and Susan Thorne  
Claire Tomlinson  
TQ Family Revocable Trust  
Scott Trenti  
Mary Trumbauer  
Tod and Patti Turner  
Karen Turnquist and Marijane  
Welford  
Turtle Alley  
Vagos Family Charitable Fund  
Peter Van Demark  
Janet and Christopher Vincze  
Joe and Nancy Virgilio  
Robert and Tracy Volpe  
Charles and Louise Vose  
Rev. Karin Wade  
Wellington Management Company  
Claiborne White  
Richard and Barbara Wilson  
Frank and Gretchen Wood  
Fredric and Judith Young  
Scott and Julie Young

————— \$250-499 —————

Adult Foster Care of the North  
Shore  
Ascension Memorial Church  
Tricia Baressi  
Janice Brand  
Cabot Risk Strategies  
Monika Dane  
Guy and Andrea Fincke  
Ruth Gillies  
Gloucester Elks Club  
Gloucester Pride Stride Committee  
GOE and Women's Reunion Group  
Gorton's Seafood  
Louise Grindrod  
Harborlight Community Partners  
David and Joan Hayes  
Jalapenos Restaurant  
Harold and Cheryl Jones  
Thomas and Andrea Kelly  
Ann Leamon  
Martin and Barbara Luster  
Manchester Club, Inc.  
Massachusetts Housing and  
Shelter Alliance  
Elton and Constance McCausland  
Maureen Mellen  
Clive Oram  
Pathways for Children  
Karen Quillen  
Tim and Marilyn Riley  
Claire Cameron Sanford  
St. Mary's Episcopal Church  
Stanley Roofing Co.  
Christoph and Joan Tschalaer

————— \$500-999 —————

BankGloucester  
Geoffrey Bayliss  
Beverly and Addison Gilbert  
Hospitals  
Buckman Fund  
Clark Family Fund  
Thomas and Patricia Cronin  
David and Persis Levy Fund  
David B. Manley Charitable  
Gift Fund  
Edward G. and Mary E.  
Anderson Fund  
Diane Faissler  
Laura Harrington  
Harry and Mary Hintlian  
Sandra Kahn  
Thomas and Mary Ann Klein  
Robert Martin and Patricia Roach  
Sarah Mellish  
Daniel and Beth Morris  
Mortgage Network, Inc.  
Thomas and Diane Mulkern  
Rockport Police Association  
Santander Bank  
Schlichte and Johnstone, PC  
Serenitee Restaurant Group  
Tyco Employee Matching Gift  
Program  
Anne Wheeler



2015 Private Donors and Funders Continued

\$1,000-2,999		
Apple Lane Foundation	Ipswich Bay Glass Company	Percy's of Worcester, Inc.
Anthony Artuso	K.J. Miller Mechanical, Inc.	Shirleen Popa
Babson-Webber-Mustard Fund	Kanter Kallman Foundation of New York	Richard D. Wilson Community Response Gift Fund
Balsam Technologies, Inc.	Law Offices of Matera, Vopat, Matera and Johnson, P.C.	Salvation Army
William and Barbara Baumer	David and Margaret Leeco	SeniorCare's RSVP Volunteers of the North Shore
Blue Cross Blue Shield	Norman Macfarland	SJ4 Services, Inc.
Carlson Family Fund	Manning Polan Charitable Fund	Stephen Kaloyanides Jr. Charitable Fund
Community Energy Services, Inc.	Max Kagan Family Foundation	Wales Family Fund
Element Care	New England Biolabs	Welch and Forbes LLC
Emmanuel Church	Paradigm Partners	WinnCompanies
First Ipswich Bank	Deanna Penn	
Fluid Industrial Associates, Inc.		
Gilbert Fund for Aged and Indigent Persons		

\$3,000 and Greater		
Linzee and Beth Coolidge • \$3,000	Institution for Savings • \$10,000	
Nutter, McClennen and Fish LLP • \$3,000	McCarthy Family Foundation • \$12,000	
Cape Ann Savings Bank • \$3,250	Amelia Peabody Foundation • \$20,000	
MLS Property Information Network • \$3,500	Edward S. and Winifred G. Moseley Foundation • \$20,000	
Muddy Pond Trust Fund • \$5,000	Linden Foundation • \$20,000	
Peter and Elizabeth C. Tower Foundation • \$5,000	Richard and Anne Rosenfeld • \$20,000	
Youths' Friends Association, Inc. • \$5,000	Sailors' Snug Harbor of Boston • \$20,000	
Andrew Preas and Miriam Silva Preas • \$5,500	Tides Foundation • \$120,000	
DiPietro Heating and Cooling • \$7,000		

2015 Public Funders and Other Partners

Accord Food Pantry	First Ipswich Bank
Action for Boston Community Development	Gloucester Health Department
Addison Gilbert Hospital	Gloucester District Court
American Red Cross	Gloucester Family Health Center
Annisquam Village Church	Gloucester Fire Department
Association for Energy Affordability	Gloucester High Risk Task Force
Backyard Growers	Gloucester High School
Beauport Hotel Gloucester	Gloucester Housing Authority
Berkshire Community Action Council	Gloucester Police Department
Beverly Bootstraps	Gloucester Veterans' Services
Beverly Housing Authority	Good Friday Walk
Birth to Three Family Center	Grace Center
Cape Ann Art Haven	Harborlight Community Partners
Cape Ann Interfaith Commission	HAWC
Catholic Charities	Healthy Gloucester Collaborative
Center for Community Recovery Innovations	Holy Family Parish
Children's Friend and Family Services	Housing Assistance Corporation
City of Gloucester	Independent Living Center of the North Shore
Coalition for the Homeless, Lynn	Invest in People
Commonwealth Care Associates	Ipswich Caring
Community Action Inc., Haverhill	Ipswich High School
Community Action of the Franklin, Hampshire, and North Quabbin Regions	Ipswich Housing Authority
Community Action Programs Inter-City, Inc.	Low-income Energy Affordability Network
Community Economic Development Assistance Corporation	The Low Income Peer Exchange
Community Teamwork Inc., Lowell	Lynn Economic Opportunity
Consumer Credit Counseling	Lynn Housing Authority
Denmar Nursing and Rehab	Lynn Shelter Association
Elder Service Plan of the North Shore	MA Clean Energy Center
Element Care	MA Commission for the Blind
Eliot Community Human Services	MA Community Action Partnership
Emmaus	MA Dept. of Children and Families
Essex County Bar Association	MA Department of Energy
Essex Housing Authority	MA Dept. of Housing and Community Development
Federal Emergency Management Agency	MA Department of Mental Health
	MA Department of Transitional Assistance
	MA Department of Youth Services

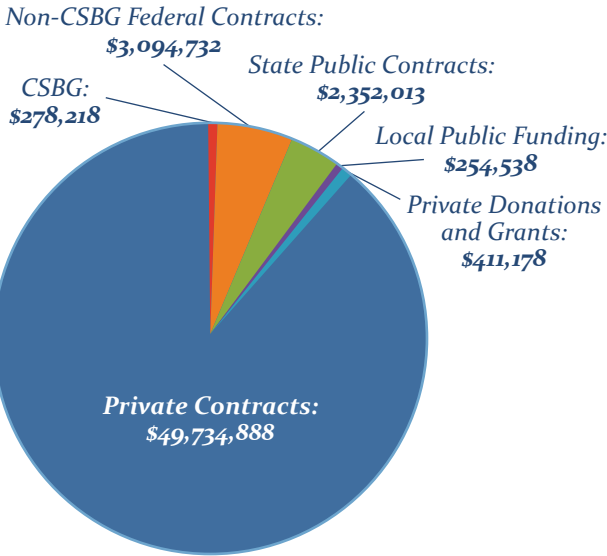
2015 Public Funders and Other Partners Continued

MA Energy Directors Association	Oak Ridge National Labs
Manchester Essex Regional High School	Open Door Food Pantry
Manchester Housing Authority	Partners, North Shore
Maritime Gloucester	Pathways for Children
Mass Housing	Project SAFE
Massachusetts Housing and Shelter Alliance	Quincy Community Action Programs
Massachusetts Rehabilitation Commission	Riverdale Methodist Church
MassHealth	Rockport Community Preservation Committee
Menotomy Weatherization	Rockport Council on Aging
Mission of Deeds, Reading	Rockport High School
Montachusett Opportunity Council	Rockport Housing Authority
National Association of Regulatory Utility Commissioners	Salem State University
National Association of State Consumer Advocates	Seacoast Nursing and Rehab
National Community Action Foundation	Self Help, Inc.
National Energy Assistance Director's Association	SeniorCare
National Grid	Shaw Fund for Mariner's Children
Neighborhood Legal Services	South Middlesex Opportunity Council
Network for Energy, Water, and Health in Affordable Buildings	South Shore Community Action Council
New England Community Action Association	Springfield Partners for Community Action
New England ISO	St. John's Episcopal Church
North Shore Career Center	St. Paul Lutheran Church
North Shore Community Action Programs	St. Vincent DePaul
North Shore Community College	Strongest Link - Cornerstone
North Shore Community Development Coalition	TLC@Home, LLC
North Shore Community Health	Tri-City Community Action Program
North Shore Continuum of Care	US Department of Energy
North Shore Health Project	US Department of Health and Human Services
North Shore Housing Action Group	US Department of Housing and Urban Development
North Shore Workforce Investment Board	US Department of Labor
Northeast Behavioral Health	VNA Care Network and Hospice
	Wellspring House
	Women, Infants and Children
	YMCA

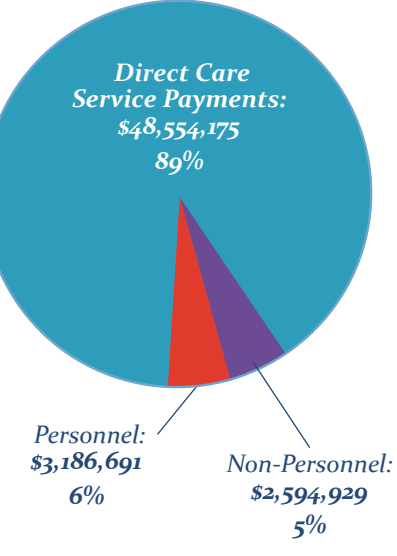
Financial Report

Federal Community Services Block Grant (CSBG) funds designate ACTION INC. as the Community Action Agency serving Greater Cape Ann. Other funding sources enable us to expand the reach of certain programs throughout Essex County and Massachusetts.

Revenue: \$56,125,567



Expenses: \$54,335,795



# Leadership Team

Peggy Hegarty-Steck, *Executive Director*  
Maggie Howard, *Deputy Director*  
Ken Kudym, *Chief Financial Officer*  
Elliott Jacobson, *VP for Energy Services*

## PROGRAM DIRECTORS

Jennifer Beloff, *Client and Housing Services*  
Jessica Benedetto, *Marketing and Planning*  
Rita Carvalho, *Energy Services*  
Judy Manchester, *Human Resources*  
Karen Turnquist, *HomeCare/Health Education*



# Organizational Structure

## Board of Directors

### Executive Director

Chief Financial Officer • Deputy Director • Vice President for Energy Services

**Administrative Team**

Director of Marketing and Planning  
Director of Human Resources  
Facilities Manager  
Office Manager  
Project Coordinator  
Bookkeeper

**Client and Housing Services**

Director  
Client Services Coordinator  
Shelter Operations Coordinator  
Shelter Counselor  
2 Housing First Case Managers  
Housing First Transitions Coordinator  
3 Advocates  
Intake Specialist  
Nutritionist  
10 Shelter Staff



**Education and Training Center**

Adult Education Program Manager  
Youth Education Program Manager  
Academic and Career Counselor  
3 Teachers

**HomeCare and Health Education**

Director  
Operations Manager  
3 Nurse Supervisors  
2 Health Education Instructors  
Billing Clerk  
Administrative Assistant  
90+ HomeCare Workers

**Energy Services**

Director  
Assistant Director  
Conservation Director  
Associate Conservation Director  
Energy Efficiency Manager  
Multi-Family Manager  
Office Manager  
Fuel Assistance Supervisor  
Multi-Family Building Performance Analyst  
Heating System Coordinator  
Energy Resources Coordinator  
Utility Data Coordinator  
Conservation Information Coordinator  
Senior Building Performance Specialist  
2 Building Performance Specialists  
Fuel Assistance Intake  
Utilities Advocate  
Receptionist  
3 Seasonal Intake Staff



Thank you to our dedicated staff

Over the course of 50 years, ACTION has grown from a tiny grassroots organization of a few folks committed to a common cause, to one of Cape Ann's largest employers with nearly 170 staff members led by a 21-member volunteer Board of Directors. We've come a long way and much has changed, but what has remained consistent through the decades is the compassion, dedication, and hard work each and every one of our past and current staff have brought to ACTION and to the Cape Ann community. They are the ears listening to what people need. They are the eyes seeing changes in our community and enabling us to react and adapt. And they are the hearts which hold a genuine desire to help others and change lives.

# Looking ahead to 50 more years

With 50 years behind us, we're ready to keep fighting for the people of Cape Ann for the next 50 and beyond. Whatever the future brings, we know we can't face it alone. Our staff, Board of Directors, partners, and supporters are all critical to the continuation of these vital community programs. *Together we'll keep moving forward, and we hope you'll be along for the ride.*

## SUPPORT COMMUNITY ACTION

CONTRIBUTE ONLINE  
**actioninc.org**

CONTRIBUTE BY MAIL  
ACTION INC. / Marketing and Planning  
180 Main Street, Gloucester, MA 01930

# Find Us

## WHERE WE WORK

- GLOUCESTER
- ESSEX
- IPSWICH
- MANCHESTER
- ROCKPORT

Plus Statewide Energy Programs

## LOCATIONS

- MAIN OFFICES  
180 Main Street, Second Floor, Gloucester, MA 01930
- EDUCATION AND TRAINING CENTER  
180 Main Street, Lower Level, Gloucester, MA 01930
- ENERGY SERVICES  
47 Washington Street, Gloucester, MA 01930
- EMERGENCY SHELTER  
370 Main Street, Gloucester, MA 01930
- ROCKPORT SATELLITE OFFICE  
37J Whistlestop Mall, Rockport, MA 01966
- IPSWICH SATELLITE OFFICE  
00 Southern Heights, Ipswich, MA 01938

## GET IN TOUCH

- MAIN OFFICES  
978.282.1000
- ENERGY SERVICES  
978.283.2131

**actioninc.org**





**ACTION** INC.

180 Main Street

Gloucester, MA 01930

978.282.1000 • [actioninc.org](http://actioninc.org)

*Helping people and changing lives on Cape Ann and beyond for*

*50 years*